

FAQ and Troubleshooting

Have a question about your Extempore Account?

Below are our most frequently asked questions, if you do not find the answer you are looking for or have not been able to resolve your issue, please visit our [help center](#) for more info or [contact support](#).

My Camera or Microphone is not Working? ([Supported Device/Browsers](#))

Desktop Browser

1. Make sure you are using **Google Chrome** or **Firefox**
2. Make sure your microphone is enabled by clicking the '**Lock**' in the search bar
3. Make sure you are running the latest browser version. To check, click Chrome/Firefox in the menu, then click "About Chrome/Firefox"
4. Restart your browser/device
5. For Mac users, [reset the SMC of your Mac](#)

iOS

1. Make sure you have your Microphone and Camera are enabled for Extempore. **Settings > Extempore > 'Allow Extempore to Access'**
2. Restart the Extempore Mobile App
3. Restart your iOS device

Android

1. Make sure you have your Microphone and Camera are enabled for Extempore. **Settings > Apps > Extempore > Permissions > Allow**
2. Restart the Extempore Mobile App
3. Restart your Android device

My Videos take too long to upload?

Please try lowering the video recording resolution on your device for iPhone or Android.

iPhone	Android	Computer
Settings > Camera > Record Video > 30 fps recommended	Camera > Settings > Video Size > FHD	Check your WiFi connection or try a different WiFi

I've created my account but I can't remember my username?

Your username is emailed to you as soon as the account is created. If you need to retrieve it, please click [here](#) and enter the email address you used when you signed up for the class. If you don't receive the '**Reset Password**' email in 10

minutes, please check your SPAM and JUNK folders as sometimes your filters might send them there. Please [contact support](#) if you require further assistance.

I have forgotten my password?

You can reset your password at [this link](#). After you enter your username, an email will be generated with further steps. If you don't receive the Reset Password email in 10 minutes, please check your SPAM and JUNK folders as sometimes your filters might send them there. Please [contact support](#) if you require further assistance.

I don't know how to create an account?

In order to use Extempore as a student, you need to join a class. You join a class through an invitation link sent by your instructor. A class link will look like this:

<https://store.extemporeapp.com/n/98e463b9-1aa1-41dc-bbd4-99c27d79>

If you don't have an invitation link, please contact your instructor.

Please note that you only need to use the class link once! After you create your account, you can log in directly into the student portal

(<https://student.extemporeapp.com/>) or mobile apps.

I can't play the video prompt from my instructor?

Please check that you don't have "Low Power Mode" enabled on your mobile device. Low Power Mode will prevent your video from playing.

My attempts won't submit, they just spin?

Please note that extempore is only compatible with recent versions of Android and iOS. If your attempts are not submitting, or if the app behaves differently on your device than on your peer's devices, you might need to upgrade your operating system. Please see [this article for more information on supported versions and devices](#).

The question tile shows red?

If your instructor has set up a question to be a single attempt (ie, you can only try once), you have to answer it after you've viewed it. If you view a question but do not answer it, the question will lock and the tile will turn red. You can ask your instructor to unlock a locked question from their grading platform. Please note that Extempore Support will not unlock a question without your instructors' permission.

Google Sign-On not working?

Most of the time this means you did not enroll using Google. You can [connect your Extempore account to your Google Account here](#).