

# 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.

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