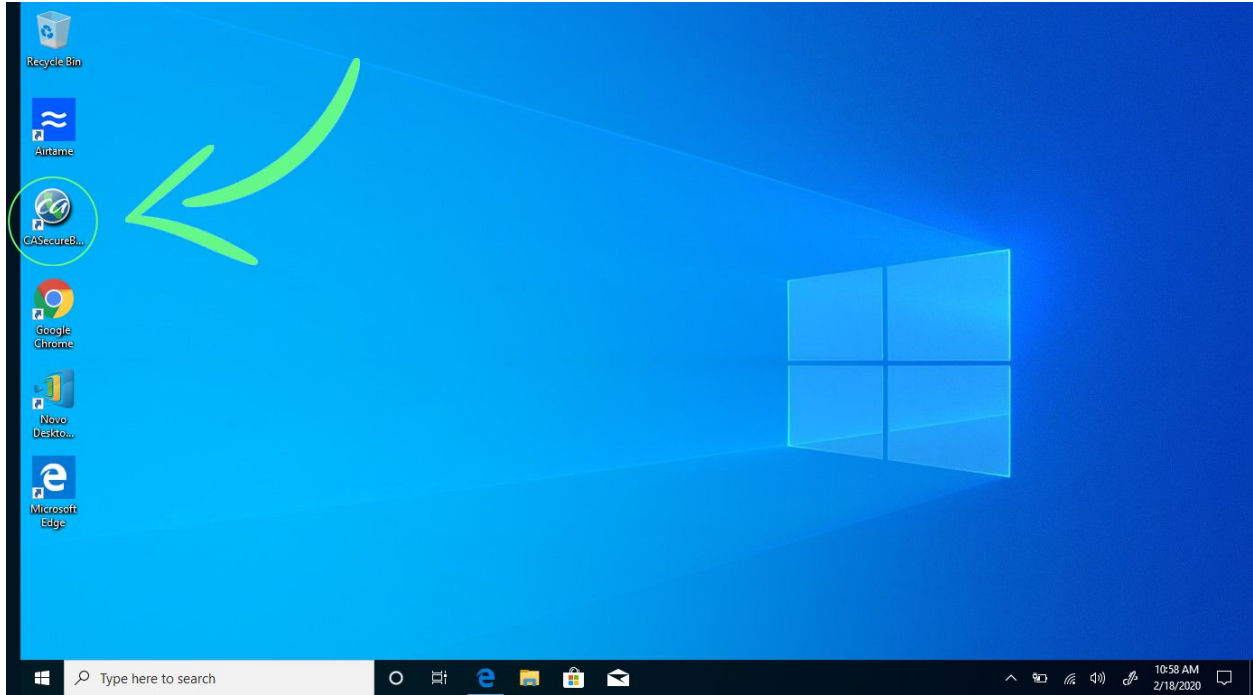


On a Windows Device

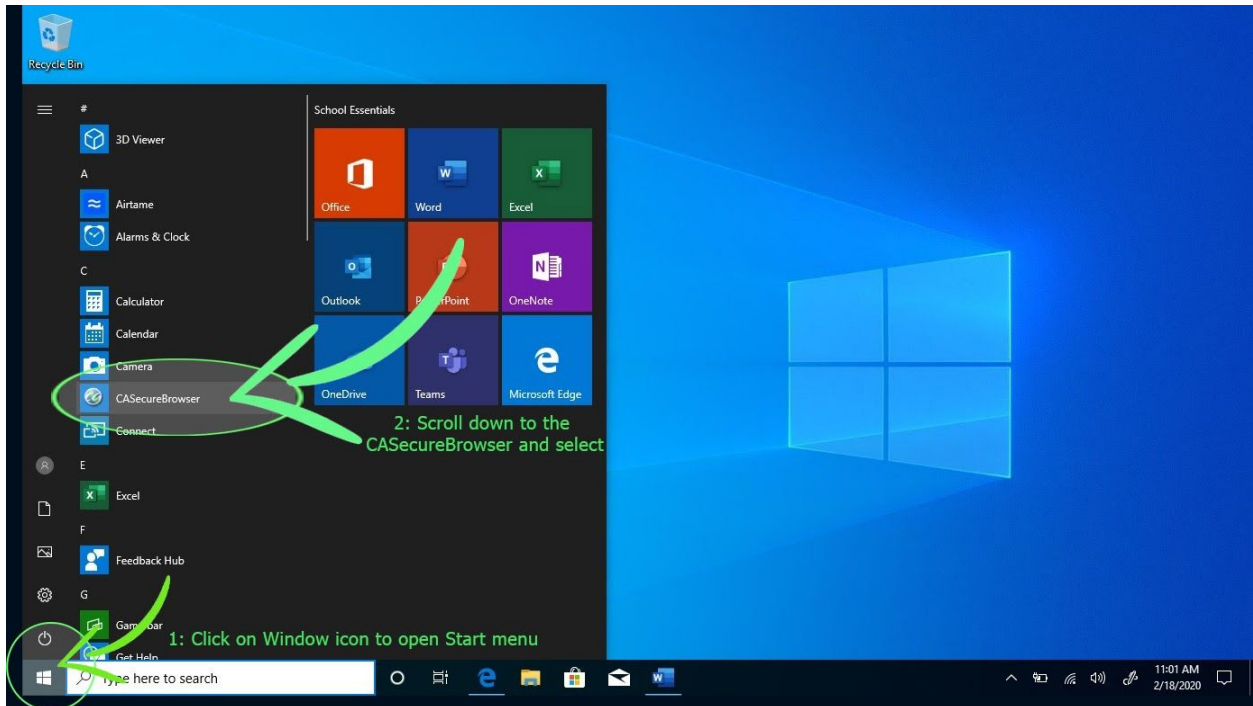
Step 1: Reboot device

Step 2: Log in to the device using a student account

Step 3: Select CASecureBrowser on the desktop



Note: If CASecureBrowser is not on the desktop, click the Windows “start” icon, search under “C” and select CASecureBrowser

