

How to Install and Use Respondus LockDown Browser & Respondus Monitor

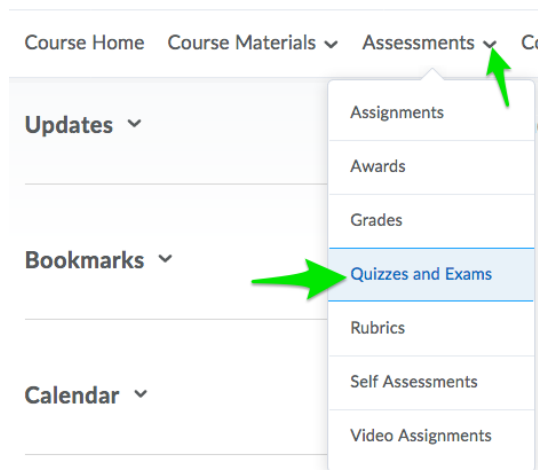
Respondus LockDown Browser (LDB) is a custom browser that locks down the testing environment within our Brightspace learning management system. Combined with Respondus Monitor, it allows students to take online assessments from a remote location - all while ensuring the integrity of the exam process.

If your instructor enables Respondus for one of their assessments, please follow the following steps to install and use Respondus LDB / Monitor.

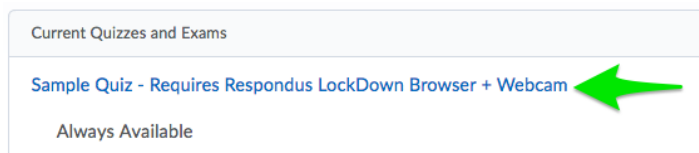
Installing Respondus LockDown Browser

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 Brightspace and find your course.
- 2) Click on the Assessments tab, then click on **Quizzes and Exams** button in the Navigation Bar.



- 3) Select the desired **Quiz**.



- 4) 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.

Instructions

Brightspace will automatically "Save" your responses as you work through the quiz. When you navigate to the Next Page or Previous Page, all of your responses on the current page will be automatically saved.

Before you submit the quiz, you will have the opportunity to return to questions that you may have missed or have not yet answered. Once the allocated time period that was set for this quiz expires, you are required to submit your quiz responses.

Note: Any questions that you have not answered before the time limit expires will not be submitted.

Click "Start Quiz" to begin Attempt 3.

The timer will not begin until after the set up process is finished.

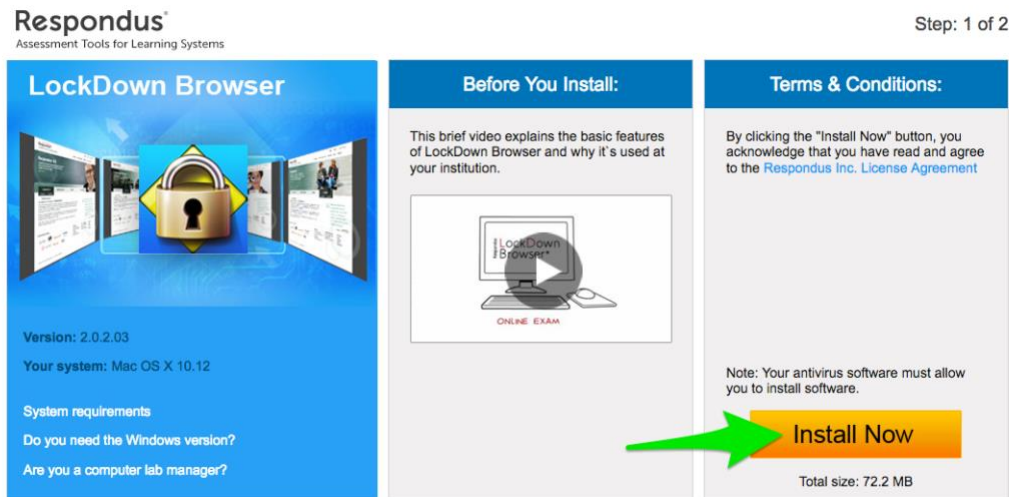
Quiz Requirements

You must use the Respondus LockDown Browser to take this quiz.

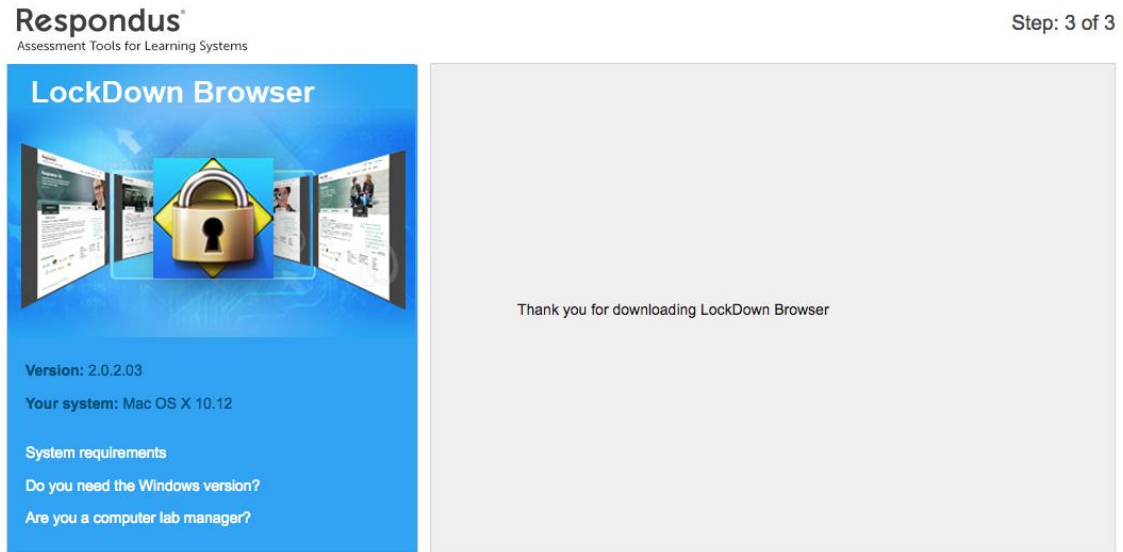


5) Click on **Install Now**.

