

Respondus LockDown Browser™

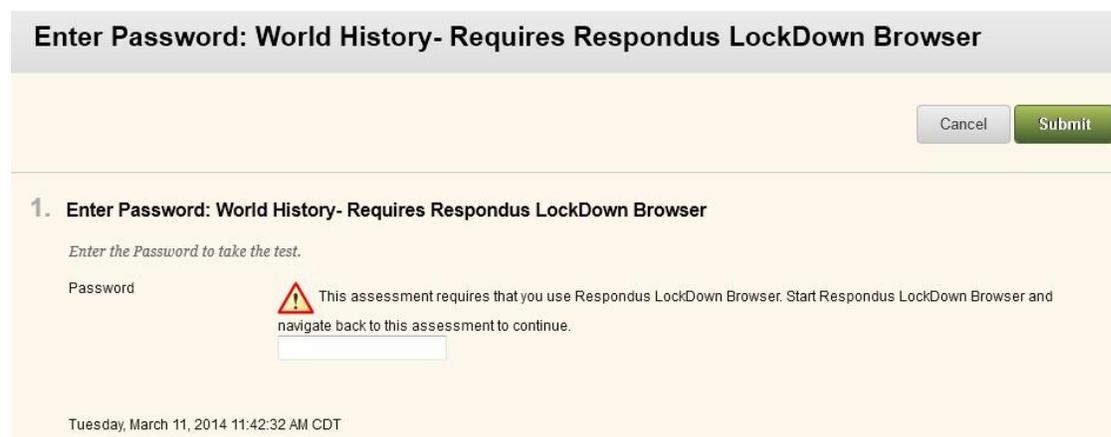
Troubleshooting For Students

1. Launching the correct browser to take a quiz/exam in Lockdown browser.

Your instructor should have provided the information to download the Lockdown Browser to your computer. You will use this browser to take a Blackboard quiz/exam if your instructor set the exam to require Respondus LockDown Browser. If you launch Internet Explorer, Firefox, or any other browser to access Blackboard, you won't be able to take the quiz/exam.

Prior to the first scheduled test, you should complete a practice test that uses Respondus LockDown Browser to make sure you have installed it correctly.

If you are unable to access a test because you are being prompted for a password (or if the password the instructor gave you doesn't work), it usually indicates that you are trying to access the test with a standard browser instead of the Respondus LockDown Browser. You will see this screen after clicking the Begin button:



The screenshot shows a Blackboard assessment interface. At the top, a grey header bar contains the text "Enter Password: World History- Requires Respondus LockDown Browser". Below this, there are two buttons: "Cancel" and "Submit". The main content area has a yellow background and contains the following text:

1. Enter Password: World History- Requires Respondus LockDown Browser

Enter the Password to take the test.

Password

 This assessment requires that you use Respondus LockDown Browser. Start Respondus LockDown Browser and navigate back to this assessment to continue.

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- **Solution:**

- a) Make sure you open the Respondus LockDown Browser **first**, then open Blackboard and proceed to your course test.
- b) If a mock exam is provided take it immediately. If you have to make changes to any settings take note of them in case you need them again after a restart of our computer.

2. Lockdown Browser stops responding after you enter your Blackboard course, but before you start the exam.

Issue: Some windows that pop up due to security restrictions may appear **behind** the Lockdown Browser window for Blackboard. These pop-ups require the user to click through them before

taking you to the next Blackboard page. When this occurs, the Lockdown Browser will just sit at a blank page waiting for you to click the security pop-up before proceeding. Because Lockdown Browser will not let you move or resize a window, you cannot get to the pop-up, resulting in an effective freeze of the browser.

Solution: Since you are not in the exam yet, you can close the Lockdown Browser. Closing the Lockdown Browser will allow you to see the security pop-up, at which point you can click "OK". Restarting Lockdown Browser after clicking through the security pop-up should allow you to proceed to the exam without problem. This works only if you restart Lockdown Browser immediately after you close the pop-up window. If you go to another website, restart your computer, or make any changes to your computer, you may encounter the problem again after restarting the Lockdown Browser

3. After launching an exam in Lockdown Browser, you see a blank page that fills the entire screen.

Issue: A pop-up requires attention, and is hidden behind a full screen Lockdown Browser window. Because you have already started the exam, Lockdown Browser will not allow you to close the program, resize, or move the window so you cannot get to the pop-up window, and your computer is effectively locked.

Solution: There is no known workaround for this problem at the moment. If this happens, you'll need to restart your computer by powering off the computer, then powering it back on. If the same problem occurs again, **try launching LockDown Browser using a different computer.**

4. You lose your internet connection while taking an exam with Lockdown Browser

Issue: If you lose your internet connection while taking a test using the Lockdown Browser, it will freeze the Lockdown Browser program.

Solution: There is no known workaround for this problem. If this happens, you'll need to restart your computer by powering off the computer, then powering it back on. Your instructor will need to reset your test in Blackboard before you will be able to take it again if the instructor allowed only one attempt for this test. Contact your instructor.