Screencastify

Quick Start

Guide

Contents

01 | Getting Started

1.1 | What is Screencastify?

Screencastify is an all-in-one video creation platform designed to help you **record, edit, assess, and share video content**—all from your browser. It empowers educators, students, and professionals to create videos that communicate ideas clearly, spark engagement, and support learning or collaboration. Whether you're capturing a lesson, giving feedback, walking through a presentation, or gathering insights from viewers with embedded quizzes, Screencastify makes it easy.

Key Benefits

- Works directly in **Google Chrome and Microsoft Edge**
- Supports **Google, Microsoft, or email-based login**
- **No software installation** needed
- **Built-in editing tools**
- **Interactive quizzes and assessments**
- Instant **sharing and export options**
- Integrations with **Google Drive, Classroom, Canvas,** Schoology and major LMS platforms

1.2 | **System Requirements & Browser Compatibility**

Technical Requirements:

The only requirements for using Screencastify are:

1. A **Google** or **Microsoft** account
   (or create one with your email)

2. The **latest version** of **Google Chrome** or
   Microsoft Edge

3. At least **1 GB of free disk space**

4. A compatible **desktop or laptop** device

Compatible Devices:

Screencastify is compatible with most devices running the desktop version of Google Chrome. Screencastify is not compatible with mobile devices.

Device	Compatiblity
OSX, Windows, or Ubuntu (Xorg) laptop/desktop computers	**Yes**
Chromebooks	**Yes**
Lenovo Yoga	**Yes**
Lenovo IdeaPad	**Yes**
HP EliteBook	**Yes**
HP Spectre	**Yes**
Microsoft Surface	**Yes**
Dell Inspiron	**Yes**
Acer Switch	**Yes**
Ubuntu (Wayland)	No
iOS (iPhones, iPads, Apple Watch)	No
Android phones	No

1.3 | **Extension Installation & Account Setup**

Step 1: Install the Chrome or Edge Extension

1. Open your browser
2. Visit the [Chrome Web Store](#) or [Edge Add on store](#)
3. Search for "Screencastify - Screen Video Recorder"
4. Click "Add to Chrome" or "Get"
5. Click "Add extension" in the confirmation dialog
6. The Screencastify icon will appear in your browser toolbar

Step 2: Pin the Extension

1. Click the puzzle piece icon in Chrome's toolbar
2. Find "Screencastify - Screen Video Recorder"
3. Click the pin icon to keep it visible in your toolbar

Step 3: Create Your Screencastify Account
You can create a Screencastify account using one of three methods:

1. **Google Account:** Click the "Sign in with Google" button and select your Google account
2. **Microsoft Account:** Click the "Sign in with Microsoft" button and select your Microsoft account
3. **Email & Password:** Create an account using your email address and a password

> **Important: Your video storage location depends on your login method:**
>
> - **Google Account:** Videos are automatically saved to your Google Drive in a "Screencastify" folder
> - **Microsoft Account or Email/Password:** Videos are stored in Screencastify's internal storage system
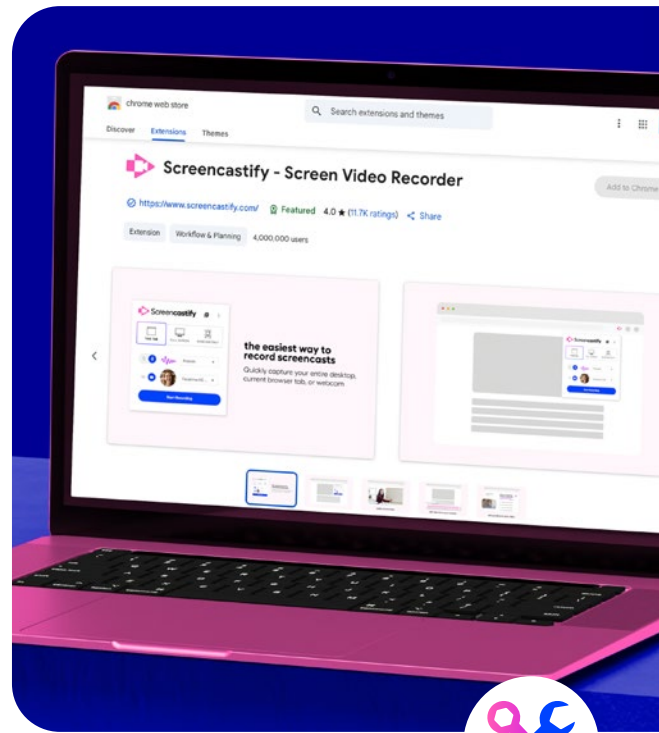
1.4 | Granting Permissions

Screencastify requires specific permissions to function properly. When you first use the extension, you'll be prompted to grant these permissions:

Required Permissions:

1. **Screen Recording:** Allows capturing your screen or browser tabs

2. **Microphone Access:** Enables audio recording from your microphone

3. **Camera Access:** Permits webcam recording

4. **Desktop Capture:** Required for full desktop recording

Granting Permissions:

5. Click "Allow" when Chrome prompts for screen recording

6. Click "Allow" for microphone access (if recording audio)

7. Click "Allow" for camera access (if using webcam)

8. For desktop recording, you may need to enable additional Chrome flags

Troubleshooting Permissions:

- If permissions are denied, go to **Chrome Settings > Privacy and security > Site settings**
- Find Screencastify and adjust microphone, camera, and screen capture permissions
- **Restart Chrome after changing permissions**

Getting Started FAQs

Q: Do I need to download any software?
A: No, Screencastify works entirely within Google Chrome as an extension.

Q: Can I use Screencastify on my phone or tablet?
A: No, Screencastify only works on desktop versions of Chrome.

Q: How much storage space do I need?
A: You need at least 1 GB of free disk space for optimal performance.

Q: What if I don't have a Google account?
A: You can create a Screencastify account using a Microsoft account or email and password. A Google account is not required, though it does provide automatic Google Drive integration for video storage.