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.



- 6) 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.



- 7) Once it's installed, return to 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** to begin your quiz.

Note: The startup process DOES NOT impact your time for the quiz or exam.

Instructions

Brightspace will automatically "Save" your responses as you work through the quiz. When you navigate to the Next Page or Previous Page, all of your responses on the current page will be automatically saved.

Before you submit the quiz, you will have the opportunity to return to questions that you may have missed or have not yet answered. Once the allocated time period that was set for this quiz expires, you are required to submit your quiz responses.

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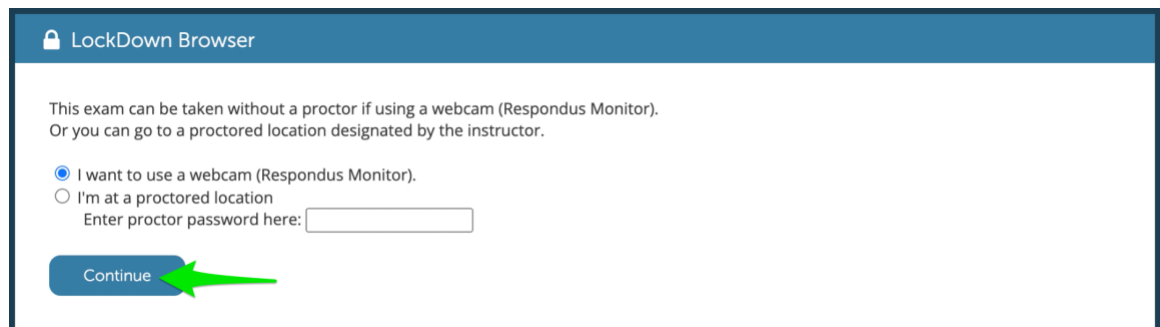
← **NOTE**

Start Quiz! →

- 8) Now, you will be prompted to either continue with a webcam for remote proctoring, or, if you are in a computer lab, testing center, or being proctored via Microsoft Teams, then the proctor/instructor will enter/provide 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 or other remote location, you will proceed to the startup process for Respondus.

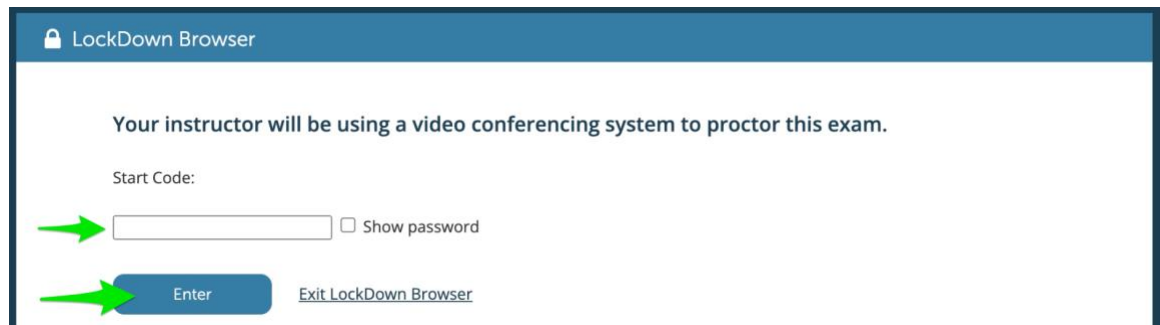
If you are taking the exam one of UA's Testing Centers, the proctor will enter the password for you.

Taking the quiz or exam on your own? **Choose "I want to use a webcam (Respondus Monitor) and Click Continue.**



The screenshot shows the LockDown Browser interface. At the top, there is a blue header with a lock icon and the text "LockDown Browser". Below the header, the text reads: "This exam can be taken without a proctor if using a webcam (Respondus Monitor). Or you can go to a proctored location designated by the instructor." There are two radio button options: "I want to use a webcam (Respondus Monitor)." which is selected, and "I'm at a proctored location". Below the second option is a text input field labeled "Enter proctor password here:". At the bottom left, there is a blue button labeled "Continue" with a green arrow pointing to it.

