Respondus LockDown Browser & Respondus Monitor

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Respondus offers two solutions for monitoring exams. Both are designed to decrease the frequency of cheating on exams.

1. **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.
2. **Respondus Monitor** provides the same protections as LockDown Browser, but also allows for students to be recorded via webcam during the exam. Monitor requires that students have a webcam.

If your instructor is requiring Respondus LockDown Browser or Respondus Monitor, please read Student Quick Start Guide (https://web.respondus.com/wp-content/uploads/2019/08/RLDB-Quick-Start-Guide-D2L-Student.pdf) as well as the information below. Use a supported browser (https://vlac.lonestar.edu/help/d2l-supported-browsers) to navigate to the exam and LockDown Browser/Monitor will launch automatically when it is required.

▶**Show Video Overview**   ▶**View Process Walkthrough**

Taking a Test that Requires LockDown Browser

Before the Exam

- **Check your instructor's directions.** Review the quiz instructions to see if your instructor has provided any special requirements or settings.
- **Confirm that your system meets the minimum requirements (https://web.respondus.com/he/lockdownbrowser/resources/).** Make sure your device is compatible with Respondus LockDown Browser (see the System Requirements for LockDown Browser section on the download page).
- **Use a supported browser (https://vlac.lonestar.edu/help/d2l-supported-browsers) to access the quiz in D2L.** Navigate to the exam page using a browser that D2L supports, then click Launch LockDown Browser to begin.
- **Use a single monitor.** If you have more than one monitor connected, disconnect any additional screens before launching the exam.
- **Close all other programs.** Shut down or exit all applications (including messaging, browsers, and background apps) before starting LockDown Browser.
- **Start early.** Plan to take the quiz well ahead of the deadline in case you run into unexpected technical issues.
- **Allow extra time.** Block out more time than you think you need so you can navigate setup and take the exam without rushing.
- **Use a supported browser (https://vlac.lonestar.edu/help/d2l-supported-browsers) to access the quiz in D2L.** Navigate to the exam page using a browser that D2L supports, then click **[Launch LockDown Browser]** to begin.

During a Test

- Inserting special characters: Use the "special characters" symbol in the toolbar at the top of the LockDown Browser window to insert accented letters, symbols, and other characters.
- If LockDown Browser freezes:
  - First, try clicking the Refresh icon in the toolbar.
  - If the browser is still unresponsive, click the X in the upper-right corner to close LockDown Browser.
  - Reboot your computer before reopening the quiz. Do not submit the quiz when prompted by the frozen browser. Restarting ensures you can re-enter the test—on the same computer or a different one—as long as you still have time remaining.
  - Visit the Respondus Knowledgebase Support Site (https://support.respondus.com/hc/en-us/sections/4409607115931-Student-Support) for troubleshooting ideas.
  - If you cannot solve your problem, contact the Lone Star College Help Desk for assistance: Student Technical Support (https://vlac.lonestar.edu/help/vlac-support).

If You Experienced Problems During the Test

NOTE: If you are having issues launching **Respondus Monitor** (Webcam proctoring feature) for your exam, please refer to **instructions on how to access Respondus Live Chat Help** (https://web.respondus.com/student-help-livechat/).

- Document what happened (error messages, screenshots, and times).
- Notify your instructor as soon as possible to explain the issue in detail and to request next steps..
- Forward any technical documentation you may have received from the helpdesk to your instructor.

Taking a Test that Requires Respondus Monitor

Before the Test

- **Follow all LockDown Browser guidelines.** All the setup steps listed above for LockDown Browser also apply when Respondus Monitor is required.
- **Make sure your webcam works.** Confirm that your webcam is connected, functioning, and allowed by your device's privacy settings before you begin the exam.
- **Use only one monitor.** Disconnect any additional monitors before launching LockDown Browser with Monitor.
- **Close all other programs.** Be sure to shut down any running applications—especially screen recorders, helper utilities, or background tools that might interfere with monitoring.
- **Complete the practice exam (if provided).** If your instructor has created a practice quiz with Respondus Monitor, take it ahead of time to verify everything works correctly.
- If the Respondus Monitor software does not recognize your webcam, try the suggestions in the Respondus Knowledgebase (https://support.respondus.com/hc/en-us/sections/4409607115931-Student-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. Please refer to **instructions on how to access Respondus Live Chat Help** (https://web.respondus.com/student-help-livechat/).

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)
- 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 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).
- If you cannot solve your problem, contact the Lone Star College Help Desk for assistance: Student Technical Support (https://vlac.lonestar.edu/help/vlac-support).

If You Experienced 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/install-and-launch-lockdown-browser)

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)

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

LockDown Browser Froze While Taking an Exam (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/proctoring-and-privacy).