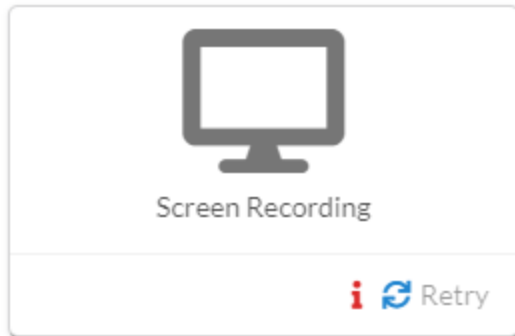


Screen Sharing Problems

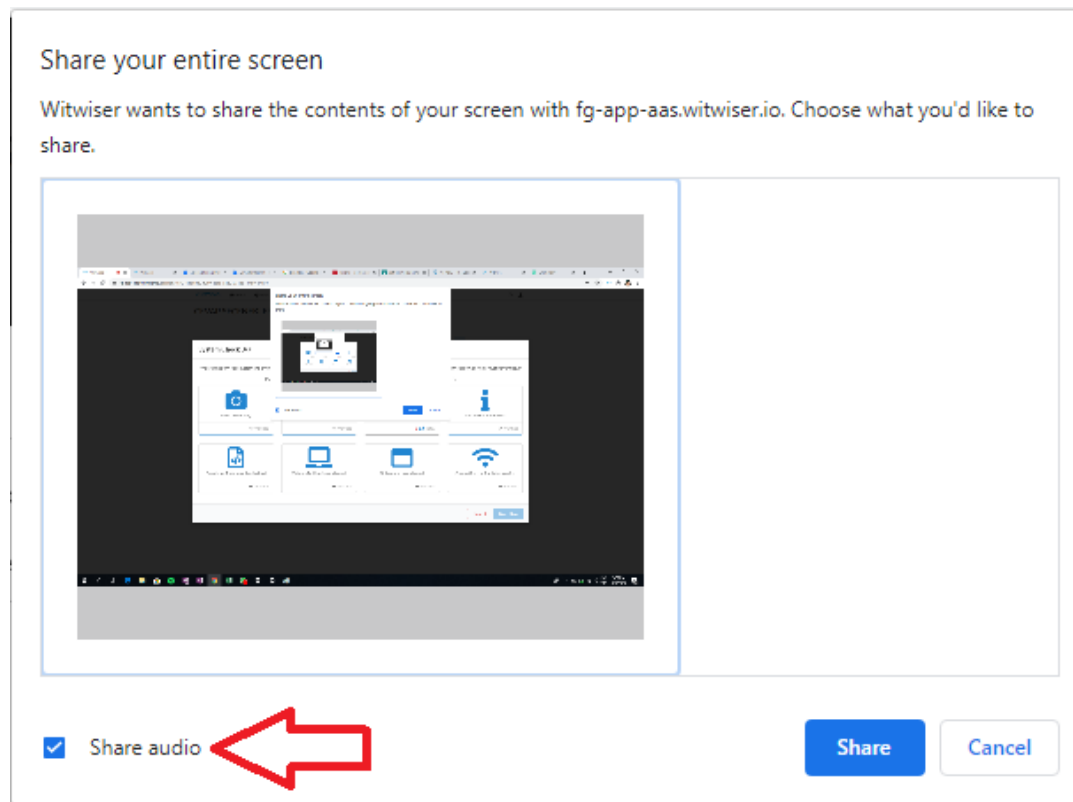
Problem

The screen recording is not verified




Solution

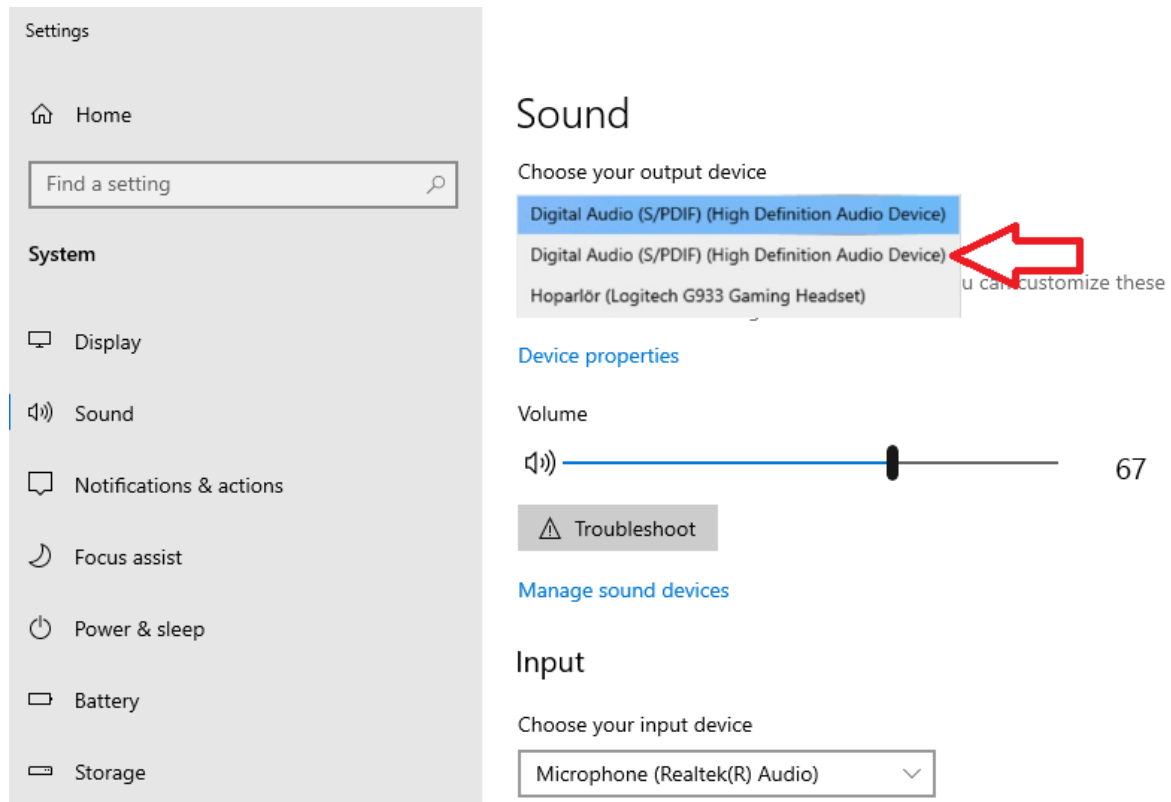
1- Share audio checkbox has to be selected while sharing your entire screen on screen share pop-up.