Taking the quiz or exam through Teams? **Type in the Start Code provided by the instructor. Click Enter.**



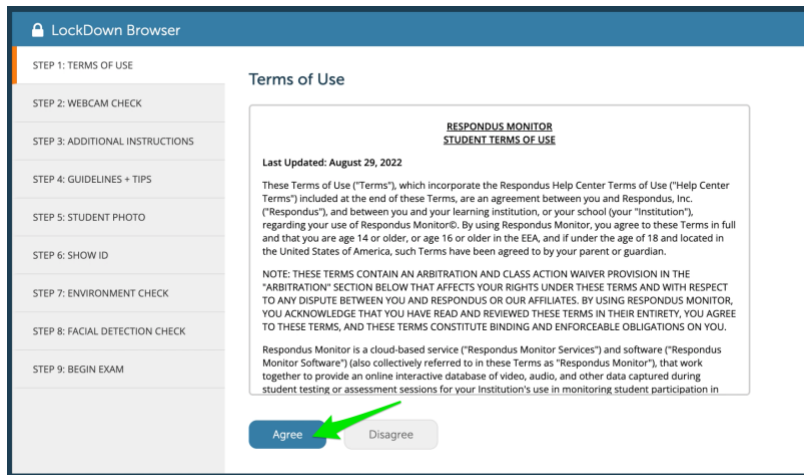
The screenshot shows the LockDown Browser interface. At the top, there is a blue header with a lock icon and the text "LockDown Browser". Below the header, the text reads: "Your instructor will be using a video conferencing system to proctor this exam." Below this text is the label "Start Code:" followed by a text input field. To the right of the input field is a checkbox labeled "Show password". Below the input field, there is a blue button labeled "Enter" with a green arrow pointing to it, and a link labeled "Exit LockDown Browser".

Quick Tip: It's not unusual for Respondus to receive updates throughout a semester or between terms. If you've used Respondus in the past and are having trouble launching a quiz or exam, try downloading and installing a new copy of the software.

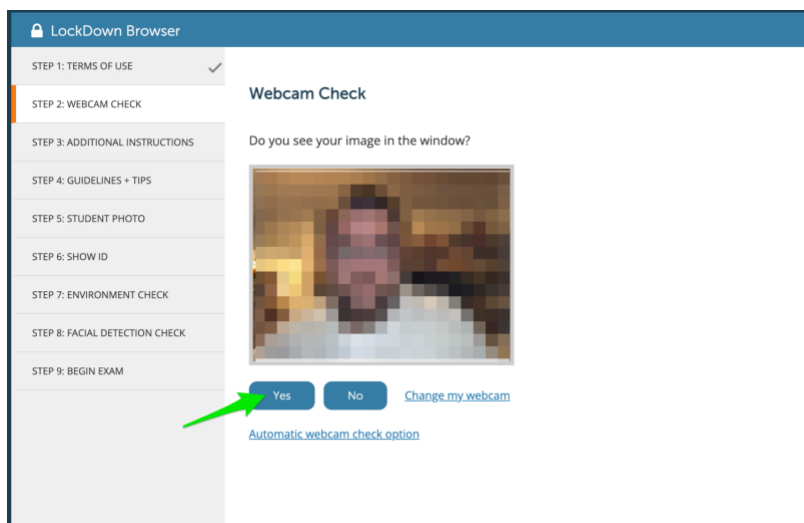
The Respondus Monitor Startup Sequence

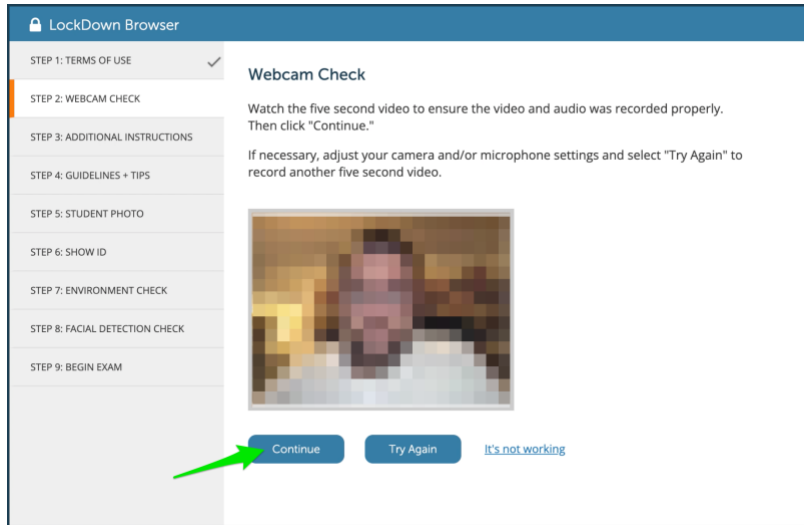
Once you have Respondus LockDown Browser installed and you have launched your quiz from Brightspace, you will be guided through the sign-in process for your exam.

- 1) The first step is to Agree to the Terms of Use. **Click Agree.**



- 2) Next, you will have to perform a webcam check. If you see your webcam video in the window, **click Yes**, then **click Continue**. If you're having a problem with your webcam, click No. The system will walk you through some steps to try and troubleshoot this.





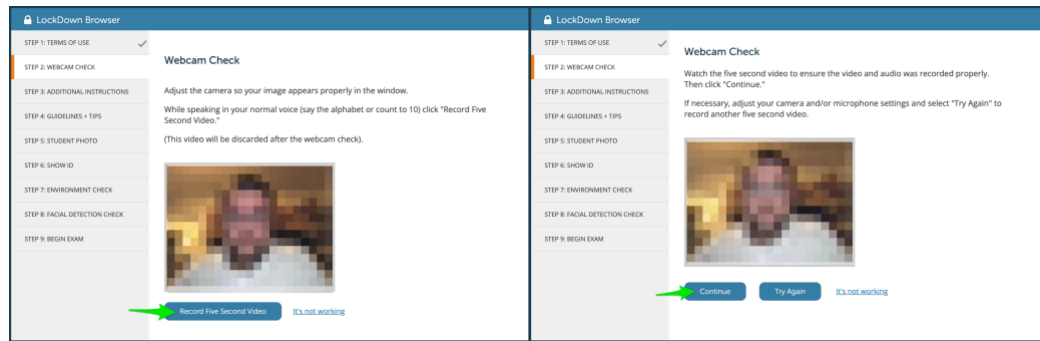
Note: If you webcam is not detected, but you think everything is plugged in correctly, click the green refresh button or click the Try Again button to try and re-activate it.



