

LockDown Browser and Respondus Monitor Student Guide - Printable

Some of your instructors are likely to require the use of LockDown Browser and Respondus Monitor for quizzes and exams that are taken in Western Online.

Using Lockdown Browser

It is good for you to learn how to use LockDown Browser and ensure that you have the technical capabilities to use it before you have to use it in an actual quiz or exam.

LockDown Browser is a locked browser for taking quizzes in Western Online (D2L Brightspace). It is used to **encourage** academic integrity in online assessments.

During a quiz or exam, LockDown Browser prevents:

- ❌ Printing
- ❌ Copying
- ❌ Moving to a different URL (unless the instructor allows visiting a specific URL for the exam)
- ❌ Accessing other applications during the assessment (you will need to close all other applications before you can enter the exam or quiz)
- ❌ Taking the assessment in a standard web browser



Watch an Intro Video at:

<https://youtu.be/WcHuYw488nM>

What system will I need to use?

You will need to ensure that your device or computer meets the following system and memory requirements to take an exam or quiz that requires LockDown Browser.

Operating System Requirements

- Windows 11 and 10 [Details](#)
- Mac: MacOS 11 to 15.0+
- Chromebook: [Details](#)
- iOS: 12.0+ (iPad only). Must have a compatible LMS integration. *Ask your Instructor about the iPad.
- Web camera (internal or external) & microphone

- Broadband Internet Connection

What if I don't have a device that will run LockDown Browser?

- Contact your instructor immediately and let them know. Ask what alternative arrangements are possible, if any. **Do not wait until the last minute to contact them!**
- Use a computing station in a lab or student learning center on campus to complete the exam.
- Reserve a computing station in a technology center or library within your community to complete your exam.
- See if a relative or friend would allow you to use their workspace to complete your exam.



For a list of on-campus computing labs with Respondus Lockdown Browser installed, contact the [uTech Support Center](#) | 309.298.TECH (8324) | support@wiu.edu.

Download and Install LockDown Browser

Do not wait until the day of your assessment to download and install LockDown Browser!

Remember, the LockDown browser only needs to be installed once on a computer or device. It will start automatically from that point forward in a Western Online quiz or exam that requires it.

Note: You will likely need administrative rights to the computer or device on which you will be installing LockDown Browser. **Ensure that you have the administrator's username and password for your device before you begin.**

Follow these steps to download and install LockDown Browser:

1. Navigate to <https://download.respondus.com/lockdown/download.php?id=836614457>.
2. Click the **Install Now** button.
3. The application installer will begin downloading immediately.
4. **Open** the Installer. (You will find the installer in whatever location you have designated for downloads on your device.)
5. **Follow the on-screen instructions** to complete the installation of the program.



Watch a Video Tutorial at:

<https://youtu.be/oL-DWhSuzfY>

Guidelines for taking quizzes and exams with LockDown Browser

- ☐ Select a location where you won't be interrupted.
- ☐ Before starting your quiz or exam:
- ☐ Know how much time is available for your assessment.
- ☐ Ensure you've allotted sufficient time to complete the assessment.
- ☐ Turn off all mobile devices, phones, etc., and place them out of reach.
- ☐ Clear your area of all external materials - books, papers, other computers, or devices.
- ☐ Remain at your desk or workstation for the duration of your quiz or exam.
- ☐ Remember, LockDown Browser will prevent you from accessing other websites or applications.
- ☐ You will not be able to exit the quiz or exam until all questions are completed and submitted.

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 **WIU University Technology (uTech)** http://www.wiu.edu/university_technology/ to report technical difficulties and receive assistance. **Phone: 309.298.TECH** or email support@wiu.edu.
- **Respondus** (the creator of LockDown Browser and Monitor) has a Knowledge Base available from support.respondus.com. From this page, click the "**Respondus LockDown Browser**" link in the Knowledgebase menu on the left. If your problem is with a webcam, click the "**Respondus Monitor**" link.
- **Generate a Support Request with Respondus -**
<https://support.respondus.com/support/index.php?/Default/Tickets/Submit/RenderForm/2>

Let's Practice Using Lockdown Browser!

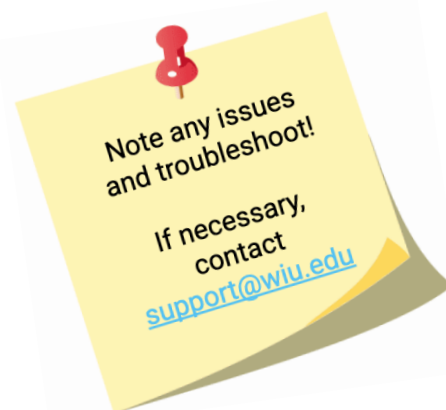
After installing LockDown Browser on your device, you will need to test it and practice using it prior to your first exam! The Western Online Student Orientation has a module set up to allow you to take a practice quiz that requires the LockDown browser and ensure that your system is working correctly!

These practice quizzes are designed to give you practice taking an assessment with LockDown Browser turned on. It will enable you to determine if you have any issues or concerns prior to taking your first real quiz or exam within a real course.

Ensure that you note any issues that you have during the quiz and contact the appropriate Help

University Technology (uTech) Online Teaching and Learning

<http://www.wiu.edu/otl>



resource to resolve them before you have to take a real assessment within a course. This quiz is not for a grade and does not count against your 80% completion certificate, even though you will receive an automatic result.

