

Powerpoint Pre-Flight Checklist and Basic Troubleshooting

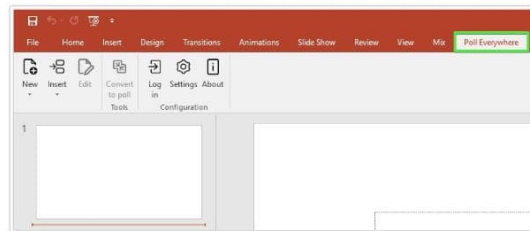
If you've built a presentation on another device and will be presenting here, please arrive early and check at the presentation setup. This will give time in case there's any troubleshooting that needs to be done or adjustments made, to ensure your presentation goes smoothly.

It is strongly recommended to make sure the integration is up to date on both the device your presentation will be built on, and the one you will be presenting on.

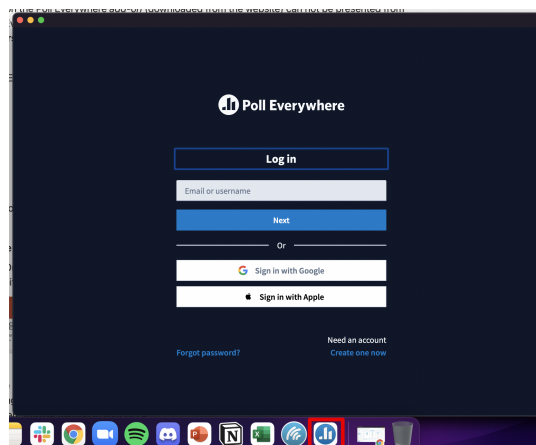
Presentations created on a Mac or Windows machine will be able to present on both devices with no modifications needed.

However, keep in mind there are two possible Poll Everywhere integrations. Presentations created on the Poll Everywhere *add-on* (downloaded from the website) can not be presented from the Poll Everywhere that is downloaded from the *Microsoft Store within Powerpoint*. **Please use the same version of the application on both machines to ensure a smooth presentation.**

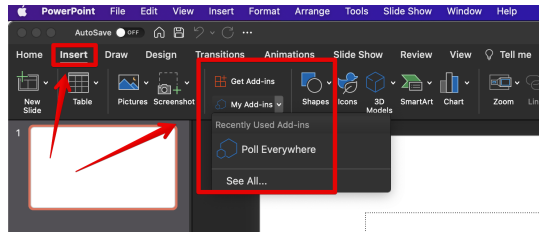
The Poll Everywhere add-on from the website looks like this *on Windows*, where it integrates into Powerpoint's interface:



And this *on Mac*, where it runs in the background as a separate application window:



The version of Poll Everywhere that can be downloaded from the Microsoft Store functions very differently. It can be found (on both Windows and Mac) in the Insert > My Add-ins section of the top bar:



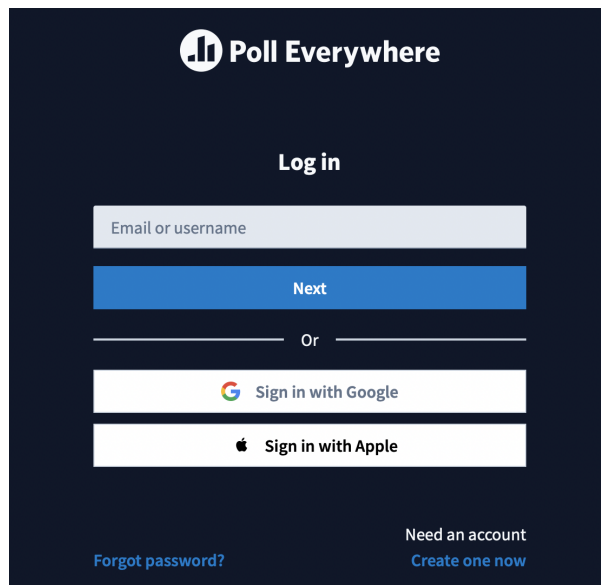
When you are getting ready to present

1. Make sure you are logged in.

- a. *On a Windows machine*, there will be a tab for Poll Everywhere. It will have an icon that says either “Log In” (if you are not logged in), or your username.