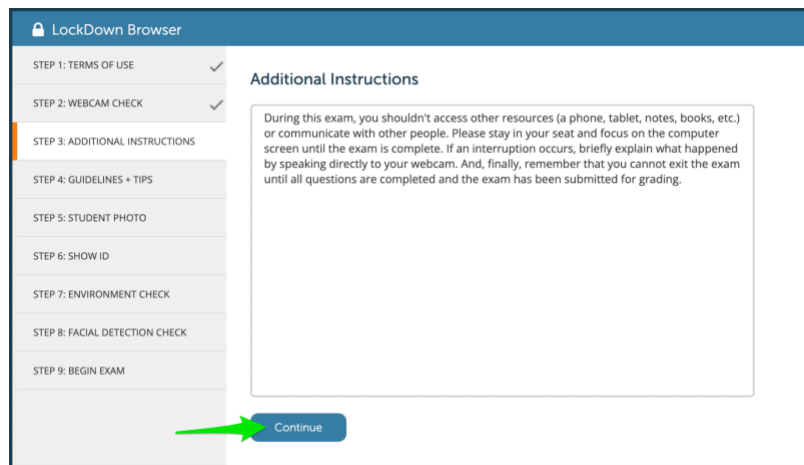
You may also need to allow Respondus to have access to your webcam and microphone. **Click on Allow**, and **check the Remember** box. Then click Close. This should activate your webcam.



- 3) 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**.

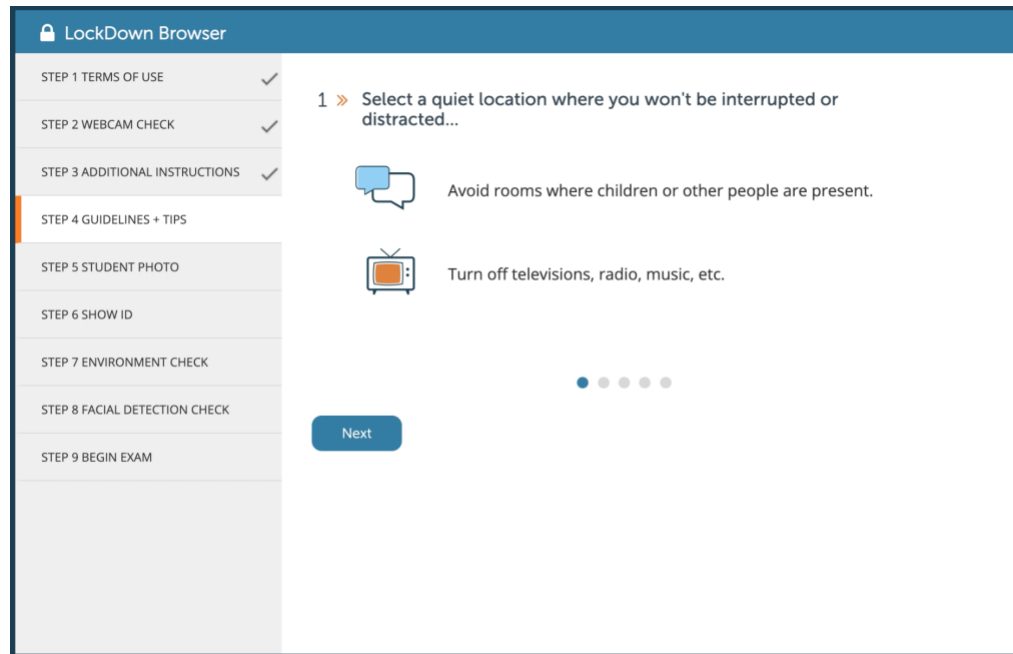


- 4) Next, you'll see Additional Instructions. This is where your instructor will indicate any special directions that you have for your quiz or exam. Sometimes, this will include being allowed to have a scrap sheet of paper, or a calculator. Please make sure to check with your instructor FIRST to see what is allowed and not allowed for your quiz or exam.

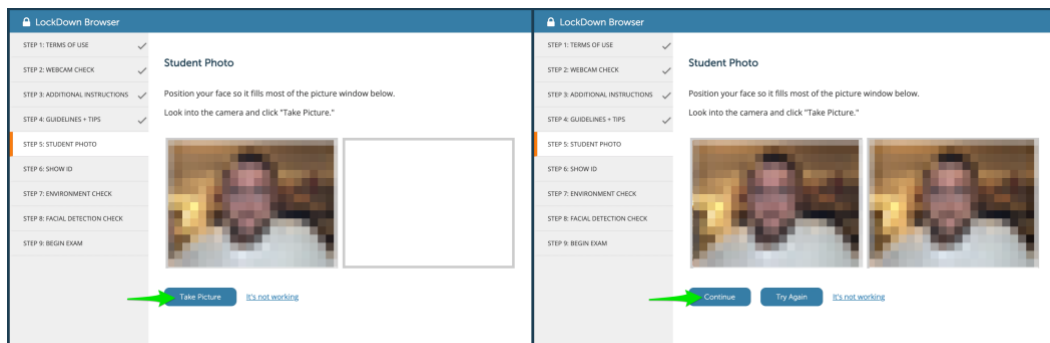


- 5) The next step provides some helpful tips before the exam begins. **Click Next** to progress through the helpful tips. These tips include:
- Avoid rooms where other people are present
 - Turn off the TV, radio, music, etc...
 - Run the Webcam Check and/or the System & Network Check prior to beginning the exam
 - If you're sharing the internet with others, make sure they're not streaming video or using applications that can slow down your internet.
 - Do not place your computer on your lap, bed, or floor. Avoid sitting on the bed/couch/floor.
 - If using a webcam, avoid tilting the screen after the webcam setup is complete.

