



Respondus: LockDown Browser & Monitor Student Guide

This resource guide provides instructions for students on how to setup and use Respondus products: LockDown Browser and Monitor.

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Respondus LockDown Browser

Respondus LockDown Browser is a browser that has been customized to prevent access to any materials except for the quiz. When students use LockDown Browser, they are unable to access another URL, access other applications/software, and print or copy material. Students will only be able to access the quiz through the Respondus LockDown Browser application. When a quiz is started, students are locked into it until they submit it for grading.

Respondus LockDown Browser should only be used to take Moodle quizzes and should not be used to complete any other activities.

Respondus Monitor

Respondus Monitor is a feature for LockDown Browser that requires students to use a webcam to record themselves and their environment while completing their online quizzes. If Respondus Monitor is enabled, students are required to have a **microphone, webcam, and broadband connection** to complete the quiz.

Below are the steps that should be taken to install and use LockDown Browser and Monitor to take a quiz in Moodle.

Install LockDown Browser

Note: If you have previously installed LockDown Browser for another course at CCU, you do not need to reinstall.

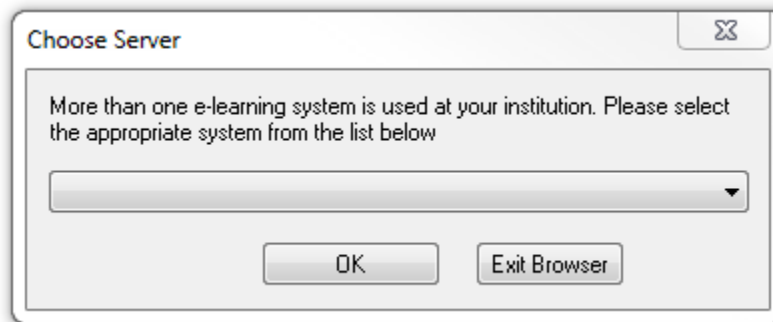
1. Your instructor will provide the link for downloading and installing LockDown Browser.
2. When accessing the link, it will auto recognize your operating system (Windows or Mac). Click on the "Install now" button. This may ask you to save the application file to your computer. Click on the saved file and follow the on-screen instructions to complete the install:
 - Choose a language and select next
 - Accept the License Agreement and select next
 - Select Finish
3. After completing the install, there will be a Respondus LockDown Browser icon on your desktop.



Taking a Quiz with LockDown Browser

Tip: After launching LockDown Browser, if you are prompted to update, please select “Yes”. This will ensure that you have the most recent version.

1. Before opening LockDown Browser, close all programs/applications to prevent any issues when taking a quiz.
2. On the desktop, locate the LockDown Browser icon and double click it. If you use a Mac, open the applications folder and launch LockDown Browser.
3. A dialog box will open for you to choose the server from a dropdown. Select the year that is associated with your course. For example, if you are taking a class in 2018 select “Moodle 2018”.



4. If you receive a message to close a blocked program, select “Yes”. You may need to exit LockDown Browser, close the blocked program and then reopen LockDown Browser.
5. Log into Moodle, navigate to the course, and select the required quiz.
6. Select the “Attempt quiz now” button to begin the quiz.

If the “Attempt quiz now” button is unavailable and instead there is a message that “Respondus LockDown Browser is required for this quiz”, this means you are not in the Respondus LockDown Browser application. See screenshot below:

Quiz- Requires Respondus LockDown Browser

This quiz has been configured so that students may only attempt it using the Respondus LockDown Browser.

Attempts allowed: 2

Grading method: Highest grade

Respondus LockDown Browser is required for this quiz.

Click [here](#) to download the installer.

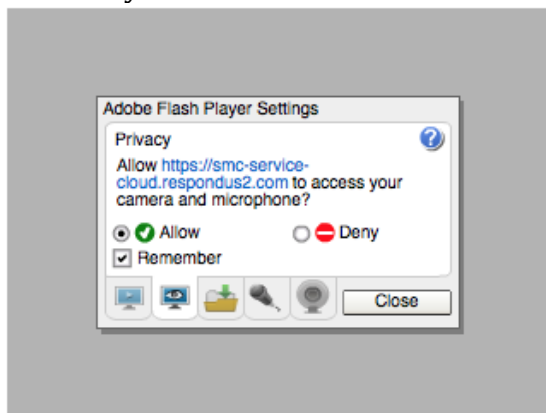
[Back to the course](#)

7. Once a quiz has been started, you cannot exit the quiz until the “Submit all and finish” button has been clicked.

Taking a Quiz with Respondus Monitor (Using a Webcam)

Note: A webcam, microphone, and broad connection are required to use the Respondus Monitor tool.

