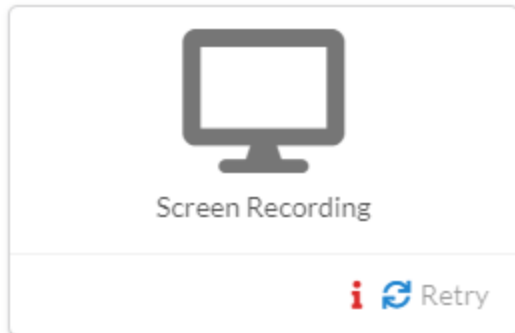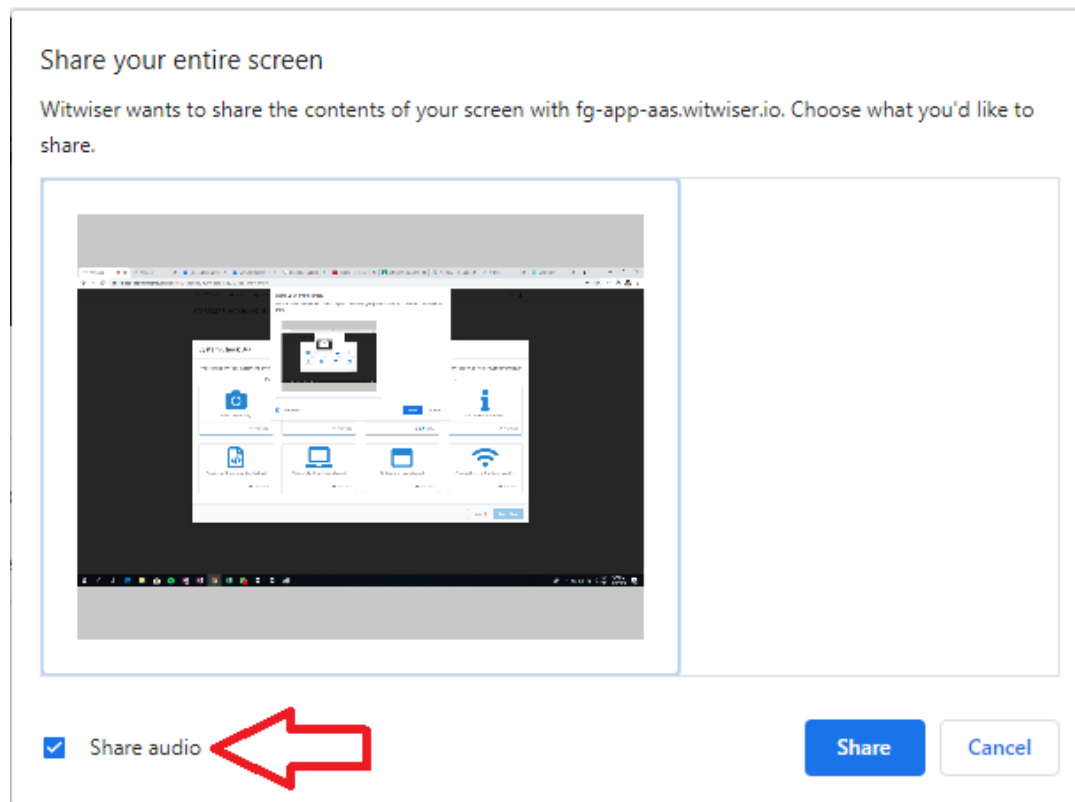# Screen Sharing Problems