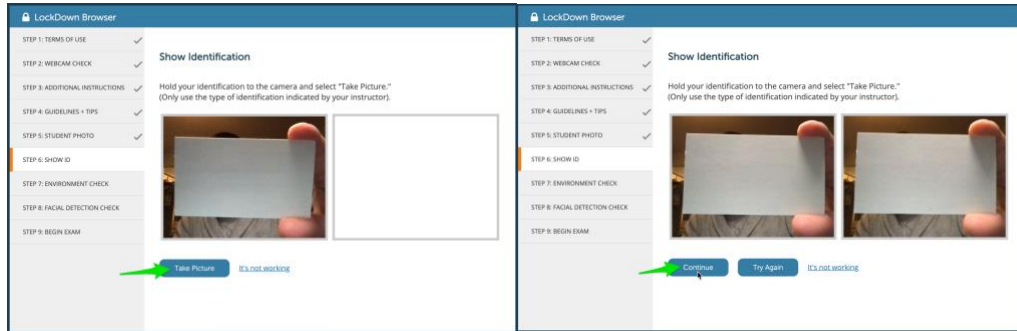
- g. Don't wear sunglasses or hats with brims.
- h. Take the exam in a well-lit room and avoid backlighting such as sitting with your back to a window.
- i. Unless instructed otherwise, turn off all other devices (phones, tablets, second computers) and place them out of your reach. Clear your workspace of other materials.



6) 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 your face 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.

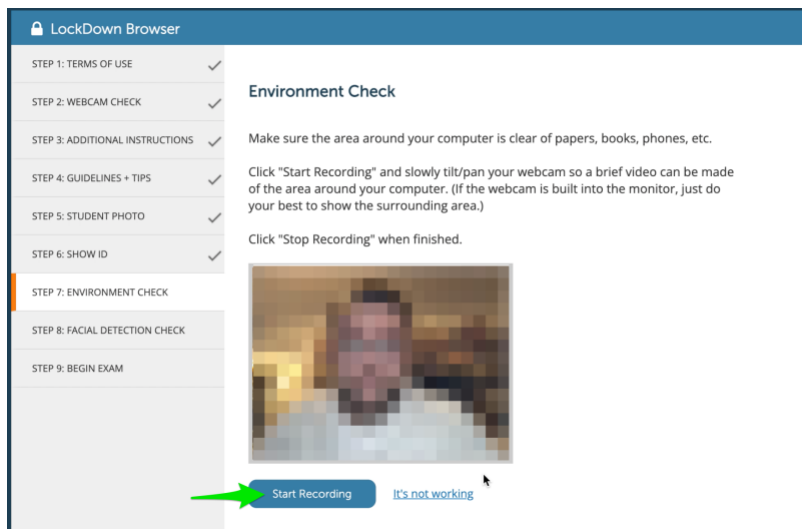


- 7) Next, you will have to show your Student Photo or a picture ID. Please make sure this is a clear picture, and that you hold your ID close enough to the camera so your instructor can identify who you are and see your name. When you're ready, **click Take Picture**. You can click Try Again if you need to. **Click Continue** when you are ready to proceed to the next step.

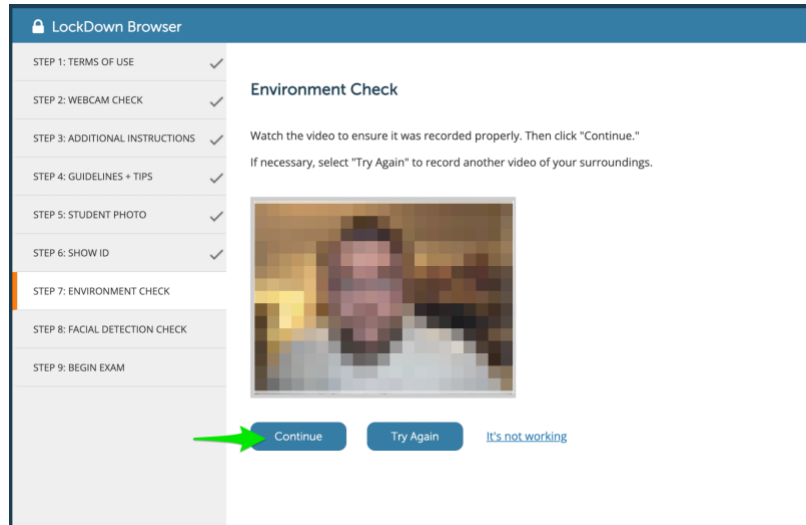


- 8) Now you will need to perform an Environment Check. This check is to make sure that you are alone and do not have any un-approved items during your quiz or exam. **Click Start Recording**. Please pan your camera left and right, and tilt the camera up and down. Show your desk and immediate surroundings. When you're finished, **click Stop Recording**. You can watch the recording to make sure it includes what the instructor has requested.

Tip: If you can't easily move your webcam, you can use a small mirror to show your environment.



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.