02 | Recording Basics & Controls

2.1 | **Recording Modes**

Screencastify offers three primary recording modes to suit different needs:

1. Screen Recording

- Captures your computer screen or specific browser tabs
- Perfect for software tutorials, presentations, and demonstrations
- Options: Full desktop, application window, or browser tab
- Can include system audio and microphone narration
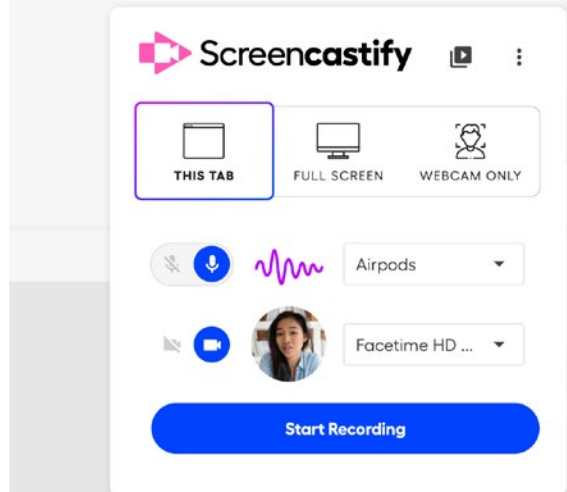
2. Webcam Recording

- Records video from your camera only
- Ideal for personal messages, introductions, or talking-head videos
- Background blur available in some plans
- Audio recorded through microphone

3. Screen + Webcam (Picture-in-Picture)

- Combines screen capture with webcam feed
- Webcam appears as a small overlay window
- Great for instructional videos where personal connection matters
- Webcam can be moved and resized during recording

2.2 | Audio & Video Settings & Permissions

Extension Settings Setup:

- Click the Screencastify icon in your toolbar
- Access settings before starting your recording

Microphone Setup:

- Select your preferred microphone device from the dropdown
- Test microphone to ensure it's working properly
- Toggle microphone on/off for each recording

Camera Setup:

- Choose your camera device from available options
- Test camera preview to check positioning and lighting
- Enable/disable camera for each recording mode

Additional Settings:

- **Countdown Timer:** Enable 3-second countdown before recording begins
- **Drawing Tools Setup:** Enable drawing tools to be available during recording

2.3 | Starting Your First Recording

Quick Start Process:

1. Click the Screencastify icon in your Chrome toolbar

2. Choose your recording mode (Screen, Webcam, or Both)

3. Select your audio sources

4. Choose what to record (Tab, Desktop, or Application)

5. Click the "Record" button

6. If recording desktop, select the screen/window to share

7. Click "Share" to begin recording

Pre-Recording Checklist:

☐ Test your microphone and audio levels

☐ Close unnecessary applications to improve performance

☐ Ensure adequate lighting for webcam recording

☐ Check available storage space

☐ Prepare your content or script

Your First Test Recording:

1. Start with a simple tab recording

2. Record for 30 seconds talking about what you see

3. Stop the recording

4. Review the playback

5. Check audio and video quality

6. Delete test recording or save for reference

2.4 | Recording Toolbar & Drawing Tools

When you start recording, a recording toolbar appears with essential controls:


Toolbar Elements:

- **Timer:** Shows elapsed recording time
- **Pause Button:** Temporarily stops recording without ending session
- **Stop Button:** Ends recording and opens the video for review
- **Drawing Tools:** Access annotation features during recording

Available Drawing Tools:

- **Pen Tool:** Freehand drawing and writing
- **Text Tool:** Add typed text annotations
- **Stickers:** Fun visual elements to add engagement
- **Spotlight:** Highlight specific areas by dimming surroundings
- **Highlight:** Emphasize important sections with colored overlay
- **Blur:** Hide sensitive or distracting information

Toolbar Positioning:

- Toolbar appears at the bottom of your screen by default
- Can be moved by dragging to avoid interfering with content
- Auto-hides after a few seconds of inactivity
- Hover to reveal controls again
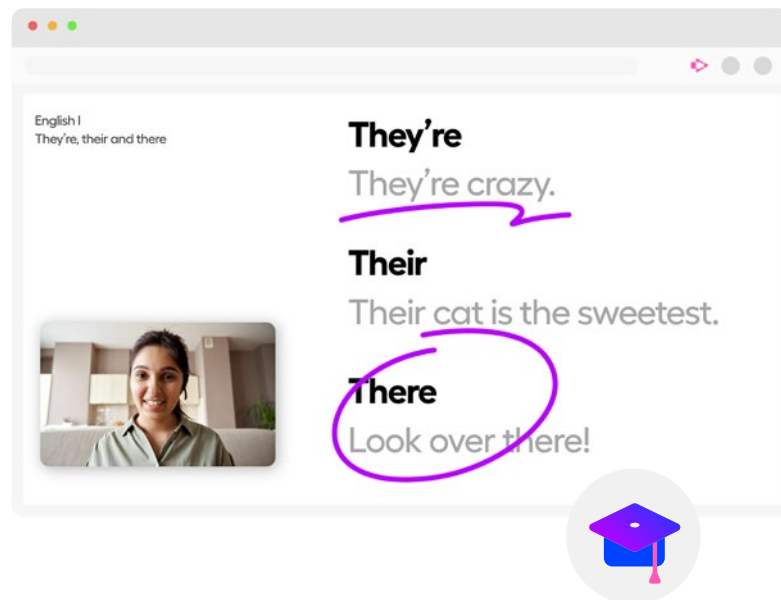
Using Drawing Tools:

1. Click the drawing/annotation icon in the recording toolbar
2. Select your desired tool from the sidebar
3. Choose color and settings as needed
4. Draw or place annotations directly on the screen while recording
5. Annotations appear in real-time in your recording

Drawing Tool Controls:

- **Color Options:** Multiple colors available for each tool
- **Size Control:** Adjust pen thickness and text size
- **Clear:** Remove specific annotations or clear all
- **Toggle On/Off:** Enable or disable drawing mode during recording

Recording Basics & Controls FAQs

Q: How many videos can I record with a free account?
A: Free accounts can record up to 10 videos. There's no time limit per recording.

Q: Can I record system audio along with my voice?
A: Yes, you can record system audio and microphone audio simultaneously when doing screen recordings.

Q: What's the difference between tab and desktop recording?
A: Tab recording captures only a specific browser tab, while desktop recording captures your entire screen including all applications.

Q: Can I test my setup before recording?
A: Yes, you can preview your camera and test your microphone in the settings before starting to record.

Q: Can I move the recording toolbar during recording?
A: Yes, you can drag the toolbar to reposition it so it doesn't interfere with your content.

Q: How do I access drawing tools while recording?
A: Click the drawing/annotation icon in the recording toolbar to access all available tools.

