



## Having issues accessing your tests and coursework?

Explore the solutions to our most common technical issues directly from our support staff!

### 1. I'm having Login Trouble. What should I do?

If you're looping back to the login screen, under multiple accounts, or simply unable to log in, don't worry! Here's how to fix it:

#### Clearing Your Cache

1. At the top right of the Google Chrome browser, click the **3 dots** ( ⋮ )
2. Hover **More Tools** > Click **Clear Browsing Data**
3. At the top, choose a time range. To delete everything, select **All time**. We recommend a time range of the **last 7 days**.
4. Next to "**Cookies and other site data**" and "**Cached images and files,**" check the boxes.
5. Click **Clear data**

Congratulations! You just cleared your cache! This helps remove old, unnecessary site data from your computer, making it easier to log in the next time around.

Refresh your Mariners window and try logging in again. If you're still having trouble logging in, contact our 24/7 Support Team for additional assistance.

### 2. Why isn't LockDown Browser working?

There's a wide range of issues that you may experience while using LockDown Browser. Check for some of these common issues before contacting our support team:

#### Using the Correct Device

LockDown Browser can be restrictive for certain devices, including cellphones, tablets, Chromebooks, and more!

For the best results on LockDown Browser, try using a Desktop or Laptop with a camera, microphone, and good internet connection.

#### Checking Your System Requirements

If your computer is a little out of date, you may not be able to use LockDown Browser effectively.

Before attempting to use LockDown Browser, we recommend updating both your computer and browser to the latest version.

If you are still experiencing issues, try switching to a desktop or laptop computer with a strong internet connection that complies with these system requirements:

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### System Requirements

- **Internet:** Minimum of 10 Mbps Download, 5 Mbps Upload (Ethernet Recommended)
- **Windows:** Windows 10 or 11
- **Mac:** macOS 10.2 or 12.0+
- **RAM:** Minimum of 2GB (increase to 4GB when using a webcam)
- **Disk Space:** At least 200MB of free hard disk space

For more information on compatible devices, check out this [helpful resource](#) from our MLS Knowledge Base!

### **3. I forgot my password. How do I reset it?**

Don't worry! We all forget our passwords from time to time! To get started with making a new one, check out this resource on [resetting your password](#).

If you're still having issues with your reset, please contact our 24/7 Support Team! They can immediately connect with you over the phone and have a new password spun up in minutes!



### **Need More Help? Try Our MLS Knowledge Base!**

If you couldn't find the answer to your issue here, we likely have a resource published on our website!

Visit our [Knowledge Base](#) today to explore all of our helpful articles, or reach out to our [24/7 Live Technical Support](#) if you still require assistance.

