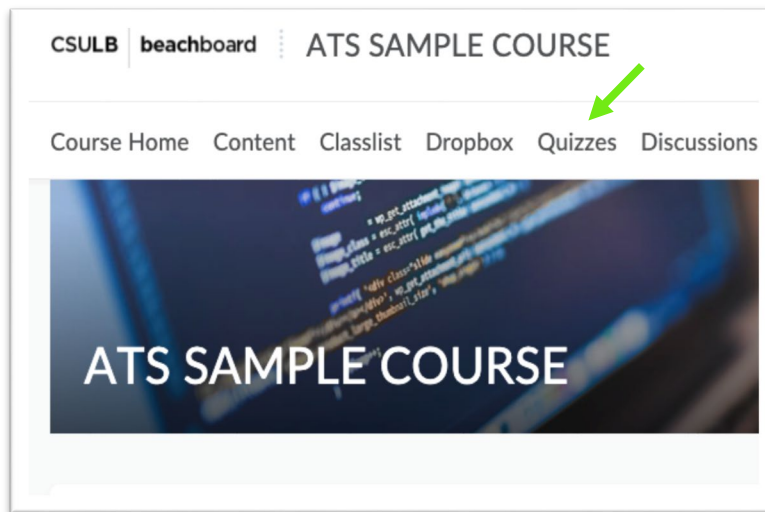# Students: How to Install and Use Respondus Lockdown Browser
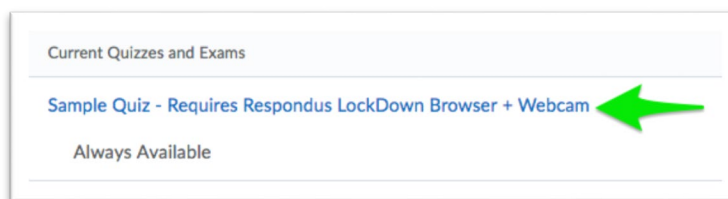
Installing Respondus LockDown Browser

If you have not installed Respondus LockDown Browser, you must follow these steps before you will be allowed to begin your quiz:
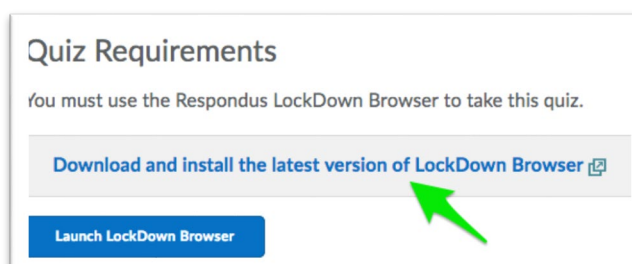
1) Log into Beachboard
2) Find your course
3) Click on the **Quizzes** button in the Navigation Bar.

4) Select the desired **Quiz**.

5) Click on the **Download and install the latest version of LockDown Browser** link. If you've already installed it, just click the blue Launch LockDown Browser button. Your computer will check to see if it's installed. If it's not, it will direct you to install it once more.

6) Click on **Install Now**.
   Note: If you have never used Respondus LockDown Browser/Monitor before, you can watch a short video to learn about what it is and how it works.

7) Once you've downloaded Respondus, you will see the thank you page. Find the downloaded file on your computer and run the installation. Follow the onscreen instructions.

8) Once it's installed, click on the quiz in your Brightspace course once more. Now, click on Launch LockDown Browser. It should automatically launch and redirect you to the page where you can start the quiz. **Click on Start Quiz!**

9) Now, you will be prompted to either continue with a webcam, or, if you are in a computer lab or testing center, then proctor will enter the password to access the quiz or exam for you. If you are taking an online or hybrid class and taking this quiz or exam from home, you will leave the button that says: "I want to use a webcam" selected. **Click Continue.**

10) You will now walk through the sign-in process for your proctored exam. The first step is to Agree to the Terms of Use. **Click Agree.**

