Respondus: LockDown Browser & Monitor Instructor Guide

This resource guide provides instructions for faculty on how to setup the following Respondus products: LockDown Browser and Monitor in their Moodle course.

Coastal Office of Online Learning
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Respondus LockDown Browser

LockDown Browser is a browser that has been customized to prevent access to other materials except for the exam. If LockDown Browser has been enabled on an exam, the students will be unable to access another URL, access other applications/software, print or copy material. Students will only be able to access the exam through the Respondus LockDown Browser application.

There have been modifications made to the browser that students will use to take the exam. Some of the modifications include:

- Modified Toolbar – the toolbar will only have options for forward, back, stop and refresh.
- Quiz View – quizzes can only be taken in full-screen mode.
- Controls Disabled – the ability to right-click, print, use shortcut keystrokes and function keys have been disabled.
- Applications Blocked - many external applications have been blocked and system functions, such as the menu bar and start menu.

Respondus Monitor

Respondus Monitor is a feature for LockDown Browser that requires students to use a webcam to record their online exams. When in use, LockDown Browser must also be enabled. If Respondus Monitor is enabled, students are required to have a microphone and webcam to complete the exam. After students complete the exam, instructors can review the recorded videos of the student’s exam.

In order to enable Respondus Monitor, LockDown Browser must also be enabled.

Below are the steps that should be taken to add LockDown Browser and Monitor to an exam, after the exam has been created in Moodle.

Note: if you would like to use Respondus Monitor in your course, please contact us at moodle@coastal.edu.
Add LockDown Browser Dashboard to a Moodle Course

1. In the course that Respondus needs to be added to, select the “Turn editing on” button in the top right corner.

2. Scroll down to Add a Block in the left column of the page.

3. Select “Respondus LockDown Browser” from the dropdown.

4. The Respondus LockDown Browser block will be located above the Add a Block dropdown.

Add LockDown Browser to a Quiz

1. Select the “Dashboard” link.

2. A list of all quizzes in the course will display on the dashboard page. Select “Modify Settings” from the menu to the left of the quiz name.

3. Select “Require Respondus LockDown Browser for this exam”.

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4. Advanced settings can be viewed by clicking on the dropdown [+] icon beside “Advanced Settings”.

- The first setting prevents students from exiting until the exam is completed.
- The second setting will allow students to take the exam on an iPad. The student will need to download the free LockDown Browser app to take the exam.
- The third setting allows the students to have a calculator function in the toolbar.
- The forth setting allows the students to have the print function in the toolbar.

5. Additional settings will display for Monitor Webcam Setting. If you are only using LockDown Browser leave this setting as the default “Don’t Require Respondus Monitor for this exam” and click on “Save and Close”.

6. Appended to the exam name will be “Requires Respondus LockDown Browser”.

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Add Respondus Monitor to a Quiz
Respondus Monitor can be applied to a quiz after Lockdown Browser has been added. To add LockDown Browser complete steps 1-4 in the above section: Add LockDown Browser to a Quiz and then follow the steps below to apply Respondus Monitor.

1. Under the Monitor Webcam Settings, select “Require Respondus Monitor for this exam” to require that all students use a webcam during the exam.

Students can be given the option to take the exam with a webcam or in a proctored lab. To provide this option, select the third setting “Either Respondus Monitor or a proctored lab can be used to take this exam’. A password will be required to access the test.

2. A dialog box will display after choosing to use Respondus Monitor. This dialog gives a brief description of Monitor and directs you to contact your Respondus License Administrator if you have any questions. The Respondus License Administrator contact is: Ashley Long (asmith2@coastal.edu). After reading this dialog, use the (X) to close the screen.

3. Now select the items that you would like to be included in the Startup Sequence of the exam. Students must complete the Startup Sequence before starting the exam. Most of the settings are optional; you can remove a setting by unchecking the box located to the left of the setting. The sequence can be reordered by dragging and dropping into the desired order. By default all of the options are selected to be required in the Startup Sequence.

- Webcam Check- confirms that the webcam and microphone are properly working. When a webcam check is performed for the first
time on a computer, Adobe Flash Player will require the student to select “Allow and Remember”.

