

# Configurations, Troubleshooting, and Secure Browser Installation Guide for Chrome OS

## For Technology Coordinators

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## Table of Contents

<b>Configurations, Troubleshooting, and Secure Browser Installation for Chrome OS .....</b>	<b>3</b>
Installing Secure Browser for Chrome .....	3
Google Supplemental Documentation.....	5
Additional Instructions for Installing the Secure Browser for Chrome OS.....	5
Installing AIRSecureTest as a Kiosk App on Managed Chromebooks .....	5
Additional Configurations for Chrome OS .....	6
Managing Chrome OS Auto-Updates.....	6
Troubleshooting Text-to-Speech .....	7
Using Text-to-Speech.....	7
How the Secure Browser Selects Voice Packs.....	7
Text-to-Speech and Mobile Devices .....	8
<b>Chrome Technology Coordinator Checklist.....</b>	<b>9</b>
<b>FSA Help Desk and User Support .....</b>	<b>10</b>
<b>Change Log.....</b>	<b>11</b>

# Configurations, Troubleshooting, and Secure Browser Installation for Chrome OS

This document contains instructions for installing the Secure Browser, as well as configurations, troubleshooting, and advanced Secure Browser installation instructions for your network and Chrome OS devices.

## Installing Secure Browser for Chrome

These instructions are for installing the secure browser on standalone Chromebook devices.

1. From your network administrator, obtain the following:
  - a) The wireless network to which the Chromebook connects. This typically includes the network's SSID, password, and other access credentials.
  - b) An email and password for logging in to Gmail.
2. Power off, then power on your Chromebook.
3. If the **OS verification is Off** message appears, do the following (otherwise skip to step 4):
  - a. Press **Space**. In the confirmation screen, press **Enter**. The Chromebook reboots.
  - b. In the Welcome screen, select your language and keyboard, and enter the network name and password you obtained in step 1. Back in the Welcome screen, click **Continue**.
  - c. In the Google Chrome OS Terms screen, click **Accept and continue**.
4. If this Chromebook was already wiped and configured for a wireless network, skip to step 10; otherwise, continue with step 5.
5. When the Sign In screen appears, wipe the Chromebook by doing the following:
  - a. Press **Esc + Refresh + Power**. The screen displays a yellow exclamation point (!).
  - b. Press **Ctrl + D** to begin developer mode. A message appears with instructions on how to turn off OS Verification.
  - c. Press **Enter**. A screen displaying another OS Verification message and a red exclamation point appears.
  - d. Press **Ctrl + D** again. The Chromebook indicates it is transitioning to developer mode. The transition takes approximately 10 minutes, after which the Chromebook reboots.

- e. After the Chromebook reboots, the **OS verification is Off** message appears again. Press **Space**, then press **Enter**. The Chromebook reboots, and the Welcome screen appears.
6. In the Welcome screen, select your language, keyboard, and network. The Join WiFi network screen appears.
7. Enter the network's password you obtained in step 1.
8. Click **Connect**, and back in the Welcome screen click **Continue**.
9. In the Google Chrome OS Terms screen, tap **Accept** and continue. The Sign In screen appears.
10. In the Sign In screen, press **Ctrl + Alt + K**. The Automatic Kiosk Mode screen appears with a yellow exclamation mark.
11. Click **Enable**, then click **OK**. The Sign In screen appears.
12. In the Sign In screen, enter the Gmail address you obtained in step 1, click **Next**, enter the password, and click **Next** again.
13. When you get to the desktop, tap the Chrome icon (  ) to open Chrome.
  - a. In the URL bar, enter `chrome://extensions`. The Extensions screen appears.
14. Mark the checkbox for **Developer Mode**.
15. Click **Manage kiosk applications** located at the top of the screen. The Manage Kiosk Applications screen appears.
16. Do the following in the Manage Kiosk Applications screen:
  - a. Enter the following into the **Add kiosk application** field:  
`hblfbmjdaalalhifaajnnodlkiloengc`
  - b. Click **Add**. The AIRSecureTest application appears in the Manage Kiosk Applications list.
  - c. Click **Done**.
17. Click your avatar in the lower-right corner and select **Sign Out**.
18. Back at the desktop, click **Apps** at the bottom of the screen, then tap **AIRSecureTest**. The secure browser launches.

19. If you receive the following error message, then the secure browser is not configured to run in kiosk mode.

The AIRSecureTest application requires kiosk mode to be enabled.

