

Configurations, Troubleshooting, and Advanced Secure Browser Installation for Mac

enabled devices. If you have previously installed an older version of the Secure Profile, you must download and install the new version from the link the Indiana Assessment Portal.

1. Click the **Download the Secure Profile** link on the Mac tab of the Indiana Assessments Portal’s Secure Browser’s page to download the Mac Secure Profile.
2. Run the Mac Secure Profile installer.
3. Upon installation, restart your computer.

Figure 1. Download Mac Secure Profile



### How to Disable Updates to Third-Party Apps

Updates to third-party apps may include components that compromise the testing environment. This section describes how to disable updates to third-party apps.

The following instructions are based on OS X 10.9; similar instructions apply for other versions of Mac OS.

1. Log in to the student’s account.
2. Choose Apple menu > **System Preferences**. The **System Preferences** dialog box opens.
3. Click **App Store**. The **App Store** window opens.
4. Mark **Automatically check for updates**.
5. Clear **Download newly available updates in the background**.
6. Clear **Install app updates**.
7. Mark **Install system data files and security updates**.

Figure 2. App Store Window



## How to Disable Updates to iTunes

You must disable updates to iTunes prior to testing. If iTunes updates pop up during a test, the Secure Browser will pause the test and the student will be kicked out of the testing session.

The following instructions are based on OS X 10.9; similar instructions apply for other versions of Mac OS.

1. Log in to the student's account.
2. Start iTunes.
3. Select iTunes > Preferences.
4. Under the Advanced tab, clear Check for new software updates automatically.
5. Click **OK**.

Figure 3. Advanced Preferences

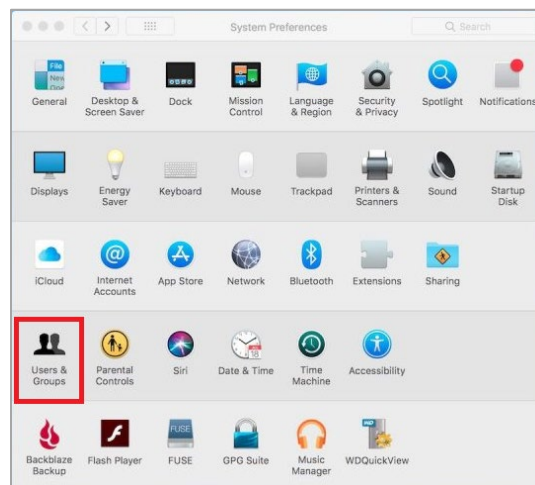


## How to Disable Fast User Switching

Fast User Switching is a feature in Mac OS X 10.11 and higher that allows for more than one user to be logged in at the same time. If Fast User Switching is not disabled and students try to access it during a test, the Secure Browser will pause the test. The following instructions describe how to disable Fast User Switching.

1. Choose Apple menu > **System Preferences**.

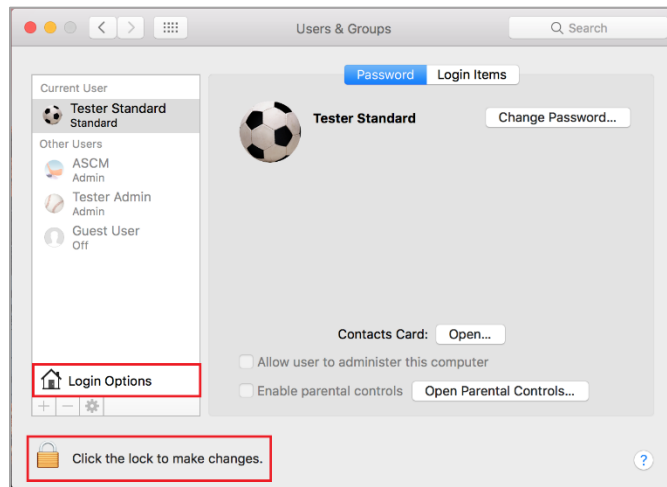
Figure 4. System Preferences > Users & Groups



