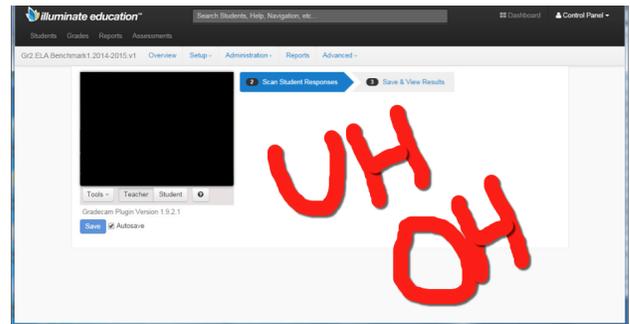


# Webcam Scanning Issues (please go in order)

1. I have downloaded the GradeCam plug-in.

- Yes- go to #2
- [No](#)
- How do I check? (see below)



2. I'm using Chrome.

- Yes (go to page 2)
- [No](#)

3. Windows is up to date on my computer.

- Yes- go to #4
- [No](#)
- [How do I check?](#)

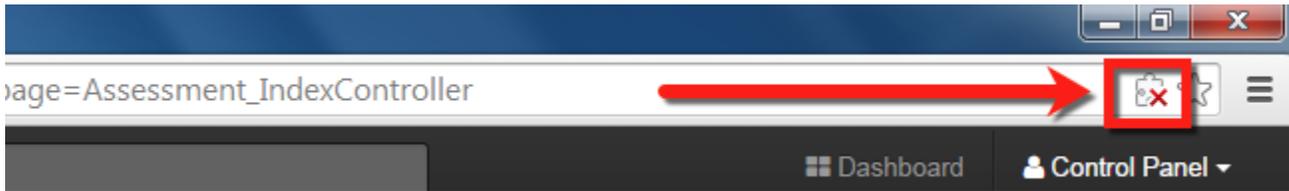
4. [The preview screen is still black.](#)

## How do I check if I have GradeCam?

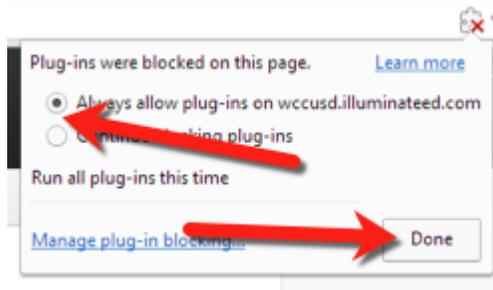
- Go to the scanning page in Illuminate.
- Look at the preview screen on the left.
  - If you see yourself, you have GradeCam and your webcam is working! Go ahead and start scanning.
  - If you see a gray screen with a picture of a paper airplane and the words "Install the GradeCam Plugin", you don't yet have it. Go [here](#) for instructions.
  - If you see a black screen, you have the plugin, but something isn't working. Go [here](#) for next steps.

Yes, I'm using Chrome.

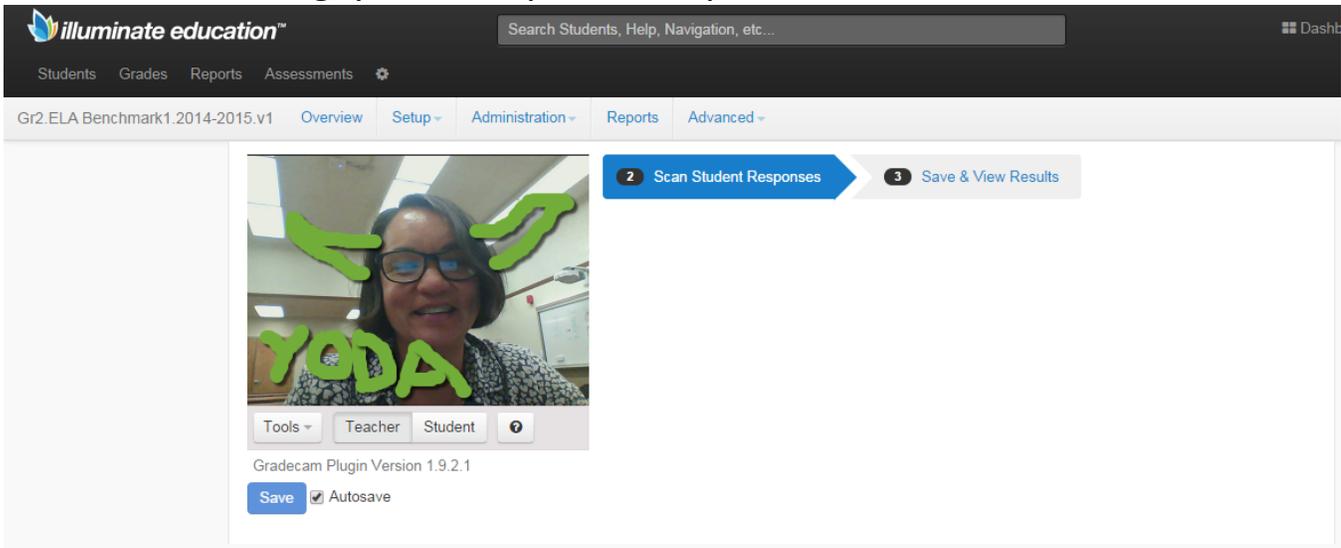
1. Go to the scanning page in Illuminate.
2. If you see a grey screen with a puzzle piece in the preview box, do the following. If you don't, see the grey screen and puzzle piece, click here.
3. On the right side of the address bar on the top, click on the puzzle piece icon with the red "x" on it.