You need to re-install the app in kiosk mode by restarting this procedure.

20. Configure your test administration by selecting your state and assessment program from the dropdown lists and tapping **OK**.

## Google Supplemental Documentation

The following links provide instructions from Google for installing the Secure Browser on multiple Chromebooks and for managing device settings on managed Chromebooks.

1. [Using Chromebooks for Student Assessments](#)
  - Refer to [Scenario 1: School sets up Chromebook to run as a Single App Kiosk running the exam app](#).
  - Do not follow the instructions for Scenarios 2 and 3.
2. [Managing Device Settings \(general information for managed Chromebooks\)](#)

## Additional Instructions for Installing the Secure Browser for Chrome OS

This section contains additional installation instructions for installing the Secure Browser for Chrome OS. **Chromebooks manufactured in 2017 or later must have an Enterprise or Education license to run in kiosk mode, which is necessary to run the Secure Browser.**

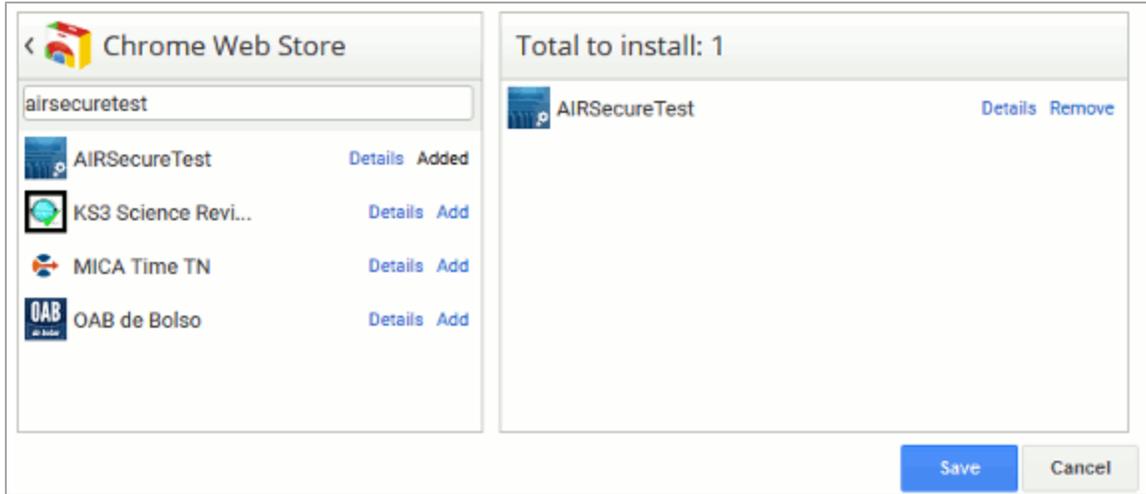
### Installing AIRSecureTest as a Kiosk App on Managed Chromebooks

These instructions are for installing the AIRSecureTest Secure Browser as a kiosk app on domain-managed Chromebook devices. The steps in this procedure assume that your Chromebooks are already managed through the admin console.

AIRSecureTest is not compatible with public sessions.

1. As the Chromebook administrator, log in to your admin console (<https://admin.google.com>).
2. Navigate to **Device management > Chrome management > Device settings**.
3. On the **Device settings** page, scroll down to the *Kiosk Settings* section.

4. Click **Manage Kiosk Applications**. The *Kiosk Apps* window appears:



5. If any AIRSecureTest apps appear in the right column, remove them by clicking **Remove**.
6. Add the AIRSecureTest app by doing the following:
  - a. Click **Manage Kiosk Applications**. The *Kiosk Apps* window appears.
  - b. Click **Chrome Web Store**.
  - c. In the search box, enter  
AIRSecureTest  
and press **Enter**. The AIRSecureTest app appears.
  - d. Click **Add**. The app appears in the *Total to install* section.
  - e. Click **Save**. The AIRSecureTest application appears on all managed Chromebook devices.

## Additional Configurations for Chrome OS

This section contains additional configurations for Chrome OS.

### Managing Chrome OS Auto-Updates

This section describes how to manage Chrome OS auto-updates. FDOE requires disabling Chrome OS auto-updates or limiting updates to a specific version used successfully before operational testing begins.

## Disabling Auto-Updates for Chrome OS

This section describes how to disable auto-updates for Chrome OS.