2- If there is an external speaker or headphone connected to your computer;

- The first option is removing external devices.
- The second option is choosing the internal device in sound settings.
 - Right-click the **Sound Icon**  in the lower right of your screen
 - Click **Open Sound Settings**

- Select the internal device if multiple active

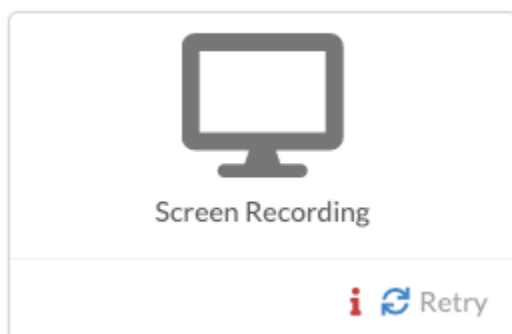


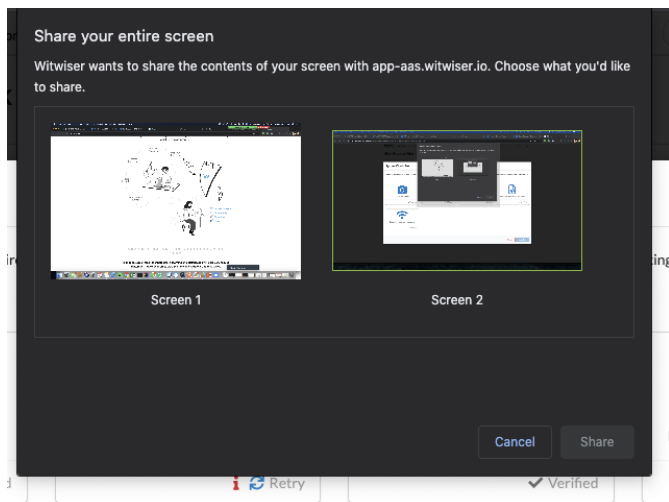
The screenshot shows the Windows Settings application with the 'Sound' section selected in the left sidebar. The main content area is titled 'Sound' and includes a 'Choose your output device' dropdown menu. The dropdown is open, showing three options: 'Digital Audio (S/PDIF) (High Definition Audio Device)' (highlighted in blue), 'Digital Audio (S/PDIF) (High Definition Audio Device)', and 'Hearldr (Logitech G933 Gaming Headset)'. A red arrow points to the first option. Below the dropdown is a 'Device properties' link. The 'Volume' section shows a slider set to 67 and a 'Troubleshoot' button. The 'Manage sound devices' link is also visible. The 'Input' section shows a 'Choose your input device' dropdown menu with 'Microphone (Realtek(R) Audio)' selected.

Important: If you need to listen to audio during the exam, be sure that you can listen/hear the voice on the browser. You may test that via opening a video on the browser. If you can't hear, select the output device that you can hear the voice

Problem

The screen sharing pop-up can not be seen.





Solution

- 1- The operating system may restrict screen sharing and warning pop-up could be kept on the background. Please check the security settings of your operating system.
- 2- It may be due to the Witwiser Chrome plugin. If the Witwiser Chrome plug-in was installed and deleted before starting the test, the exam page needs to be refreshed with ctrl + shift + R before starting the test.
- 3- If you click somewhere while the screen sharing pop-up is opening, screen sharing pop-up can move to the background. Please check the background and return it foreground. Then please approve for screen sharing.



Problem

Screen sharing verification is overrunning and screen sharing can not be able to perform.



Video Recording



Screen Recording



Solution

Camera access should be turn on for screen sharing.

If you have a problem on camera access, please visit [Webcam / Audio Problems](#)

Related articles

- [How do I create a support request?](#)
- [How can I create a new profile for Chrome?](#)
- [Frequently Asked Questions](#)
- [Webcam Problems / Windows](#)
- [Webcam / Audio Problems](#)
- [Microphone Problems](#)
- [How to install Witwiser Chrome?](#)
- [Screen Sharing Problem / Mac OS](#)
- [Screen Sharing Problems](#)
- [System Requirements](#)
- [Virtual Machine Problems](#)
- [Witwiser Chrome plugin installed, but I can not start the exam](#)
- [Webcam Problems / Mac OS](#)
- [How can I set the recommended settings of the Witwiser Chrome plugin?](#)