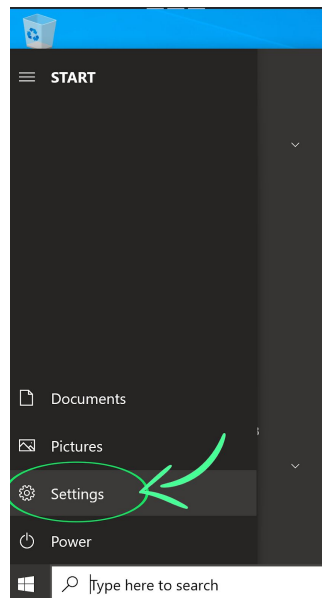


If a student attempts to launch the CAASPP without rebooting, it's possible there might be background applications running, which can cause conflicts and cause the secure browser to not launch.

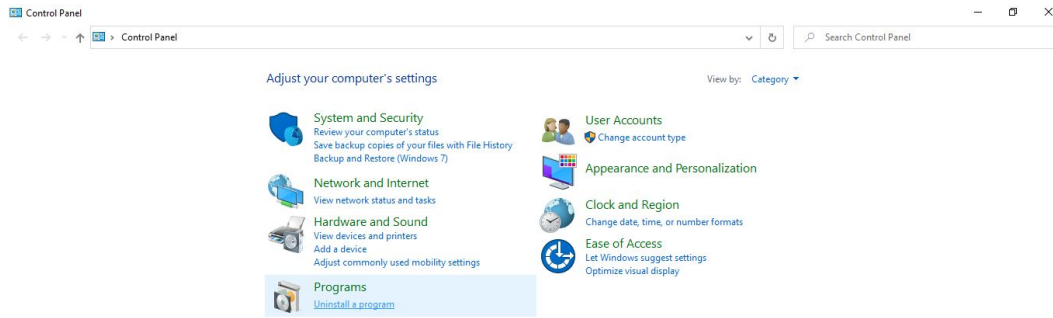
Reboot the device as the first line of troubleshooting