Q: What keyboard shortcuts are available during recording?
A: Alt+Shift+S (Windows) or Option+Shift+S (Mac) to stop recording, and D to toggle drawing mode.

Q: Can I pause my recording multiple times?
A: Yes, you can pause and resume your recording as many times as needed during a single session.

03 | Editing Your Videos

3.1 | Editing Interface Overview

After recording, Screencastify automatically opens your video in the editing interface:

Main Interface Elements:

- **Video Preview:** Large player showing your recording
- **Timeline:** Visual representation of your video with time markers
- **Editing Tools:** Toolbar with trim, cut, text, and effect options
- **Export Options:** Save, share, and download buttons

3.2 | Trimming & Cutting

Basic Trimming:

1. Position the timeline cursor at desired start point
2. Click "Trim Start" to remove everything before cursor
3. Position cursor at desired end point
4. Click "Trim End" to remove everything after cursor
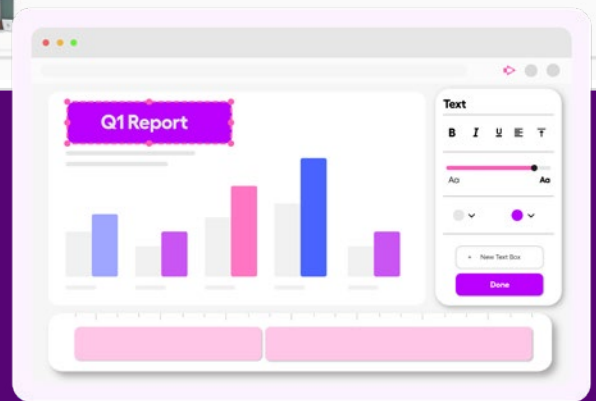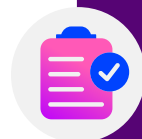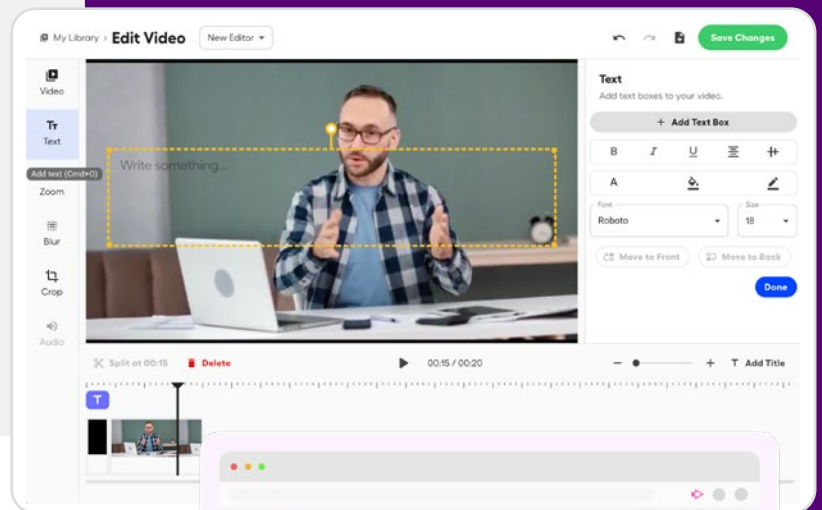5. Preview changes with play button

3.3 | Adding Text & Annotations

Adding Text:

1. Click "Text" in the editing toolbar
2. Click on video where text should appear
3. Type your text content
4. Adjust font, size, color, and position

Adding Title Page:

1. Click "Add Title" in the editing interface
2. Enter your title text
3. Customize font and color
4. Position the title as desired

Text

Add text boxes to your video.

+ Add Text Box

Font: Roboto   Size: 18

Move to Front   Move to Back

Done

Text Formatting Options:

- **Font Selection:** Multiple font families available
- **Size Control:** Slider for text size adjustment
- **Color Picker:** Full color palette for text
- **Position Control:** Drag text to desired location
- **Duration Control:** Set how long text appears on screen

3.4 | Audio Adjustments

Volume Control:

1. Select audio track in timeline

2. Use volume slider to adjust levels

3. Preview changes before applying

3.5 | Adding Captions

Caption Options:

- **Auto-Generated:** AI creates captions from speech
- **Manual Entry:** Type captions yourself
- **Edit Existing:** Modify auto-generated captions
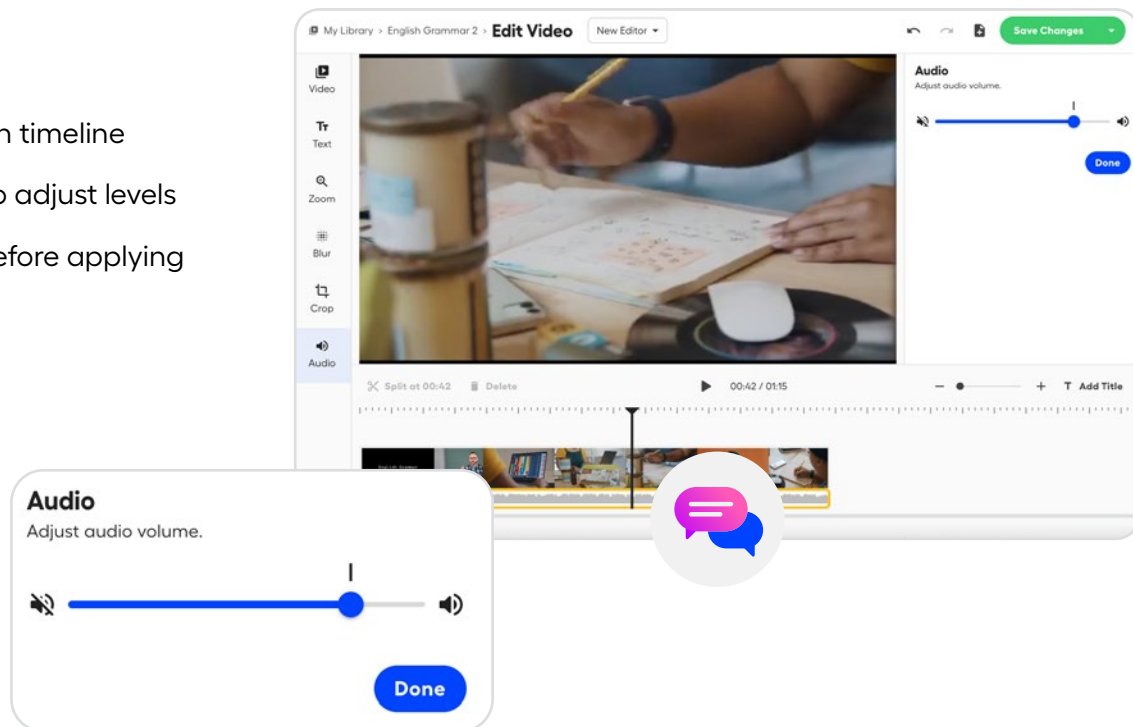

