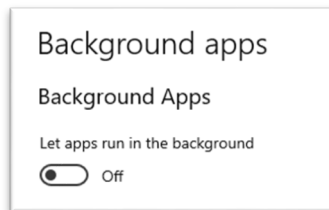


Using the Remote Secure Browser and Managing Background Apps

In order for the OSAS Secure Browser to operate and to prevent it from closing unexpectedly, it is important for all software applications and background applications are closed. The following document provides some actions to check if students are experience issues with the OSAS Secure Browser.

What should I do if my child cannot launch the OSAS Secure Browser or if stops unexpectedly?

- If your student is testing on a Windows computer, and has attempted to close all open applications before launching the Secure Browser, but runs into errors indicating they still have applications open, they may need to disable applications running unseen in the background. It is a security requirement to ensure that no unauthorized applications are open while the student tests. Please try the following:
 - In the Windows search bar (bottom system tray), type “Background Apps”. Switch the “Let apps run in the background” toggle to “Off” prior to testing.



- Ensure the device is up to date so that testing is not interrupted. In the Windows search bar (bottom system tray), type “Windows Update”. Click “Check for Updates” and install any updates needed. You may also want to use the “Adjust active hours to reduce disruptions” configuration options to pause updates or change active hours to ensure the computer does not update during testing.
- This issue is more often experienced when Microsoft Edge is set as the default browser. Set the default browser to Google Chrome, or another browser if issues persist.
- Turn off the app if possible.

