## 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)

- 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.
- Have the examinee uninstall and reinstall Teams App -<u>https://www.microsoft.com/en-us/microsoft-365/microsoft-</u> <u>teams/download-app</u>
- 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 <u>https://docs.microsoft.com/en-us/microsoftteams/troubleshoot/teams-conferencing/give-control-doesn%E2%80%99t-work-sharescreen</u>
- 6. If a student has an Apple computer and Mac OS Catalina then do the following:

Click on the Apple menu icon     App menus     Safari File Edit View History Bookmarks Window Help     Apple menu     Click on Security & Privacy					Status menus Ask Siri. ©  Tue 9:41 AM Open Spotlight. Open Notification Center.		
			System Preferences			Q. Search	
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Internet Accounts	Wallet & Apple Pay	Touch ID	Users & Groups	Accessibility	Screen Time	Extensions	Security & Privacy
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Software Update	Network	Bluetooth	Sound	Printers & Scanners	Keyboard	Trackpad	Mouse
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 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...)