The newest version of the test is Version 12

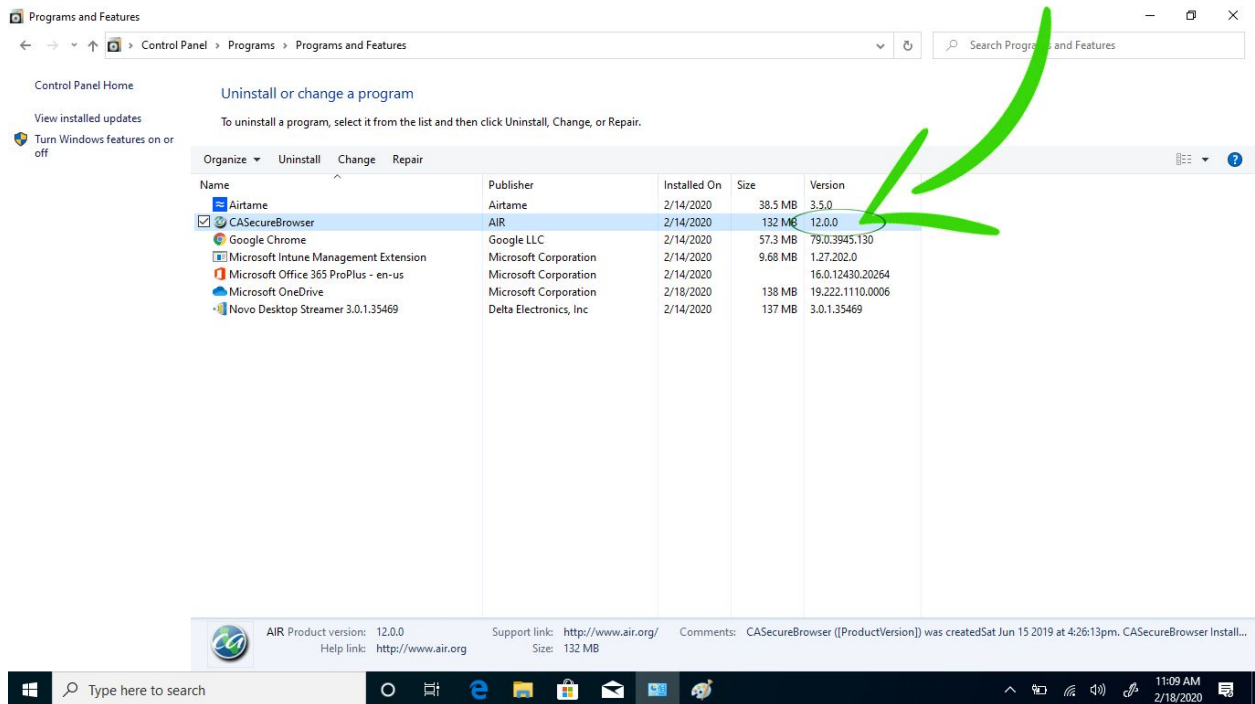
To find out what test version is installed, click on the Windows “start” icon at the bottom left and then select the settings “gear” icon:



Next, select Programs and the blue hyperlink “Uninstall a program”



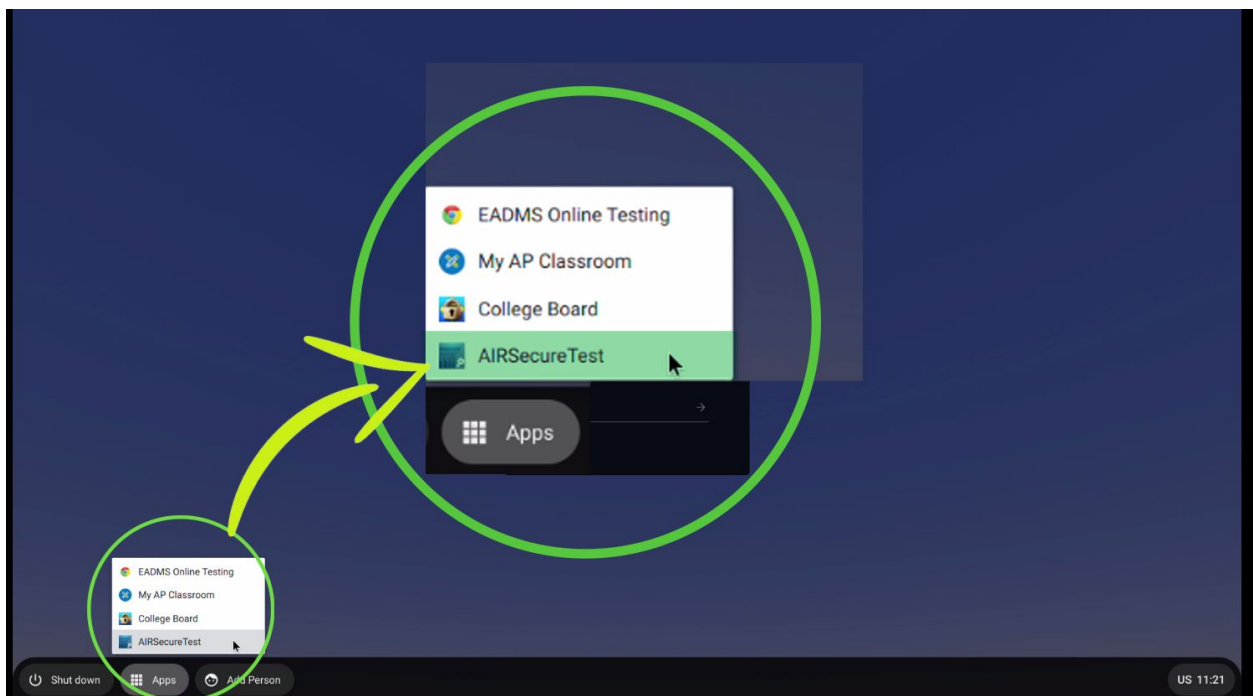
This list is alphabetical. Locate “CA Secure Browser” The version number will be listed in the far right column.



