



Getting Started with Personal Video Guidance (PVG)™

Logging In (for guest login from the PVG web site just click the Login button)

- 1) Enter the web address go-pvg.com in your browser
- 2) Enter your username (usually your email address), your temporary password (usually your first name lowercase), and click Login
- 3) (First time only) Accept the terms of agreement, grant permission to use your webcam, and change your password

Write your new password here _____ and/or click
“Remember my login on this computer” on the Login page

- 4) Follow on-screen instructions

Troubleshooting

If your camera does not work for recording try these steps:

- a) Close other applications using the camera such as Skype
- b) Click Settings (lower right corner); Privacy; make sure “Accept” and “Remember” are selected
- c) Click Settings; Camera; try selecting each listed choice
- d) Download and install the current Adobe Flash Player. Go to the web address <http://get.adobe.com/flashplayer>
- e) Download and install the current version of your web browser

Support for Personal Video Guidance

- a) For online help click the Support button (lower right after login)
- b) Call 888-579-0829