

**Getting ready – special camera and microphone test, takes 3 mins, please do it a little time before**

Make sure your camera and microphone are working. Log out of any other applications.



<https://play.realbridge.online/camera.html>

Do the test here (allow time to do this, if it doesn't work, contact [support@realbridge.online](mailto:support@realbridge.online) ).

There are some constraints on the type of device you can use to access RealBridge:

Can Use	Can't use
<ul style="list-style-type: none"><li>• Windows laptop</li><li>• Windows tablet</li><li>• Windows desktop</li><li>• MacBook or other Apple laptop</li><li>• iPad (from 2015 or newer)</li><li>• iMac or other Apple desktop</li><li>• Chromebook</li><li>• Android tablet</li></ul>	<ul style="list-style-type: none"><li>• Smartphone</li><li>• Old iPads, older than 2015.</li></ul>

You must use one of these web browsers (you probably are using one of them!):

Can Use	Can't use
<p>Edge, Chrome, Firefox, Safari, Opera. The logo must look like one of these – <b>exactly</b> as below. If it looks different, you are using an out of date version.</p>  <p>You <b>cannot</b> use the combination of iPad and Chrome.</p>	<p>Internet Explorer (notice the gold band)</p> <p>The old EDGE (see shape of the e)</p> 

**MAKING SURE YOU HAVE DONE BROWSER UPDATES**

In Chrome, and Edge, you need to click the three little dots in the top right corner. Alternatively:

For Chrome `chrome://settings/help`

For Edge `edge://settings/help`

**INFORMATION FOR MAC USERS: MacOS (MacBook)**

- You can use Chrome as an alternative to Safari. [Its web video support may be better.]

- In Safari there is a menu item "Safari > Settings for the website...". In that window for RealBridge, select "Allow all auto-play" media, and set the camera & microphone permission to "Allow".