

Poll Everywhere: General Known Issues

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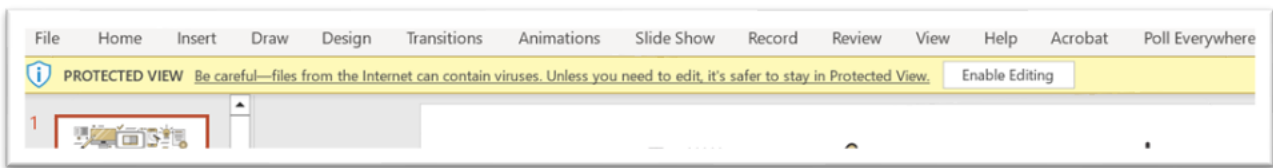
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This guide provides step-by-step solutions and helpful tips to address issues you might encounter when using Poll Everywhere for interactive presentations and audience engagement.

Power Point Protected View Issue

Microsoft applications open by default in Protected View which the user must manually disable to access the document.

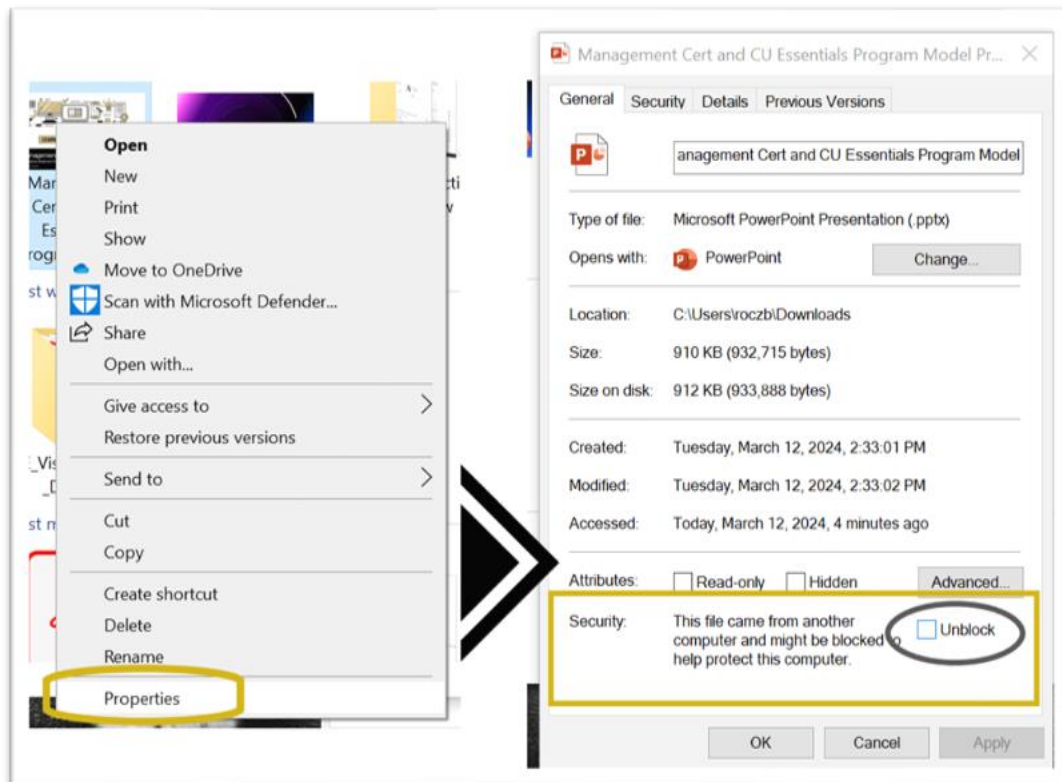
Issue: The Poll Everywhere PowerPoint add-in is incompatible with PowerPoint’s Read-Only and Protected views, but when you download a PowerPoint to the instructor station in the classroom, it will automatically open in Protected view (a Windows security feature). In our testing, we discovered that this conflict might cause error messages that cause PowerPoint to freeze.



Solution:

Click **Enable Editing** to disable the protected view of the PowerPoint file.

Another workaround would be to download the PowerPoint, **right-click** on the file, go to **Properties** and check the box to **Unblock** the file under the security settings. You would then be able to open and run the PowerPoint presentation.



Windows and MacOS Presenter View Issue

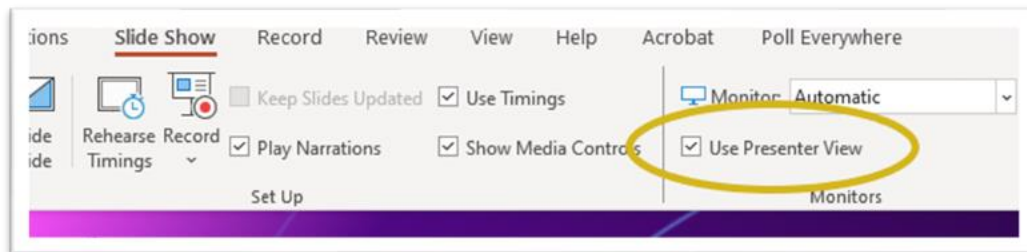
Issue: Most of time, Poll Everywhere works well in Presenter View in Windows & MacOS PowerPoint. However, this support varies in different contexts. Please read through the troubleshooting guide below to help resolve Presenter View issues.

