

If your camera won't start

Updated 14 October 2026 · unforged.ai/help/sig/if-your-camera-wont-start

Some senders ask for a two second video of you as you sign, so they know it was really you. If your camera won't cooperate, there are a few things to try, and you can always sign with a code instead.

1 Allow the camera

When you select **Turn on the camera**, your browser asks whether this page can use it. Choose to allow it. If you said no by mistake, look for the camera symbol in the address bar or your browser settings, allow it there, and reload the page.

2 Close other apps that use the camera

A video call or another app using the camera can stop the page from opening it. Close them and try again.

3 Try another browser or device

An up-to-date Chrome, Safari, Edge or Firefox works best. If your computer has no camera, open the email on your phone and sign there.

4 Get the video right

Sit somewhere well lit, facing the light rather than with a window behind you. When you select **Sign now**, look at the camera and hold still for two seconds.

5 Sign with a code instead

Select **I can't use a camera** or **Use a code instead**. We email you a six digit code, which you type into **Code** before selecting **Finish signing**.

If something goes wrong

It says this browser can't take a video.

We'll email you a code straight away, so check your inbox and enter it to finish signing.

The code has run out, or you've had too many tries.

Each code lasts 15 minutes. Select **Send a new code** and use the newest email.

The code email hasn't arrived.

Check your junk folder, wait a minute, then select **Send a new code**. If it still doesn't come, contact whoever sent you the document.