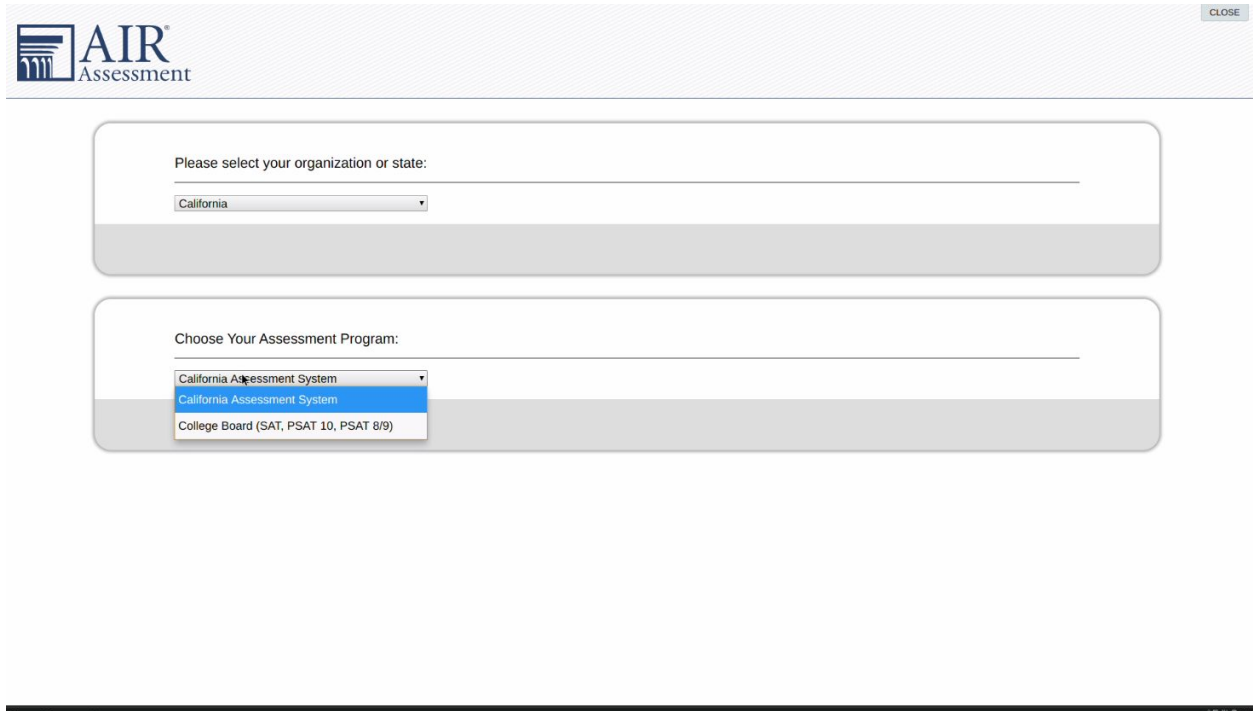
On A Chromebook

Turn on the device and do not login yet.

