![CLT logo]

Dear partner school IT staff,

Thank you for assisting with administering the CLT via LockDown Browser! Below are some steps to complete as soon as possible to ensure a successful test day experience.

- **Inform us if there are any programs running on student computers which cannot be turned off, such as a security program.** Unauthorized programs will prevent a student from testing in LockDown. Please send us a list of exact program names so that they can be added to CLT's allowlist. For Windows computers, these will be .exe names, such as MfeAVSvc.exe.

- **Complete the installation instructions on lockdown.cltexam.com/prepare.** To complete the verification step outlined on the page, you will be prompted to log into a CLT account. You can create an account at www.login.cltexam.com by clicking "Sign Up" and entering a valid email address and password.

- **The minimum required version of LockDown is 2.1.2.03.** If you have an older version of LockDown already installed, please install the updated version.

- **The download links provided on the landing page are for installation on individual student workstations.** Please reach out to us for a download link for silent installation if needed.

Please reach out to us at schoolsupport@cltexam.com with any questions or concerns!

Sincerely,
The CLT Team