4. Select "Always allow plug-ins..." , then click on Done.



5. If it's working, you'll see your smiley face in the box!



Still not working? Click [here](#).

No, I'm not using

Chrome.

1. Open Chrome.



For further instructions, click [here](#).

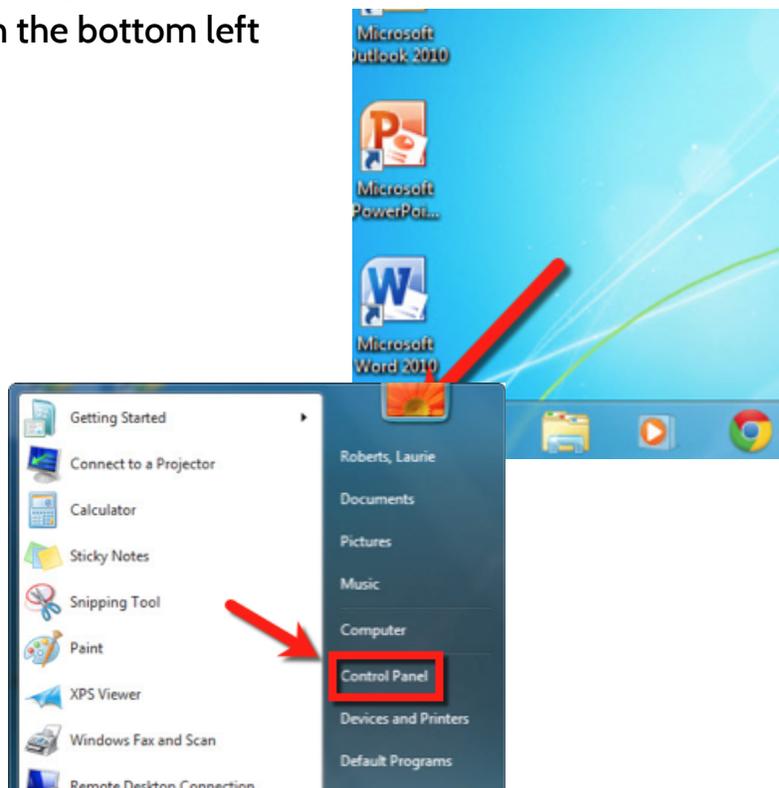
2. If you don't see a shortcut for Chrome on your desktop, go to <http://www.google.com/chrome/> and click on Download.
3. Once the download is done, a window will open and ask you if you want to run the program. Click on Run.
4. Follow the instructions. Once it is done, open Chrome. When prompted, make Chrome your *default browser*.
5. Once you have Chrome open, go [here](#).

How do I check if Windows is up to date on my computer?

