



Blackboard

## Granting browser or launcher permissions for webcam and microphone on Mac in System Preferences

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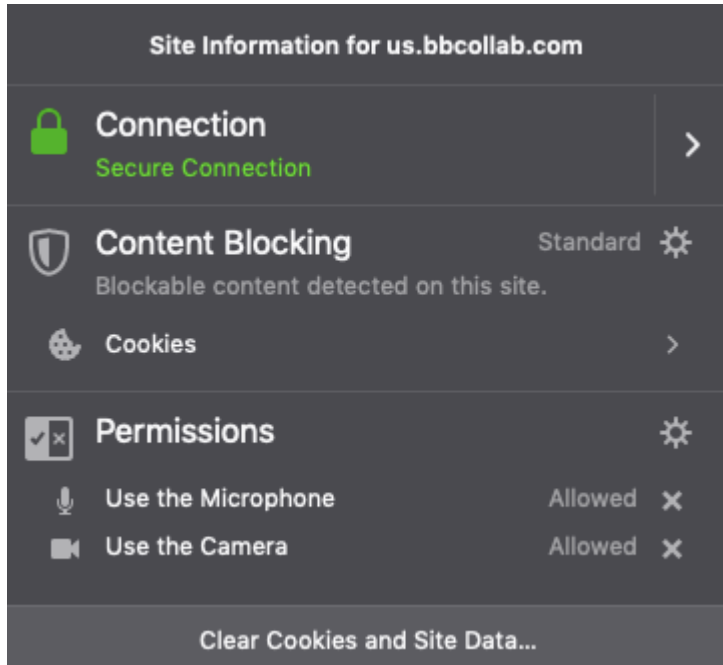
**Product:** Collaborate - Ultra Experience

**Document Type:** User Documentation

**Document Summary:**

### Summary

Apple introduced new security settings in macOS Mojave 10.14 which may require users to manually grant their browsers permission to access the webcam and microphone. Note that the browser may indicate that it already has access to these devices, but will be unable to use them.



**Affected OS:**

MacOS 10.14 Mojave  
MacOS 10.15 Catalina

## **Affected Products:**

Blackboard Collaborate Ultra  
Blackboard Collaborate Original Launcher

## **Information:**

## **Instructions**

1. Quit any open browser windows for which permissions will be enabled.
2. Click the Apple menu.
3. Select System Preferences.
4. Select Security & Privacy.
5. Select the Privacy tab.
6. Locate and select the Camera listing in the panel on the left.
7. Ensure that the box is checked for each browser that should have permission to use this device.
8. Locate and select the Microphone listing in the panel on the left.
9. Ensure that the box is checked for each browser that should have permission to use this device.
10. Close System Preferences, relaunch the browser and test the device in a Blackboard Collaborate Ultra or Blackboard Collaborate Original session.

In the example below, Chrome has access to use the Camera while Firefox does not.