General known issues

- Poll Everywhere activities cannot be controlled from Presenter View.
- Non-active Poll Everywhere slides appear blank.
- Poll Everywhere activities do not refresh on Presenter View.

Disable Windows Presenter View

- In PowerPoint, click the **Slide Show** tab and uncheck the **Use Presenter View** option.
- Use regular Slide Show mode to present your content and Poll Everywhere activities.



Display issues during MacOS Presenter View

If you are having trouble displaying your activities, or if your activities are displaying on the wrong screen while using the Poll Everywhere for MacOS presentation application, you might be able to solve the problem using the [Force Monitor Selection](#) command.

Is Your Lecture File on a Flash Drive?

Poll Everywhere activities within a PowerPoint presentation may not work as intended due to the presentation not being run from your computer's local drive.

To ensure that Poll Everywhere can effectively communicate with your presentation, be sure you are logged in to Poll Everywhere on the computer you are using for the presentation and that the presentation file is being run from your computer's local drive.

The following are simple and detailed breakdowns of the steps to follow when you have a presentation file on flash drive (or other portable media) that needs to be transferred to your computer's local drive.

Simple

- Connect your flash drive to the USB Cable
- Right click on **Start** and click on **File Explorer** and find your flash drive.
- Download the presentation file to the desktop
- Open file in PowerPoint. Sign into PowerPoint
- Sign into Poll Everywhere
- Present your lecture

Detailed

- Connect your flash drive to the USB Cable
- Right click on **Start** and click on **File Explorer** and find your flash drive.
- Find your lecture and drag to the desktop
- Click on PowerPoint to open
- If Poll Everywhere presentations are present in the PowerPoint, a window will pop up "This presentation is in Protected mode". Click Remove Protected Flag. Instructions will pop up in Chrome. You can either read or dismiss.
- Sign into PowerPoint
- Click **Enable Editing**
- Click on the **Poll Everywhere tab** and log in with username and password
- Present your lecture

Is Your Lecture on Email or OneDrive?

The steps for transferring your presentation to your computer's local drive from email or OneDrive are similar to the previously mentioned steps of transferring files from a flash drive or other portable media.

Simple and detailed steps are shown on the following page.

Simple

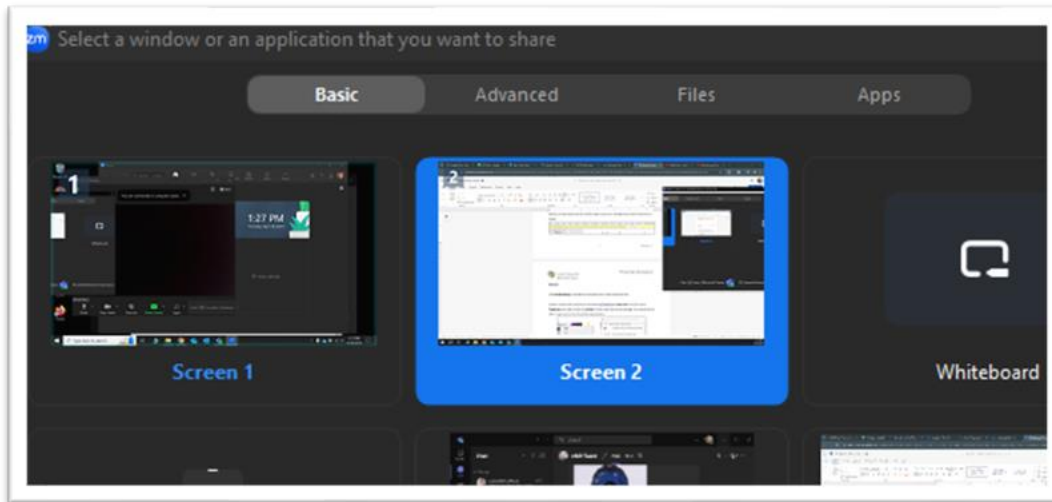
- Open Chrome to get to Email or OneDrive
- Download File to the desktop
- Open file in PowerPoint. Sign into PowerPoint
- Sign into Poll Everywhere
- Present your lecture

Detailed

- Click on MS Outlook or OneDrive to access PPT
- Download the presentation file to your computer.
- Right-click on **Start** and click on **File Explorer**
- Click on **Downloads**
- Find your lecture and drag to the desktop
- Click on the PowerPoint file to open
- If Poll Everywhere presentations are present in the PowerPoint, window will pop up "This presentation is in Protected mode". Click Remove Protected Flag. Instructions will pop up in Chrome. You can either read or dismiss.
- Click **Enable Editing**
- Click on the **Poll Everywhere tab** and log in with username and password
- Present your lecture

Sharing Zoom or MS Teams Screen

When sharing a PPT or Poll Everywhere presentation, you need to share the screen the presentation is on and not only share the software window or browser window.



References

Baylor College of Medicine. (2023). Update: Poll Everywhere best practices. [Baylor College of Medicine]. <https://www.bcm.edu/education/academic-faculty-affairs/faculty-resources/faculty-ed-tech/ed-tech-news/update-poll-everywhere-best-practices>