



# CLT

## Camera, Microphone, and Screen Share Issues

*for the remote-proctored CLT*

If you have difficulty setting the permissions for your camera, microphone, or screen sharing, follow the steps below. This guide may be used both for the actual exam and for the [Device/Browser Test](#).

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## Chrome

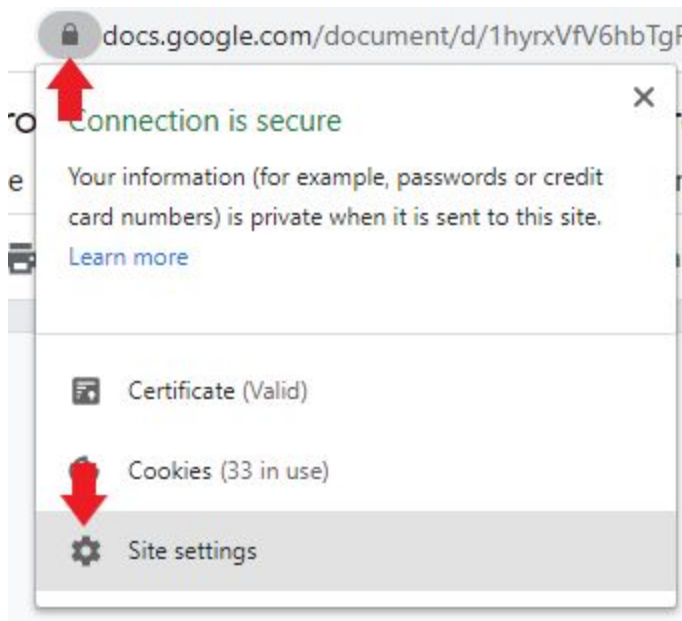
### Updated version

Make sure you're using [the most updated version of Chrome](#).

### Permissions

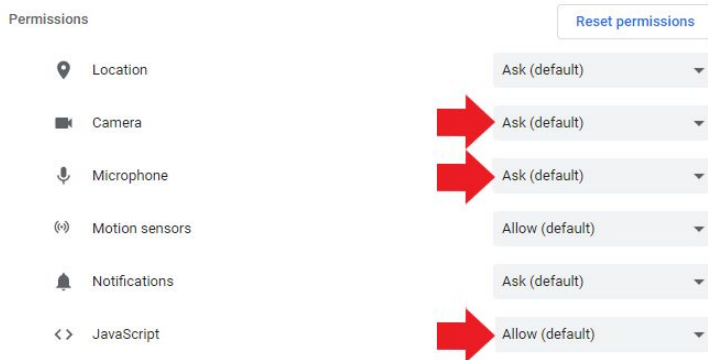
If Chrome is updated but the problem persists, there may be an issue with your browser site permissions.

At the left of your URL, click the lock icon and then click Site settings.





On the Site Settings page, make sure your camera, microphone, and JavaScript are set to Ask or Allow.

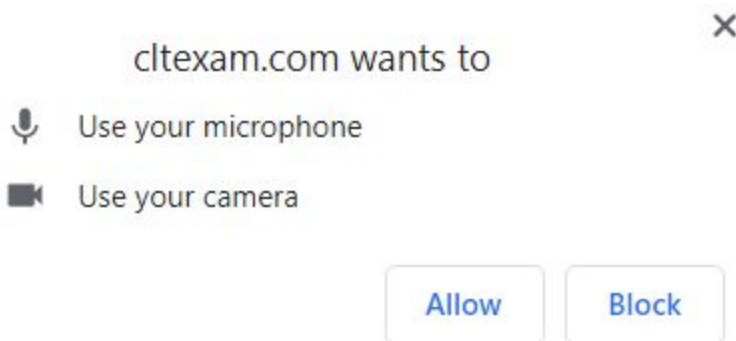


If you haven't begun answering questions yet, refresh and then try again.

