

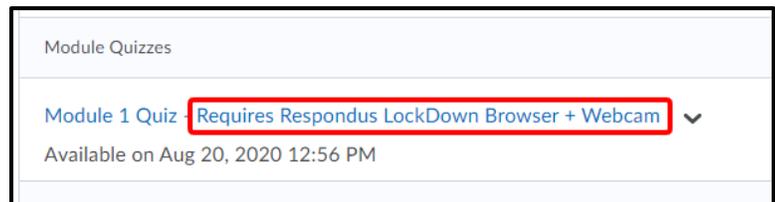


Respondus LockDown Browser

Requiring Respondus LockDown browser is something that your instructors might require while taking quizzes or exams in their class. The browser increases exam security by “locking down” your device, ensuring you cannot access other sites, and potentially recording you while you are taking the exam.

Follow the instructions below to install and troubleshoot the browser.

- 1) Find the quiz or exam you need to complete. This will typically be done by navigating to **Assessments** and then **Quizzes**.



- a) Any quiz that requires the Respondus LockDown Browser will have that in the title of the quiz.

- 2) If you have not previously downloaded the browser, you will need to do that before taking your exam. You will only need to download the browser once onto your device.

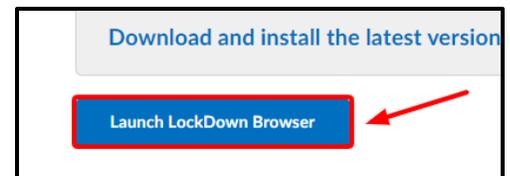
- a) Click on the link that says **Download and install the latest version of LockDown Browser**.



- b) In the new window that opens up, click on the orange **Install Now** button.
- c) Locate and double-click the file to start the setup process. Follow the onscreen instructions to finish installing LockDown Browser on your device.

- 3) Once you have the browser properly installed, navigate back to your quiz.

- 4) Click the blue **Launch LockDown Browser** button to begin your quiz. Follow the onscreen prompts to open the browser and begin your quiz.



Important Notes About Respondus:

- a) If you have other browser windows or other applications open, you might be forced to close them in order to launch the browser. If you use a multi-screen display, you will also have the functionality of that limited.



- b) Respondus LockDown browser will not work on mobile devices (like phones) or tablets other than iPads.
- c) If you are using an iPad and having issues launching the browser, please reach out to your instructor. Your instructor may have to change a setting to allow you to access the quiz.
- d) Please keep in mind that keyboard shortcuts will be restricted in Respondus LockDown browser. Functions like ctrl-c, ctrl-v, or ctrl-p will not work within the browser.

Troubleshooting Respondus LockDown Browser:

- *I am clicking on **Launch Lockdown Browser** and nothing happens, but I am sure I already have the browser downloaded.*
 - This issue is likely related to your browser's security settings. Please review these instructions and make sure your browser's security settings allow you to access and use Respondus LockDown Browser: <https://support.respondus.com/hc/en-us/articles/4409595601179-Clicking-on-the-Launch-LockDown-Browser-Button-Has-No-Result>
- *I've followed all of the instructions, but I still am having trouble.*
 - Inside the browser, Respondus has a live-chat function to help you troubleshoot. Click on the **Help** icon at the top center of the screen, and follow the prompts to get the assistance you need. Respondus has help guides and tutorials to follow, as well as live-chat support.