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

Download Instructions if not already installed:

Step 1: If you have not already installed LockDown Browser, Install LockDown Broswer from this link:

https://www.respondus.com/lockdown/download.php?id=981438991

Ensure that you have the right system requirements to download the software.

Operating System

- Windows: 10, 8, 7
- Mac: MacOS10.12 or higher

Memory

- Windows: 75MB permanent space on the hard drive
- Mac: 120 MB permanent space on the hard drive

Step 2: Follow the on-screen instructions to complete the install.

Step 3: Once the app is installed on your computer, you will need to open the Respondus LockDown app to select the correct server profile:

Step 4: When the application opens, you may see a box appear that asks if the app can make changes to your device. Select **Yes.**
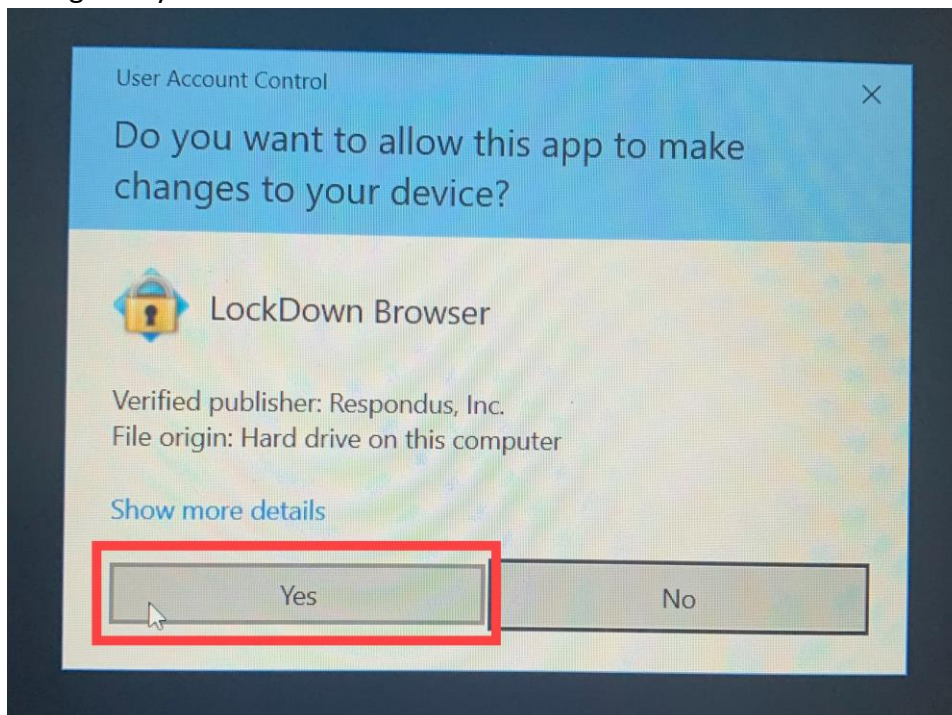
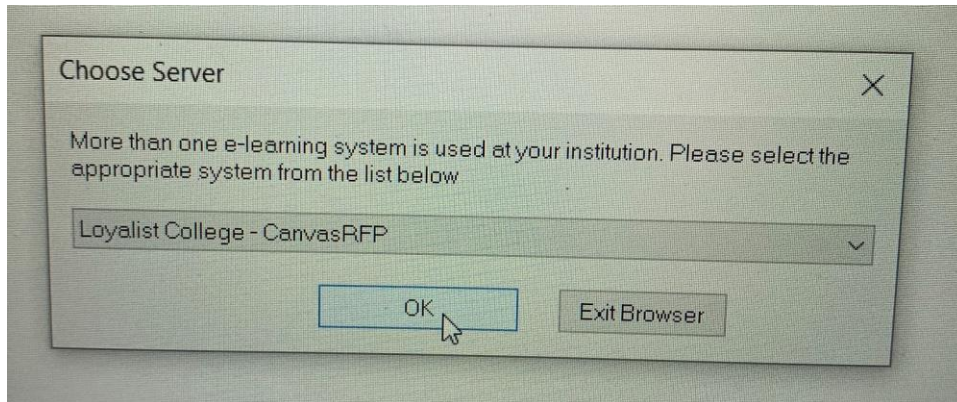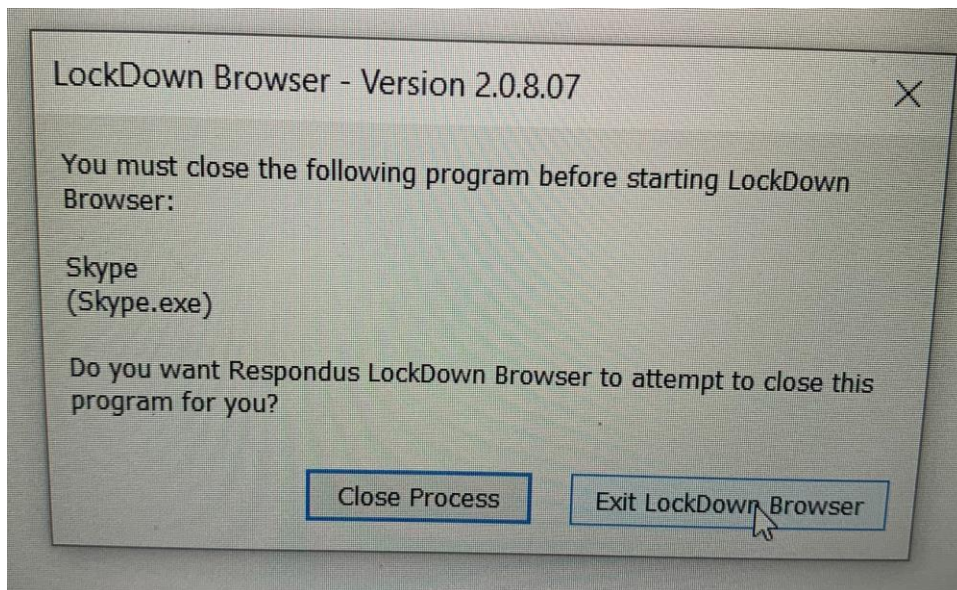**Step 5:** When the **Choose Server** box appears, select **Loyalist College- CanvasRFP** from the drop down. Then select **OK.**