## What it should look like

### Microphone and Camera

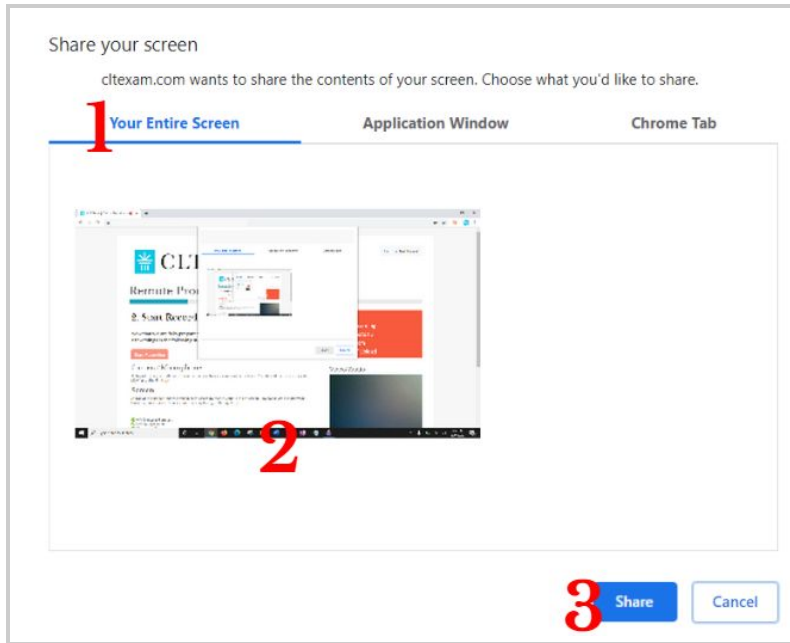
Click "Allow."





## Screen Share

- Select "Your Entire Screen" (step 1 in image below).
- Click the screen share image that appears in the box (step 2).
- This will turn the "Share" button blue, which you may then click (step 3).





## Firefox

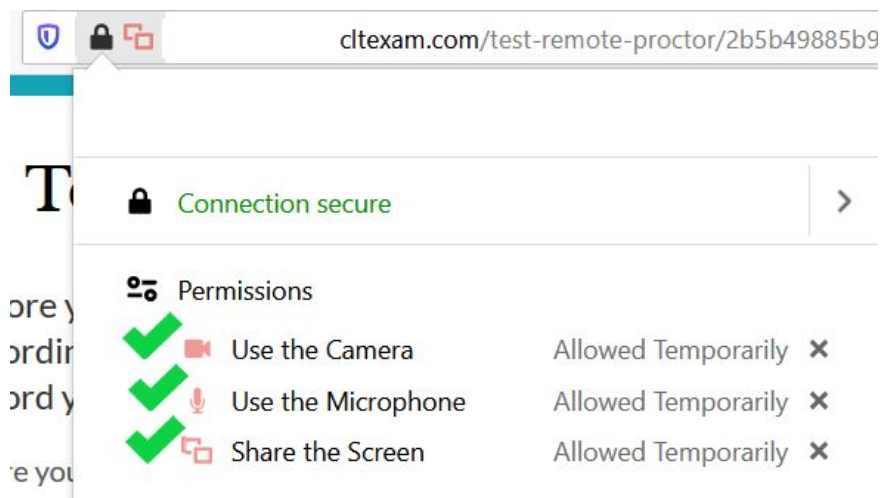
### Updated version

Make sure you're using [the most updated version of Firefox](#).

### Permissions

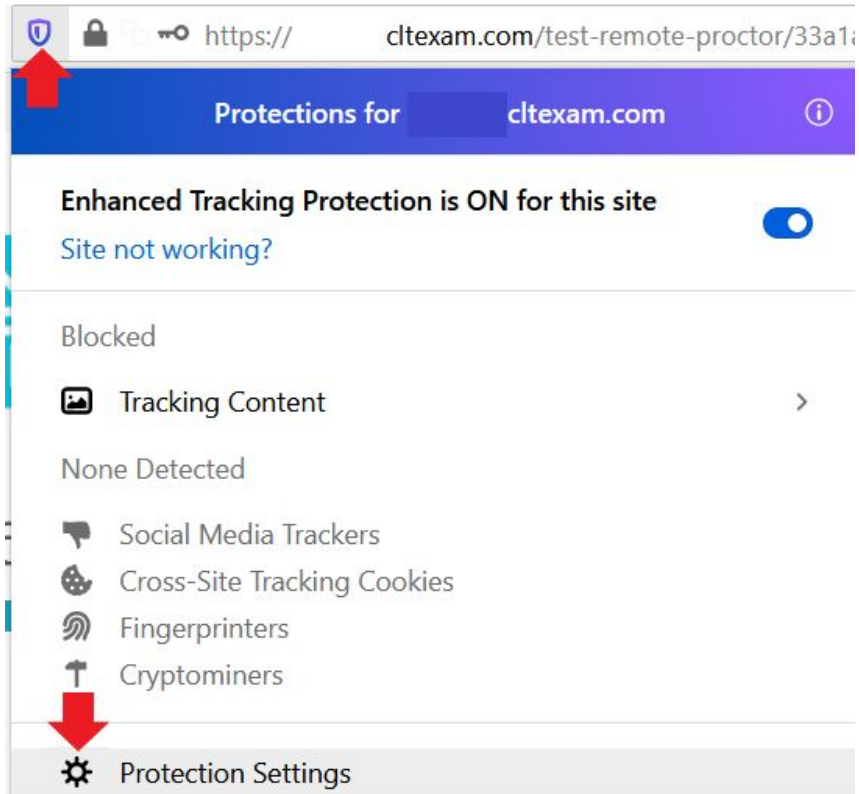
If Firefox is updated but the problem persists, there may be an issue with your browser site permissions.

