

Installing and Using Respondus LockDown Browser

Some of your faculty may ask you to complete a proctored online test. Loyalist College uses a proctoring system called Respondus LockDown Browser. To successfully complete an online proctored test, you need to use a desk computer or laptop. You will need a reliable Internet connection. You cannot use a cell phone to complete the exam/test.

WHAT IS RESPONDUS LOCKDOWN BROWSER?

Respondus LockDown Browser is a browser that “locks” your screen while you are taking a test/exam in Blackboard. It prevents students from printing, copying, going to another URL, or accessing other applications during a test/exam. If a Blackboard test requires that Respondus LockDown Browser be used, students will not be able to take the test/exam with a standard web browser, such as Firefox, explorer and Chrome.

LockDown Browser is only to be used for taking Blackboard tests and exams. It should not be used in other areas of Blackboard such as looking at your lessons or submitting assignments. Lock Down Browser tracks student activity within the test or exam and will identify if there are any connection issues with your internet server. There are safeguards to prevent submission by accident, by asking if you are sure you want to close the test/exam.

INSTALLING LOCK DOWN BROWSER

Watch this [short video](#) to get a basic understanding of LockDown Browser and the optional webcam feature (speak with your instructor to determine if you will require a webcam).

Install LockDown Browser from this link:

<https://www.respondus.com/lockdown/download.php?id=981438991>

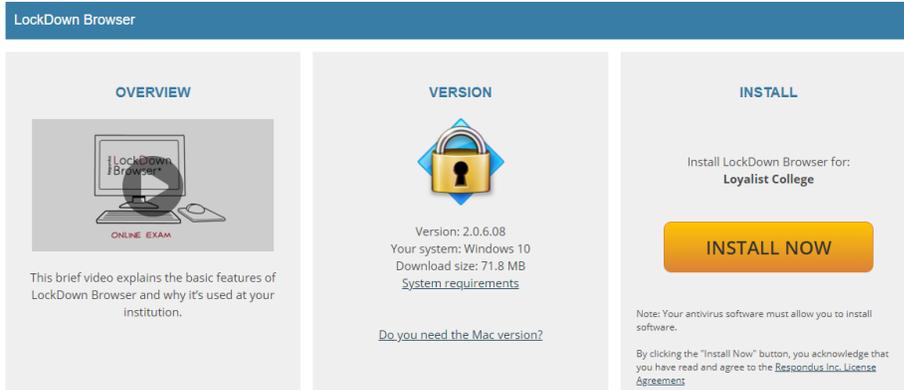
Ensure that you have the right system requirements to download the software.

Operating System

- Windows: 10, 8, 7.
- Mac: MacOS 10.12 or higher

Memory:

- Windows: 75MB permanent space on the hard drive
- Mac: 120MB permanent space on the hard drive



Follow the on screen instructions to complete the install.

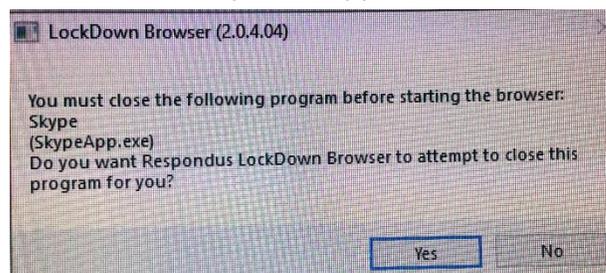
NOTE: To install software on a Mac, it may ask you for your Administrative Password. This password is unique and specific to the Mac computer. The password is most likely the same one you would use to log in to your computer.

