Dear Parent/ Guardian,

We have attempted to install the NAPLAN Locked Down Browser on your student's BYOX today. Unfortunately, we were unable to complete this due to an issue that cannot be resolved by our College technicians or from the College network. The identified problem that we have faced is:

☐ **User needs permission to install applications (Microsoft Family restrictions)**

☐ **User needs to be a local Administrator**

☐ **Other:**

_____

_____

_____

_____

This issue will need to be resolved at home before the NAPLAN Locked Down Browser can be installed on the device. Please refer to the relevant information on the next page(s) for advice about how to proceed with resolving the identified issue.

Once the issue has been resolved, you can try to install the NAPLAN Locked Down Browser yourself – instructions are at the back of this booklet – or your student can bring their BYOX device back to school and IT staff will be happy to attempt to install the NAPLAN Locked Down Browser again.

If you have any further questions/concerns, please contact the IT Manager of the College (Matthew Clark) on 5436 9390 and he will be able to answer your related questions.

Regards,

Matthew Clark
IT Manager
Kawana Waters State College

Microsoft Imagine Academy
Program Member

CRICOS Provider Number: 00608A
Department of Education and Training

QUEENSLAND ACADEMIES
Partnership School

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www.kawanawaterssc.eq.edu.au
PO Box 1049, BUDDINA Qld 4575
119 Sportsmans Parade, BOKARINA Qld 4575
Phone: Secondary Campus: 54369388
Primary Campus: 54369333

Kawana Waters
State College

User needs permission to install applications (Microsoft Family restrictions)

Microsoft Family Sharing has been enabled, and restrictions put in place that prevent the installation of the NAPLAN Locked Down Browser.

You may either remove Microsoft Family entirely, or only the restrictions. Please note that leaving Microsoft Family in place may lead to other issues with access to curriculum content.

Go to https://family.microsoft.com and sign in with your Microsoft account.

To remove a student from Microsoft Family:

o Click the **three dots** • • • next to the student's name and select **Remove consent for this child's account**.

o Once consent is removed, navigate back to the family group, and select **Remove from family group** to complete removal.

o Turn on the student BYOX device and connect to the internet. If you are asked, **verify your account to continue using Microsoft Family Features**, please do so and confirm the student and any BYOX devices no longer show up in the Family portal at https://family.microsoft.com.

To remove app restrictions:
o Click on the student's name.
o Select **Apps and games,** and then turn off the '**App and game limits'** toggle, or click on **Unblock App** as appropriate.

To remove web content filtering restrictions:
o Click the **three dots** • • • next to the student's name and select Go to overview.
o Select **Edge** as a platform.
o Turn off the **Filter inappropriate websites and searches** toggle.
o Ensure that **Only use allowed websites** is turned off.
o (Optional) You may wish to block some websites by adding them directly under **Blocked Sites**.

Microsoft Family is constantly updating and changing. The most current instructions can be found by searching for **Getting Started with Family Safety** at the Microsoft Support site, which can be found at https://support.microsoft.com/en-au.

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User needs to be a local Administrator

The account the student uses to log into the laptop must be a local Administrator in order for the NAPLAN Locked Down Browser to be installed.

For Windows 10 devices:

- Login as a user with Administrator privileges.
- Under **Settings** ⚙ **> Accounts** ⚇ **> Family & other users**, select the account owner name, then select **Change account type**.
- Under **Account type**, select **Administrator** and **OK** to Sign in with the new administrator account.

For Windows 11 devices:

- Login as a user with Administrator privileges.
- Select **Start** ⊞ **> Settings** ⚙ **> Accounts** ⚇
- Under **Family & other users**, select the account owner name (you should see "Local account" below the name), then select **Change account type**.
- Under Account type, select **Administrator**, and then select **OK**.

For Apple / MacOS devices:

- Log in as user with Administrator privileges.
- On your Mac, choose Apple menu > System Preferences, then click Users & Groups.
- Click the **lock icon** 🔒 to unlock it, then enter an administrator name and password.
- Select a standard user or managed user in the list of users, then select **"Allow user to administer this computer."**

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Instructions for installing the NAPLAN Locked Down Browser

The NAPLAN Locked Down Browser can be downloaded by any of the following means:

- From the KWSC Student Homepage – there is a button that is labelled 'Naplan LDB Download' (https://qedu.sharepoint.com/sites/5653/students/ - there may already be a bookmark or favourite in the web browser your student uses on their device).
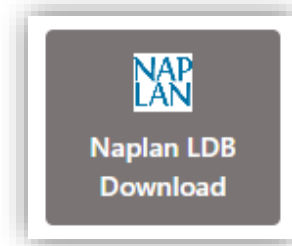
- From an email sent to your student with the download link (https://owa.eq.edu.au)

- Directly from ACARA (https://www.assessform.edu.au/naplan-online/locked-down-browser)

Scroll down to the section 'Locked down browsers and user guides', and click the download button for either the Windows or Mac version as appropriate.

Run the downloaded file, and follow the prompts, to install the NAPLAN Locked Down Browser on the device.

Once it is installed, there should be a purple NAPLAN 2025 icon on the desktop (if a Windows laptop) or a green one in Launchpad (if an Apple laptop).

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