At the left of your URL, click the lock icon. Your Camera, Microphone, and Share the Screen should be set to "Allowed."

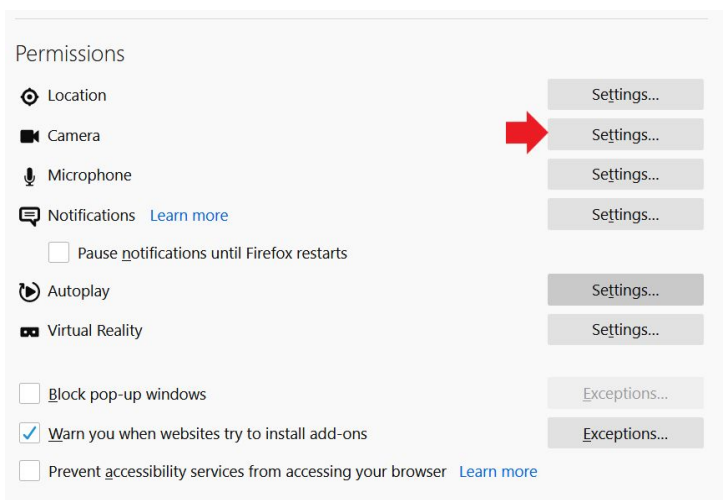


If they are not, continue.

Click the icon to the left, the *shield* icon, and then click Protection Settings.



You'll be taken to a new page. Scroll down to Permissions and click Settings to the right of Camera.

