

LockDown Browser Requirement

This course requires the use of LockDown Browser for online tests and exams. Watch this video to get a basic understanding of LockDown Browser:

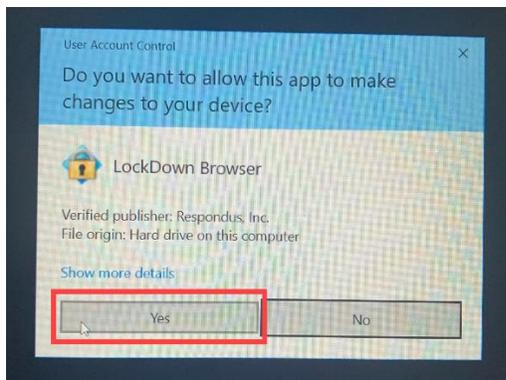
<https://www.respondus.com/products/lockdown-browser/student-movie.shtml>

For students that already have the application downloaded to their computer:

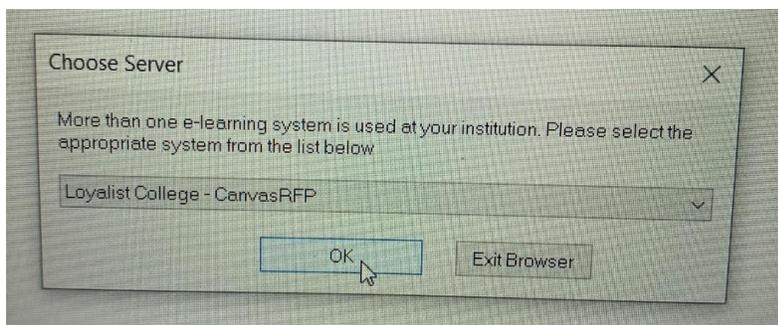
Step 1: Open your LockDown Browser Application from your computer.



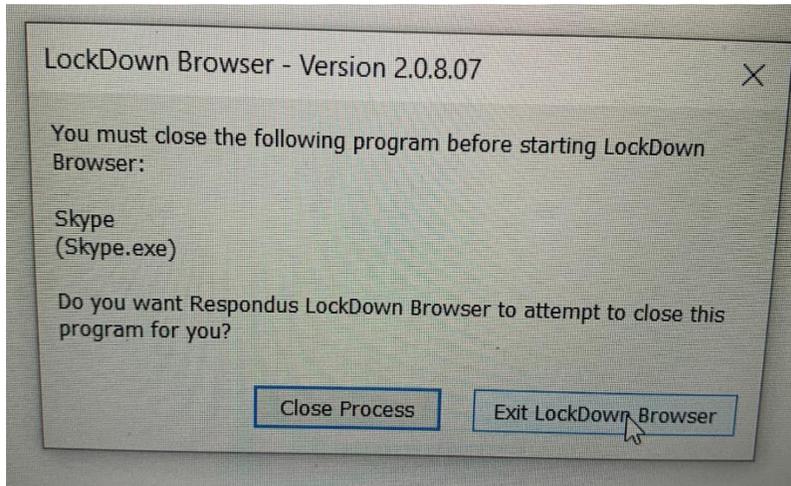
Step 2: Select **Yes** if you see a message box appear that asks if the app can make changes to your device.



Step 3: When the Choose Server box appears, select **Loyalist College-CanvasRFP** from the drop down and then select **OK**.



Step 4: A new message box will appear that will ask that you close all other applications or Exit Respondus LockDown. From here you will need to exit Respondus LockDown.

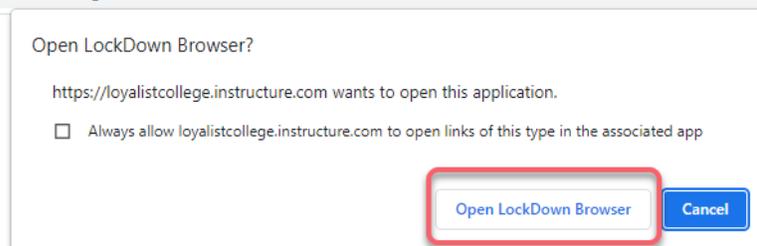


Step 5: Navigate back to your **regular/standard** browser, back to your course, and test in Canvas.

