

## Step 1

Open terminal and type:

```
sudo killall Dock
```

Ask the user to enter the password. If the user complains that no characters show up when they type, assure them it is normal.

**LOOK AWAY WHEN THEY ENTER THEIR PASSWORD!**

## Instruction branching!

Is it fixed? Probably not. If not fixed, continue.

## Step 2

enter command `defaults read com.apple.dock mcx-expose-disabled`

## Instruction branching!

does it look like it returned a 0?

like:

```
$ defaults read com.apple.dock mcx-expose-disabled
0
```

If yes, do step 3:

Else, do step 7

## Step 3

```
defaults write com.apple.dock mcx-expose-disabled -bool FALSE
```

## Step 4

```
sudo killAll Dock
```

If needed, ask the user to enter the password. If the user complains that no characters show up when they type, assure them it is normal.

**LOOK AWAY WHEN THEY ENTER THEIR PASSWORD!**

## Instruction branching!

Is mission control fixed?

If it did, go to step 5.

Else, go to step 6

## Step 5

Tell the user that: "Lockdown browser changes your settings to lock down the computer during tests. I have undone the changes it did to mission control. However, the problem may re-occur if you use lockdown browser."

Please **DO NOT** give them the command to fix it because if they mistype the command it would break system settings to painful levels and we might get blamed.

End instructions. No need to follow further steps.

## Step 6

```
defaults read com.apple.dock > ~/Documents/dockDefaults.txt
```

## Step 7

Go to the user's Documents folder and find the file `dockDefaults.txt`

Copy the file away to cloud or USB and apologize to the user and do further analysis.