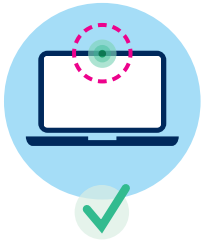


QbCheck

Troubleshooting Guide

The following guidance will support you to prevent and overcome issues related to your device set up and test environment.



To maximise computer compatibility and performance:

- 1 Use a laptop or MacBook with a built-in webcam. Chromebooks, iPads, Surfaces, or smartphones are not compatible.
- 2 Use the most up-to-date version of Chrome, Firefox, or Microsoft Edge.
- 3 Close/exit all other software, programs, browser windows and tabs.
- 4 Plug your device into a power outlet and select the “High Performance” power scheme.



To optimize face detection by the web camera, make sure that:

- 1 You are seated comfortably at arm’s length distance from the computer, and you angled the computer screen to fit your head within the blue lines, instead of leaning forward.
- 2 Your face is fully visible with even lighting upon it so that the outline of your entire face can be detected. Most ideal would be a light source placed in front or above you.

If there is a window or light/lamp on one side, it could make one side of your face lighter, making it harder to detect. If lighting appears uneven on your face, turn on/off a light or move away from a window.

- 3 Long hair is tied back and headwear (hats, caps, scarfs, etc.) as well as facial decorations (rings, piercings, etc.) are removed – glasses can be worn.
- 4 The background is as bland as possible: preferably a blank, single color wall with sufficient lighting. Most important is that there is a clear contrast between your face and your background so that your face can be easily distinguished.