



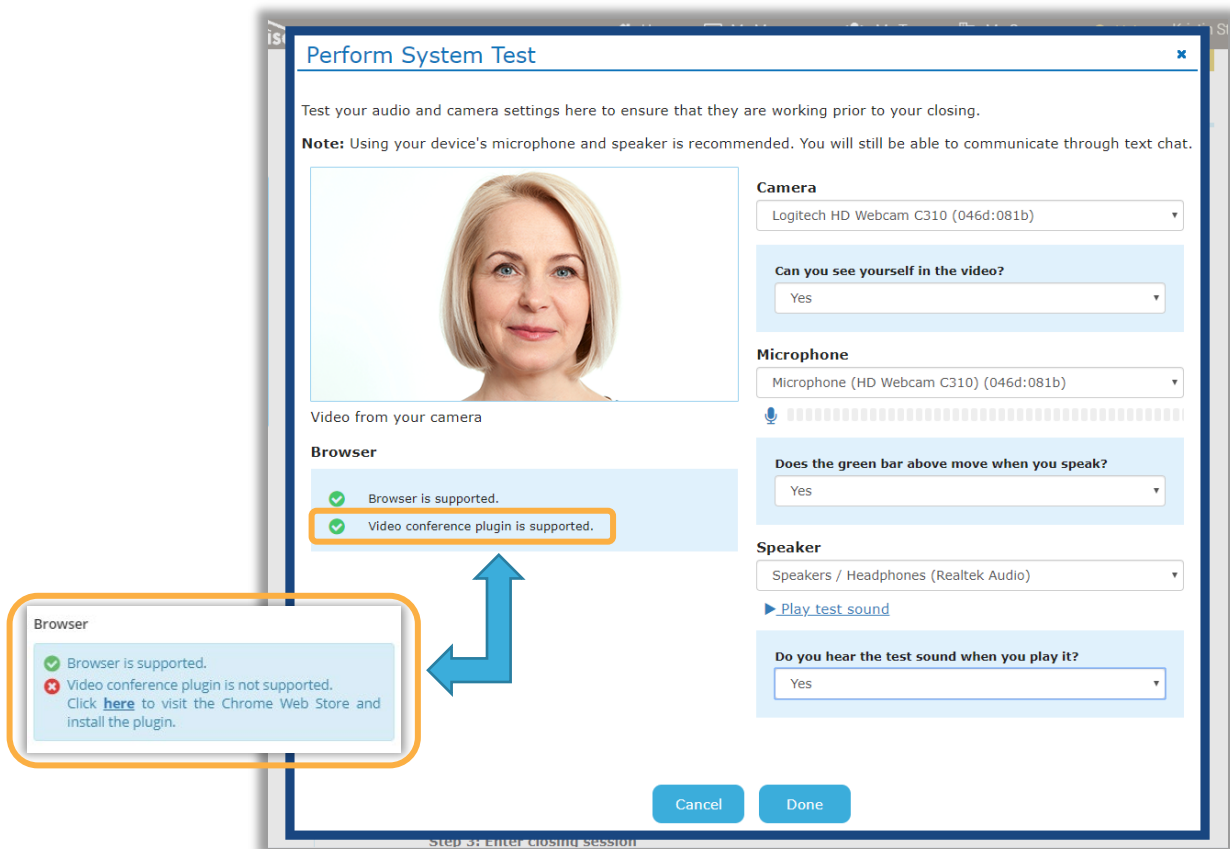
Remote Online Notarization* (RON) System Test Troubleshooting

Note: Mac users may not find a resolve for Chrome following the below instructions. If the below steps do not correct the problem, we recommend switching your browser to Firefox.