*To disable auto-updates for Chrome OS:*

1. Display the Device Settings page by following the procedure in **Manage device settings**, <https://support.google.com/chrome/a/answer/1375678>. The steps in that procedure assume that your Chromebooks are managed through the admin console.
2. From the *Auto Update* list, select **Stop auto-updates**.
3. Click **Save**.

## Limiting Chrome OS Updates to a Specific Version

This section describes how to limit Chrome OS updates to a specific version.

*To limit Chrome OS updates to a specific version:*

1. Display the Device Settings page by following the procedure in **Manage device settings**, <https://support.google.com/chrome/a/answer/1375678>. The steps in that procedure assume that your Chromebooks are managed through the admin console.
2. From the *Auto Update* list, select **Allow auto-updates**.
3. From the *Restrict Google Chrome version to at most* list, select the required version.
4. Click **Save**.

## Troubleshooting Text-to-Speech

Using text-to-speech requires at least one voice pack to be installed on testing devices.

### Using Text-to-Speech

Students using text-to-speech for the practice tests must log in using the Secure Browser.

**We strongly encourage schools to test the text-to-speech settings before students take operational tests.** You can check these settings by running a practice test or the Infrastructure Trial with text-to-speech enabled or through the diagnostic page. From the student practice test login screen, click the **Run Diagnostics** link, and then click the **TTS Check** button.

### How the Secure Browser Selects Voice Packs

This section describes how AIR's Secure Browsers select which voice pack to use.

### **Voice Pack Selection on Mobile Versions of Secure Browsers**

The Mobile Secure Browser uses either the device's native voice pack or a voice pack embedded in the Secure Browser. Additional voice packs downloaded to a mobile device are not recognized by the Mobile Secure Browser.

### **Text-to-Speech and Mobile Devices**

Text-to-speech (TTS) in Windows, Mac, and iPads includes a feature that allows students to pause and then resume TTS in the middle of a passage. On Chromebooks, however, students should highlight the desired text to be read as the pause feature does not allow students to pause and resume the reading again.

# Chrome Technology Coordinator Checklist

This checklist can be printed out and referred to during review of networks and computers used for testing.

Activity	Target Completion Date	Reference
<b>For all Operating Systems</b>		
<input type="checkbox"/>	Verify that all of your school's computers/devices that will be used for online testing meet the operating system requirements.	3–4 weeks before testing begins in your school
		<a href="#">Supported Systems &amp; Requirements</a>
<input type="checkbox"/>	Verify that your school's network and Internet are properly configured for testing, conduct network diagnostics, and resolve any issues.	3–4 weeks before testing begins in your school
		<a href="#">Supported Systems &amp; Requirements</a>
<input type="checkbox"/>	Install the secure browser on all computers/devices that will be used for testing.	3–4 weeks before testing begins in your school
		<a href="#">Configurations, Troubleshooting, and Advanced Secure Browser Installation for Chrome OS</a>
<input type="checkbox"/>	Enable pop-up windows and review software requirements for each operating system.	1–2 weeks before testing begins in your school
		<a href="#">Technology Setup for Online Testing</a>
<b>For Chrome OS</b>		
<input type="checkbox"/>	Install any required text-to-speech software on computers that will be used for testing with that accommodation and verify the installation.	1–2 weeks before testing begins in your school
		<a href="#">Using Text-to-Speech</a>
<input type="checkbox"/>	Disable Chrome OS auto-updates on computers.	4 weeks before testing begins in your school
		<a href="#">Managing Chrome OS Auto-Updates</a>

# FSA Help Desk and User Support

If this document does not answer your questions, please contact the FSA Help Desk.

The Help Desk will be open **Monday–Friday from 7:00 a.m. to 8:30 p.m. Eastern Time** (except holidays or as otherwise indicated on the FSA Portal).

**Toll-Free Phone Support: 1-866-815-7246**

**Email Support: [fsahelpdesk@air.org](mailto:fsahelpdesk@air.org)**

In order to help us effectively assist you with your issue or question, please be ready to provide the FSA Help Desk with detailed information that may include the following:

- Device, operating system, and browser version information
- Any error messages and codes that appeared, if applicable
- Information about your network configuration:
  - Secure browser installation (to individual machines or network)
  - Wired or wireless Internet network setup

# Change Log

Location	Change	Date