## Problem

The screen recording is not verified
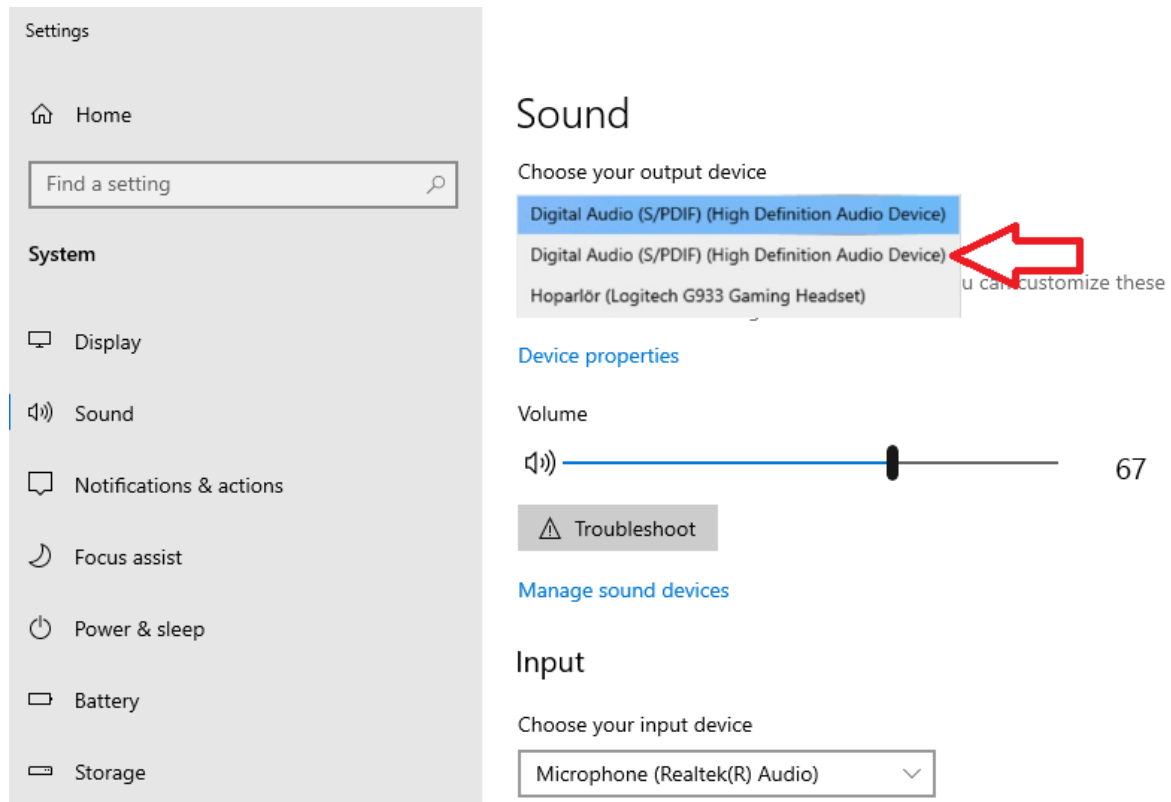


## Solution

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**
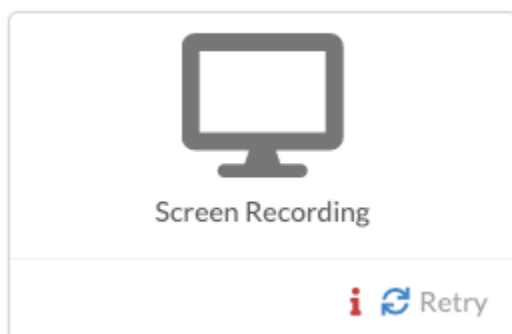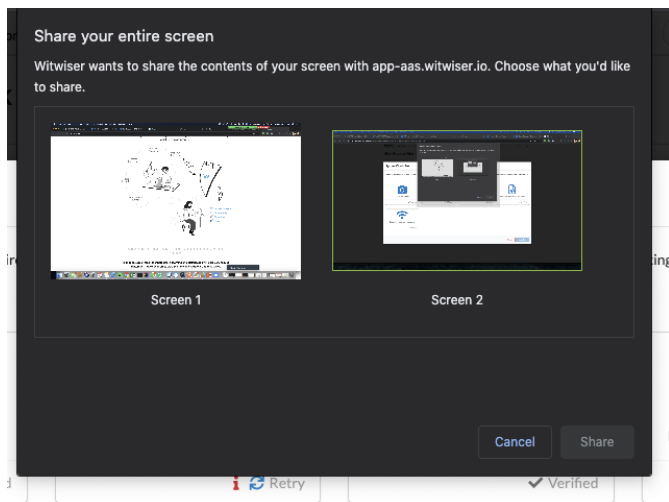
■ Select the internal device if multiple active

Settings

⌂ Home

Find a setting 🔍

System

🖵 Display

🔊 Sound

💬 Notifications & actions

🌙 Focus assist

⏻ Power & sleep

🗀 Battery

🗀 Storage

# Sound

Choose your output device

Digital Audio (S/PDIF) (High Definition Audio Device)

Digital Audio (S/PDIF) (High Definition Audio Device)

Hoparlör (Logitech G933 Gaming Headset)

u can customize these

Device properties

Volume

🔊 ━━━━━━━━━━━●━━━━━━━  67

⚠ Troubleshoot

Manage sound devices

## Input

Choose your input device

Microphone (Realtek(R) Audio)  ⌄

**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
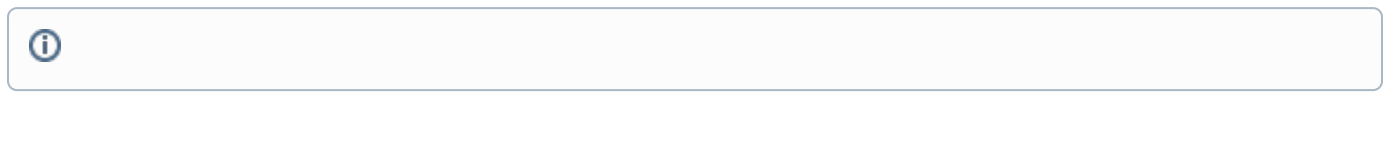
# Problem

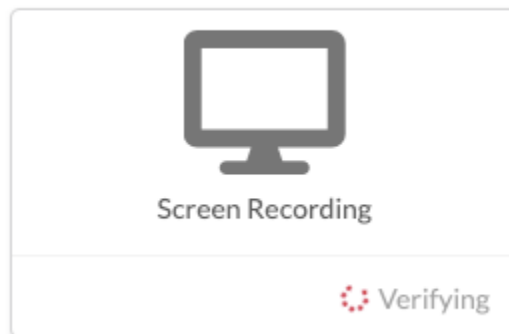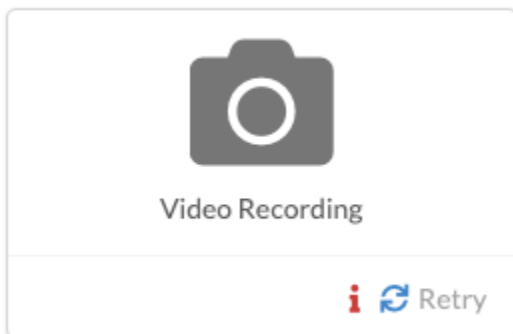The screen sharing pop-up can not be seen.

Screen Recording

ℹ 🔄 Retry

## 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.

ⓘ

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## Problem

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

# 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?