1. Follow steps 1-6 in the above section: [Taking a Quiz with LockDown Browser](#). After completing these steps, the Startup Sequence for the webcam will begin.
2. The Startup Sequence contains several steps that will need to be completed before beginning the Quiz. The Startup Sequence may vary depending on which security options how your instructor has configured.
 - You will need to review and agree to the Terms of Use.
 - Webcam Check- will confirm that your webcam and microphone are working properly. The first time that you access the Webcam Check, you will be prompted to select “Allow” and “Remember” for Adobe Flash Player. Then choose “Close”.



- Student Photo – requires you to take a photo of yourself with the webcam in the Monitor application.
- Show ID – requires you to verify your identity by taking a photo with your webcam of your photo identification (ex: student ID).
- Environment Check – requires you to tilt the webcam around the room to record a video of your surroundings for a full 360° room scan.
- Additional Instructions – Will display any additional instructions provided by your instructor.

If you encounter a problem, select the “It’s not working” link for tips.

3. The quiz will begin after completing the Startup Sequence. The LockDown Browser cannot be closed until the quiz is submitted.


FAQ's

Can I use a standard browser to complete a quiz?

If Respondus LockDown Browser is required for a quiz, you cannot use a standard browser. You must download the Respondus LockDown Browser application with the link provided by your instructor.

How do I know if I am using the most recent version of Respondus?

When there is an update available a dialog box will display upon opening the application. You can select to update from the dialog box. You can also update

Respondus manually by going to the top toolbar and selecting the “Info” link.  Select “Check for newer version”.

What happens if the “Attempt quiz now” button is missing?

This usually indicates that Respondus LockDown Browser is not being used to access the quiz. You must download the Respondus LockDown Browser application with the link provided by your instructor and access the quiz through this application.

What happens if Respondus will not open?

Make sure you have all applications closed and there are not any running in the background.

What do I do if someone or something (i.e., children, pets, etc.) interrupts me during my exam?

Notify your instructor immediately after your exam that you were interrupted during your test, so that they are aware of the interruption.

Can I run a system check before my exam that requires LockDown Browser, to verify my system will work properly?

Yes, you can run a system and webcam check before taking an exam. To run these checks, find the “Help Center” button in the toolbar. When you click on “Help

Center”, choose from the options with check you would like to perform and then follow the on-screen instructions.

What if Respondus does not detect my webcam?

If you receive a message indicated that the webcam cannot be detected, Respondus recommends that students complete the following steps:

1. Reboot your computer. Once restarted, close down all applications that might use a video camera or webcam.
2. Close down any utilities running in the background such as Dropbox, Skype, Instant Messaging clients, Facebook, BitTorrent, Spotify, and MegaBackup. Such utilities could be preventing your webcam from working correctly with LockDown Browser.
3. Ensure you have the latest version of LockDown Browser for Windows or Mac installed. Both of these are available for download using the URL provided by your instructor.
4. Open LockDown Browser, log in, and navigate to a course. Afterwards, click on the "Help Center" icon in the toolbar.
5. Run the system check and ensure your camera is detected.
6. Run the webcam check and ensure your camera's image is shown. If necessary, you can change the camera during the webcam check via the "change my webcam" link. Be sure to actually select the physical internal or external camera.
7. If the image is detected during the Help Center webcam check, it should also be detected during the pre-exam webcam check.
8. If the camera is still not detected in the webcam check, you can try updating Flash. You should only update the PPAPI version of the plugin.
Go to: <https://get.adobe.com/flashplayer/otherversions/>
* choose your operating system
* choose "FPnn for Opera and Chromium - PPAPI" (where nn=the current version number of the Flash plugin.)
9. If necessary, check that the camera's driver is up to date.
10. If problems persist, one possible workaround is to use an external USB webcam.