Adding Auto Captions:

1. Click "**Captions**" in the editing interface

2. Select "**Auto-generate captions**"

3. Wait for processing to complete

4. Review and edit for accuracy

5. Adjust timing if needed

Manual Caption Creation:

6. Choose "**Add captions manually**"

7. Position timeline at start of spoken content

8. Type the caption text

9. Set duration using timeline markers

10. Repeat for entire video

3.6 | Blur & Zoom Tools

Blur Tool:

- Available in the editing sidebar
- Hide sensitive information
- Obscure faces for privacy
- Remove distracting background elements

Using Blur Effects:

1. Select "Blur" from the sidebar
2. Select area to blur by drawing shape
3. Adjust blur intensity with slider
4. Set duration for blur effect
5. Preview to ensure proper coverage
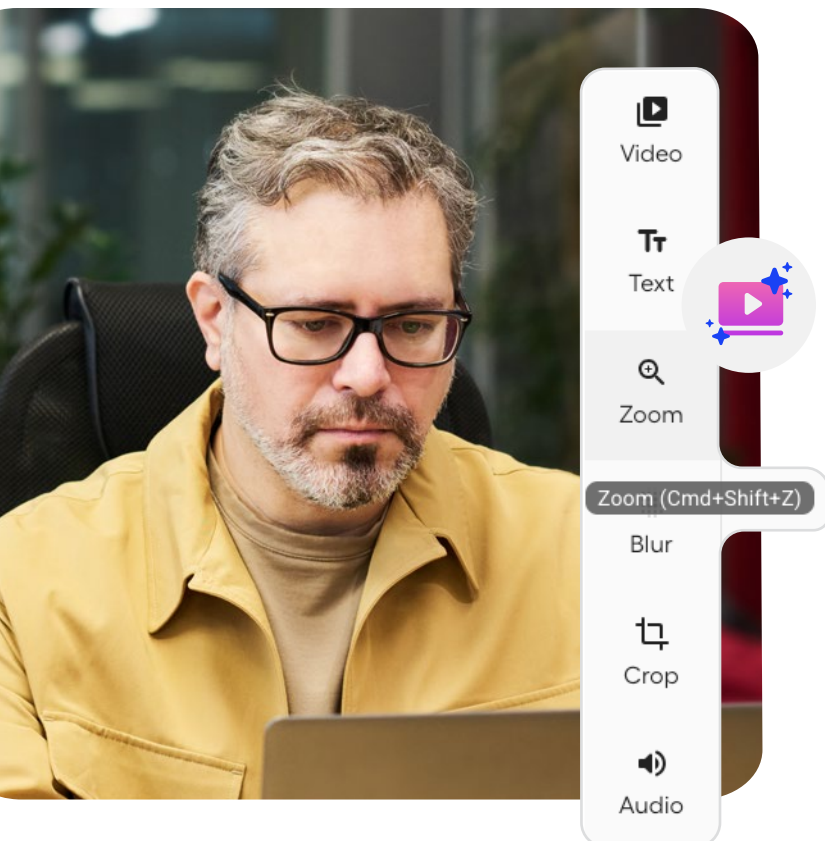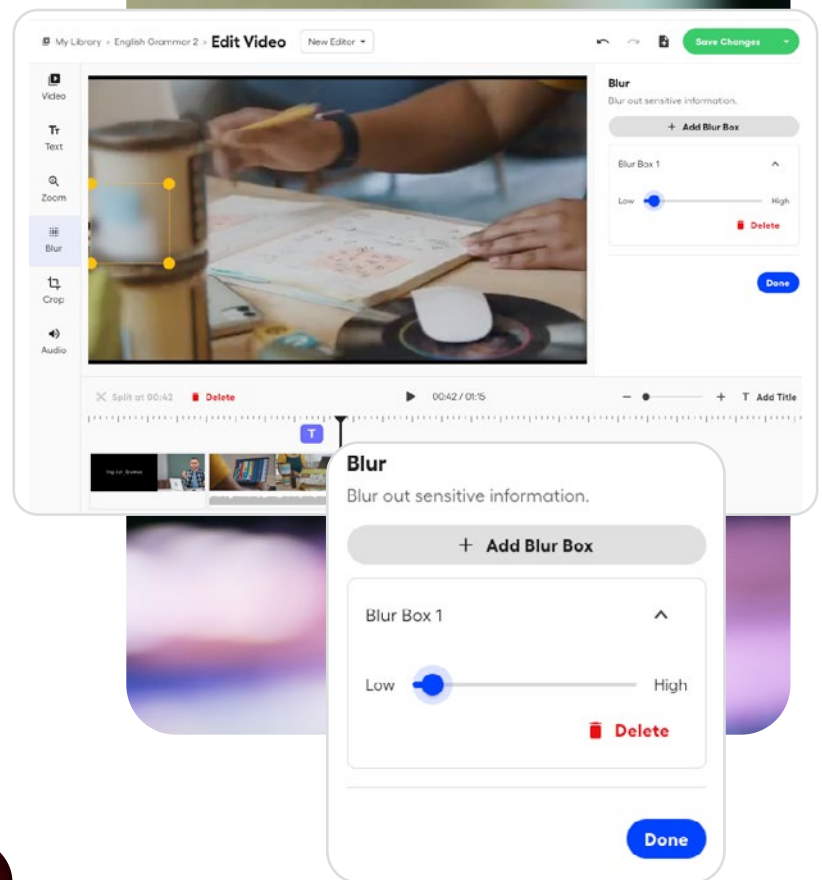
Zoom Tool:

- Available in the editing sidebar
- Magnify specific sections of your video
- Draw attention to important details
- Enhance visibility of small elements

Using Zoom:

1. Select "Zoom" from the sidebar
2. Draw around area to magnify
3. Adjust zoom level
4. Set timing for zoom effect
5. Preview zoom animation

Editing FAQs

Q: Can I undo changes I make while editing?
A: Yes, undo/redo functionality is available for all editing operations.

