



## Frequently Asked Questions

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### 1 Questions

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### 2 Answers

## 2.1 My camera is not working. What should I do?

Start with small actions to fix the problem, then try larger ones. Here is our recommended procedure: most of these steps have further explanation which you will find by clicking on the step. Don't worry, Personal Video Guidance runs on every reasonably modern computer and that includes yours.

- a) If you are using an external webcam make sure it is plugged in.
- b) [Close other applications using the camera.](#)
- c) [Check that Adobe Flash has permission to use your webcam.](#)
- d) [Check that the correct webcam is selected.](#)
- e) [Check your version of Adobe Flash Player.](#)
- f) [Update your Adobe Flash Player.](#)
- g) [Update your browser.](#)
- h) [Call for help.](#)

2.2 I forgot my password. How can I log in? When you changed your password you provided a secret answer to a secret question. On the Login page, first enter your user name, then click "Forgot Password?" below. Enter the secret answer and click Send email to receive a new, randomly-generated password that you can use to change your password to the one you want. If your secret answer is not accepted, try changing the capitalization. If that doesn't work, ask your team administrator to reset your password (call the office of the organization that is doing Personal Video Guidance with you). If that doesn't work, [call for help](#).

2.3 I forgot my user name. How can I log in? Typically your email is used as your user name. If that doesn't work, ask your team administrator to look up your user name (call the office of the organization that is doing Personal Video Guidance with you). If that doesn't work, [call for help](#).

2.4 The video stopped playing. What should I do? A momentary glitch in your internet connection can cause the video to stop playing. Try clicking the screen to start and stop play. Then try clicking the Next and Back button. If that doesn't work, select another model video from the schedule list at the top of the Practice screen, and then select the routine where you were. If even that doesn't work, click the Logout button (upper right corner) and log in again. If this happens frequently and you have a reliable high-bandwidth internet connection, try a [quick test for viruses](#) and [call for help](#).

- 2.5 The volume is too low or too high. The volume control within Personal Video Guidance (in the control panel towards the bottom) operates within the limits set by your computer's master volume control. On Windows machines the master volume control is usually found at the bottom right of the screen. On Apples it is usually at the upper right. Many laptops also have function keys for adjusting the master volume.
- 2.6 I would like to view an old message. Where can I find it? Click View Progress at the bottom of the Practice screen. Select Messages for You from the drop-down list at the top of the Progress Charts window. In the list of "Practices", select the date of the feedback that you want to view.
- 2.7 I keep seeing the same message. How do I tell it to go away? Normally you will view a Message for You once in the Practice screen, and it will be gone the next time you log in. Personal Video Guidance decides that you have viewed your message when you play the end of the reply or comment. Thus, if you skipped away before playing the very end of the reply or comment, the system will continue to show you that message. If you want you can skip right to the end and thus avoid having to watch the full reply or comment again. When acknowledgement of viewing the message takes place, the green part of the segments bar turns a brighter shade of green.
- 2.8 I can hear audio but the video is blank. What does that mean? When a recording is just a few seconds long the video often does not perform properly. If the recording is longer and the video remains blank, that means the webcam wasn't working properly.
- 2.9 There are too many data points in the Progress Charts window to see clearly. Slide the zoom control below the chart to the right, then scroll horizontally to see the section of data that you want.
- 2.10 Adobe Flash Player freezes when I try to give permission to use the camera. [Check your version of Adobe Flash Player](#), and if appropriate [update your Adobe Flash Player](#). If this doesn't help, try the other suggestions under [My camera is not working](#).
- 2.11 The system complains about an erratic internet connection frequently although I have a good connection. Cable usually provides excellent internet connection, but can become poor when your household or neighborhood is busy downloading movies and so on. Something else you might consider is doing a [quick check for viruses](#).
- 2.12 After I log in I see an alert about a new version, then the system keeps reloading repeatedly. Usually when this problem occurs the browser is Internet Explorer. Close your browser, open it again and go to <http://go-pvg.com> to reload the new version of Personal Video Guidance. If the problem persists, empty your browser's cache. If you are using Internet Explorer (version 9): show the Menu bar using a right-click at the top of the screen; select Internet Options from the Tools menu; select the General tab; click the

Delete button in the Browsing History panel; make sure Temporary Internet Files is checked and click the Delete button at the bottom.

