Lockdown Browser on Chromebooks

Overview

These are troubleshooting steps for installing the Respondus Lockdown browser on Chrombooks.

Getting Started

Lockdown Browser not working

- Uninstall the **LockDown Browser**.

- **Clear** cache/cookies for All Time, temp files and browsing history.
    - Backup all local data to ensure that no files are deleted from your device before clearing your data.

- Restart the device.

- Reinstall the **Lockdown Browser** from the link in Brightspace.
    - If the Lockdown Browser continues to not load, disable the **Popup Blocker**. See instructions below.

Disable Popup Blocker

- Select the three dots (top, right side of the screen) and click settings > Security and Privacy > Site Settings > 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.

Can't add Chrome to Browser

- If the **Add to Chrome** button is missing, verify you are not signed into the Chromebook as a Guest or using a managed device (e.g. corporate or high school-owned).
    - Guest accounts and managed devices may be unable to install apps/extensions.

McGraw-Hill Lockdown Browser

The McGraw-Hill Connect LockDown Browser does NOT support Chromebooks.