

Troubleshooting Common Issues

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Please read on to find help with common problems that may arise while you work through The Grit Test.

Common Issues

Recording Video Not Working / Error Recording Video

When using The Grit Test, you may encounter problems with recording video. These issues can manifest as:

- A notification stating, "Unable to access camera."
- An error message displaying, "Error Recording Video."
- In some cases, it may appear that nothing is happening after choosing to record, and the recording fails.

Troubleshooting Steps

1. Ensure Camera and Microphone are Connected

- If you are using a desktop computer, make sure your webcam is properly connected.
- If you're unsure whether your device has detected the camera, try opening the device's native camera app (e.g., "Camera" on Windows or "Photo Booth" on Mac) to check if the camera functions there.
- On a Windows PC, you can verify camera detection and enable it through "Device Manager" (devmgmt.msc), which may list the camera under "Cameras" or "Sound, video, and game controllers."

2. Privacy Shutter

- If your webcam has a physical privacy shutter or lens cover, ensure it is open.

3. Multiple Cameras

- The Grit Test cannot distinguish between multiple attached cameras. If your device has two cameras (e.g., a built-in webcam and an external one), consider changing the default camera or disabling one to specify the desired camera.
- In Windows, you can manage cameras using "Device Manager." Look for the camera devices under "Cameras" or "Sound, video, and game controllers."

4. Check for Conflicting Camera Apps

- Some devices won't allow the Grit Test access to the camera/microphone if another app is using them.
- Ensure you don't have other apps open that are using the camera/microphone, such as the Windows Camera app.

5. Verify Camera/Microphone Permissions (Operating System)

- Check your OS settings to ensure that camera and microphone access isn't blocked.
- In Windows 10/11, navigate to the Settings app, go to the "Privacy" category (or "Privacy and security"), and check the camera and microphone settings. Ensure that "Allow apps to access your camera" and "Allow apps to access your microphone" are turned on.

6. Check Browser Permissions

- If you accidentally blocked the Grit Test from accessing the camera/microphone in your browser, refer to your browser's help pages to unblock access.
- In Chrome, make sure you've visited the site recently, then access the camera/microphone settings at `chrome://settings/content/all?search=camera`. Ensure that camera/microphone settings are set to allow the Grit Test site.

If you continue to experience issues after following these steps, please contact the the Grit Test Support Team for further assistance.

Email unconfirmed after account creation

When creating your Grit Test account, you must also confirm your email address. You cannot continue through the Grit Test or attend events until you confirm your email. Please give the Grit Test email a few minutes to reach your email, and if some time has passed, continue on to the below steps.

Troubleshooting Steps

1. Confirm your email

- Double-check the email you typed into the Grit Test is the correct email.
- If it is incorrect, start over at Account Creation.
- If it is correct, move on to check your inbox.

2. Check your inbox

- Check your inbox and search for the Grit Test, sometimes emails get buried.

3. Ensure Email is not in Spam/Junk email folder.

- Check your Spam/Junk email folder and search for the Grit Test.
- If you find the email in your Spam/Junk email folder, move it to your inbox.
- If your email provider has the option, indicate the the Grit Test email is not spam/junk.

4. Resend Confirmation email

- If you cannot find your email after steps 1-3, then request a new confirmation email from the Grit Test.
- Wait a few minutes, then follow steps 1-3 above.

If you continue to experience issues after following these steps, please contact the Grit Test Support Team for further assistance.