Lockdown Browser will now open from your regular browser where you begin your test.

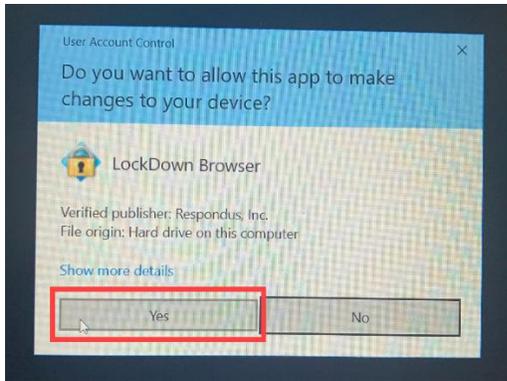
Note: LockDown Browser only needs to be installed once per computer or device. It will start automatically from that point forward when a test requires it.

Step 6: When you open your test, you may see the below message, select **“Open LockDown Browser”**

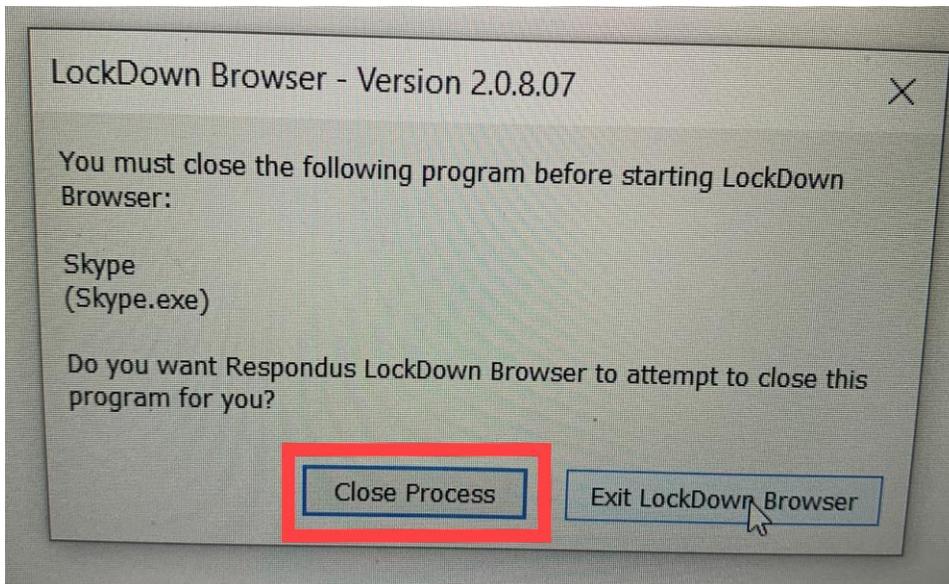


Assessment Loading

Step 7: LockDown Browser will now begin to open from your current browser and start the process of Locking your browser. You may see the below message boxes appear again once LockDown Browser opens from your standard browser.



Select **Yes** again if you see “Do you want to allow this app to make changes to your device” message.



Select **Close Process** if you see a message box asking you to close programs before LockDown Browser can begin. This may appear multiple times if you have multiple programs open.

Once a test has started with Respondus LockDown Browser, you cannot exit until the test has been **Submitted**.

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 to your course.

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.**

Getting Help

Several resources are available if you encounter problems with LockDown Browser:

- The Windows and Mac versions of LockDown Browser have a "Help Center" button located on the toolbar. Use the "System & Network Check" to troubleshoot issues. If an exam requires you to use a webcam, also run the "Webcam Check" from this area
- Contact your instructor/facilitator or program support area
- Respondus has a Knowledge Base available from support.respondus.com. Select "LockDown Browser & Respondus Monitor" as the product to view helpful articles.

If you're still unable to resolve a technical issue with LockDown Browser, go to support.respondus.com and select "Submit a Ticket". Provide detailed information about your problem and what steps you took to resolve it.