\*\*\*Please leave plenty of time for this. Checking for updates can take awhile as does updating.\*\*\*

1. Turn on and login to your computer.
2. Click on the Start button in the bottom left hand corner.

3. Click on Control Panel.

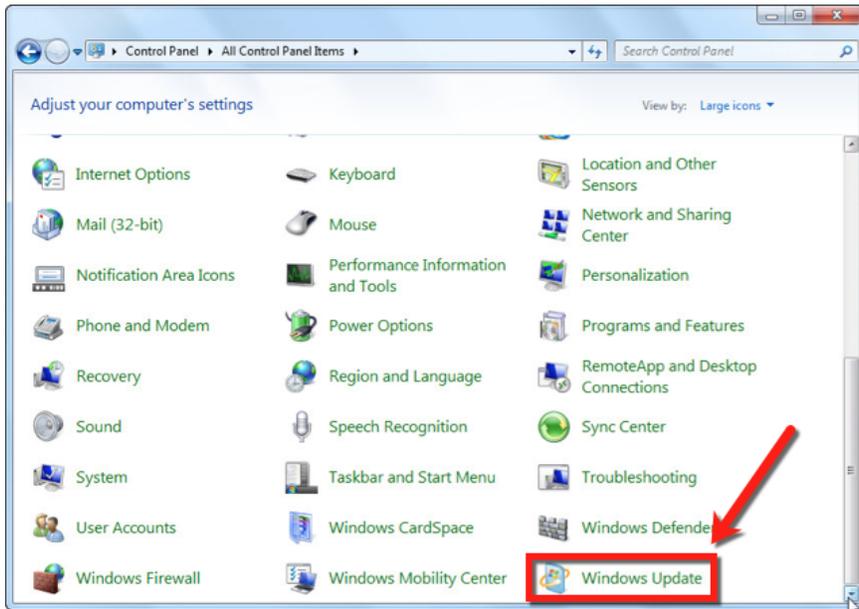


4. If the window that comes up looks like this, click on Category in the upper right hand corner and select Large icons.



Once you  
the list in  
scroll to  
bottom  
Windows

5. are seeing  
large icons,  
the  
and select  
Update.



6. In  
next

the



window, click on Check for updates. \*\*\*Be patient.\*\*\*

7. If

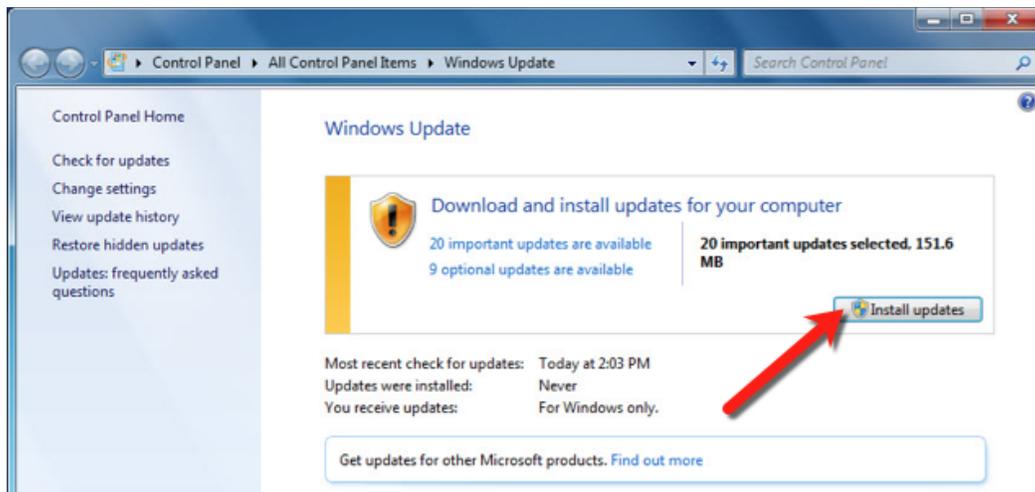
your



computer is up to date, you will see this message:

8. If

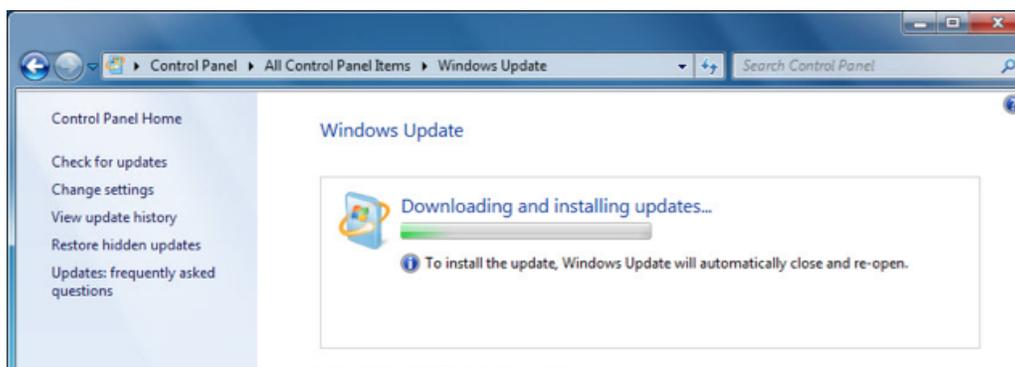
your



computer is NOT up to date, you will see this message. Click on Install now.