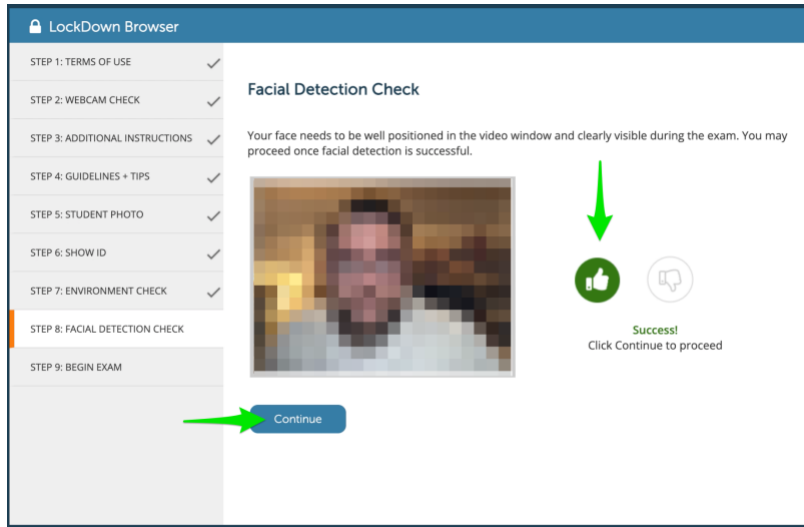
Important Note: If your instructor is not able to determine whether you have un-approved items around you, they may decide to flag your exam. This may result in having to retake the exam, or worse, impact your grade. You should take your exams by yourself with no one else around. If someone walks in 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.)

Frequently Asked Questions about Remote Proctoring/Monitoring

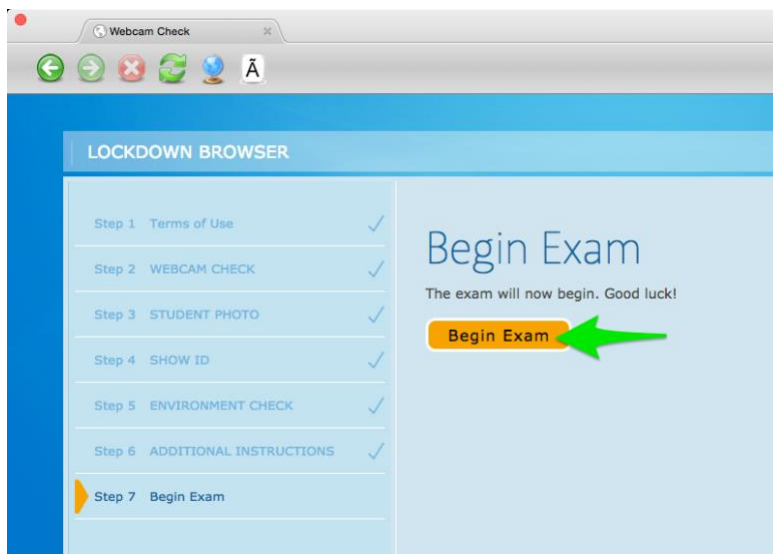
- **Who will see my recording?** Only your professor and UA officials with a legitimate need to review the video will see your recording.
- **How long will my recording be saved?** Recordings are saved for one year.
- **I don't want anyone to see my room. What are my options?** Any location where you won't be interrupted will work. Some options include: A private study room in UA's library, a private room at a public library, a private office, one of UA's testing centers or other UA approved testing site.

Additional information can be found in UA's Remote Proctoring/Monitoring Acknowledgement available [here](#):

- 9) The last step is for facial detection. After all of the previous steps, it's sometimes necessary to reposition the camera so it can still clearly see you. You can make any final adjustments here. You should receive a thumbs up. **Click Continue.**

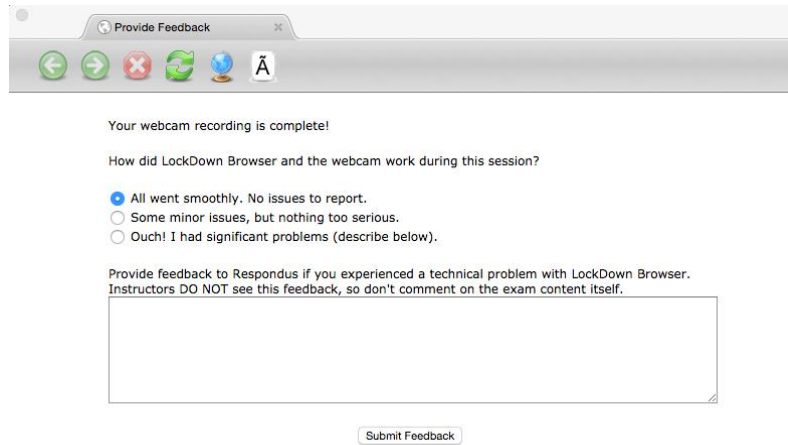


- 10) You're all set! Click Begin Exam when you're ready to start.



When you finish your exam, you will be able to close LockDown Browser. Before you leave, you'll 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.



Provide Feedback

Your webcam recording is complete!

How did LockDown Browser and the webcam work during this session?

All went smoothly. No issues to report.

Some minor issues, but nothing too serious.

Ouch! I had significant problems (describe below).

Provide feedback to Respondus if you experienced a technical problem with LockDown Browser. Instructors DO NOT see this feedback, so don't comment on the exam content itself.

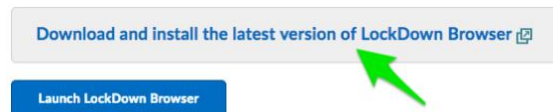
Submit Feedback

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... These 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.