Chrome

Confirm Plugin Installation

Confirm the Pavaso screen share plugin is installed. Read the displayed message below all webcam feeds to determine whether the individual has the plugin installed. This plugin allows for the screen share capability during the signing. Once installation is completed, the message updates to **Video conference plugin is supported.**



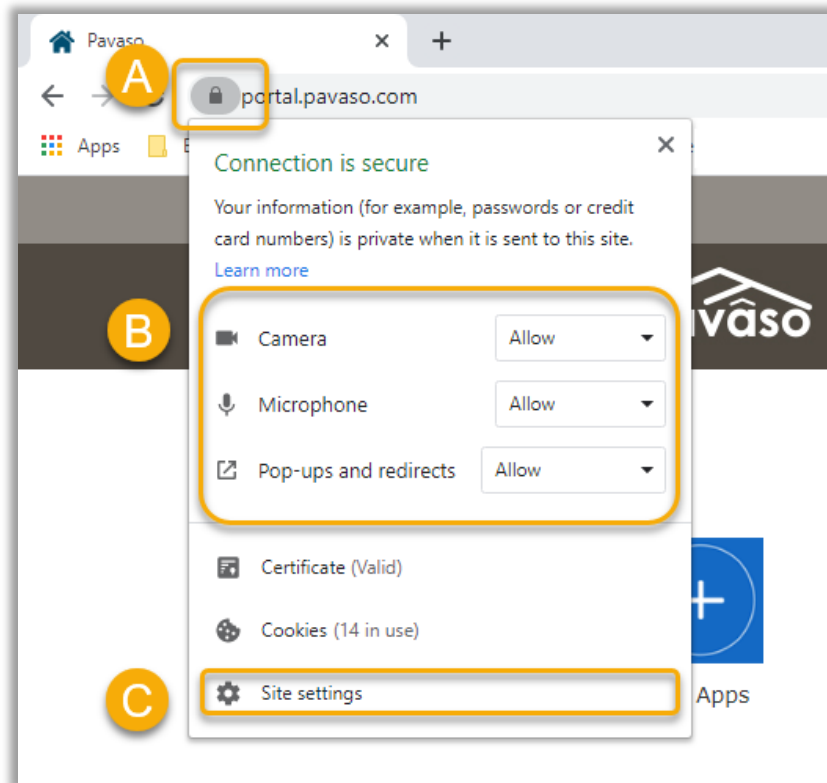


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Browser Camera and Microphone Access

If the plugin is installed and camera, microphone, and speaker options still are not enabled, confirm the browser is allowing access to camera, microphone, and popups. If desired, these settings can be adjusted after the signing is complete.

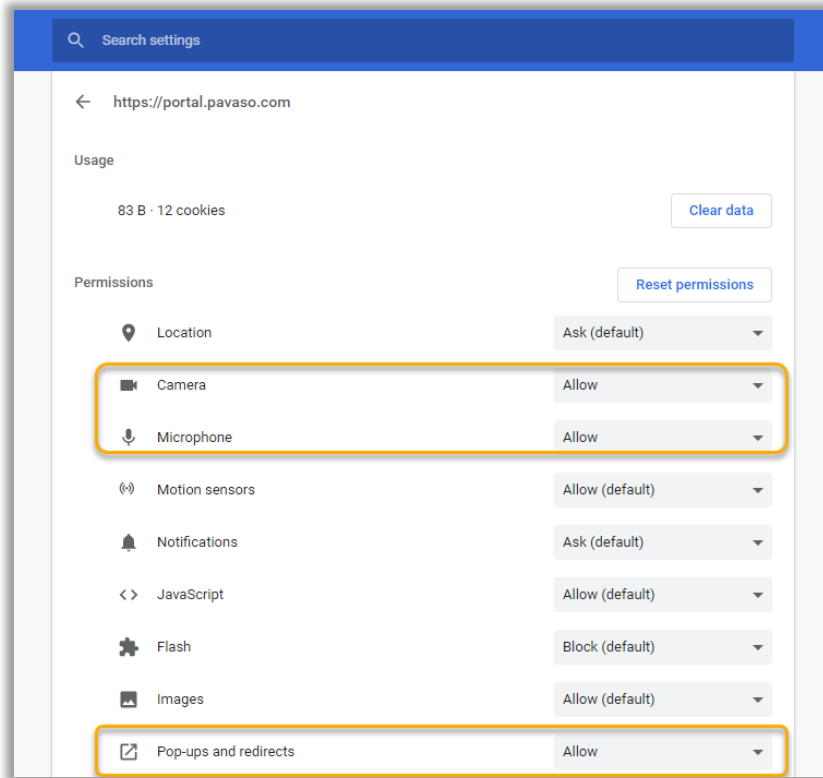
- A. From the URL bar, select the padlock.
- B. From the dropdown menu, confirm **Camera**, **Microphone**, and **Pop-ups and redirects** are all set to **Allow**.
- C. If the options do not appear in this menu, select **Site Settings**.



