

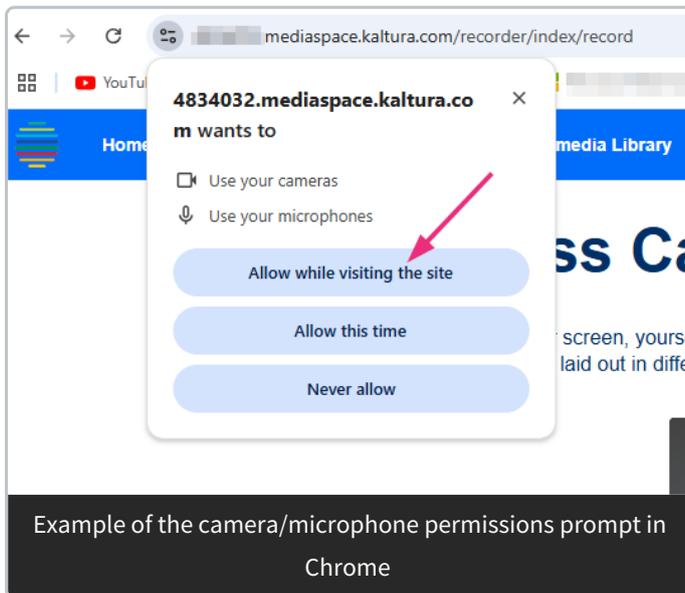
What to do if you get locked out of Express Capture

Last Modified on 03/30/2025 6:30 pm IDT

 This article is designated for all users.

About

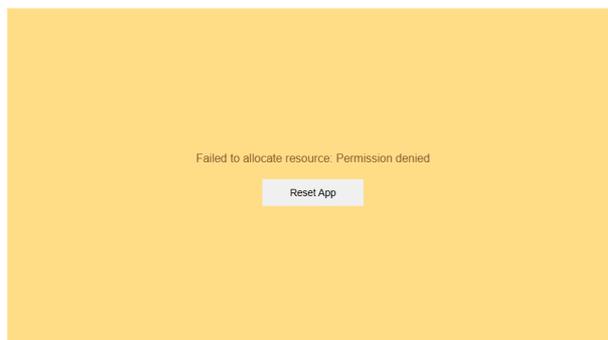
The first time you open Express Capture, your browser will ask for permission to use your camera and microphone. Click **Allow** (or whatever your browser prompts).



If you select 'Block', 'Never Allow', or click a block access icon by mistake, you'll see a yellow screen with the message: *Failed to allocate resource. Permission denied. Reset app.*

Express Capture

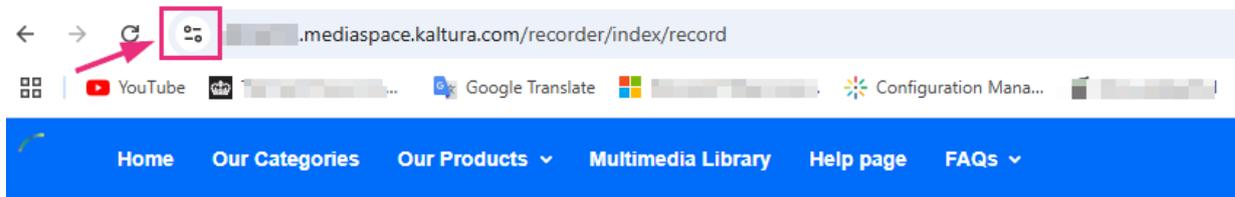
You can record your screen, yourself, or both, and choose whether to include only audio or video. If you choose to record both your screen and yourself, your video will contain two side streams that can be laid out in different ways in the player.



Express Capture won't work until you re-enable your settings.

Re-enable camera and microphone access

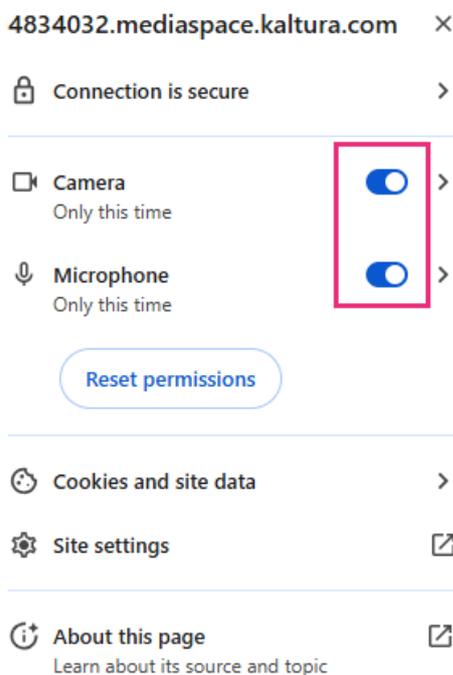
1. Click the lock icon  or permissions icon next to the website address in your browser's address bar.



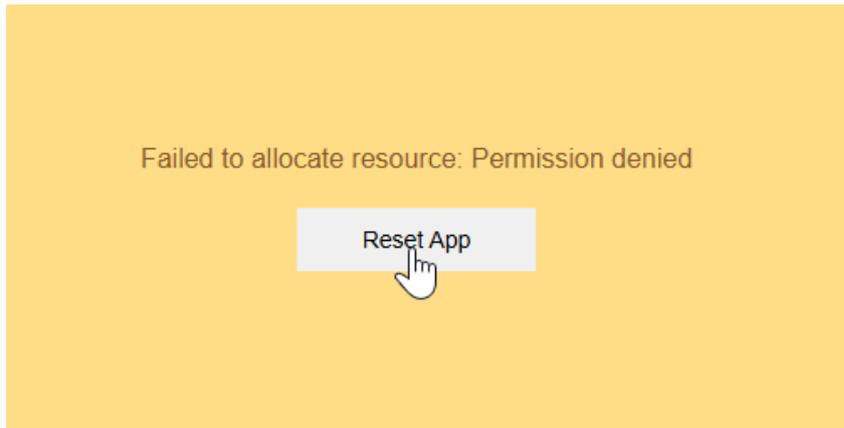
Express Capture

You can record your screen, yourself, or both, and choose whether to include streams that can be laid out in different ways in the player.

2. In the list that opens, find **Camera** and **Microphone** and set both to **Allow** (or toggle them on).



3. Click the **Reset App** button on the page.



You should now be able to use Express Capture. If not, refresh the page.

If it's still not working:

- double-check that camera and mic permissions are enabled.
- try closing and reopening your browser.
- switch to a different browser and try again.

Ready to record? Go to [Create a recording with Express Capture](#).