11) Next, you will have to perform a webcam check. If you see your webcam video in the window, click Yes. If you're having a problem with your webcam, click No. The system will walk you through some steps to try and troubleshoot this.
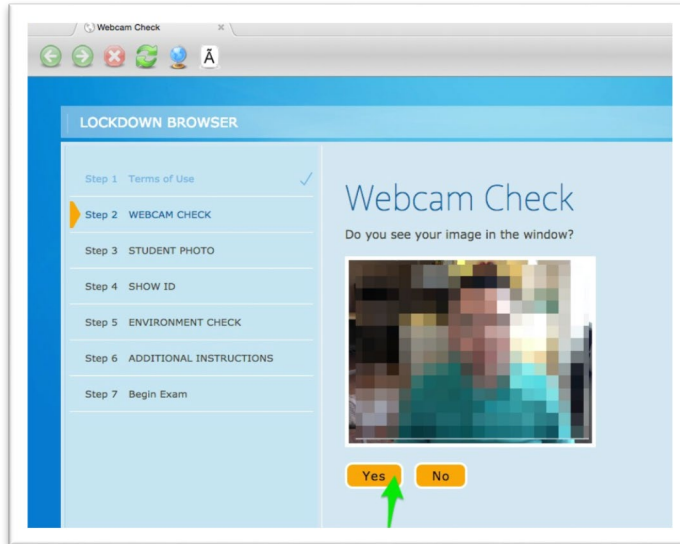
Note: If you webcam is not detected, but you think everything is plugged in correctly, click the green refresh button or click the Try Again button to try and re-activate it.
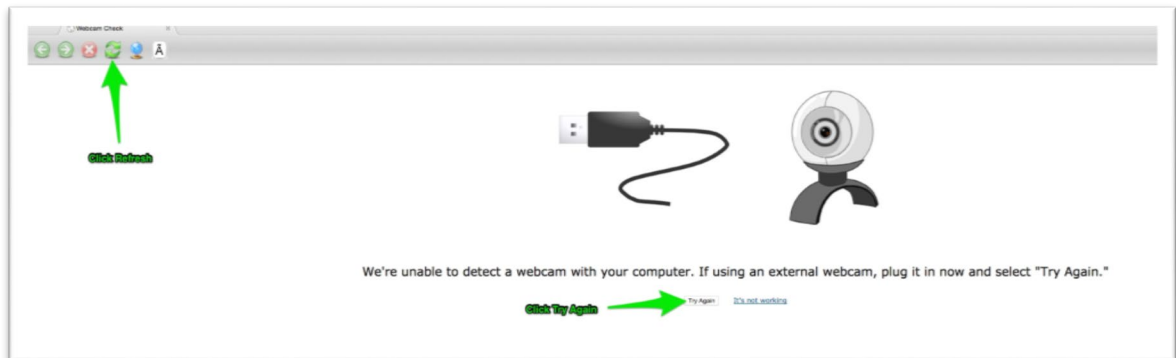
You may also need to allow Respondus to have access to your webcam and microphone. **Click on Allow**, and **check the Remember** box. Then click Close. This should activate your webcam.