- **Student Photo** – requires the student to take a photo of themselves.
- **Show ID** – requires the student to take a photo of their identification (ex: student ID).
- **Environment Check** – requires the student to tilt the webcam around the room to record a video of the student’s surroundings.
- **Additional Instructions** - If certain instructions need to be added, select “Edit text” and enter the instructions. The default set of instructions are below:

4. Once the settings are in place, click on “Save and Close” in the bottom right hand corner.

5. Appended to the exam name will be “Requires Respondus LockDown Browser + Webcam”.

### Reviewing Webcam Student Videos

Once students have taken an exam using Respondus Monitor, the instructor can review the students recorded videos if they feel it is necessary. To review the student videos follow the steps below.

1. Access the “Dashboard” link that is located in the Respondus Lockdown Browser Block.

2. A list of all quizzes in the course will display on the dashboard page. Select “Video Review” from the menu to the left of the quiz name.

3. A list of students will be shown, along with the date, duration of test, and grade.
A few other columns to note are:
- Facial Detection % - percentage of time that a student’s face is detected
- Flags - represents the number of activities that were marked as suspicious or problematic.
- Total Flagged Time – represents the total time for events that were flagged.

4. Select [ + ] to expand the section for a student.

5. On the left side of the screen will be various thumbnail images. These are details of the startup sequence and of the exam session. Click on a thumbnail to view the video associated with the time listed. Under the video on the right side of the screen will be the option to mark the video as “Reviewed” and make notes.

Above the thumbnails will be a bar chart that provides the following information:
- Duration of Exam- The exam length in minutes
- Facial Detection Successful - The amount of time that facial detection was successful, in minutes
- Student Facing Their Webcam – The amount of time the student was facing the screen, in minutes
- Total Time of Flagged Events – The total amount of time that events were flagged.

Under the video window, will be a “Flagged Segments & Warnings” section that provides a list of flagged events with the time/duration of each event. There are three types of events that you may see:

- MISSING – The student could not be detected in the video frame during the listed time.
- DIFFERENT - A different person from whom started the exam was detected in the video frame.
- MULTIPLE - Multiple people were detected in the video frame.

**Best Practices**

- Provide the students with a practice quiz that uses LockDown Browser/Monitor to make sure that they have the application installed correctly and they are not experiencing any issues. We recommended that the practice quiz be available at least 48 hours before an exam opens.
- After applying LockDown Browser to the quiz via the Dashboard link, click on the quiz on the course page and verify that the message “The quiz has been configured so that students may only attempt it using the Respondus LockDown Browser” appears.
- If Respondus Monitor will be used in your course, provide a section for required technology in the syllabus and list a microphone and camera.
- Respondus Monitor captures the full length of the exams, so viewing all of the videos is not recommended, nor timely for faculty. Videos will be auto-flagged if there is suspicious behavior, such as leaving the computer during the exam. It is recommended to start by checking for flags and for abnormally short or long videos, as a means for detecting initial concerns.
- If misconduct is suspected, please visit the website for Office of Academic Integrity and review the Reporting a Violation document.
- Review Respondus Monitor recommendations for things to remember in regards to the tool.
Sample Text for your Syllabus
The sample text, provided by Respondus, can be used in your course or syllabus. It explains that students must use LockDown Browser for their online tests.

Using LockDown Browser for Online Exams
This course requires the use of LockDown Browser for online exams. Watch this short video to get a basic understanding of LockDown Browser and the optional webcam feature (which may be required for some exams).

Then download and install LockDown Browser from this link:
[NOTE TO INSTRUCTOR: INSERT YOUR INSTITUTION’S DOWNLOAD URL HERE (CAN BE FOUND IN THE RESPONDUS MOODLE PAGE)]

To take an online test, start LockDown Browser and navigate to the exam. (You won't be able to access the exam with a standard web browser.) For additional details on using LockDown Browser, review this Respondus Student Guide [PDF].

Finally, when taking an online 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

Resources
- Training Webinars - hosted by Respondus are available at this link for Respondus Webinars.
- Respondus Demo Videos – A collection of demonstration videos provided by Respondus are located at Respondus Demo Videos.
- Student Guide- a student guide on using Respondus LockDown Browser and Monitor is available on the Coastal Online website: Respondus Student Guide.