

# 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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Revision #2

Created 25 October 2024 16:57:38 by Jeremy Lindley

Updated 21 February 2025 16:51:03 by Jeremy Lindley