

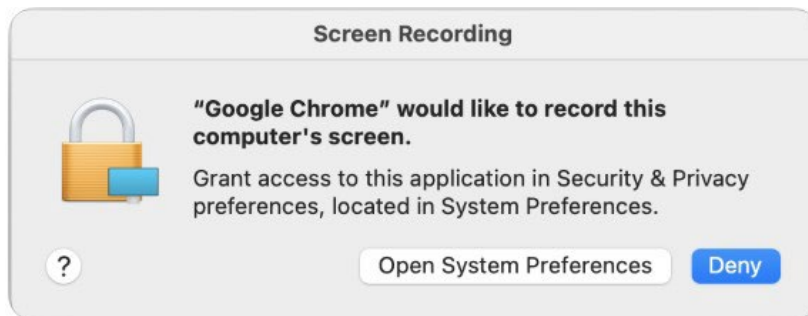


Technical Briefing: Unable to Share Screen in AIRCast Studio When Using macOS

Introduction

If you are screen sharing from a Mac computer while in AIRCast Studio, you may be prevented from doing so due to some security issues that affects your Google Chrome browser.

When sharing a screen in AIRCast Studio, you may see this prompt:



This issue is easy to resolve, and the steps are covered in this briefing.

A Few Things to Check

Please confirm that you are running the latest version of Google Chrome. To do so:

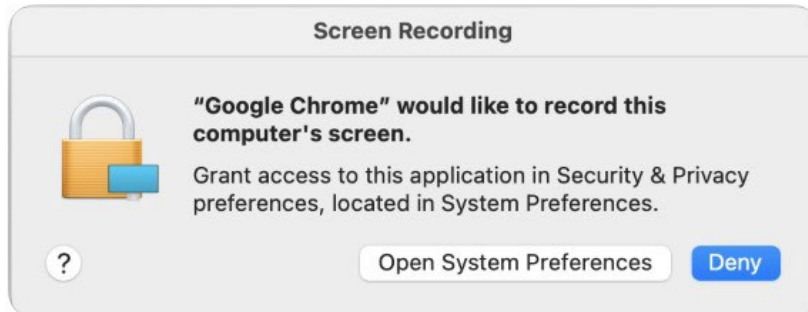
1. Click the ⋮ (Vertical Ellipsis) button located in the upper-right corner of your browser
2. Click Help
3. Click About Google Chrome

If you are running and out of date version Google Chrome will automatically start the update process.

Next, it is important to remember that if you are still in the Green Room and the AIRCast Studio Host has not admitted you to the Preview yet, **the Share Screen button will appear disabled**. Only once you have been admitted

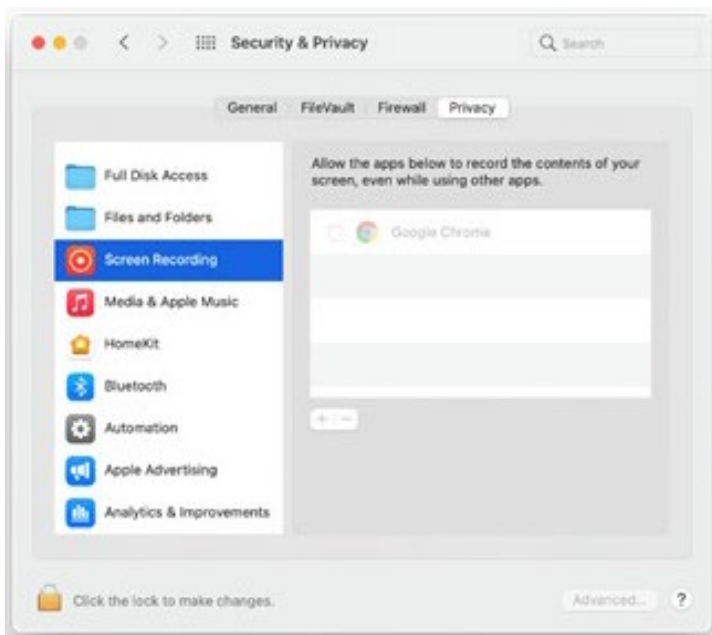
Setting Your Chrome Browser Permissions

If you receive this prompt after you have clicked Share Screen in AIRCast Studio, this means that Google Chrome does not currently have the required Screen Recording permissions to broadcast your screen into AIRCast Studio.



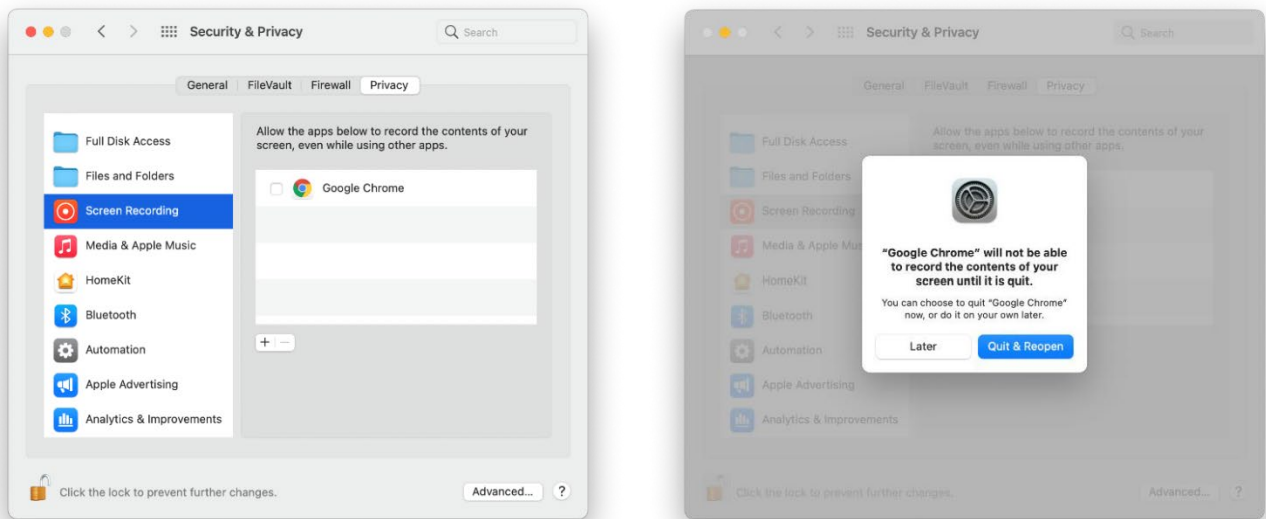
To set your browser permissions, follow these steps:

1. Click “Open System Preferences” to continue. If you have previously clicked “Deny”, you will need to manually open System Preferences and navigate to Security & Privacy then click on the Privacy tab.



Depending on your Mac’s security configuration you may need to click the Padlock before being able to make further changes.

2. Select the corresponding checkbox for Google Chrome.



3. At this point you will be prompted to Quit & Reopen. Google Chrome will not inherit its new permissions until this is done.

4. Once you have reopened Google Chrome and once again accessed the OnAIR Virtual Event Portal you will be able to re-join the Green Room.

Once you have been admitted to the Preview you will be able to select the Share Screen option on the AIRCast Studio Control Bar and share your content into the session.