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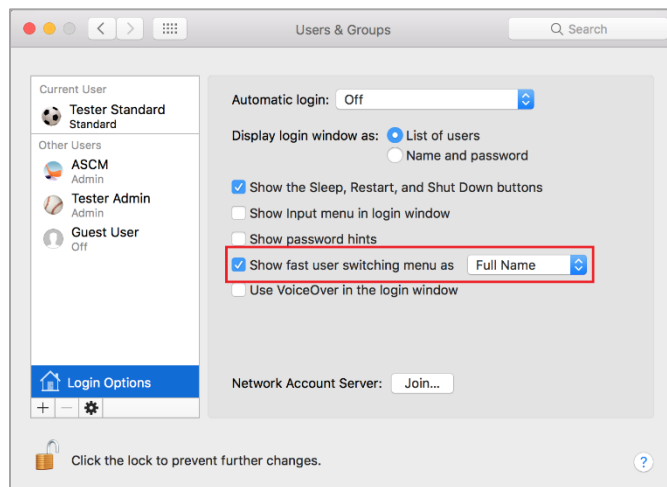
2. In System Preferences, click **Users & Groups**. The **Users & Groups** window opens.
3. If the padlock in the lower left corner is locked, click it and authenticate with administrator credentials.

Figure 5. Users & Groups



4. Click **Login Options**. The **Login Options** window opens.
5. Uncheck the Show fast user switching menu as... checkbox.

Figure 6. Login Options



Fast User Switching is now disabled. The Fast User Switching icon no longer appears in the menu bar.

Figure 7. Menu Bar



## How to Troubleshoot Mac Workstations

This section contains troubleshooting tips for Mac.

### How to Reset Secure Browser Profiles on Mac

If the Help Desk advises you to reset the Secure Browser profile, use the instructions in this section.

1. Log on as an admin user or as the user who installed the Secure Browser and close any open Secure Browsers.
2. Start **Finder**.
3. While pressing **Option**, select **Go > Library**. The contents of the Library folder appear.
4. Returning to the Library, open the **Caches** folder, and delete the Secure Browser's folder.
5. Restart the Secure Browser.

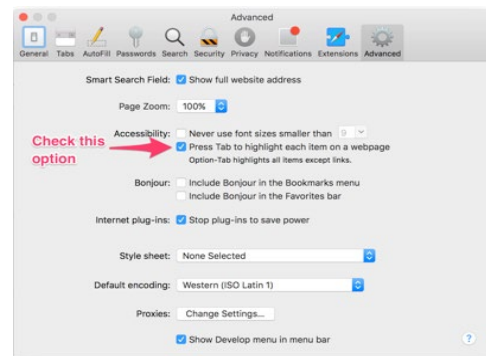
### How to Navigate to Tool Menu with the Keyboard Using a Safari Browser

Students can use any supported public browser for the Released Item Repository (RIR), and navigate to the Tool menu using standard methods, with the exception of Safari. To access the Tool menu using Safari, enable the "Press tab to highlight each item on a webpage" option in Safari Preferences, as shown below.

NOTE: Students who have the text-to-speech (TTS) accommodation enabled for the RIR will need to use the Secure Browser.

1. Open Safari, and from the Safari menu, click **Preferences**.
2. Click **Advanced**.
3. Mark the checkbox **Press tab to highlight each item on a webpage**.

Figure 8. Advanced Safari Preferences



## How to Disable Text-to-Speech Keyboard Shortcut

A feature in macOS 10.12 and later allows users to have any text on the screen read aloud by selecting the text and hitting a preset key or set of keys on the keyboard. By default, this feature is disabled and must remain disabled so as not to compromise test security. This section describes how to toggle this feature.

1. From the Apple menu, select **System Preferences**.
2. Select Accessibility.
3. Select **Speech**.
4. To enable this feature, check the **Speak selected text when the key is pressed** checkbox. To disable, deselect the checkbox.