QbCheck Troubleshooting Guide

The following guidance will provide support in preventing and overcoming issues related to device set up and test environment.



To maximize device compatibility and performance, please ensure that:

1. A laptop or MacBook with a built-in webcam is used. Chromebooks, iPads, Surfaces, or smartphones are not compatible.
2. The most up-to-date version of Chrome or Microsoft Edge is used.
3. All other software, programs, browser windows and tabs are closed.
4. The device is plugged into a power outlet and the “High Performance” power scheme is selected.



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

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

   If there is a window or light / lamp on one side, it could make one side of your/their face lighter, making it harder to detect. If lighting appears uneven on your/their face, turn a light on or off, or move away from a window.
3. Long hair is tied back and headwear (hats, caps, scarves, 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/someone’s face and the background so that your/their face can be easily distinguished.

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