Step 6: Once you select OK, another message box will appear regarding closing programs. Select **Exit LockDown Browser.**

Step 7: Now that you have downloaded Respondus LockDown Browser, selected Loyalist College-CanvasRFP, and closed the application, you will need to navigate back to your regular browser and navigate to your course and test/exam or quiz from Canvas.

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

Completing Test/Exam/Quiz with Canvas and Respondus LockDown Browser

Step 1: From your standard browser, select your test/exam/quiz from your course

Step 2: LockDown Browser will begin to launch when you open your test. You may see the below message. Be sure to select "**Open LockDown Browser**"
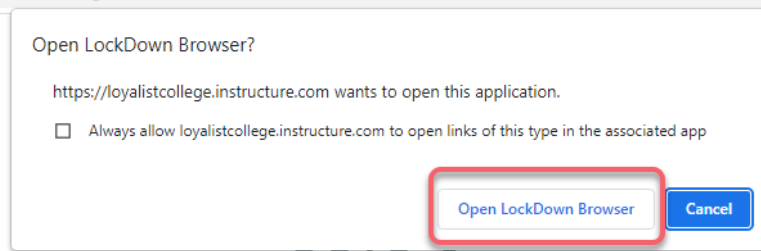
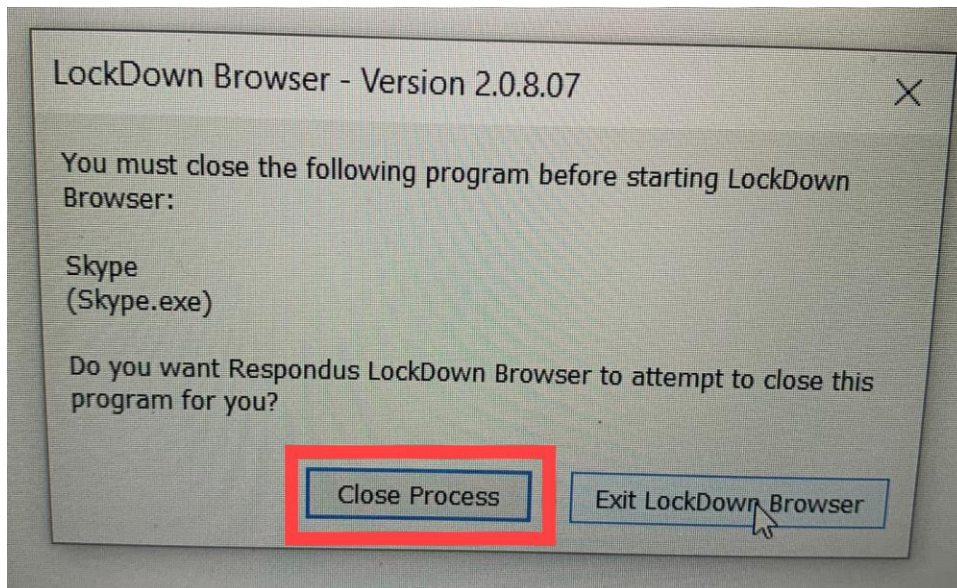**Step 3:** Once Respondus LockDown Broswer opens, You may see the below message boxes appear again:
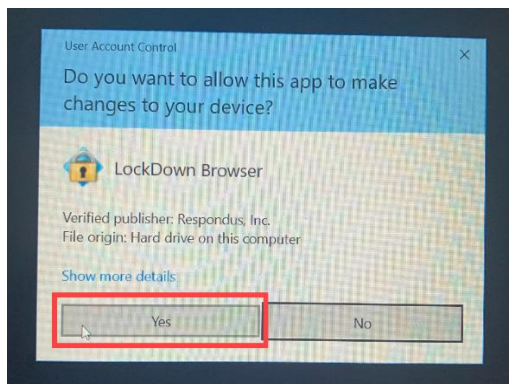
Select **Yes** again if you see "Do you want to allow this app to make changes to your device" message.

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.

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.

Once a test has started with Respondus LockDown Browser, you cannot exit until the **Submit** button is clicked.

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