At the bottom left of the login screen, click apps, from the pop-up menu select "AIRSecureTest"

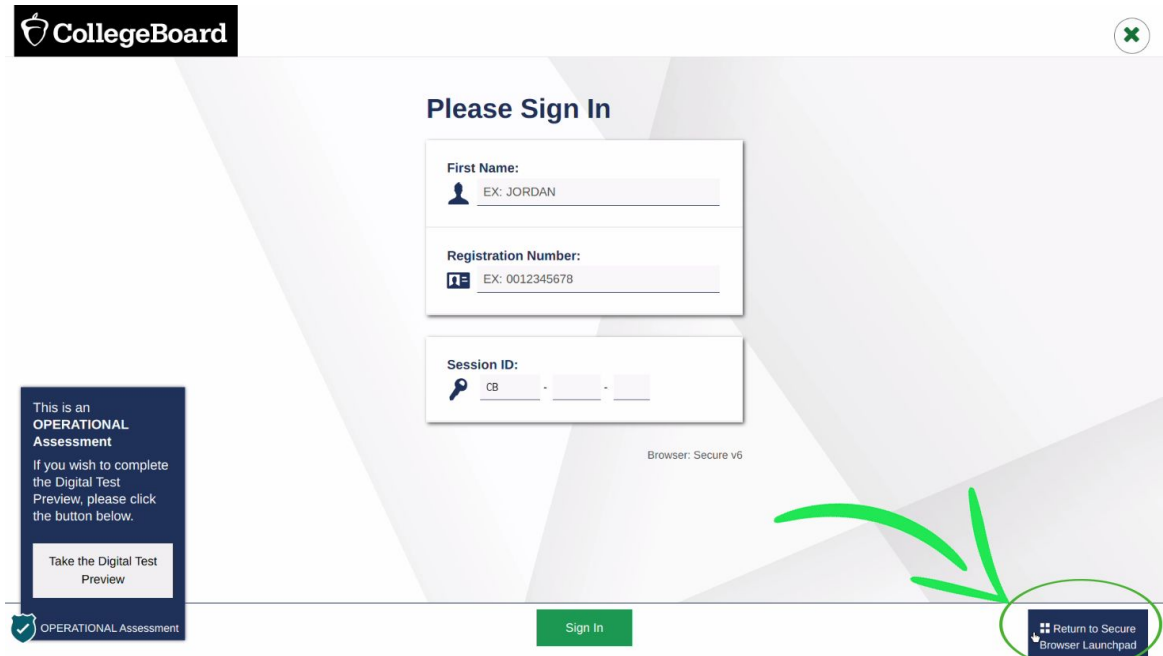


After clicking AIRSecureTest, you will pick the state and test you wish to take

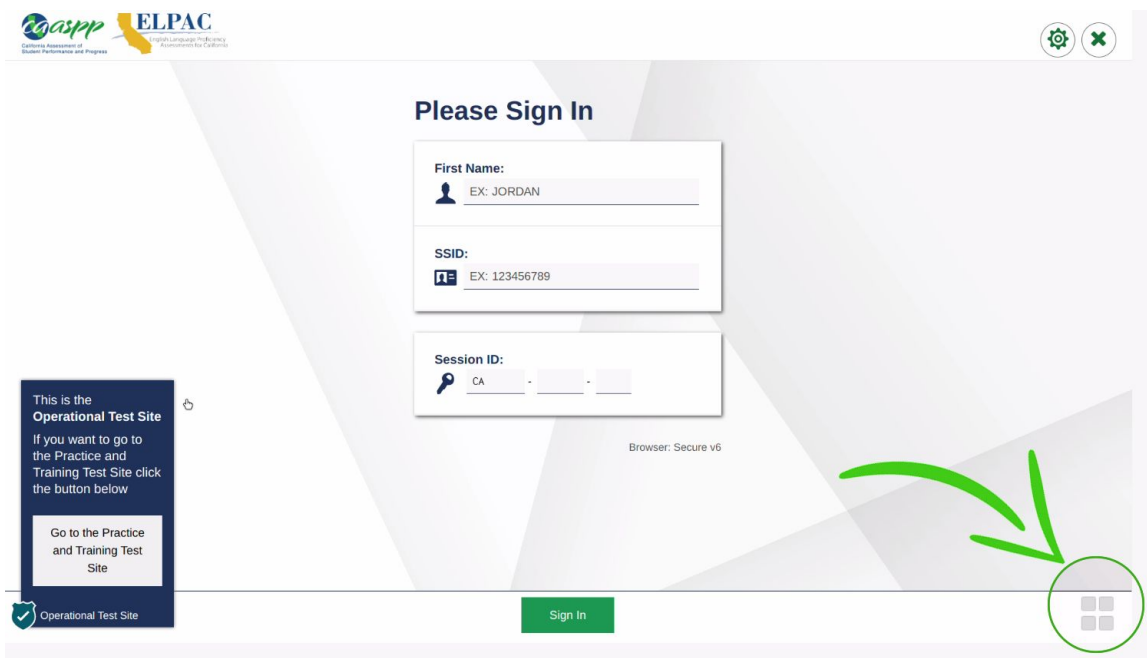


The screenshot shows the AIR Assessment selection interface. At the top left is the AIR Assessment logo, and at the top right is a 'CLOSE' button. The main content area contains two selection boxes. The first box is titled 'Please select your organization or state:' and has a dropdown menu with 'California' selected. The