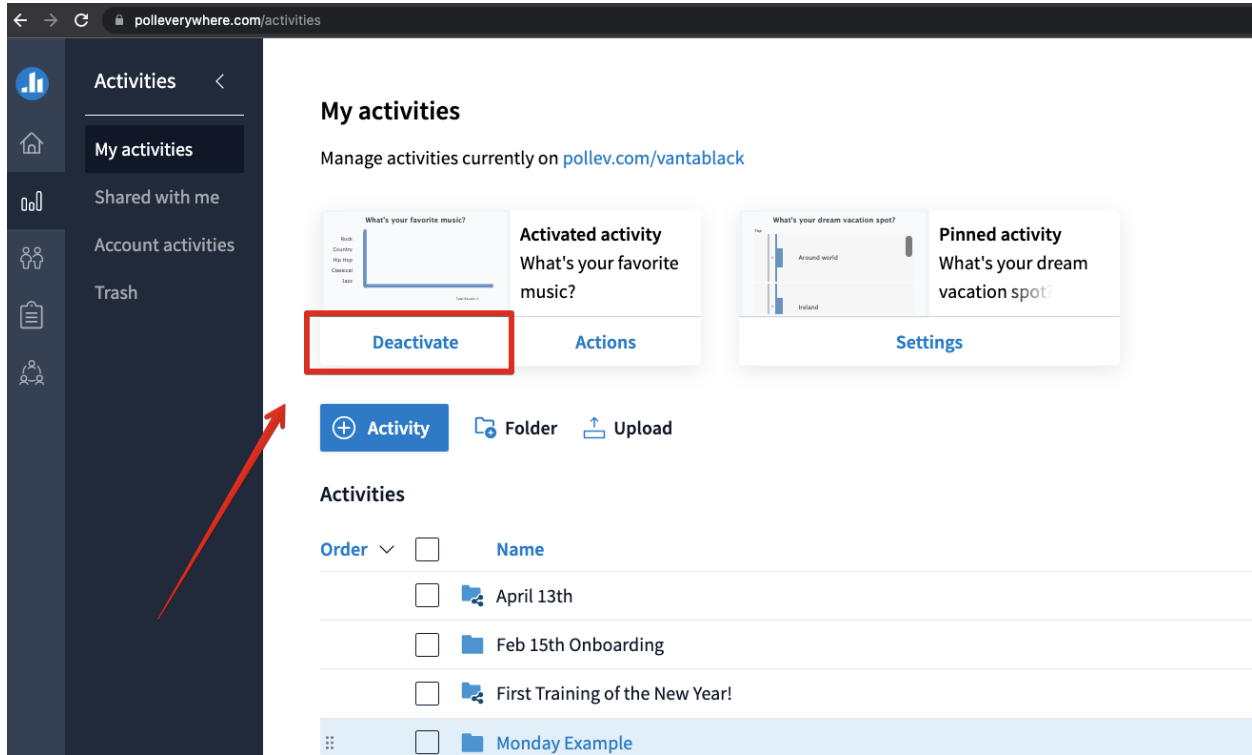


- b. *On a Mac*, make sure the application window shows your list of Activities, or follow the prompt to log in if not. The Mac version needs to keep the application window open and logged in in the background.



2. Open your presentation file to make sure there are no warnings from Powerpoint (such as a yellow bar at the top that says it's in Restricted View).
 - a. If you are presenting from the Cloud, please download your copy locally to the machine before presenting. There are permissions locks when presenting from the Cloud that can prevent Poll Everywhere from activating in your deck.
3. Make sure that any extra displays you are using to present are plugged in and ready to go.
4. Present your slides in fullscreen using Slideshow > Play from Start/Current Slide.

- a. If you have many slides, you may want to just start on a Poll Everywhere slide and check a few of them to make sure they are activating and displaying as expected.
5. Exit your Slideshow once you are satisfied with the functionality.
6. Log in on polleverywhere.com and click “Deactivate” on the Activity that you see on the top left as Active. This will prevent any participants from seeing the last slide you tested as the live Activity on your pollev.com page.



