

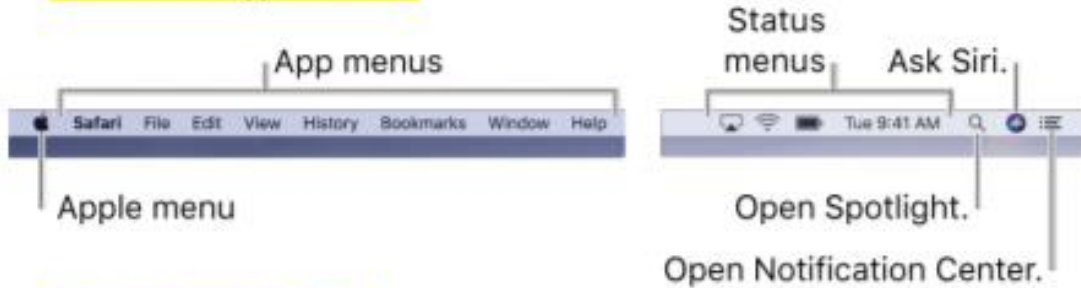
CBC Testing Department – Information for Testing Proctors who may have issues when using Microsoft Teams to proctor exams for CBC students.

Microsoft Teams Solutions – if proctor and examinee are not able to Request Control or Allow control of a shared desktop.

If one solution doesn't work – go to the next solution. Also be aware that exams must be proctored through a laptop or desktop computer. (Tablets, pads, and cell phones are not allowed)

1. Make sure that the examinee opened Teams in the desktop app and not the browser. When they receive the invite and click on the Join Conversation/meeting link – they need to select the Windows app and not the web app. The browser (web) Teams app has limited functionality.
2. Make sure that you've sent the examinee the invite to your meeting to their CBC e-mail – they must be a student to be able to open Teams app and attend the meeting.
3. Have the examinee uninstall and reinstall Teams App - <https://www.microsoft.com/en-us/microsoft-365/microsoft-teams/download-app>
4. Have the examinee reboot their computer. By rebooting their computer – they can make sure that there isn't an administrative program running in the background that could cause Teams not to work properly.
5. There could be a GPPU issue - see <https://docs.microsoft.com/en-us/microsoftteams/troubleshoot/teams-conferencing/give-control-doesn%E2%80%99t-work-sharescreen>
6. If a student has an Apple computer and Mac OS Catalina – then do the following:

1. Click on the Apple menu icon



2. Click on Security & Privacy

See system preferences in a list, or change how the grid looks.



3. In the Privacy tab, make sure Teams is allowed (Checked) for all of the options on the left (e.g. Accessibility, Files and Folders, Screen recording, etc...)