- 2.13 [My problem is not covered here](#). If you are able to play videos and have not already scanned through the available tutorials, these can be selected from the top of the drop-down list at the top of the Practice screen. Otherwise please [call for help](#).

### 3 Actions

- 3.1 [Close other applications using the camera](#). If your webcam's light is on, that means that some application is using it and that prevents Adobe Flash Player from using the camera. Sometimes an application such as Skype can be running in the background without showing. Try opening and then quitting Skype and other applications that you sometimes use with your webcam. If necessary, [view all applications running on your computer](#).
- 3.2 [Check that Adobe Flash has permission to use your webcam](#). Click Settings (lower right corner after login). Click Privacy. Make sure that "Accept" is selected and "Remember" is checked. Then click Close.
- 3.3 [Check that the correct webcam is selected](#). Click Settings (lower right corner after login). Click Camera. From the drop-down list at the time, try selecting each item in turn and clicking on the "eyeball" icon just below the list. If this is the correct selection the camera will turn on and the "eyeball" will show what it sees. Click Close when done.
- 3.4 [Check your version of Adobe Flash Player](#). An easy way to do this is to right-click when viewing a Flash web page such as the Login screen of Personal Video Guidance. Then select the item at the bottom of the pop-up menu to see your full version number. On Apples, right-click by pressing the ctrl key while clicking. A Flash Player version 10.1 or newer is needed for reliable performance. If you already have 10.1, updating to the newest (currently 11.1) may possibly help with unusual problems using your camera and so on.
- 3.5 [Update your Adobe Flash Player](#). In your browser, go to the web address <http://get.adobe.com/flashplayer>. Click the yellow Download Now button and follow instructions to update your Flash Player. The install process takes only a minute or two. Do not accept offers of free virus protection unless you do not have virus protection and are clear that you want the offer – see [Protect your computer against viruses](#). Note – the Chrome browser has built-in automatic updating of Flash Player so this is probably not the solution for you if you use Chrome.

- 3.6 Update your browser. Your current browser may have an Update option on, for example, the Help menu. If not, do a Google search such as “Firefox download”, “Safari download”, etc. Pick the most official source, for example, <http://www.mozilla.org/en-US/firefox/> for Firefox and <http://www.apple.com/safari/download/> for Safari. These updates usually take approximately five minutes or so.
- 3.7 View all applications running on your computer. On Windows machines, press the Ctrl, Alt, and Del keys all at the same time. Then select Start Task Manager. The Applications tab shows every windowed program running. The Processes tab shows each sub-program. You can click on the header of the CPU column to see which processes are using your computer’s processing power.

On Apple machines, open the Finder. Select Applications on the left, then scroll down to click on Utilities, and then the Activity Monitor. Click on the CPU button at the top of the bottom panel to see which processes are using your computer’s processing power. Click on the Network button to see information being downloaded and uploaded.

- 3.8 A quick test for viruses. First [view all applications running on your computer](#). If more CPU is being used that you might expect based on what is running, and/or if your computer is busy downloading and uploading and you don’t know why, you may well be infected by a virus, especially if you have a Windows machine and do not have virus protection installed. Call for professional help immediately (Google “computer repair” to find help if needed). In the future be sure to [protect your computer against viruses](#).
- 3.9 Protect your computer against viruses. Every Windows computer must have anti-virus software installed to protect it. Microsoft now provides excellent protection for free. Download Microsoft Security Essentials from the official site. Never accept offers of virus protection from unfamiliar sources – frequently these offers are malicious. Apple computers have virus protection built in. It is possible to install additional protection but do your research first.
- 3.10 Call for help. The phone number for customer support is 888-579-0829. If you do not reach a person right away, we will return your call as soon as possible. You can also send email to [support@bewellcommunication.com](mailto:support@bewellcommunication.com). When you call for help, customer support has the ability to view your computer screen and even, if you permit, to control your computer over the internet to solve problems while you watch. To use this remote-control capability follow this link: <http://joingotomeeting.com>.