12) The next step will be to record a short five second video of yourself. This will make sure that your webcam and microphone is working properly. **Click Record Five Second Video.** You can now watch the brief recording to make sure it plays. If everything looks good, **click Continue**.
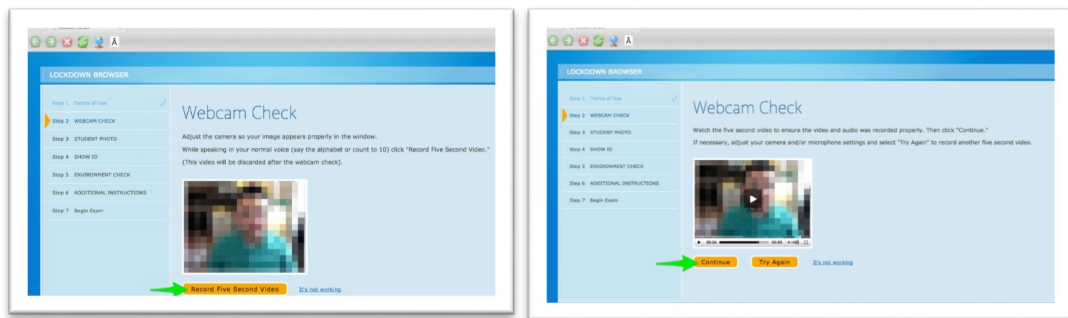
13) The next step is to take your picture. This is so your instructor can verify who you are. So, make sure to sit up straight and ensure that you are nice and clear in the picture. When you're ready, **click Take Picture**. You can click Try Again as many times as you like. Note: Having a bright light behind you will make you appear dark in the picture, so please choose a location to take your exam that is well lit. **Click Continue** when you're happy with your picture.
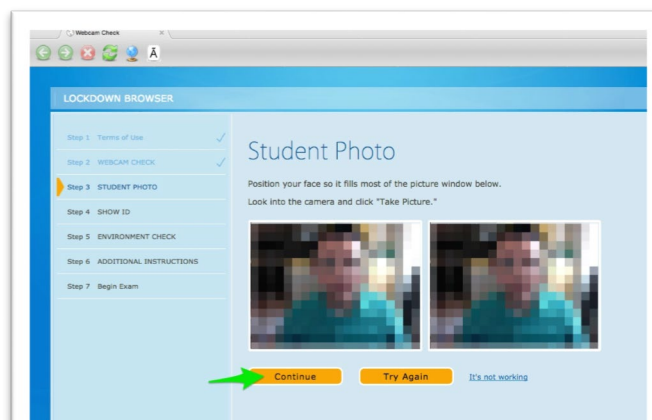
14) Next, you will have to show your Student Photo / a picture ID. Please make sure this is a clear picture, and that you hold your ID close enough to the camera so your instructor can identify who you are and see your name. When you're ready, **click Take Picture**. You can click Try Again if you need to.
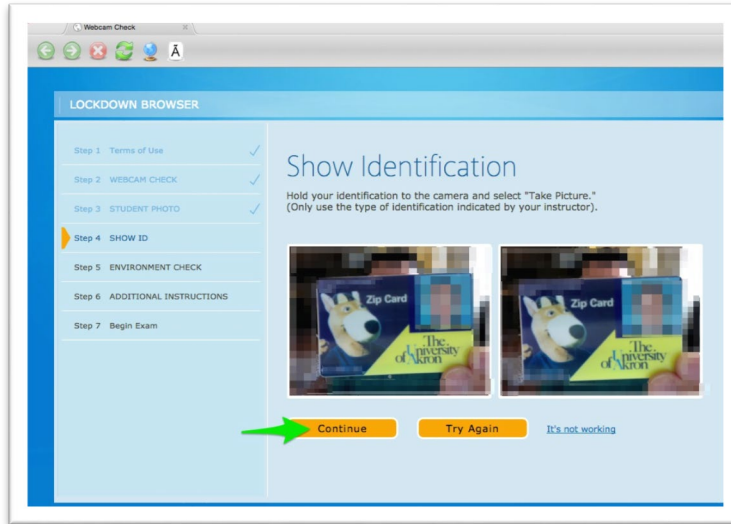
15) Next, you will need to perform an Environment Check. This check it to make sure that you do not have any un-approved items during your quiz or exam. **Click Start Recording**. Please pan your camera left and right, and tilt the camera up and down. Show your desk and immediate surroundings. When you're finished, click Stop Recording. You can watch

