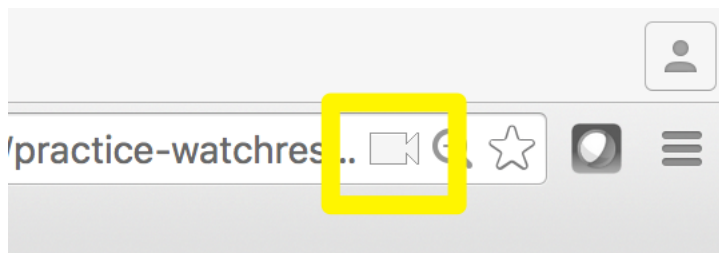
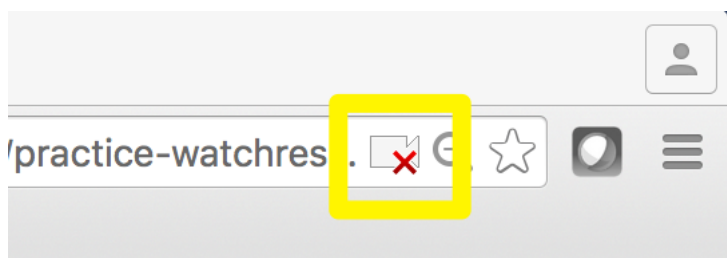


If your recorder seems to be endlessly loading, it is most likely due to your Chrome permissions. A simple change of settings can get you quickly up and running.

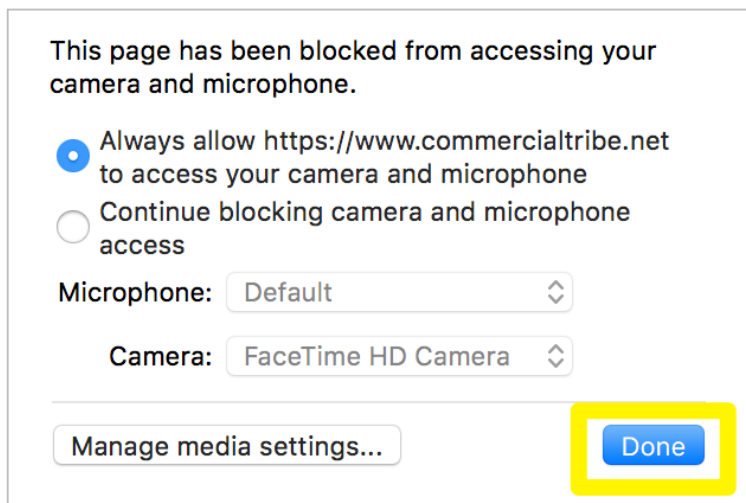
Once in the **Practice** or **Respond** space, look at the camera icon on the right side of the address bar. It should look like this:



But if your camera has a red X on it, you will need to adjust the permissions:



You can adjust permissions by clicking on the camera icon. Choose to **Always allow** <https://www.commercialtribe.net> to access your camera and microphone. Then click **Done**.



**Refresh** your page for the change to take effect – you should see the recorder load and your camera work.

If you are still experiencing issues with your recorder after adjusting your Chrome settings, reach out to [helpdesk@commercialtribe.com](mailto:helpdesk@commercialtribe.com).