second box is titled 'Choose Your Assessment Program:' and has a dropdown menu with three options: 'California Assessment System' (highlighted in blue), 'California Assessment System', and 'College Board (SAT, PSAT 10, PSAT 8/9)'. A 'Print Screen' watermark is visible in the bottom right corner.

If you pick the wrong test, select the grid at the bottom right of the screen to select another test



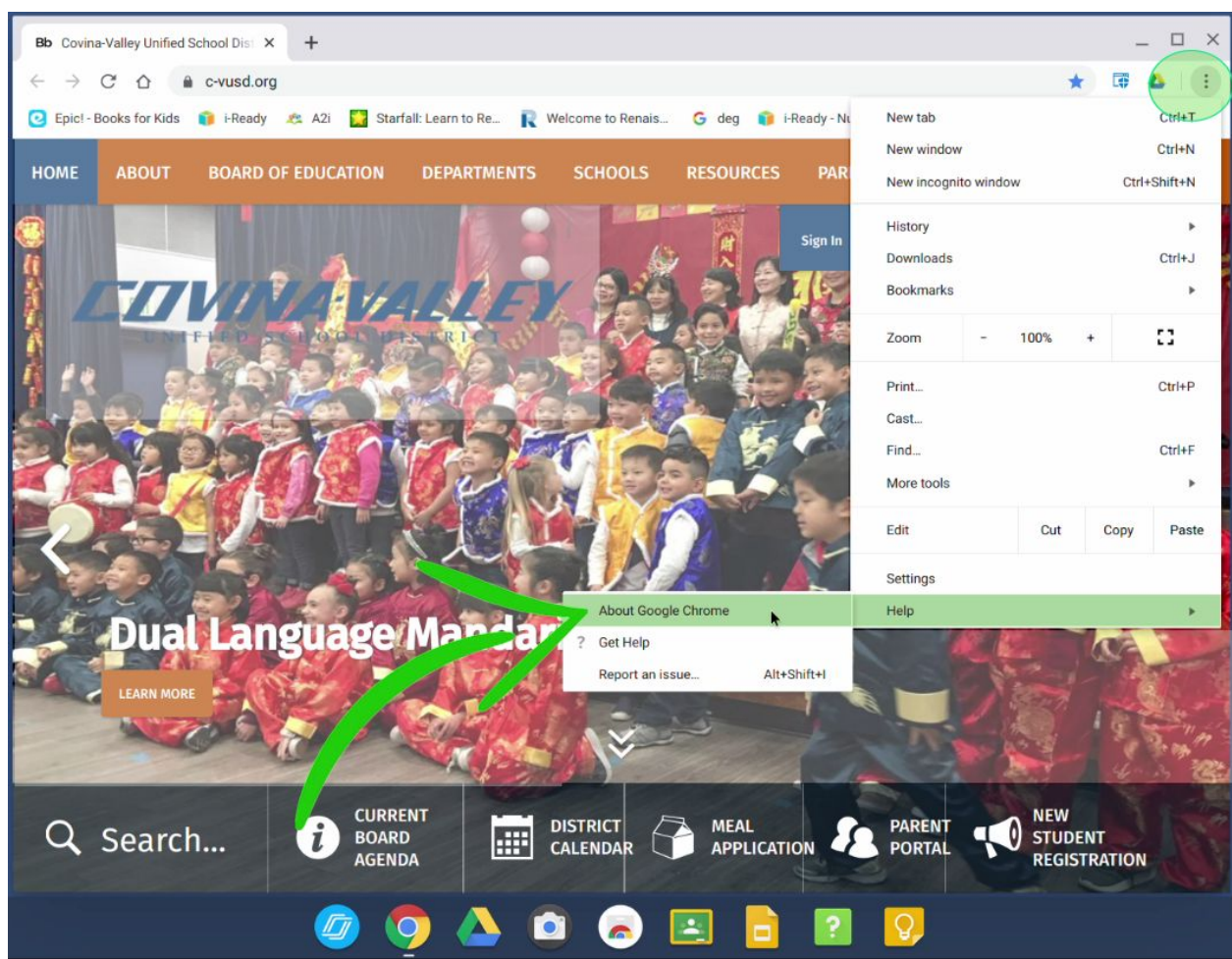
You will be returned to the Sign In screen to try again. Click on the four-box grid at the lower right to return to the test selection screen.