Q: How do I add text that appears throughout the entire video?
A: Add text and then extend its duration to cover the full timeline length.

Q: Can I adjust the volume of specific parts of my video?
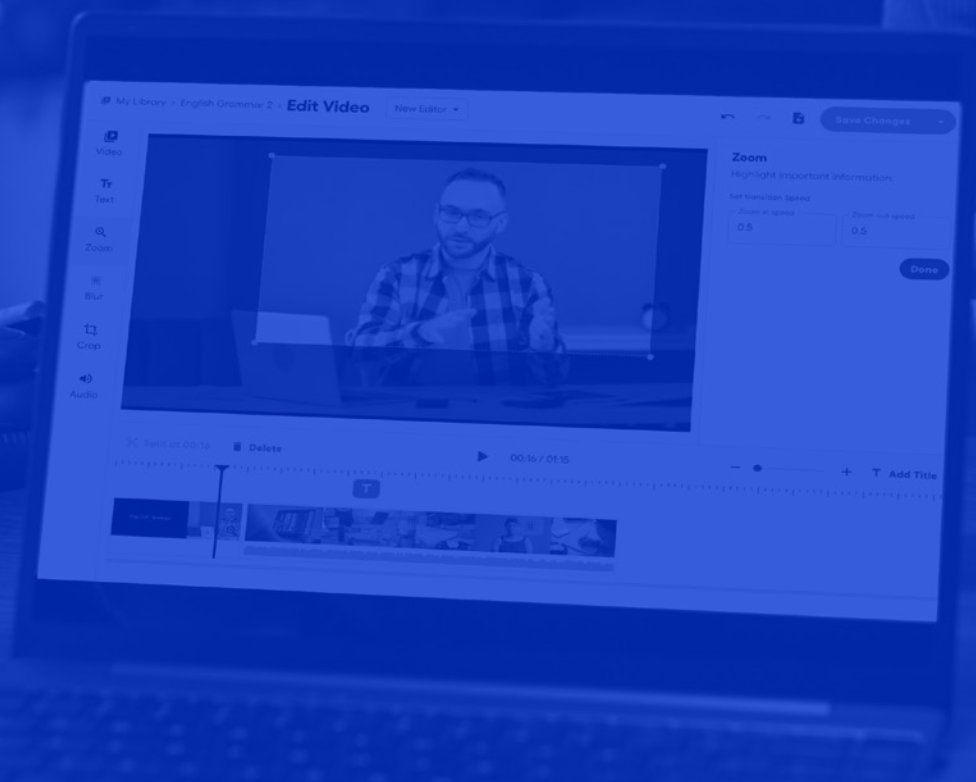A: Yes, you can select portions of the audio track and adjust volume levels separately.

Q: How accurate are the auto-generated captions?
A: Auto-generated captions are generally quite accurate but should be reviewed and edited for best results.

04 | LMS
Integration Guide

4.1 | Google Classroom Integration

How do I turn on the Google Classroom Integration?

You can turn on your Submit and Google Classroom integration from your account page:
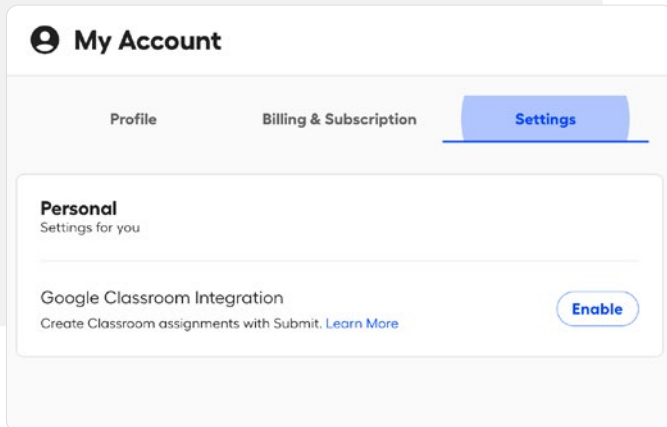
1. Head to your account page

2. Click on the "Settings" tab

3. Select the "Enable" button next to Google Classroom

4. Select the Google account you'd like to link

5. Press the "Allow" button to allow Screencastify to access your Google Classroom account

6. Once this setting is enabled, all active Google Classroom classes will appear in Submit when you select a Classroom Assignment. You only need to enable this setting one time.

My Account

Profile | Billing & Subscription | **Settings**

Personal
Settings for you

Google Classroom Integration
Create Classroom assignments with Submit. Learn More

Enable

Adding New Classes

If you want to use this integration with a new class, simply select the new class from the drop-down menu in Submit. The integration will automatically sync with your active Google Classroom classes.

4.2 | Canvas Integration

Creating a Developer Key Canvas requires creating a "Developer Key" to configure Screencastify within the target organization. Below are the following steps to achieve this:

1. Login to Canvas as an administrator

2. On the left sidebar, click Admin, and select the target organization

3. On the top-right side of the page, click + Developer Key and select LTI Key

4. On the Key Settings page, enter the following settings:
   - Key Name: Enter a key name (e.g., Screencastify LTI 1.3)
   - Owner Email: Enter your email address (e.g., admin@school.edu)
   - Method: Select Enter URL
   - JSON URL: Enter https://cdn.castify.com/config/lti1p3/canvas.json

5. Once finished, click Save

6. On the Developer Key page, enable the key by switching the State toggle to true (green)

7. Copy the value under the Details column. This is your Client ID which is needed later to add the Screencastify LTI 1.3 app

Adding the Screencastify LTI 1.3 App Once the Developer Key is created, Screencastify is now ready to be added to the organization. Below are the following steps to achieve this:

1. Login to Canvas as an administrator

2. On the left sidebar, click Admin, and select the target organization

3. Still under Admin, click Settings

4. Select Apps tab, then click View App Configurations button

5. Click the + App button on the right-hand side of the screen

6. On the Add App dialog, enter the following settings:
   - Configuration Type: Select By Client ID
   - Client ID: Enter the value copied from Step 7 in Creating a Developer Key section

7. Screencastify LTI 1.3 App should now be installed. Your teachers should see Screencastify in Canvas and be able to embed Screencastify videos in their assignments and more without leaving Canvas.

