

If you are having difficulty with Geolocation while trying to take an exam and you are within range, refer to the following troubleshooting steps to resolve your issue:

- Ensure location services are turned on for your Operating System and Browser.
 - When taking an exam for the first time, you should be prompted to allow the application to access your location. Select **Yes** at the prompt.
 - If you are not prompted, enable location services:
 - For your operating system:
 - [Windows](#)
 - [Mac](#)
 - For your browser:
 - [Google Chrome](#)
 - [Mozilla Firefox](#)
 - [Microsoft Edge](#)
 - [Apple Safari](#)
- Clear your browser cache, and then restart your browser.
 - Click the link below for instructions on how to clear the cache for your specific browser:
 - [Google Chrome](#)
 - [Mozilla Firefox](#)
 - [Microsoft Edge](#)
 - [Apple Safari](#)
- Try a different browser.
- Check your network connection. You should be connected to one of the following WiFi networks:
 - eduroam
 - wahoo
 - hscs-wireless
- Restart your computer.

If you have tried all of the above, and are still having issues, contact MedEdWeb@virginia.edu.