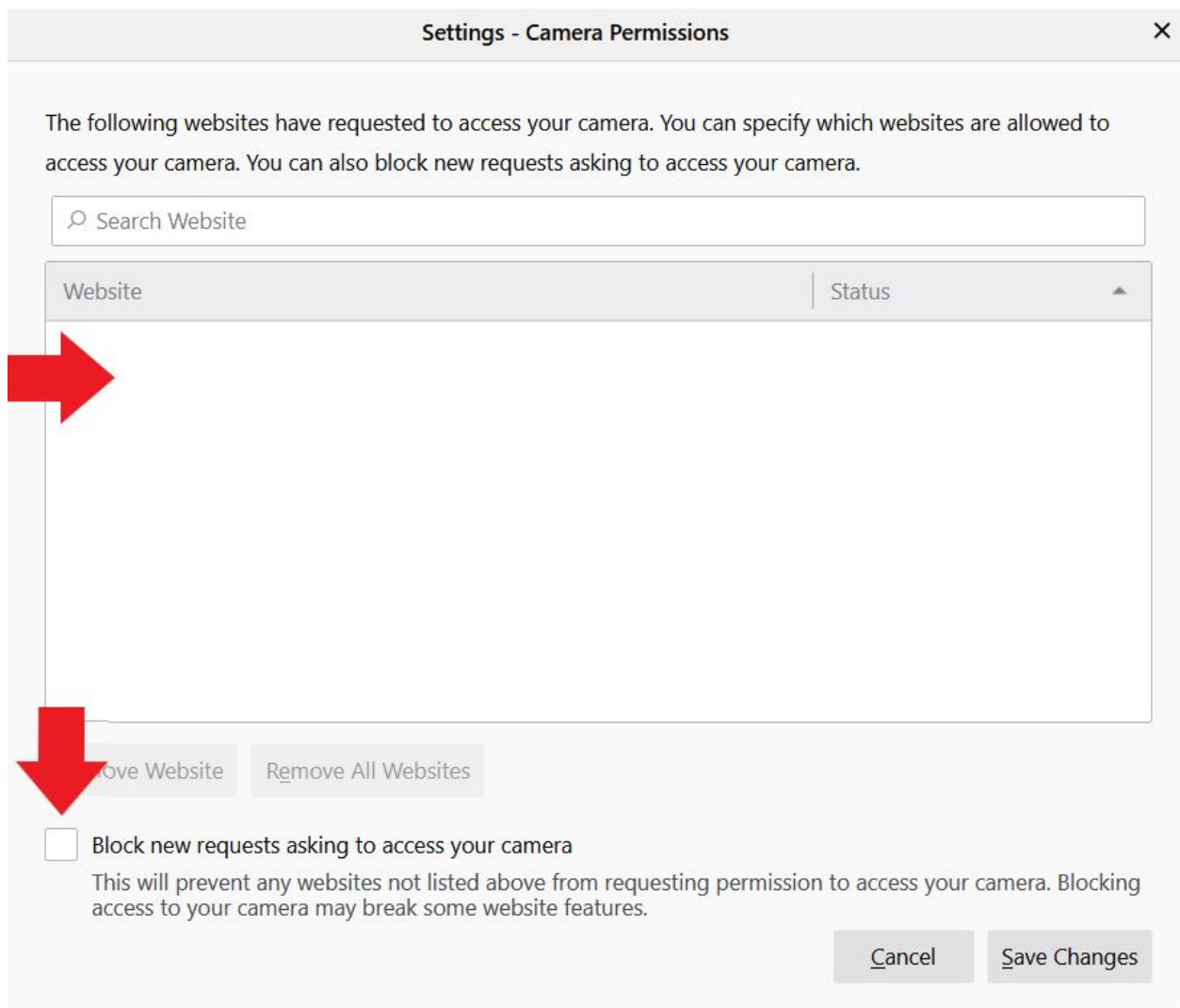


*Camera, Microphone, and Screen Share Issues  
Updated 11/24/2020*



Make sure cltexam.com is either unlisted in the Website field or that its status is not blocked.

Also make sure that the "Block new requests asking to access your camera" option is not checked.

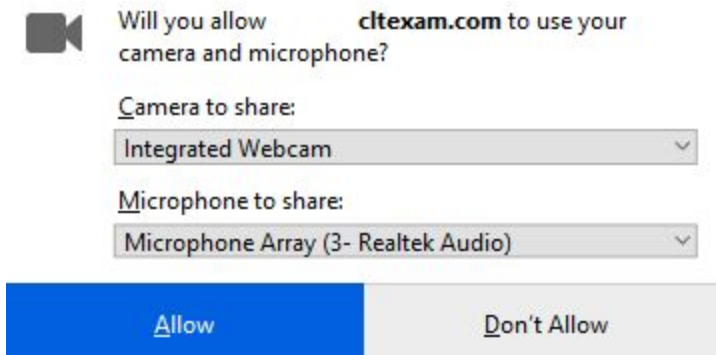




## What it should look like

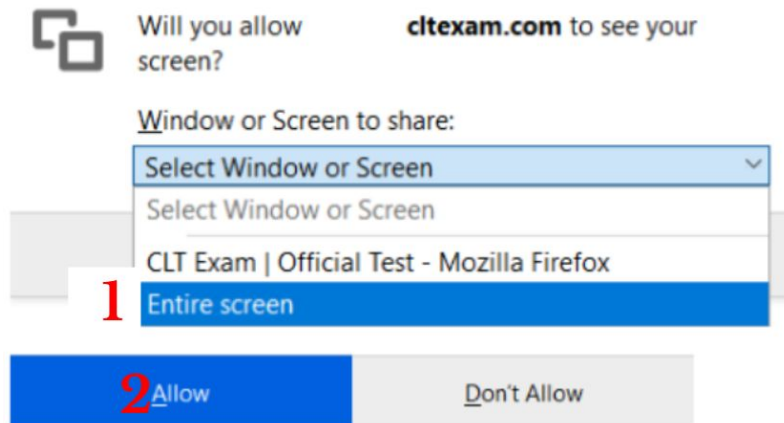
### Microphone and Camera

Click "Allow."



### Screen Share

- Select "Entire Screen" (step 1 in the image below).
- Click "Allow" (step 2).







## **Screen Share Issues on Mac Devices**

Some Mac users, even when using Chrome or Firefox, have experienced difficulties allowing screen sharing. The following procedure has been found to be helpful in the majority of such cases:

- Close your browser
- Select the "Apple menu" system icon
- Navigate to System Preferences > Security and Privacy > Privacy > Screen Recording
- Click on the "lock" icon to make changes; enter your device's password when prompted
- Click on the relevant box to "tick" it, then click on the lock icon once more
- Open Chrome or Firefox and [log in to your CLT account](#); you should find that the issues are no longer present.