4.3 | Schoology Integration

Installing Screencastify in Schoology:

1. Go to app center and **download Screencastify**

2. Install LTI 1.3 App and select Add to Organization

3. Once the app is added, you will be automatically redirected to your App's Profile page

4. Check All Courses and hit Submit

Configuring Screencastify Integration:

1. Toggle the Schoology Gradebook Integration setting to ON

2. Input Client ID: 6924201778

3. Click Save & Enable

LMS Integration FAQs

Q: Do I need administrator access to set up LMS integrations?
A: For Canvas and Schoology, yes. For Google Classroom, you just need access to your own Google account.

Q: Will my students need to create Screencastify accounts?
A: This depends on your LMS setup and institutional requirements. Check with your IT administrator.

Q: Can I use multiple LMS integrations simultaneously?
A: Yes, you can enable integrations with multiple learning management systems.

Q: What if I'm having trouble with the integration setup?
A: Contact your IT administrator or Screencastify support for assistance with LMS integrations.

05 | More Features

5.1 | **Live Learning**
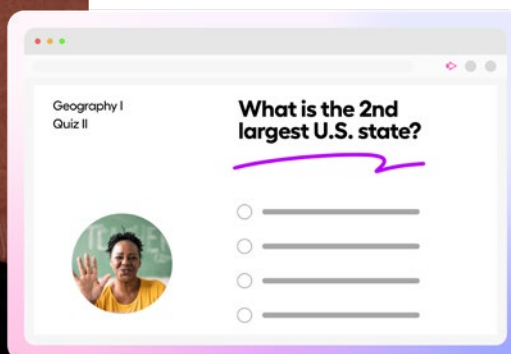
What is Live Learning?

Live Learning allows teachers to **play videos in sync with a class**, either on a shared screen or on each student's device. You can embed interactive questions, guide discussion, and track engagement in real time—making any video a shared, dynamic experience.

Key Benefits

- **Instant feedback** on student understanding
- **Live questions and polls** keep students engaged
- **Gamification and competition** drive participation
- **Works in any classroom setup** (in-person or remote)
- **Automatic response tracking** for review or grading

How It Works

1. **Choose a Video:** Use a Screencastify recording, YouTube link, or video from your library

2. **Add Questions:** Insert knowledge checks manually or use AI-generated ones

3. **Launch Live Session:** Project the video or sync it to student devices

4. **Track Engagement:** See who's responding, who needs help, and when confusion occurs

Geography I
Quiz II

What is the 2nd largest U.S. state?

Setup & Use

Creating a Live Learning Session

- Select video source
- Add optional questions
- Launch session and share link with students

Student Experience

- Join with no login needed
- Watch video in sync with class
- Answer questions during playback

After the Session

- Responses saved automatically
- Use insights to reteach or report to families

Compatibility & Integrations

- Works on desktop using **Google Chrome** or **Microsoft Edge**
- Compatible with **Chromebooks, Windows, macOS**
- Supports **captions, multi-language,** and **screen readers**

Live Learning FAQs

Q: Do students need accounts?

A: No, they can join directly via a session link.

Q: Can I use YouTube videos?

A: Yes, YouTube, your recordings, and Drive videos are supported.

Q: Are student responses saved?

A: Yes, all responses are stored and viewable in your dashboard.

Q: Can I use Live Learning remotely?

A: Yes, students stay synced even from different locations.

5.2 | Interactive Quizzes

What are Quizzes?

Quizzes lets you **embed multiple choice and short answer questions** directly into videos. These checkpoints boost engagement and help you assess understanding—right in the moment of learning.

Key Benefits

- **Gauge student comprehension** in real time
- **Embed questions at key points** in the video
- **Customize question types and feedback**
- **Pause video until students respond**
- **Collect and view responses automatically**

How It Works

1. **Select a Video:** Choose a video from your Screencastify library

2. **Insert Questions:** Add questions at specific timestamps

3. **Customize Options:** Select correct answers and feedback

4. **Share the Watch Page:** Students must respond to continue playback

5. **Review Responses:** View student answers in your dashboard

Question 3

How many days are there in a leap year?

364
365
363
366

Submit

Setup & Use

Adding Questions

- Click "Interactive Questions" on the Share page
- Play your video and click "Add Question" when ready
- Choose **multiple choice** or **short answer**

Sharing the Video

- Click "Finish and Share"
- Use the **Watch Page link** to track responses

Managing Questions

- Customize text, answer choices, and feedback
- Reorder or delete questions anytime

Compatibility & Integrations

- Works on desktop with **Chrome or Edge**
- Compatible with **Chromebooks, Windows, macOS**
- Videos with questions can be:
  - Embedded in **Canvas** or other LMS
  - Shared via **Watch Page** to maintain functionality

Interactive Quizzes FAQs

Q: What types of questions are available?
A: Multiple choice and short answer.

Q: How do I ensure I get student responses?
A: Use and share the Watch Page link (not the direct video file).

Q: Can I add questions to existing videos?
A: Yes, questions can be added anytime.

Q: Can students skip questions?
A: No, they must respond before the video continues.

Q: How do I view answers?
A: Responses appear in your Screencastify dashboard.
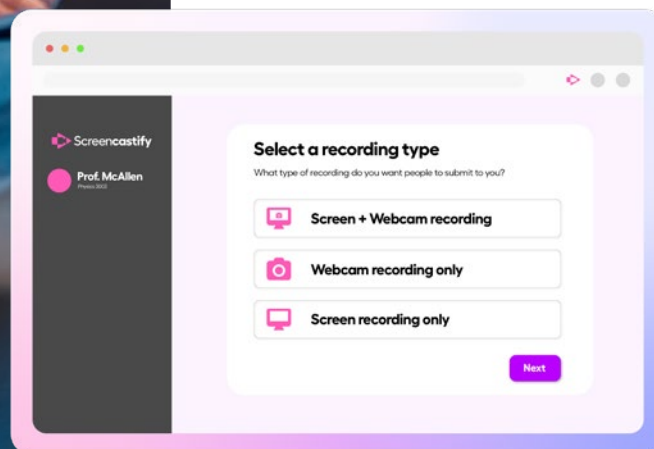
5.3 | **Submit**

What is Submit?

