

Remove extensions - (Screencastify)

Screencastify still running in the background.

1. Make sure you do not have Screencastify as an extension in Chrome. Start by opening Google Chrome and selecting the 3 vertical dots in the right hand corner and go down to “settings”.
2. On the left hand side near the bottom, there will be the option to select “Extensions”.
3. If “Screencastify” is listed here as an extension, you will have the option to turn it off, or remove it completely. If possible, we recommend removing it completely to avoid any further issues.
4. If you do **not** see Screencastify, you may need to uninstall and reinstall Google Chrome.

If you still have issues consider the following:

- Make sure there are no shared accounts on your Google account or computer that could possibly be using Screencastify.
- If you have tried all of the above troubleshooting steps and have not had success, contact the support lines.

Remember Taft College offers free rental devices for student support.
Contact the TC Library.

LockDown Browser (2.0.7.07)

Screencastify must be removed from your Chrome browser before using LockDown Browser.

Open the Chrome Browser and select Settings > Extensions. Locate Screencastify and select the icon to “Remove from Chrome”. You will then be able to use LockDown Browser.

OK