\*\*\***PLEASE NOTE:** You may see a similar message to the above BEFORE you see this exact one. The one that will come up before will be the Windows Update software which allows your computer to check for updates at all. Please install this one, too. You will not be prompted to install it unless you need it.

\*\*\*Be a good idea something point.\*\*\*



patient. It's to work on else at this

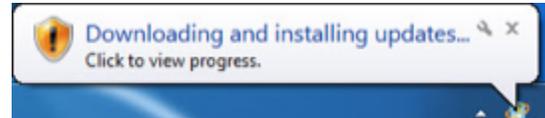
9. When

to, accept terms on Finish.

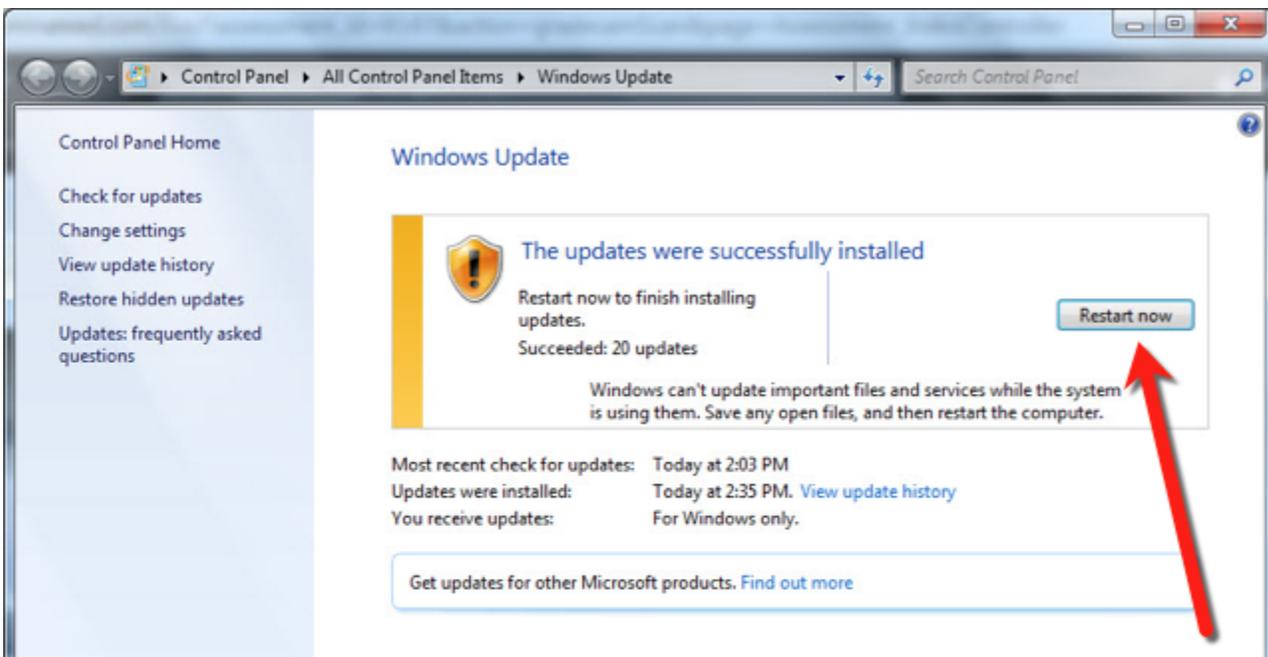


you are prompted the license and click

10. You'll see a message in the bottom right hand corner of the screen while downloading and installing is going on.



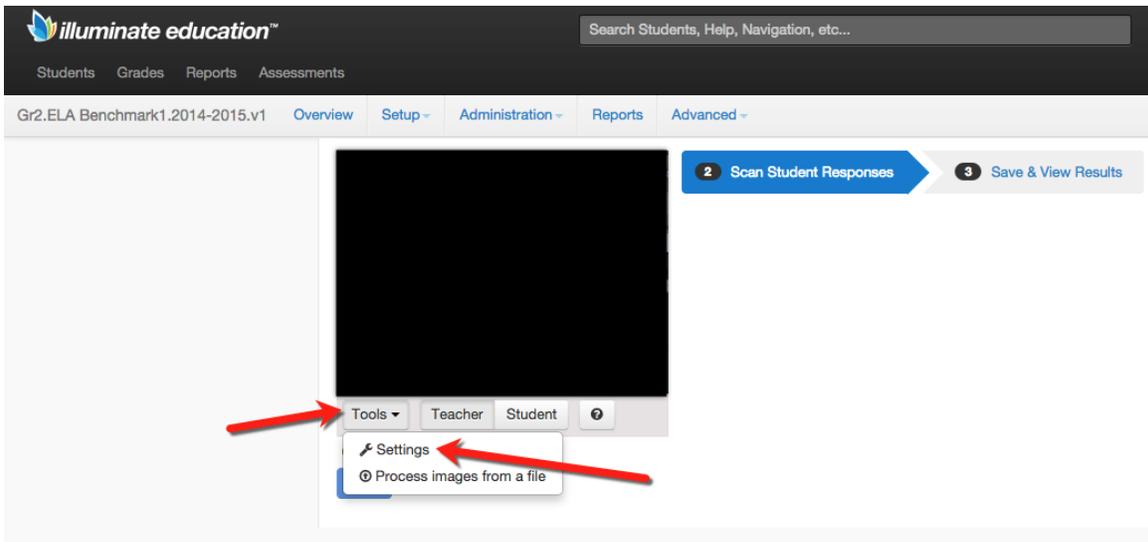
11. When updating is done, you will see this window. Be sure to restart at this point so that the updates will take effect.



12. Once you have restarted your computer and logged in again, please go back to the scanning page and check if you can see yourself in the preview window. If it is still not working, please continue to the next step "The screen is still black."

