

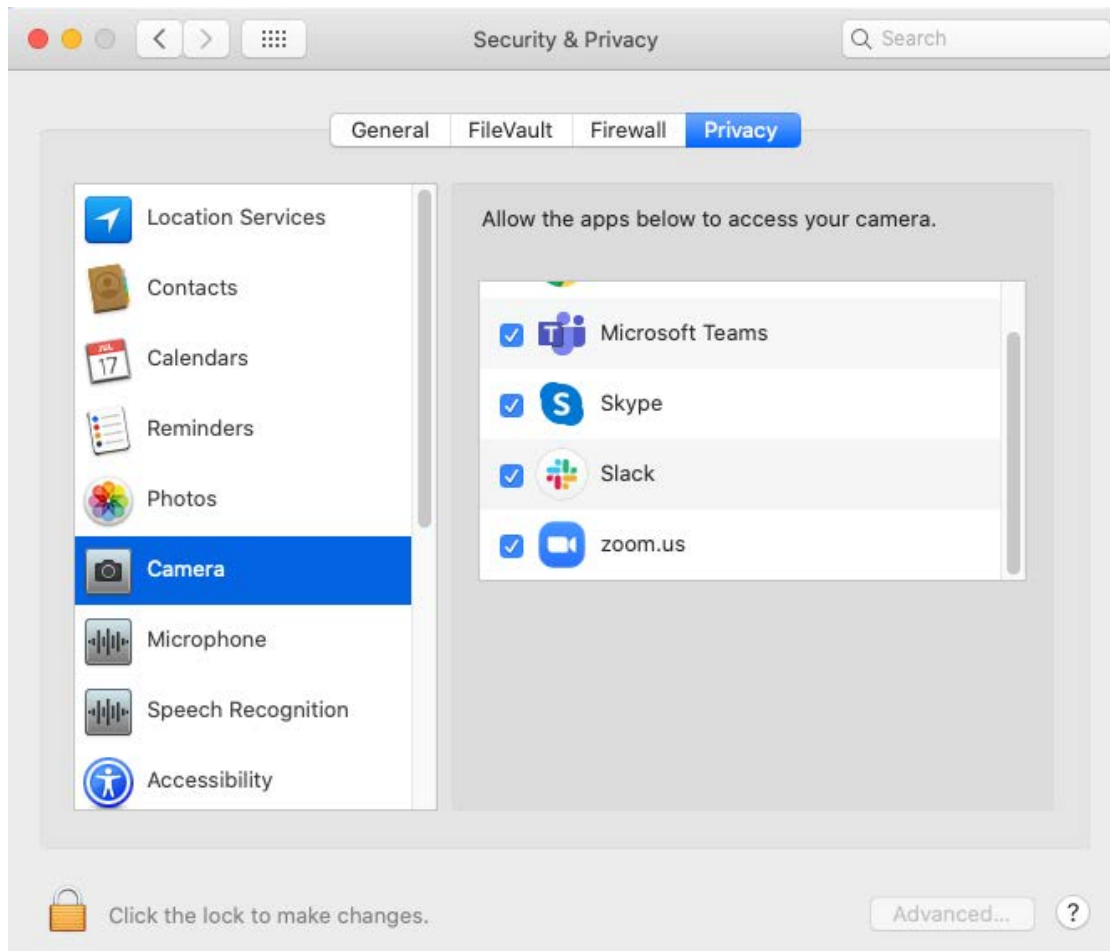
Screen share in Zoom doesn't work

This troubleshooting guide is for users on MacOS who are experiencing difficulty when sharing their screen using Zoom. Instead of the intended content, only a blank desktop is visible to other participants in the meeting.

Resolution

This issue may occur if Zoom doesn't have the necessary permissions in your System Preferences. To resolve the issue, follow these instructions:

1. Open **System Preferences** on your computer.
2. Click the **Privacy** tab.



3. You'll see a list of options in the left-hand navigation. Clicking on each one will display a list of apps on the right*. For each option below, make sure that the checkbox for zoom.us is checked.
 - o Camera
 - o Microphone
 - o Accessibility
 - o Full Disk Access
 - o Screen Recording

Note: If the app is grayed out and the checkbox is not clickable, you may need to first click the padlock in the lower left corner to make changes (see screenshot above).

 - o *If you don't see zoom.us listed, restart your computer. If after restarting, you still don't see it listed, reinstall the Zoom desktop application (Zoom Client for Meetings) by going to <https://harvard.zoom.us/download>.