ACCESSING YOUR TEST/EXAM USING RESPONDUS LOCKDOWN BROWSER

Once the app is installed on your computer you will need to open the Respondus Lockdown app to access the test/exam. **Do NOT open Chrome, IE, Safari, Firefox etc.**

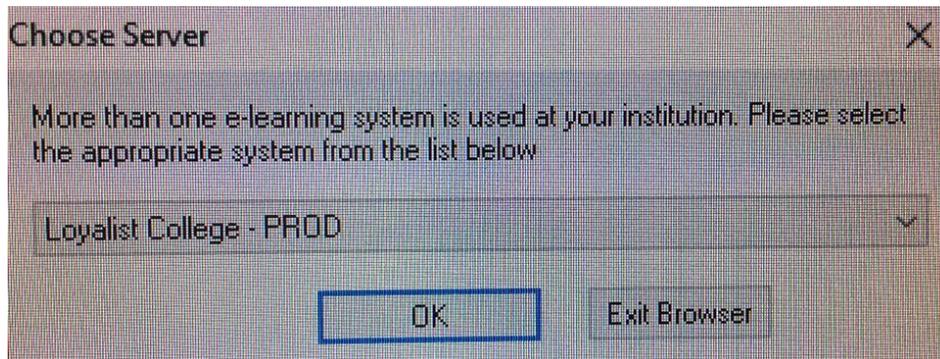


Ensure that all other apps are closed including email, word documents, skype, cameras, google or other internet browsers and/or any other applications that are running, or Respondus won't work.



For example, in this image, Skype needs to be closed before Respondus will work.

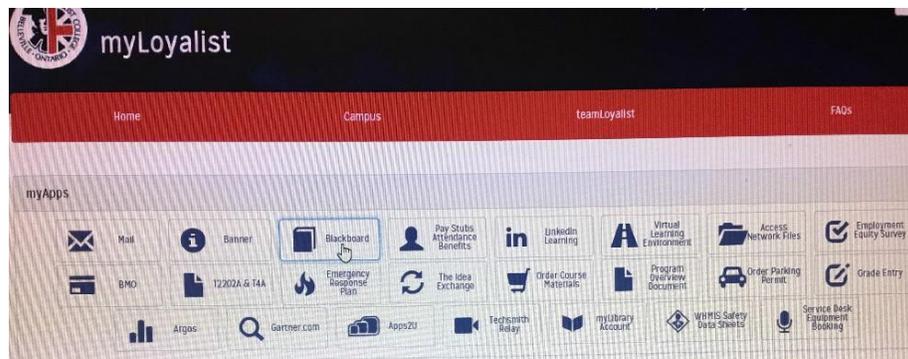
1. Choose a server. It must be **PROD**



2. Log into myLoyalist



3. Select Blackboard and then go to your specific course and open the corresponding test/exam.



4. Select the appropriate course and then access the required test/exam.
5. Open the test/exam as indicated and begin.

NOTE: If you are given an error message indicating that “*this assessment requires that you use Respondus LockDown Browser*” (see image below) then you will need to close Blackboard as you did not access it through LockDown Browser. **Log out and the select Respondus Lockdown and start at Step 1.**



6. Once a test has started with Respondus LockDown Browser, you cannot exit until the **Submit** button is clicked.

NOTE: if the exam freezes or you are unable to move the next question. Log out by closing the browser. You will be warned that you are not finished and prompted to leave a message. (indicate internet issues) If time allows log back in immediately using Lockdown Browser.

Tips for Taking an Online Exam/Test

- Checklist when taking an online test/exam, follow these guidelines;
 - ✓ Ensure you're in a location where you won't be interrupted
 - ✓ Turn off all mobile devices, phones, etc.
 - ✓ Clear your desk of all external materials — books, papers, other computers, or devices
 - ✓ Remain at your desk or workstation for the duration of the test
 - ✓ LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted.
- If a technical issue forces you to log out of the exam early, you will be prompted to leave a message. You will also need to send an email to your faculty/facilitator to notify them that you left the exam early, and why.
- In the event of early exit, you can log back in immediately to continue exam, **if time permits.**

Troubleshooting

- a. Ensure you are connected to the internet
- b. Ensure that you have logged in using Lockdown Browser and not safari, google, internet explorer etc.
- c. Ensure you have chosen **PROD** and not DEV during login
- d. If the exam freezes or you are unable to move the next question:
 - Log out by closing the browser. You will be warned that you are not finished and prompted to leave a message. If time allows log back in immediately using Lockdown Browser

When opening LockDown Browser for the first time it might be helpful to complete a system check. This can be done by selecting the Help Centre.