Note: If your instructor is not able to determine whether you have un-approved items around you, they may decide to flag your exam. This may result in having to retake the exam, or worse, impact your grade. You should take your exams by yourself with no one else around. If someone walks in on you during your exam, simply ask them to leave and explain to the camera that someone walked in. (This does happen on occasion, so just make sure to explain that someone walked in and then left.
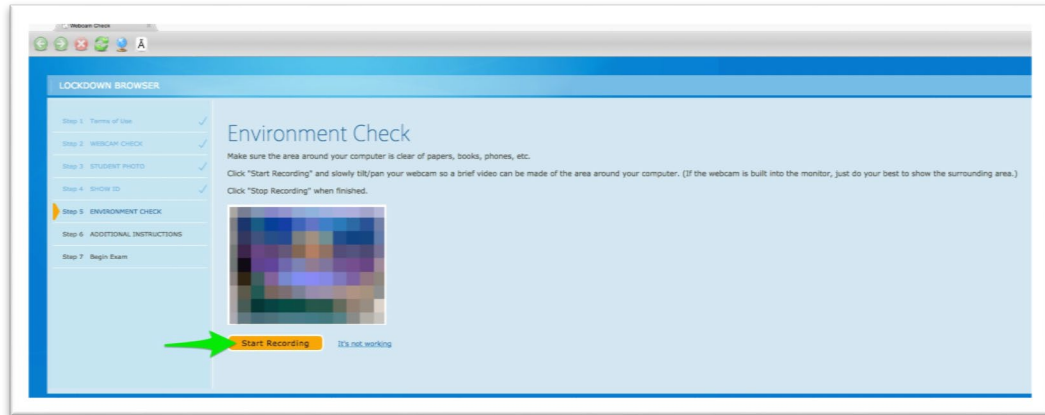
You can check your recording by clicking the play button. If everything looks good, **click Continue**. You can click Try Again if you think the video does not accurately show your environment. If the video doesn't load, click the green refresh button at the top of your screen.
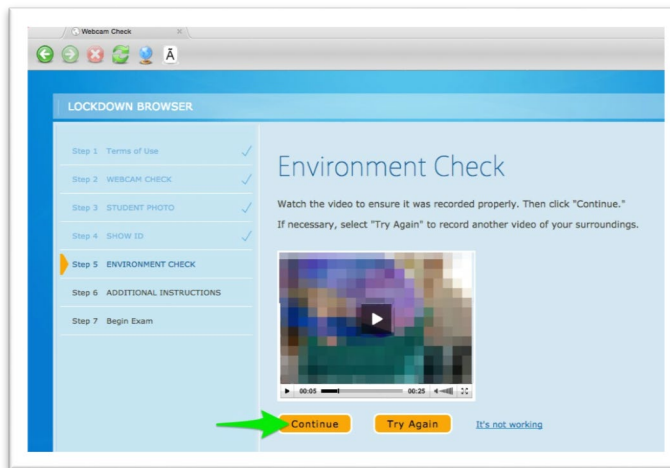
16) The next step is Additional Instructions. This is where your instructor will indicate any special directions that you have for your quiz or exam. Sometimes, this will include being allowed to have a scrap sheet of paper, or a calculator. Please make sure to check with your instructor FIRST to see what is allowed and not allowed for your quiz or exam.
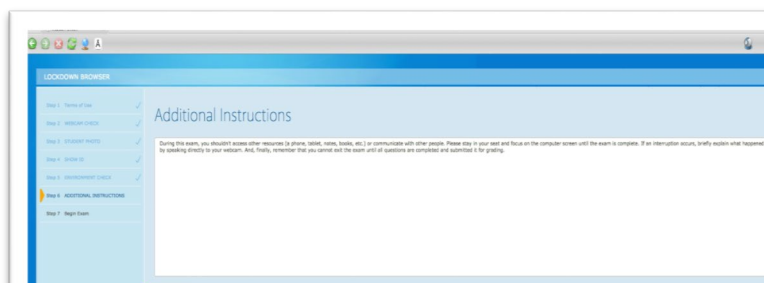
17) Ok, you're all set! Click Begin Exam when you're ready.