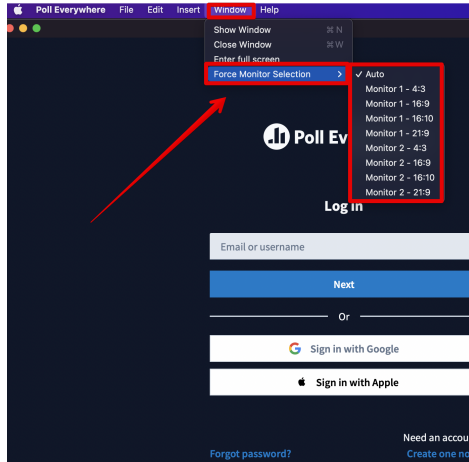
7. If you will be presenting on a screensharing software at the same time, please make sure you are sharing the entire presentation screen when you go live.

Troubleshooting Basics

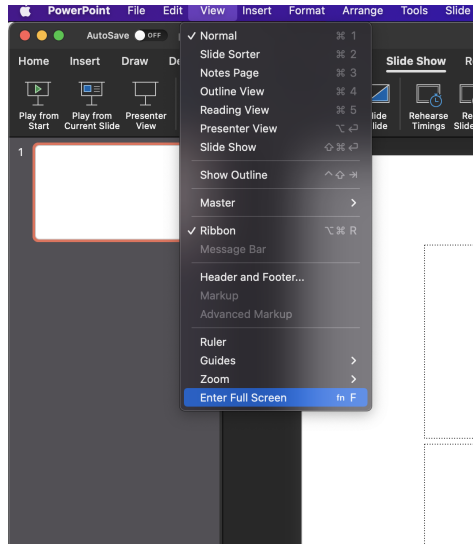
Common Problems and Possible Fixes

- **Slideshow doesn't show the live Activity: Slide is Blank White, Slide has Preview Image Only, or Slide Display is Offset/Wrong Size**
 - **If the Activity is live on your pollev.com page, this means it's a display issue, but you're able to activate the slides and collect responses.**
 - On a screensharing software, make sure you are sharing the entire screen instead of just Powerpoint. Poll Everywhere is often seen as a separate program and is excluded from the “just Powerpoint” share. It may look normal to you as well, but if participants only see a blank white screen, it's sharing only the Powerpoint behind the Poll Everywhere slide.
 - *On a Windows:*
 - Please check your Display selection in your Powerpoint top bar (under Slideshow).

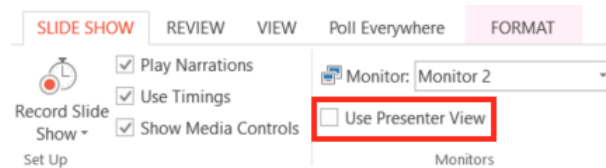
- Check your display resolution on the Desktop; window scaling should be the same for both displays. (May require a restart to take effect.)
- *On a Mac:*
 - Check your Force Monitor selection (under Poll Everywhere > Window > Force Monitor Selection). This may take some trial and error to find the right display and aspect ratio, but shouldn't require restarts.



- Please note that any changes to display resolutions will likely need to be redone when you present at another setup. Each machine and combination of displays can be unique, or may have been changed by another presenter.
- **Slide is not Activating on pollev.com**
 - Make sure you are still logged in.
 - *On a Mac:* Make sure the window is still running in the background and you are logged in.
 - Check your displays as above.
 - Make sure your slides all have their preview images fully contained in the slide, and not obstructed by other elements (like text) on the slide.
 - Make sure the Notes sections still have the Poll Everywhere title and URL.
 - *On a Mac:* **Make sure to exit Mac's Full Screen Mode (not the same as the full screen in Slideshow mode).** This mode will cause other background applications (including Poll Everywhere) to be inactive. If you go in the top bar to Powerpoint > View, you can see if you're in Full Screen mode.
 - If it says "Enter Full Screen", you're good to go!
 - If it says "Exit Full Screen", please click that.



- *On a Windows:* You may need to disable Presenter View. You can do this under Slideshow > uncheck Use Presenter View:



If you are unable to resolve your issues here, please reach out to your IT team for advanced troubleshooting. You may also reach Poll Everywhere's Support team at (800) 388-2039, ext 2, Mon-Fri 8am - 8pm EST.