Quiz Requirements

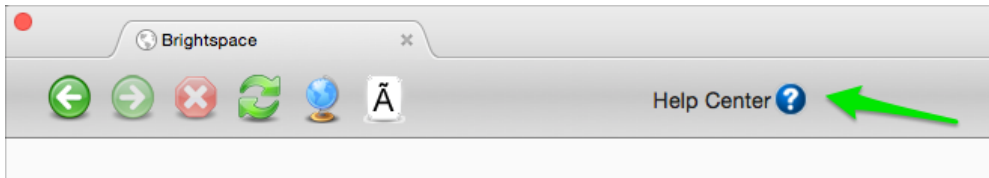
You must use the Respondus LockDown Browser to take this quiz.



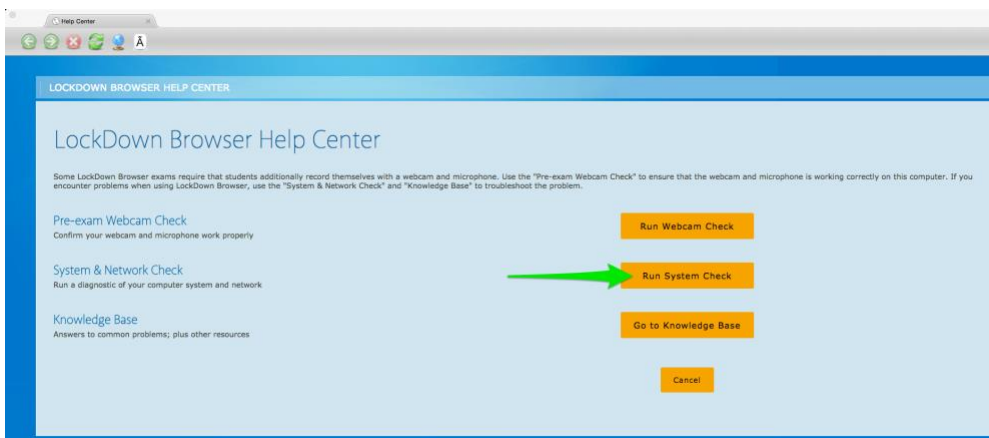
- 3) Make sure you have a strong internet connection. If you are on WiFi, make sure that you have a consistent connection. If your internet connection is weak, you should NOT attempt the exam until you have a stable connection.

Trouble during the exam?

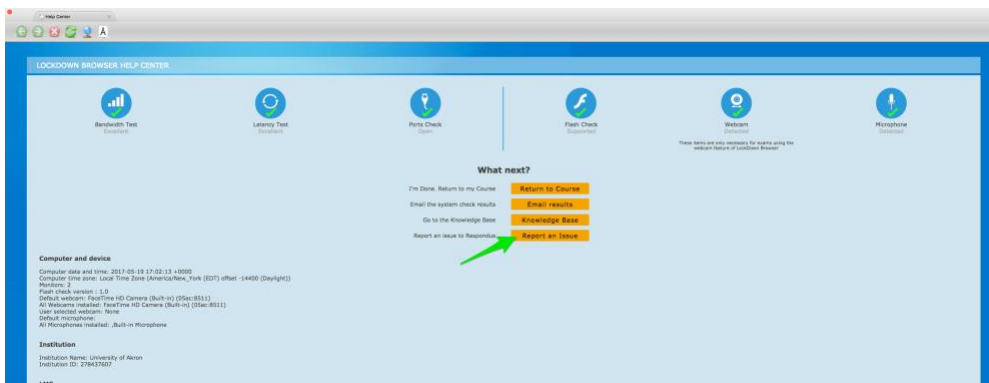
If you have problems downloading, installing, or taking a quiz or exam with Respondus LockDown Browser, contact your instructor or the IT Service Desk. You can also click the Help Center link from within LockDown Browser.



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:

LOCKDOWN BROWSER HELP CENTER

Report a LockDown Browser Issue to Respondus

Describe your problem with as much detail as possible, including the steps you've taken to resolve it. (We understand you may be frustrated, but please be kind.)

I experienced a problem on the Environment Check where the webcam would not reactivate once I recorded the video. It won't let me continue to the next step. Any assistance you could provide would be appreciated.

Thank!

Be specific!

Optional Information:

Name: Tony Stark

Email: tony.stark@uaakron.edu (We will never spam you!)

Re-enter Email: tony.stark@uaakron.edu

Provide a way for Respondus to get ahold of you.

I understand and agree that details from the System Check and prior LockDown Browser sessions will be transmitted to Respondus, Inc. [Click here for more details.](#)

REPORT AN ISSUE

If you email support@uakron.edu, this will open a ticket with UA's IT Service Desk. 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!

If you do experience any trouble that prevents you from starting the quiz/exam or from completing the quiz/exam, email your instructor to let them know what has happened.

Respondus Lockdown Browser for Chromebook

If you have a Chromebook and are required to use Respondus LockDown Browser, Respondus offers an extension for Chrome. In addition to the extension, you will also need to enable pop-up windows for Brightspace.

If you have a Chromebook managed by a high-school or third-party, you may not be able to install the extension or change your pop-up settings. In that case, send a message to support@uakron.edu. Tell us the name of the course, the course number and the specific quiz or exam you are having trouble with. Also let us know who manages your Chromebook.