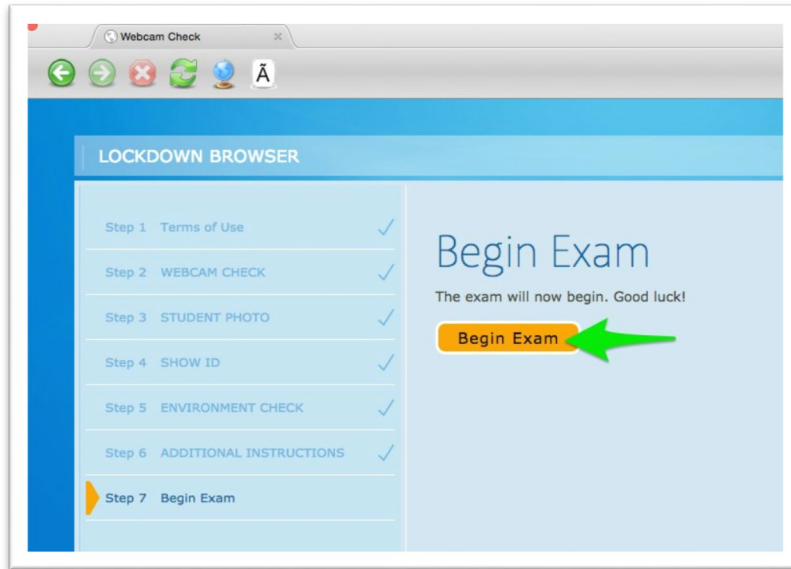Once you are finished with your exam, you will be able to close LockDown Browser. You will get a pop-up window asking if there were any issues with the exam. If you had technical problems of any kind, please fill this out and click Submit Feedback. If everything went well, leave this on "All went smoothly", and click Submit Feedback.
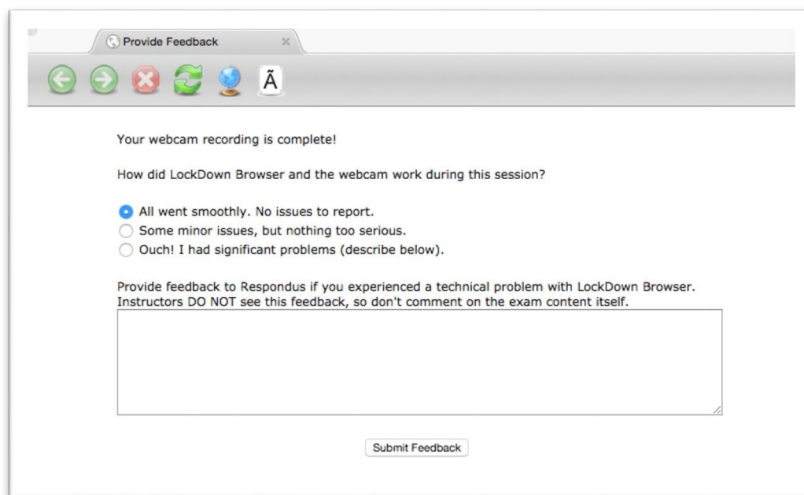
Avoiding Issues with Respondus LockDown Browser/Monitor

1) Make sure that you do not have any programs that would use your webcam or microphone before launching Respondus LockDown Browser. For example, Skype, FaceTime, any kind of Instant Messaging program, etc… This can prevent Respondus from loading properly.

2) It is important that you have the most recent version of Respondus LockDown Browser installed. If you haven't used Respondus for a while, it may not work if you have an outdated version. Remember, you can always download the latest version by navigating to your quiz using a standard web browser. (Firefox, Chrome, Safari). You will see a download link.
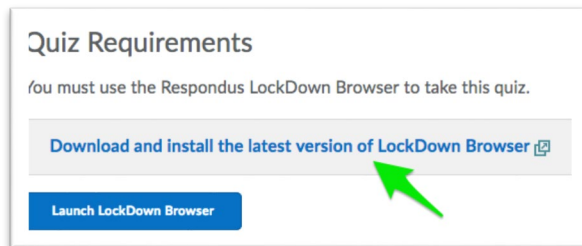
3) Respondus LockDown Browser/Monitor utilizes the Adobe Flash Player to initiate the webcam. If your webcam fails to load, try updating to the latest version of Adobe Flash Player. https://get.adobe.com/flashplayer/