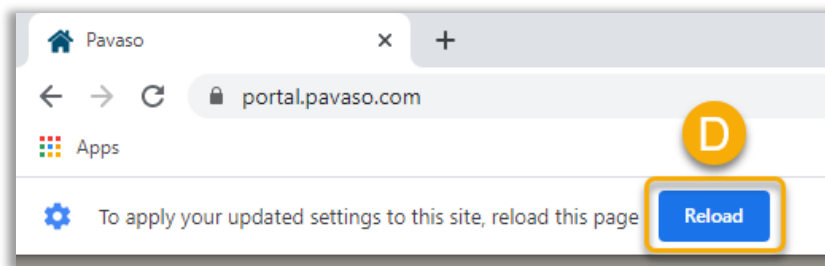


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From the Site Settings, change **Camera**, **Microphone**, and **Pop-ups and redirects** to **Allow**. Close the settings tab after making changes.



D. After closing the Settings tab, confirm you have the browser tab displaying Pavaso selected. A message displays confirming your changes. Select **Reload** to apply the adjusted settings.



Camera, microphone, and speakers should function as expected.

If you continue to experience issues with the system test, also check computer settings to confirm no other programs are blocking use of your camera or microphone. Location of these settings will vary by operating system.

If the issue persists, we recommend switching your browser to Firefox.



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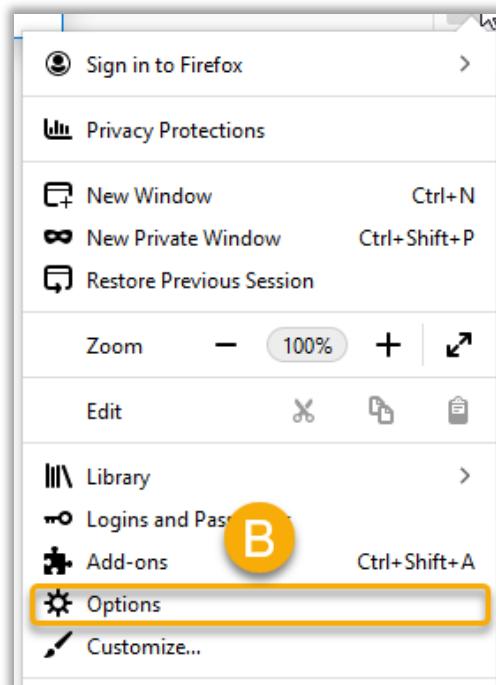
Firefox