If the test is not working on a Chromebook, hold down the power button to shutdown.

Turn the computer on, log in to the Chromebook, and open Google Chrome.

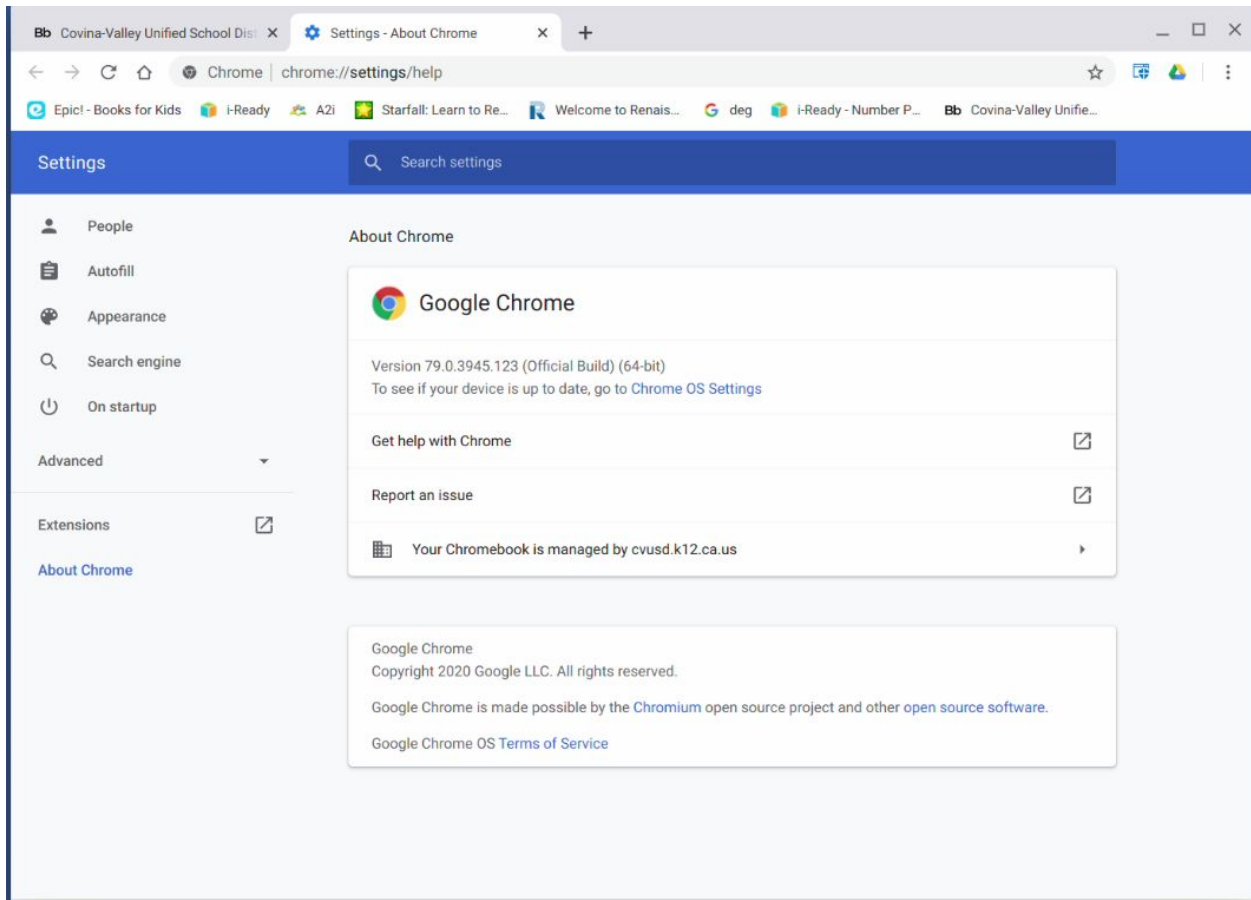
At the top right, click the three dots, hover over “Help”, and click “About Google Chrome”