Screencastify Submit lets students **record and submit videos** without needing a Screencastify account. Teachers send a recording link, and students respond using their webcam, screen, or both—perfect for collecting video assignments.

Key Benefits

- **No student accounts required**
- **Simple video assignments with shareable links**
- **Automatic upload to Google Drive**
- **Easy for students to review and resubmit**
- **Supports webcam, screen, or both**

How It Works

1. **Create an Assignment:** Choose recording type, title, and settings
2. **Share the Link:** Students access the task via a custom URL
3. **Students Record:** No app or login needed
4. **Submissions Upload Automatically:** Videos go to your Google Drive

Screencastify
Prof. McAllen
Physics 3003

Select a recording type
What type of recording do you want people to submit to you?

Screen + Webcam recording

Webcam recording only

Screen recording only

Next

Setup & Use

Creating a Submit Assignment

- Go to the **Submit** tab
- Set assignment title, due date, and instructions
- Select recording mode (webcam, screen, or both)
- Share the auto-generated link with your class

Student Experience

- Open the link
- Record the response
- Review, then submit
- View the submitted video immediately

Teacher Dashboard

- Track all student submissions
- Download or view in Google Drive
- Manage multiple assignments (premium only)
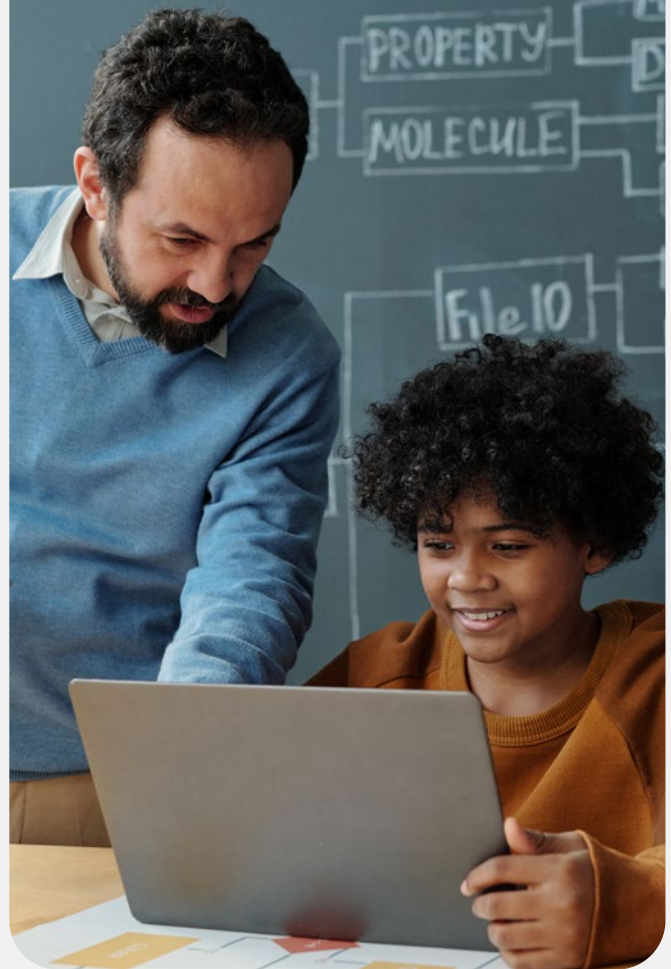
Compatibility & Integrations

- Works in Chrome or Edge on desktop
- Videos automatically stored in **Google Drive**
- Works across devices used by students in classrooms

Submit FAQs

Q: Do students need Screencastify accounts?
   A: No, they just click the link to start recording.

Q: Where are submissions stored?
   A: They're saved directly to your Google Drive.

Q: Can I limit how students record?
   A: Yes, you control whether they use webcam, screen, or both.

Q: Is there a submission limit?
   A: Free users can create one active assignment; premium has unlimited.

Q: Can students review before submitting?
   A: Yes, they can rewatch and confirm before turning it in.
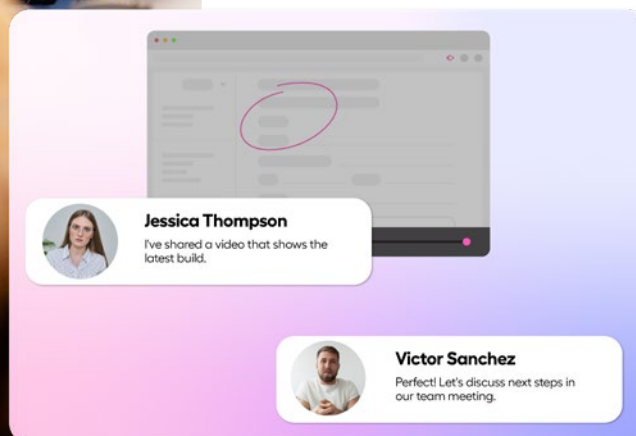
What are Shared Folders?

Shared Folders make it easy to **organize, manage, and distribute video content** with colleagues, classes, or departments. You control who can view or edit, all while keeping videos grouped by subject, project, or class.

Key Benefits

- **Organize videos by topic, class, or team**
- **Easily share collections** with view/edit/contribute permissions
- **Collaborate with multiple contributors**
- **Integrates with Google Drive sharing**

How It Works

1. **Create a Folder:** Name and describe your folder

2. **Set Permissions:** Choose who can view, edit, contribute, or manage.

3. **Add Videos:** Upload or move videos into the folder

4. **Share the Folder:** Send a link or add collaborators

Jessica Thompson
I've shared a video that shows the latest build.

Victor Sanchez
Perfect! Let's discuss next steps in our team meeting.

