

# Screen share not connecting or not displaying to viewers

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This troubleshooting article addresses issues related to screen sharing.

## Issue

You're a presenter and you start screen share, but it doesn't connect so that you can broadcast your screen (Live Screen Share displays a message that you are no longer sharing your screen with the audience). Or, you're screen sharing and viewers can't see what you're sharing.


## Resolution

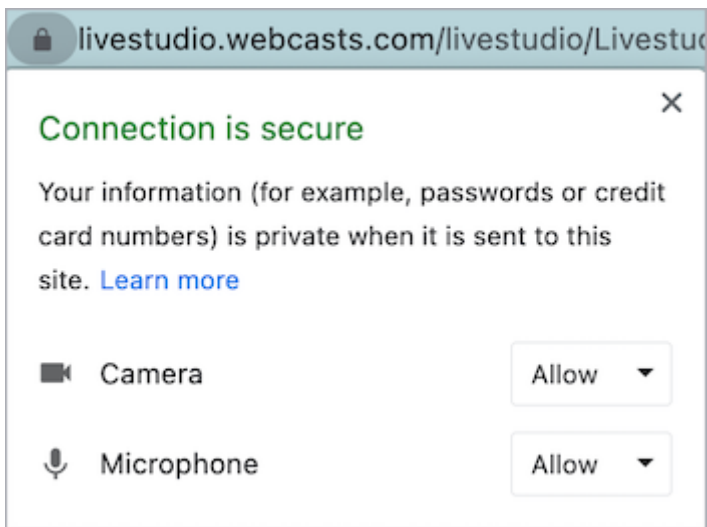
If screen share won't connect:

- Join the Live Studio with a Google Chrome browser
- Make sure you meet the network requirements for Screen Sharing listed here: <https://www.webcasts.com/networkresources/>
- Use a wired internet connection
- Disconnect from the VPN

If screen share connects, but your screen isn't being shared, make sure Chrome can access your Camera and Microphone.

### To allow Chrome access to your camera and microphone:

1. At the top of the Live Studio window, to the left side of the web address, click the **Lock**  button.
2. Next to Camera and Microphone, select **Allow**.



If viewers still can't see your screen, close any programs that could be using your webcam and make sure none of these programs are running in the background.

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