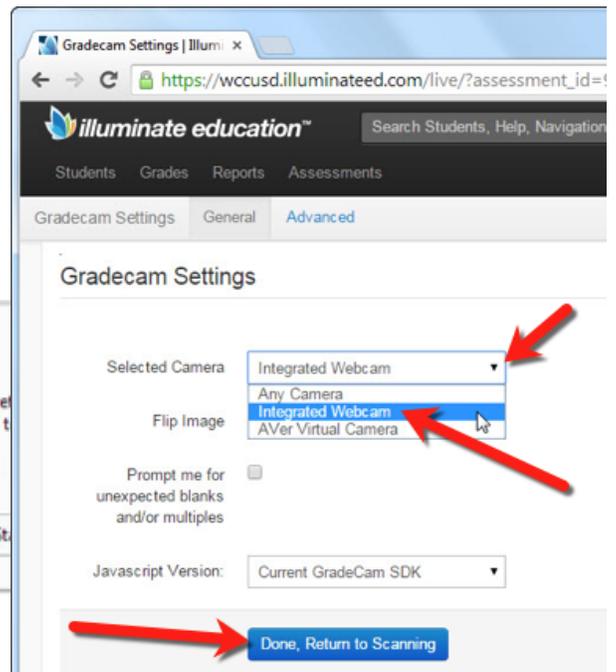
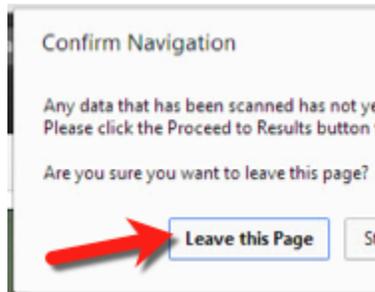
### The screen is still black.

1. Try all the cameras listed for scanning. To do this,
  - a. Go to the scanning page.



- b. Click on Tools just below the preview window, then on Settings.
- c. Click on Leave this Page.

- d. The default Selected Camera is “Any Camera”. Click on the small triangle to see the drop-down menu of available cameras.
- e. Click on any other camera that may be listed, then click on Done, Return to Scanning.
- f. Repeat the above steps if there are other cameras to test. If none of them work, please proceed to step 2.



2. Check on your webcam. Go to this link and watch the step-by-step video:

<http://goo.gl/Q74FiY>

If you have completed all of the steps, and you are still unable to get your webcam working for scanning, please email the Helpdesk ([helpdesk@wccusd.net](mailto:helpdesk@wccusd.net)). Be sure to include the following in your email:

- your name, school, and classroom number
- that you have completed all of the steps from the Webcam Scanning Problems help document.