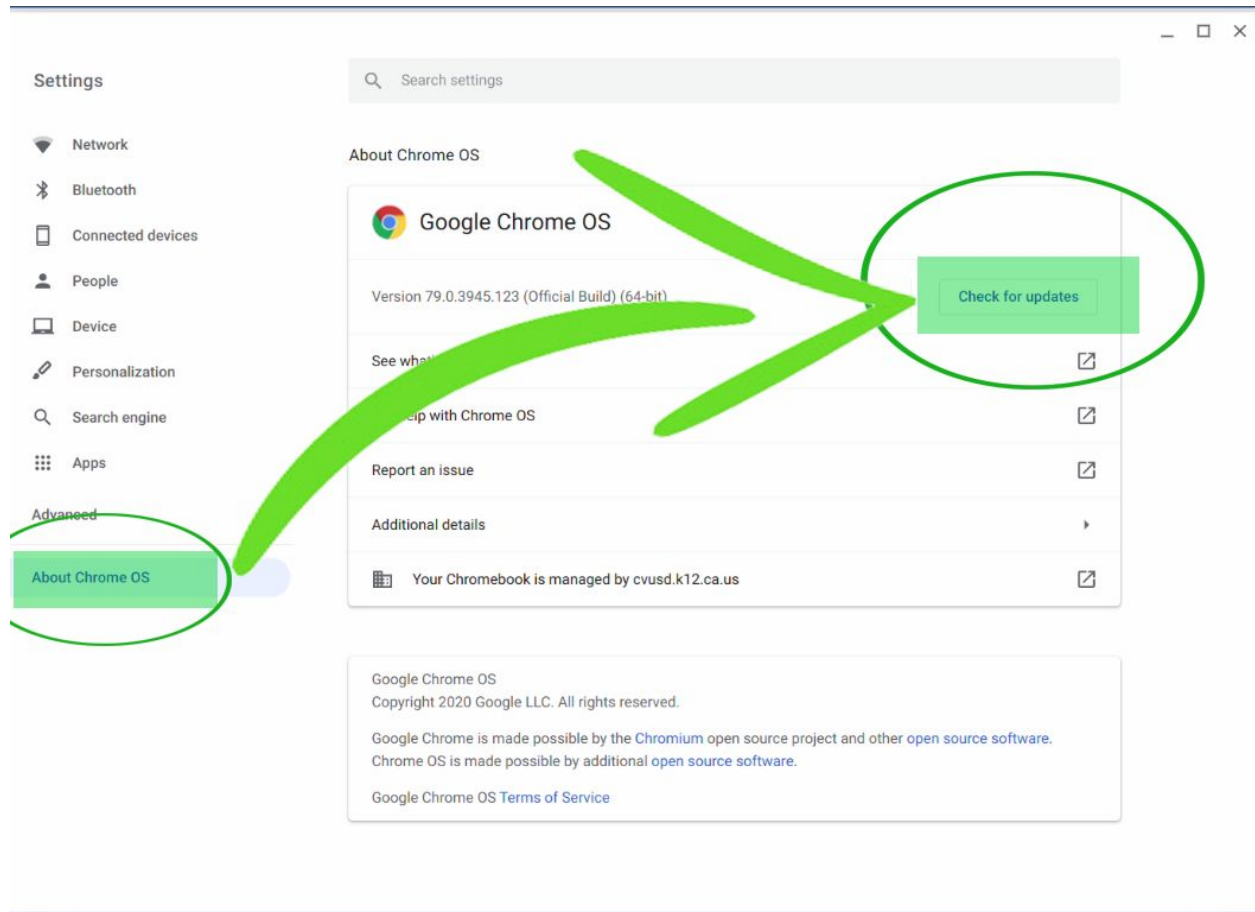
You will then click the “Check for Updates” button



On the newer version of Chrome, it will send you to the “Settings” page:



At the bottom left there is an “About Chrome” option. You can find the “Check for Updates” button on this page:



After checking for updates, click the “Restart” button to apply updates.

You can now try the AIRSecureTest again.