1. Install the LockDown Browser Extension

Respondus LockDown Browser for Chromebooks requires an extension for Chrome. The best way to install the extension is from the Quiz/Exam start page. Click on the button that says "Download and install the latest version of LockDown Browser". You can also install the plugin through this link: <https://chrome.google.com/webstore/detail/lockdown-browser-extension/fogjeanjfbionmbghnmkmmophfccjdki>.

2. Enable Pop-Up Windows

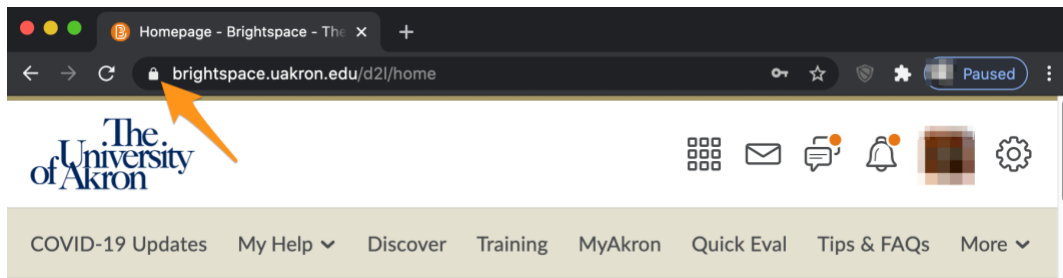
By default Google Chrome, the only internet browser on Chromebooks, will have the security setting pop-up and redirects set to blocked. If a user does not switch this to "allow" they will run into issues with using Brightspace, in particular it may block students from starting quizzes and exams even after installing the LockDown Browser plugin. **Follow the steps below to enable pop-ups and redirects for <https://brightspace.uakron.edu>.**

Read More at:

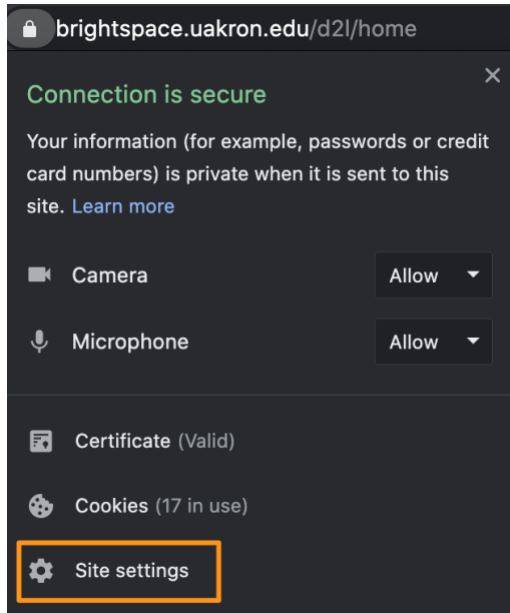
<https://support.respondus.com/support/index.php?/Knowledgebase/Article/View/598/0/chromebook---cannot-move-past-the-d2l-brightspace-start-quiz-page>

How to Enable Pop-Ups and Redirects

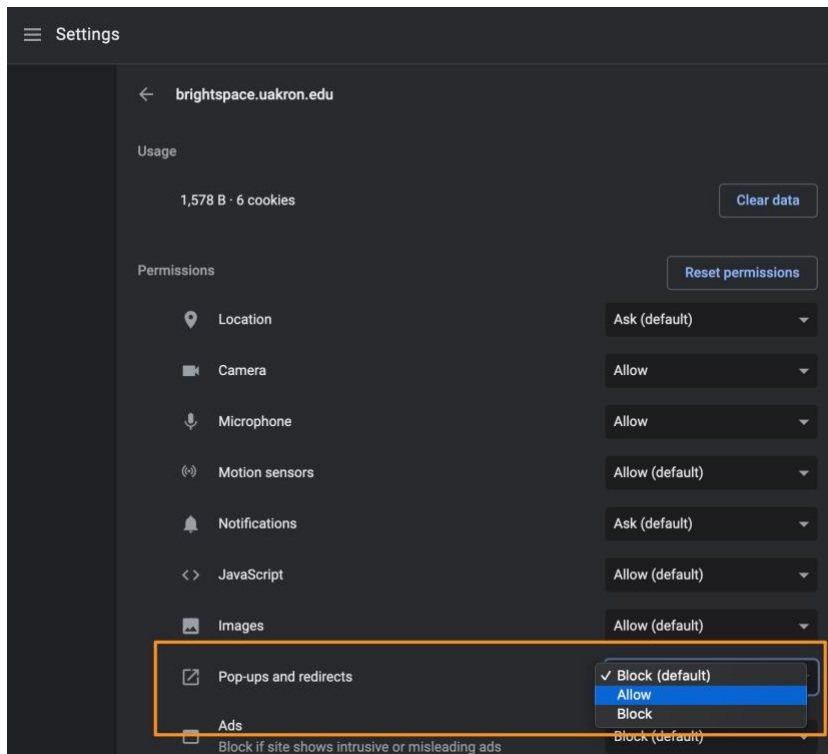
1. Go to [Brightspace.uakron.edu](https://brightspace.uakron.edu) and sign into your account.
2. Click the lock icon located to the left of the url.



3. Go to the Site Settings option:



4. Change the drop down menu for Pop-ups and redirects to Allow.



5. Return to Brightspace and reload the page for changes to take effect.

Using Special Characters during a Respondus-enabled Quiz

In some courses, there is a need for special characters. This most often occurs in foreign language, math, and engineering courses. Respondus LDB includes a character map button that will allow you to copy from the list of available special characters.

