

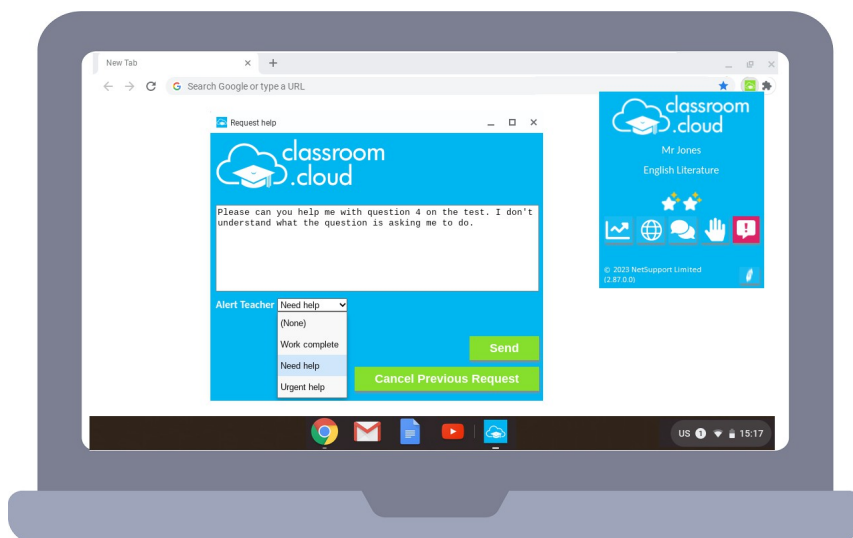
Chrome Student extension - unlock timeout

Background

When managing lessons in a Chromebook environment, it is a common cause of frustration for teachers when students close the lid of their device when a **classroom.cloud** session is in progress!

The device goes into standby mode, disconnects from the network, and, of course, breaks the link between the student Chromebooks and the Teacher Console. When the connection is lost, any **classroom.cloud** restrictions the teacher may have put in place are removed (lock screen, internet restrictions, mute tab).

When the Chromebook reconnects to the Teacher Console, the restrictions are reapplied, but this can take up to a minute, leaving students a free window in which to 'play'.

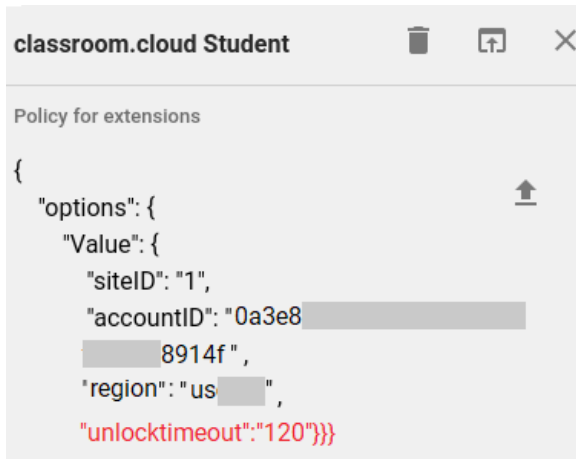


Solution

We have built into the Student extension an 'unlock timeout' setting (with a default value of 30 seconds), ensuring any restrictions are retained for this period on an unauthorized disconnect from the Teacher Console. However, you have the option to change this value if you find 30 seconds is not sufficient.

Configuring the 'unlock timeout' setting

The setting is controlled by the 'unlocktimeout' value that can be added to any JSON configuration used to deploy the extension to the required student accounts.



The number, as shown in the JSON example above, is the period of time in seconds to retain any restrictions when the Chromebook disconnects from the Teacher Console. We have found a value of between 90-120 is more than sufficient in the majority of scenarios.

Note: Please ensure the timeout value is wrapped in speech marks, for example: "unlocktimeout": "60".



Unlock timeout scenarios

These scenarios take place with the extension configured to retain the settings for 120 seconds on a network disconnect.

Scenario one

- The teacher locks the screens of the student Chromebooks.
- The student closes and opens the lid of a Chromebook, disconnecting from the network.

The screen remains locked.

- After 30 seconds, the teacher unlocks all Chromebooks.
- The student Chromebook reconnects in a locked state (this is because it didn't receive the unlock command as it was disconnected).
- The teacher will need to unlock the Chromebook, but it will unlock instantly.

Scenario two

- The teacher locks the screens of the student Chromebooks.
- The student closes and opens the lid of a Chromebook, disconnecting from the network. The screen remains locked.
- The student Chromebook reconnects and remains locked.
- The teacher removes the lock from all student Chromebooks.
- The lock would be removed straight away from the student Chromebooks. The retention settings are ignored as the Chromebook is connected to the Teacher Console and will apply/remove any blocks instantly.

Scenario three

- The teacher locks the screens of the student Chromebooks.
- The student closes and opens the lid of a Chromebook, disconnecting from the network. The screen remains locked.
- The teacher ends the lesson.
- The student Chromebook will remain locked until it reconnects, at which point it will unlock as it will detect it is no longer in a lesson.

If you have any questions regarding the 'unlocktimeout' setting or the use of the Student extension in general, our [Support team](#) will be happy to help.

Our supporting guides provide more information about installing and configuring the **classroom.cloud** Student extension for Chrome OS:

[Installing the Chrome Student extension](#)

[Managing the Chrome Student extension using the Google Admin Console](#)

Thank you

The classroom.cloud Team (and friend!)

