

## ExamGuard (Exam Guard) - Troubleshooting Suggestions

### Browser

Exam Guard is a software plug-in that works only with the same browser that was used for the download.

- Please verify that you are using the same browser that was used to download and install ExamGuard

**Please note:** Exam Guard will work in IE 9 only when IE 9 is in "Compatibility Mode."

### Popup Blockers and Toolbars

Exam Guard is not compatible with popup blockers or toolbars installed in the web browser.

1. Select View
2. Click Toolbars
3. Uncheck all toolbars

You will be able to take the exam after these features are disabled.

### Remove Google Desktop

1. Click the Start menu button in your Windows taskbar
2. Go to Programs > Google Desktop > Uninstall Google Desktop
3. Select the "Remove completely for all users" option
4. Click "Yes" (If you'd like to delete your personal search index as well, deselect "Keep index and gadgets" checkbox)
5. Click "Uninstall" to complete the process

### Exam Guard Skype Error Message

Skype needs to be closed before Exam guard can launch even when Skype is not running:

1. Disable Skype's auto log in
2. Sign out of Skype
3. Open IE and try to launch Exam Guard. (Continue to Step 4 if problem still exists)
4. Uninstall Skype and then restart the computer
5. Attempt to access Exam Guard again. (Continue to Step 6 if problem still exists)
6. Uninstall Exam Guard and then restart the computer
7. Reinstall Exam Guard. Make sure compatibility mode is turned on
8. Attempt to access Exam Guard again

### Remove Windows Side Bar (blocks Exam Guard) - Windows Vista Only

To disable the sidebar:

1. Right-click on the sidebar or the sidebar icon and then choose properties
2. Uncheck the "Start Sidebar when Windows starts" checkbox
3. Right-click the icon and then choose "Exit" to close the sidebar

[Support Topics](#) › [The OLS \(Online School\)](#) › [Virtual Academy/Virtual School Program](#) › [High School](#) › [Lessons and Assessments](#)

## ExamGuard (Exam Guard) - Reset Internet Explorer

Many issues with ExamGuard (Exam Guard) are resolved by resetting Internet Explorer and reinstalling ExamGuard (Exam Guard).

**Please note:** this process will *clear all saved usernames, passwords, and browsing history in IE* (though your Favorites will be preserved).

1. Close completely out of Internet Explorer
2. Uninstall ExamGuard (Exam Guard)
3. Open an Internet Explorer window
4. Select **Internet Options** from the Tools menu
5. Click the **Advanced tab**
6. Look at the bottom of the window for "Reset Internet Explorer setting" and click the **Reset** button
7. This will perform the browser reset. Once the reset is complete, re-install ExamGuard (Exam Guard) and try again

[Support Topics](#) › [The OLS \(Online School\)](#) › [Virtual Academy/Virtual School Program](#) › [High School](#) › [Lessons and Assessments](#)

## ExamGuard (Exam Guard) - Diagnostic Tool for Browser Related Issues

After installing the ExamGuard plug-in, follow the directions below to diagnose any ExamGuard issues.

1. Double-click the **ExamGuard icon** on the computer desktop
2. Select **Run Diagnostics** (eCollege ExamGuard prompt)
3. Select **Browser Test** (eCollege Examguard Diagnostic prompt)
4. Look for any issues or errors affecting ExamGuard under **LockDown Browser**
5. Correct any issues, such as disabling pop-up blockers and removing toolbars
6. Clear **Browser Cache** and **History** to improve the browser's performance
7. Verify the issues are resolved by taking a test while using ExamGuard

Please ensure your Browser meets the following required settings to run ExamGuard:

- **Java:** Enabled
- **Java Script:** Enabled
- **Cookies:** Enabled
- **Pop-up Blocker:** Disabled