Screen Share Troubleshooting

for the Remotely Proctored CLT

If you have difficulty screen sharing, follow the steps below.
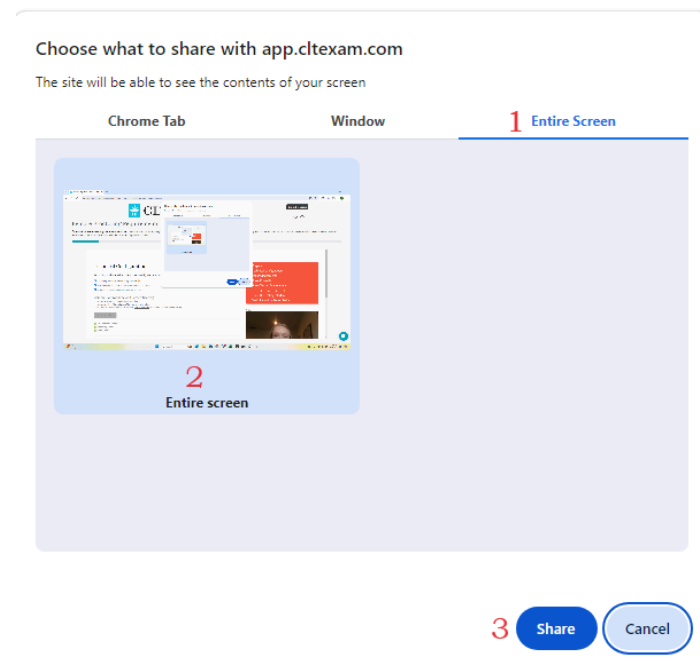
Using a Mac/Apple device?

See a video of this process here!

1. Select the "Apple menu" system icon in the upper left
2. Go to System Settings > Privacy & Security (for macOS 13/Ventura or later) **OR** System Preferences > Security and Privacy > Privacy (for older macOS versions)
3. Scroll down and select "Screen Recording" or "Screen and System Audio Recording"
4. Click on the switch or box next to the relevant app (LockDown Browser OEM)
5. Enter your device password when prompted (you may need to click the lock icon at the bottom first)
6. Click "Quit & Reopen"
7. Reopen your browser and navigate back to the test

Unable to click the Share button? (Chromebook)

See a video of this process here!

1. Select "Entire Screen."
2. Click the **preview image** that appears beneath "Entire Screen." The "Share" button will now turn blue.
3. Click the "Share" button.

More Troubleshooting Suggestions

1. Be sure any parental/device controls (e.g., Covenant Eyes) are disabled.
2. Restart your computer.
3. Try a different device.