Screen Share Troubleshooting

for the Remotely Proctored CLT

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

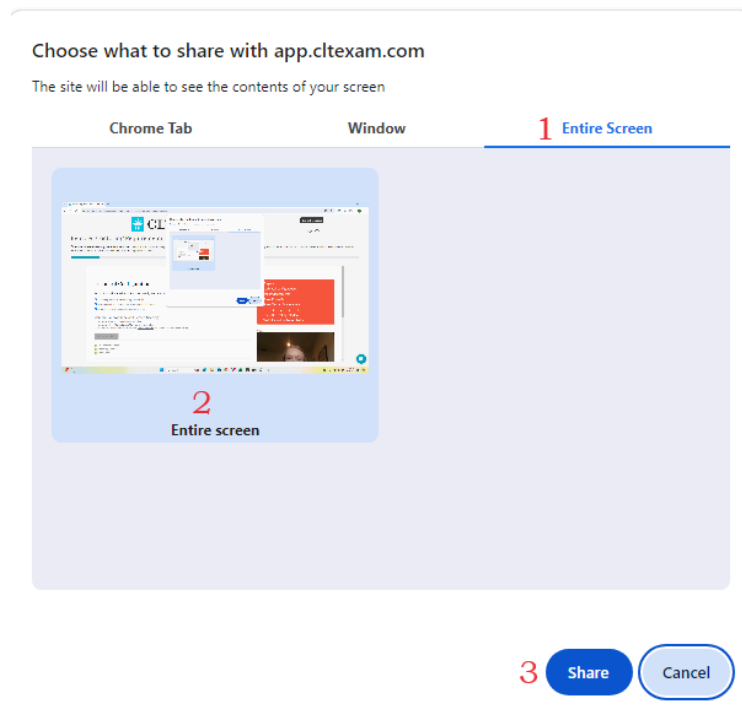## What screen share issue are you encountering?

Clicking Share/Allow

Chrome

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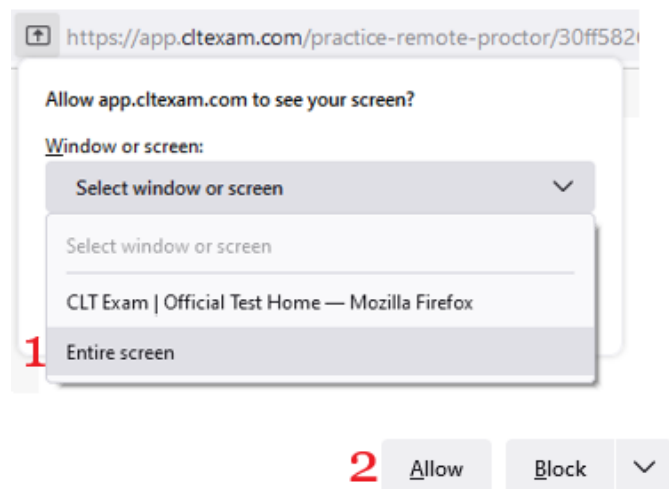**Step 2:** Click the **preview image** that appears beneath "Entire Screen." The "Share" button will now turn blue.
Step 3: Click the "Share" button.

Firefox

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

Screen Share Check Failed

Mac Devices

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"
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 ([Chrome](#) or [Firefox](#)).
4. Try a different device.