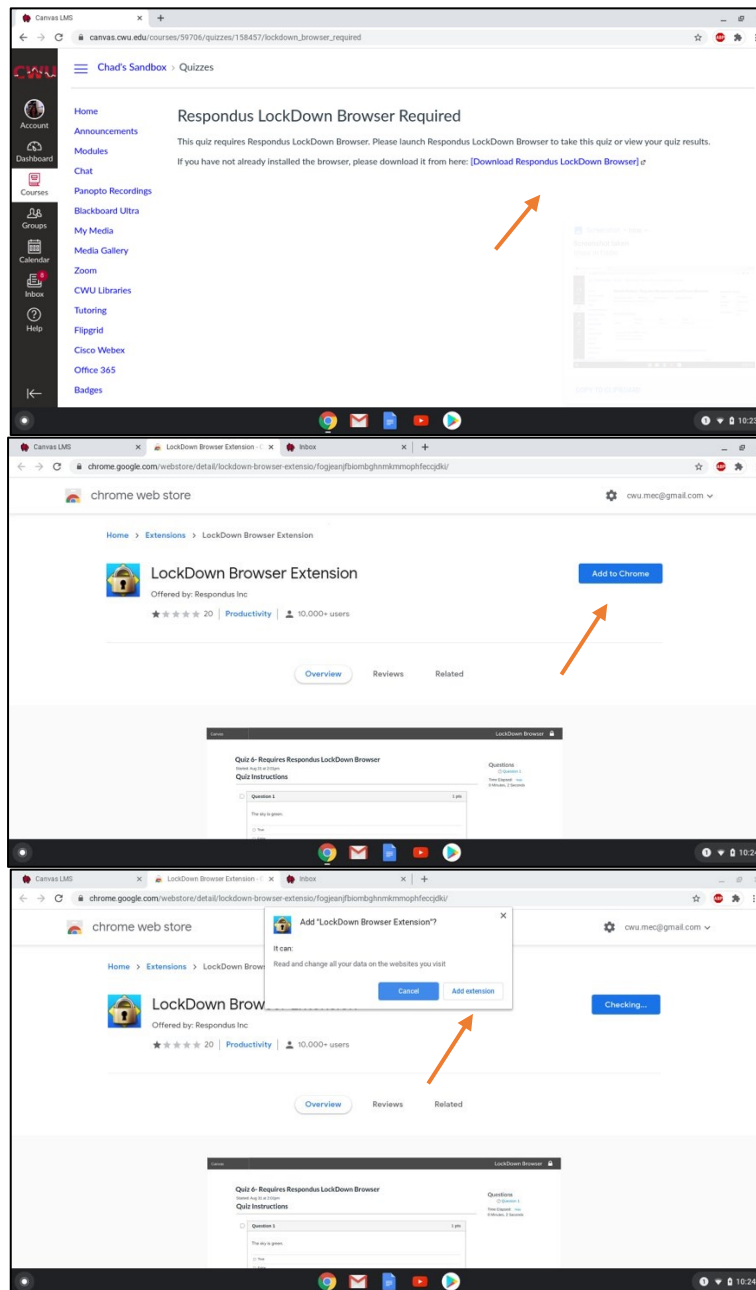


## Student Guide: How to Install the LockDown Browser Extension on Chromebooks

1. Log into the Chromebook start Google Chrome
2. Log into Canvas and navigate to the exam that requires LockDown Browser
3. Select the link for downloading and installing LockDown Browser
4. From the Chrome web store, select “Add to Chrome” to install the LockDown Browser Extension



If you are trying to take a quiz in your Canvas environment, and get taken to a page that says "Respondus LockDown Browser Required," this means:

1. That you might not yet have installed the LockDown Browser Chromebook extension or it's not currently enabled. On your Chromebook, open your Chrome browser and enter this in the URL window: `chrome://extensions` On this page, you'll be able to determine if you have the extension installed, and if it's enabled. The toggle switch needs to be moved to the far right. If it's not installed, please contact your institution's help desk for the correct download link.
2. Cookies are interfering with the LockDown Browser extension being recognized as installed on your Chromebook. If so, you'll want to clear out all cookies and cache on your Chromebook. On your Chromebook, open your Chrome browser and enter this in the URL window: `chrome://settings/clearBrowserData`
3. By default, the "Basic" tab is highlighted, and this is okay. In the "Time Range" field, select "All time". Check the box next to "Cookies and other site data." The other options (Browsing history and cached images and files) are optional. Then click the "clear data" button. This will result in you being logged out of Canvas. Log back in, and then try to take your exam again.
4. Sometimes, the built-in cookie clearing utility on the ChromeOS does not do a very good job. We've found that an extension called "CyberGhost Cookie Cleaner" works better. You can read more about it on the bottom of this article:

<https://support.respondus.com/support/index.php?/Knowledgebase/Article/View/620/47/chromebook---how-to-clear-cachecoookies>