



UPDATES

NOVEMBER 1, 2022

ERROR LAUNCHING SECURE BROWSER—CHROME DEVICES

Last week several schools reported that students were experiencing problems when attempting to access the test delivery system via Secure Browser in Chromebooks. The state attributed the issue to a Google update. Due to this issue, the state recommended that schools administer the IABs and Initial ELPAC using the Web-based Student Testing Interface until the issue was resolved.

Today, the state informed us that the update issue has been resolved. LAUSD's ITD confirmed that managed devices will be automatically updated when the devices come online. If you will be administering IABs or Initial ELPAC to students, add a few extra minutes into your testing schedule to allow for the update to take place. Devices that do not update automatically will have to be restarted.

For questions regarding technology and how to update devices, please contact the IT Help Desk at 213 241-5200.

If you have questions regarding the test administration or user accounts, please contact the STB Help Desk at 213-241-4104 or join the morning or afternoon STB Office Hours:

- [Morning ELPAC/CAASPP Office Hours - Zoom Link \(8:30 a.m. to 9:30 a.m.\)](#)
- [Afternoon ELPAC/CAASPP Office Hours - Zoom Link \(3:00 p.m. to 4:00 p.m.\)](#)