Content Keeper Issues

CK Authenticator

If you have a device that is having issues with Content Keeper, here are some steps to take:

1. Have the student return the computer to the school and swap it out with a different one. (Best Option)
2. Bring the device to the school, connect to wifi, log in, wait up to 15 minutes, reboot the computer, verify CK authenticator is running (see step 5 below to learn how). (Next Best Option)
3. Install the CK Authenticator manually or walk a parent through the steps over the phone. (Not always possible when computers are at home. *Only a temporary fix. Last resort. In order to permanently fix this issue, the computer must come back on campus for step 2.*)
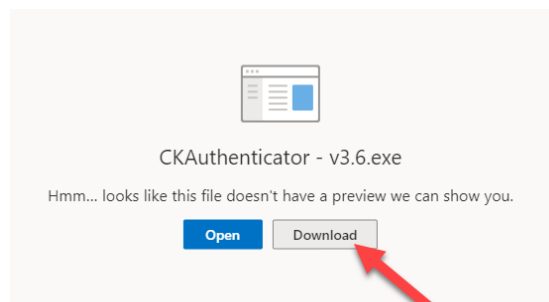
How To Install CK Authenticator Manually

1. Using Google Chrome, go to the lpsb.org quicklinks page and click the CK Authenticator link.

CK Authenticator

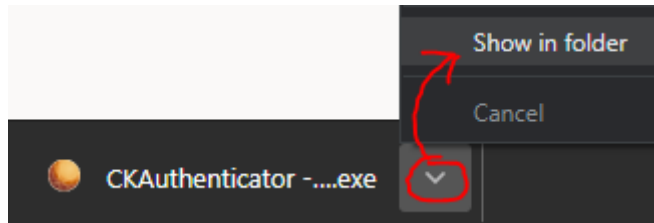2. On the screen that opens, click DOWNLOAD.

CKAuthenticator - v3.6.exe

Hmm... looks like this file doesn't have a preview we can show you.

Open   Download

3. CK Authenticator will download to the bottom task bar. Click on the arrow, then show in folder to find the exe file in the downloads folder.

4. Drag and drop the file to a convenient location such as the Desktop. You must double-click the .exe file each time you log into the computer. (This is not necessary if ContentKeeper is automatically added to the computer from the school.)

5. It appears that nothing has happened, but the program is running. You can verify this by clicking the arrow in your task tray and looking for the orange circle.
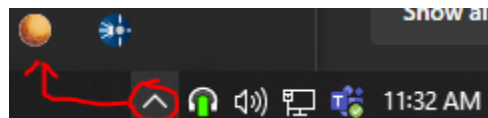
6. If there are still issues, give the student a new device and try on that one. If that device is giving issues too, call the Help Desk at 225-686-4329