Setup & Use

Creating a Shared Folder

- Go to your Screencastify video library
- Click "Create New Folder"
- Set a name, description, and permission level
- Add videos and invite collaborators

Organizing & Managing

- Drag and drop to move videos
- Archive older folders
- Use folders to build student portfolios, resource hubs, or project collections

Access Control

- **Viewer** – Can only view videos
- **Copier** – Can view and make copies of videos
- **Contributor** – Can view, copy, and add videos to the folder
- **Collaborator** – Can view, copy, add videos, share, and edit existing content
- **Owner** – All the above and remove videos
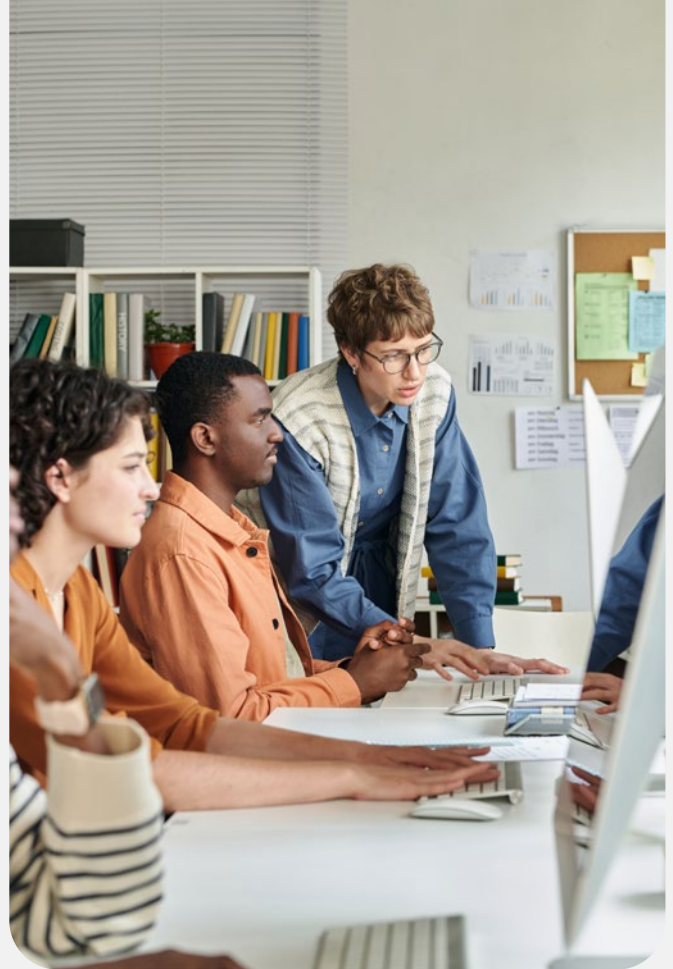
Compatibility & Integrations

- Syncs with **Google Drive** for backup and sharing
- Uses Google's permission model (familiar and secure)
- Accessible across platforms and user types

Shared Folders FAQs

Q: Who can create Shared Folders?
A: Anyone with Screencastify Plan User Role Access.

Q: Can I control who edits a folder?
A: Yes, set individual permissions for each collaborator.

Q: How do folders work with Google Drive?
A: They sync seamlessly, using Google's sharing settings.

Q: Can students access shared folders?
A: Yes, with the appropriate permissions.

Q: Is there a limit to folder size?
A: Depends on your Screencastify plan and available Drive storage.

06 | Troubleshooting & Tips

6.1 | Best Practices for Video Quality

Video Quality Optimization:

- **Lighting:** Ensure good lighting for webcam recordings
- **Background:** Use clean, uncluttered backgrounds
- **Audio:** Test microphone levels before recording
- **Internet:** Stable connection for cloud processing
- **Performance:** Close unnecessary applications

Recording Environment Setup:

- **Quiet Space:** Minimize background noise
- **Screen Resolution:** Use consistent display settings
- **Browser Optimization:** Update Chrome regularly
- **Storage Space:** Ensure adequate local storage
- **Power Settings:** Prevent computer sleep during recording

Content Preparation:

- **Script Outline:** Plan your content structure
- **Screen Setup:** Organize windows and applications
- **Practice Runs:** Do test recordings first
- **Time Management:** Keep recordings focused and concise
- **Engagement:** Maintain steady pace and clear speech

Technical Best Practices:

- **Regular Updates:** Keep Screencastify extension updated
- **Browser Cleanup:** Clear cache and cookies periodically
- **Permission Maintenance:** Verify all permissions remain granted
- **Backup Strategy:** Save important videos in multiple locations

6.2 | Support Resources & FAQ

Official Support Channels:

- Help Center: Comprehensive knowledge base at learn.screencastify.com
- Email Support: Direct contact with support team

Common Issues & Solutions:

Problem: Extension Not Working

- **Solution:** Update Chrome browser
- Check if extension is enabled in chrome://extensions
- Try disabling other extensions temporarily
- Restart browser and try again

Problem: No Audio in Recordings

- **Solution:** Check microphone permissions in Chrome
- Verify microphone is not muted
- Test microphone in other applications
- Try different microphone source

Problem: Poor Video Quality

- **Solution:** Adjust recording quality settings
- Check internet connection speed
- Close other applications using resources
- Update graphics drivers

Problem: Recording Won't Start

- **Solution:** Refresh the webpage
- Check screen recording permissions
- Try incognito mode
- Clear browser cache and cookies

Problem: Video Won't Save/Upload

- **Solution:** Check internet connection
- Verify Google Drive has available space
- Try downloading locally first
- Contact support if persistent

Getting Additional Help:

- Document specific error messages
- Note your browser version and operating system
- Describe steps taken before issue occurred
- Check Screencastify status page for service issues
- Review recent browser or system updates

Quick Reference:

- **Chrome Web Store:** Search "Screencastify"
- **Website:** www.screencastify.com
- **Support:** learn.screencastify.com
- **Keyboard Shortcuts:** Alt+Shift+S (stop), D (drawing mode)
- **File Formats:** MP4, WebM, MP3, GIF

Troubleshooting FAQs

Q: Why isn't my extension working after a Chrome update?
A: Try disabling and re-enabling the extension, or reinstall it from the Chrome Web Store.

Q: My recordings are choppy or have poor quality. What can I do?
A: Close other applications, check your internet connection, and ensure your computer meets the system requirements.

Q: I can't hear any audio in my recordings. What's wrong?
A: Check that your microphone permissions are enabled and that your microphone isn't muted or being used by another application.

Q: Where can I find more detailed troubleshooting help?
A: Visit learn.screencastify.com for comprehensive troubleshooting guides and video tutorials.

Q: How do I contact Screencastify support directly?
A: You can reach support through the help center at learn.screencastify.com, via email support, or through live chat if you have a premium account.

Q: What should I do if I'm experiencing issues with LMS integrations?
A: Contact your IT administrator first, as they may need to configure settings on the LMS side. If the issue persists, contact Screencastify support with specific details about your LMS and the problem you're

Want to see
Screencastify in action?

Schedule a demo at screencastify.com to get started.