Screen Share Troubleshooting

for the Remotely Proctored CLT

If you have difficulty screen sharing, follow the steps below.

What screen share issue are you encountering?

Unable to Click Share/Allow	2
Chrome	2
Firefox	2
Received "Screen Share Check Failed" Message	3
Mac Devices	3
More Troubleshooting Suggestions	3

<u>Clicking Share/Allow</u>

Chrome

Step 1: Select "Entire Screen."

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

Step 3: Click the "Share" button.

Choose what to share with app.cltexam.com			
Charges Tab	Wie deur	1 radia casa	
Chrome Tab	window	L Entire Screen	
Image: second			
		3 Share Cancel	

Firefox

Step 1: Select "Entire Screen"
Step 2: Click "Allow"

	low app.cltexam.com to see your screen?
V	indow or screen:
	Select window or screen \checkmark
	Select window or screen
	CLT Exam Official Test Home — Mozilla Firefox
	Entire screen

2 <u>A</u>llow

<u>B</u>lock

Screen Share Check Failed

Mac Devices

- 1. Select the "Apple menu" system icon in the upper left
- 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"
- 4. Click on the switch or box next to the relevant app (Chrome/Firefox)
- 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

More Troubleshooting Suggestions

- 1. Be sure any parental/device controls (e.g., Covenant Eyes) are disabled.
- 2. Restart your computer.
- 3. Try a different browser (<u>Chrome</u> or <u>Firefox</u>).
- 4. Try a different device.