

Respondus Lockdown Browser and Respondus Monitor Helpful Hints

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Respondus offers two solutions for monitoring exams. The first is Respondus LockDown Browser, which is not a proctoring solution but limits what a student can do when taking an exam. It only requires using the LockDown Browser software. Respondus Monitor provides the same protections as LockDown Browser but includes the addition of a webcam recording of the student taking the exam. Monitor requires that students have a webcam.



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BEFORE Using LockDown Browser for a test

- See if your instructor has any special instructions.
- Make sure your computer meets these [minimum requirements](https://web.respondus.com/he/lockdownbrowser/resources/) (scroll down to "System Requirements for LockDown Browser").
- If you have multiple monitors hooked up, disconnect the additional monitors.
- Make sure all other programs are stopped or closed.
- Use a [supported browser](https://vlac.lonestar.edu/help/a274) to navigate to the exam and click the **Launch LockDown Browser** button.
- Make sure LockDown Browser is required. If a quiz or exam requires the LockDown Browser, it will say so in the title.
- Plan to take the test well before the due date.
- Plan to allow plenty of time.

During a Test

- To insert Special Characters, use the  'symbol' icon at the top of the browser screen.
- If the LockDown Browser freezes:
 - Try to refresh using the  refresh icon in the toolbar
 - Click the X in the upper right corner of the browser.
 - Reboot the computer without submitting the quiz. This allows you to log back into the test on a different computer if you have not run out of time.
- Visit the [Respondus Knowledgebase support site](https://support.respondus.com/hc/en-us/sections/4409607115931-Student-Support) for troubleshooting ideas.
- Contact the HelpDesk for assistance: [Student Technical Support](https://vlac.lonestar.edu/help/vlac-support)

If You Had Problems During the Test

- Let your instructor know what happened in as much detail as possible.
- Forward any technical documentation you may have received from the helpdesk to your instructor.
- Send your instructor your support ticket number so they can follow up.

BEFORE Using Respondus Monitor for a test

- Follow all the instructions for using the LockDown Browser above.

- Make sure that you have a working webcam.
- If you have multiple monitors hooked up, disconnect the additional monitors.
- Ensure all programs, especially any screen recording programs or helper programs, have been shut down before starting the exam.
- If your professor has set up a practice exam using Monitor, make *sure* that you complete the practice exam.
- If you start the exam and the software does not recognize your webcam, try the suggestions in the [Respondus Knowledgebase \(https://support.respondus.com/hc/en-us/sections/4409607115931-Student-Support\)](https://support.respondus.com/hc/en-us/sections/4409607115931-Student-Support).
- If you encounter problems once you have started the exam, try suggestions in the [Respondus Knowledgebase \(https://support.respondus.com/hc/en-us/sections/4409607115931-Student-Support\)](https://support.respondus.com/hc/en-us/sections/4409607115931-Student-Support). If you cannot solve your problem, contact the Help Desk for assistance: [Student Technical Support \(https://vlac.lonestar.edu/help/vlac-support\)](https://vlac.lonestar.edu/help/vlac-support).

NOTE: If you try all the troubleshooting steps and cannot get Monitor to launch, you can find a 24-hours chat service available for students unable to start an exam with Monitor. The chat service will not be available after the exam has been successfully started.

During a Test

- Follow all the instructions for using the LockDown Browser above.
- In addition, view [How to do the 360 Room Check \(https://vlac.lonestar.edu/help/d081020\)](https://vlac.lonestar.edu/help/d081020)
- Be careful to keep your eyes on the test. Your instructor may view the video from your session. If you look away from the screen very much, the instructor may think you cheated.

If You Had Problems During the Test

- Let your instructor know what happened in as much detail as possible.
- Forward any technical documentation you may have received from the helpdesk to your instructor.
- Send your instructor your support ticket number so they can follow up.

Solutions to the Most Common Issues

[Install and Launch LockDown Browser \(https://vlac.lonestar.edu/help/b0505\)](https://vlac.lonestar.edu/help/b0505)

[Using a Chromebook with LockDown Browser \(https://vlac.lonestar.edu/help/using-a-chromebook-with-lockdown-browser\)](https://vlac.lonestar.edu/help/using-a-chromebook-with-lockdown-browser)

[Using a Mac with LockDown Browser \(https://vlac.lonestar.edu/help/using-a-mac-with-lockdown-browser\)](https://vlac.lonestar.edu/help/using-a-mac-with-lockdown-browser)

[Error Messages Encountered Using LockDown Browser \(https://vlac.lonestar.edu/help/a367\)](https://vlac.lonestar.edu/help/a367)

[LockDown Browser Froze While Taking an Exam \(https://vlac.lonestar.edu/help/a306\)](https://vlac.lonestar.edu/help/a306)

NOTE: If you have privacy concerns about using your webcam for Respondus Monitor, please see [Proctoring and Privacy \(https://vlac.lonestar.edu/help/a1029\)](https://vlac.lonestar.edu/help/a1029).

See also [Respondus LockDown Browser & Monitor \(https://vlac.lonestar.edu/help/a369\)](https://vlac.lonestar.edu/help/a369).