Browser Camera and Microphone Access

A. From the top right of the browser, select the Menu icon.



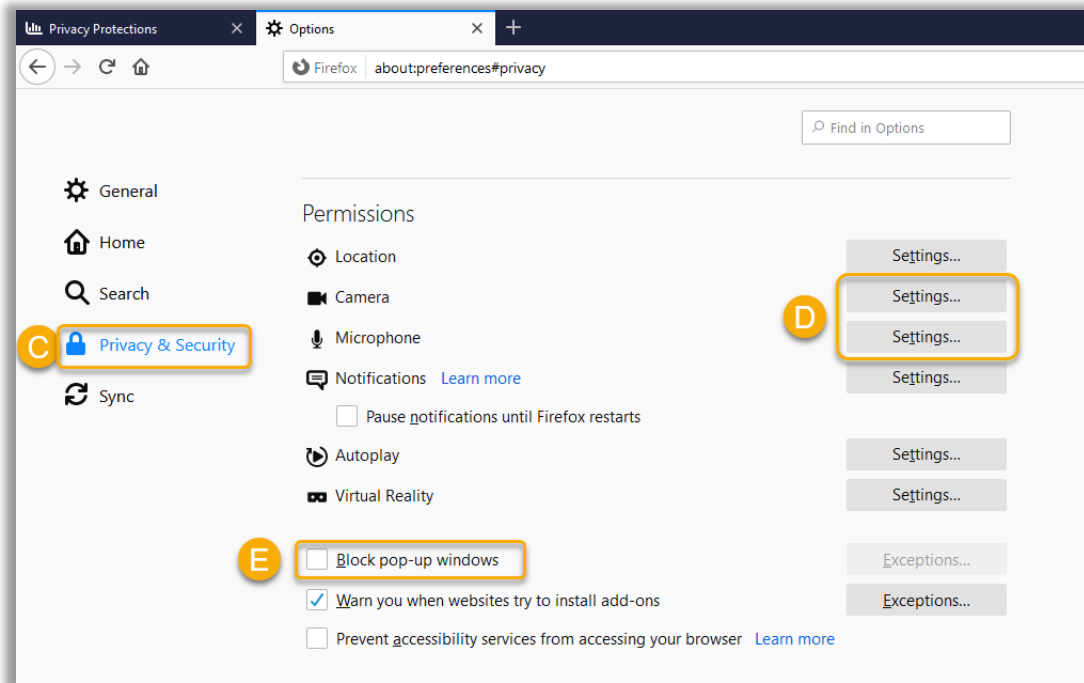
B. Select **Options** from the menu.





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- C. Select **Privacy and Security**.
- D. Select **Settings** next to both Camera and Microphone.
- E. Block pop-up windows should be unchecked.

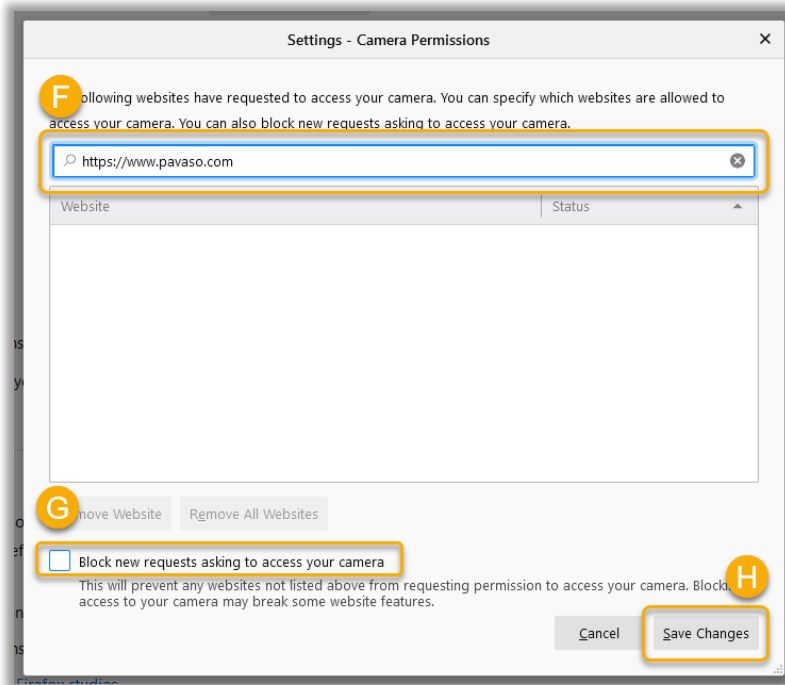




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Within the Settings menu for camera and Microphone:

- F. Enter <https://www.pavaso.com>.
- G. Confirm the **Block new requests asking to access your camera** box is unchecked.
- H. Select **Save Changes**.



If you continue to experience issues with the system test, also check computer settings to confirm no other programs are blocking use of your camera or microphone. Location of these settings will vary by operating system.



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Pavaso Support

Business Hours: Monday – Friday 7:00 am – 8:00 pm CST

Email: support@pavaso.com

Phone/ Closing Hotline: (866) 288-7051, Option 3

24/7 Online Help Library: Log into your Pavaso account and click on **Help** next to your name.

*Due to state law or regulation or both, electronic notarization and remote online notarization are not available in all areas.

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