

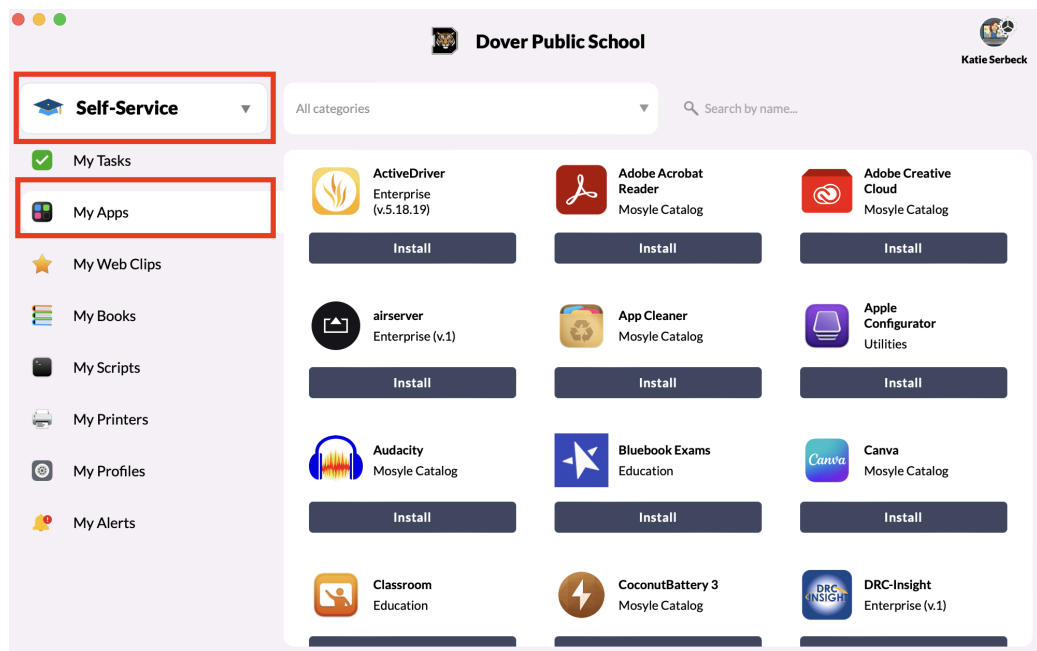


How to Update or Install Software from Mosyle for Macbook

1. From your computer, navigate to the Dock, then, click LaunchPad
Launchpad can also be found from the Finder under Applications



2. Locate the Mosyle Manager App Click to open.
3. Make sure you are in Self-Service and My Apps. Locate the application you want to install or update, then Click **Install or Reinstall** under the application.



Troubleshooting Common Issues

- **TestNav will not load**
 - Check that all apps are closed.
 - Restart the laptop
 - Open the app
- **TestNav Opens, but the student can't resume**
 - Check the teacher portal to see if the test needs to be Resumed ("Resume upload", then "Refresh").
 - Student resumes exam.
 - Student "Skips upload" when prompted.

[iPad Directions](#)