4) Make sure you have a strong internet connection. If you are on WiFi, make sure that you have a consistent connection. If your internet connection is weak, you should NOT attempt the exam until you have a stable connection.
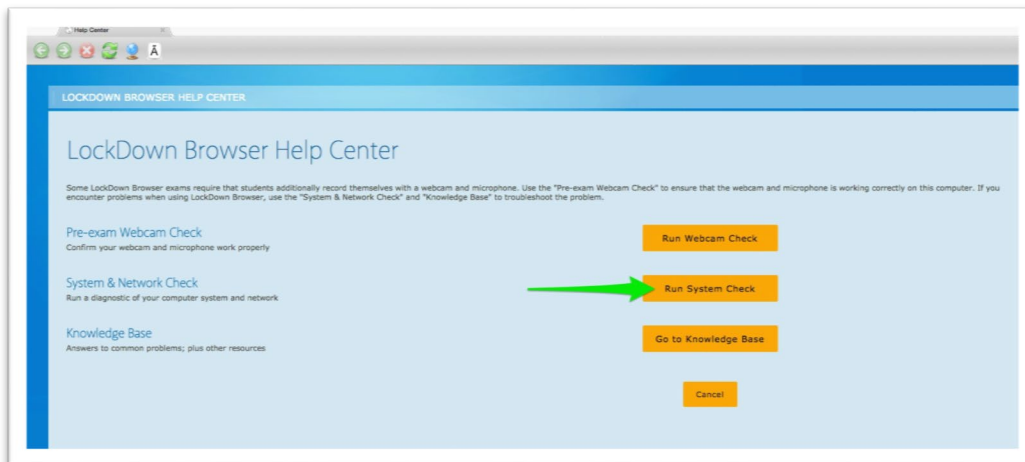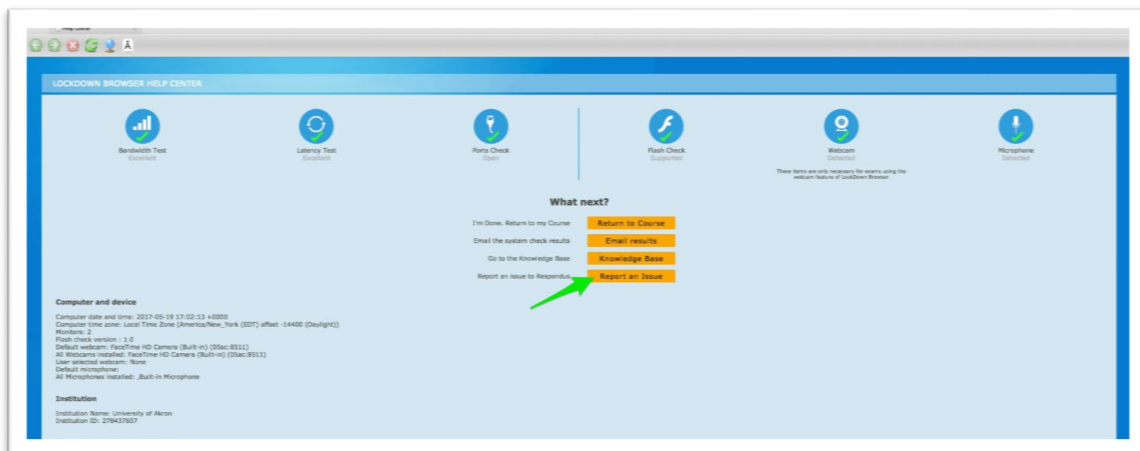
Trouble during the exam?

If you have problems downloading, installing, or taking a quiz or exam with Respondus LockDown Browser, contact your instructor or the I.T. Help Desk. You can also click the Help Center link from within LockDown Browser.

Click Run System Check:

Next, click Report an Issue.

On the next screen, tell Respondus specifically what's happening. Make sure to check the box that says "I Understand and Agree...." Then **click Report an Issue** in the bottom right:

If you email support@uakron.edu, this will open a Help Desk ticket. Or, you can go to your course home page in Brightspace and find the Need Help widget. Just remember that our help desk is limited in what they can troubleshoot because they are not enrolled in your class, and the Respondus software is secure, so they can't see what's happening in your quiz or exam. It is best to contact Respondus through the Help Center button at the top of the LockDown browser screen.

Make sure to include your instructor's name, the full name of the course, and the name of the quiz you are trying to take in your ticket. Be specific so we can help you!