

LockDown Browser not loading

Overview

This article covers the Lockdown browser not loading.

Getting Started

Reinstall Lockdown browser

- Uninstall the LockDown browser.
- Clear cache, temp files and browsing history.
 - Instructions to clear your data can be found at [Clear Cookies and Cache](#).
- Reinstall the browser from the link in Brightspace.

Disable Popup Blocker

If the Lockdown Browser continues to not load, you may need to disable your browsers Popup Blocker.

- Select the three dots (top, right side of the screen) and select settings.
- Select Security and Privacy.
- Select Site Settings.
- Select Pop-ups and redirects.
- Under 'Default behavior' allow sites to send pop-ups and redirects.
- After your quiz is complete, you can disable pop-ups and redirects again.

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