Follow these steps to complete a practice quiz using Respondus LockDown Browser:

1. If you have not already done so, download and install LockDown Browser on your device. (See the steps in the Download and Install LockDown Browser section above.)
2. Self-Register for the Western Online student Orientation if you have not previously done so. Instructions can be found at <http://www.wiu.edu/CITR/pdf/WOStudentOrientationRegistrationInstructions.pdf>.
3. After you have registered, select and open the **Western Online Student Orientation** course space from your Western Online Homescreen.
4. Select **Assessments** from the navigation bar and then choose **Quizzes**.
5. Click on the **Respondus Lockdown Browser Practice Quiz**.
6. Since you have already downloaded and installed LockDown Browser, click the **Launch Lockdown Browser** button.
7. Click **Start Quiz**.

! Note: You can repeat the practice quiz multiple times. If you experience difficulties, adjust or change devices and try again until you can work through the exam without difficulties.



Watch a Video Tutorial of a practice Quiz at:

<https://youtu.be/IBAznn29zhc>

Lockdown Browser Preparation Checklist

- ☐ I understand what LockDown Browser is and what it prevents me from doing in an assessment.
- ☐ I have secured a device capable of running LockDown Browser for use during my quizzes and exams this semester, or I have contacted my instructor and worked out an alternative for the assessments if I am unable to secure an appropriate device.
- ☐ I have downloaded and installed LockDown Browser on my device.
- ☐ I have completed the LockDown Browser practice exam with no problems.
- ☐ I have memorized how to get help with LockDown Browser if trouble arises.
- ☐ I have read and understand the WIU policy on Academic Integrity.

Using Respondus Monitor

In addition to requiring LockDown Browser, select instructors are likely to require the use of an additional tool called Respondus Monitor for quizzes and exams that are taken in Western Online. If you have not already completed the Respondus LockDown Browser Tutorial provided in the Western Online Student Orientation, please do so now before continuing this tutorial. You must have a background understanding of LockDown Browser in order to begin using Respondus Monitor.

It is best that you learn how to use Respondus Monitor and ensure that you have the technical capabilities to use it before you actually have to use it in an assessment.

Respondus Monitor, when paired with LockDown Browser, provides a fully online proctoring solution. Essentially, it is using LockDown Browser with the addition of a webcam and microphone that will record you during an online exam. During a quiz or exam, this is what will happen:

Respondus Monitor will:

- Record what happens during the exam (video and audio).
- Allow your instructor to review the video and audio of your actions during the exam after you submit your exam or quiz.

Learn more about Respondus Monitor by watching the video provided at the link below:



Watch an Intro Video at:

<https://youtu.be/XuX8WoeAycs?t=74>

Respondus Monitor Additional System Requirements

You will need to ensure that your device or computer meets the following system and memory requirements to take an exam or quiz that requires Respondus Monitor. **Since Respondus Monitor is used in combination with LockDown Browser, requirements for LockDown Browser must be met first. LockDown Browser must be installed and functioning correctly in order to use the Respondus Monitor application.**

Additional Requirements for Respondus Monitor:

- Web Camera (Internal or External)
- Microphone (Internal or External)
- Broadband Internet Connection

Practice Using Respondus Monitor

At the current time, Western Illinois University has purchased a site license for Respondus Monitor. If an instructor requires an exam to be taken using Respondus Monitor, students are not required to purchase their own subscription for Respondus Monitor. However, they are responsible for having an appropriate camera and microphone to complete their exams with. Your instructor should provide a practice exam in which you can test your system and learn what it is like to take a quiz or exam with Respondus Monitor turned on. If a practice exam is not required, please contact your instructor and ask if one can be created for you. There will also be a practice exam for Respondus Monitor in the Western Online Student Orientation.

Preparation Tips and Guidelines

- Ensure you are in a place where you will not be interrupted.
- Remain at your computer/device for the entire duration of the quiz or exam.
- Some instructors may require a student ID, ID number, or other form of identification. Ensure that you have that with you for your exam. **Contact your instructor with any questions about this requirement prior to the exam.**

Producing a Good Webcam Video

- Avoid wearing baseball caps or hats with brims.
- Ensure your computer or tablet is on a firm surface (a desk or table) — not on your lap, a bed, or other surface that might move.
- If using a built-in webcam, avoid tilting the screen after the webcam setup is complete.
- Take the exam in a well-lit room and avoid backlighting, such as sitting with your back to a window.

Steps to Completing an Exam While Using Respondus Monitor

Here are the typical steps that you will use to access and complete an exam or quiz that requires Respondus Monitor in Western Online:

1. After you have purchased your subscription to Respondus Monitor, log in to Western Online and enter the course where your exam or quiz is located.
2. Select **Assessments** from the navigation bar and then choose **Quizzes**.
3. Click on the Practice Quiz or Exam or Practice Quiz or Exam that requires the use of Respondus Monitor.
4. Since you have already downloaded and installed LockDown Browser, click the **Launch Lockdown Browser** button.
5. Follow the onscreen instructions for the **Webcam check**. This will confirm that your webcam and microphone are working properly.
6. The remaining steps of the Startup Sequence will depend on the settings chosen by your instructor. Follow the instructions and note your progress along the left side of the screen.
7. If you encounter a problem, select the **It's not working link** for troubleshooting tips
8. The quiz or exam will begin after the **Startup Sequence** is complete. You cannot exit LockDown Browser until the quiz is submitted for grading.

Respondus Monitor Preparation Checklist

- I have secured a device capable of running LockDown Browser.
- I have downloaded, installed, and tested LockDown Browser to ensure that it is working.
- I have been notified that my course is going to require Respondus Monitor, and I have purchased an annual subscription.
- I have secured a webcam and microphone for use during the exam.
- I have completed a practice exam to ensure that my system, webcam, and microphone meet all system requirements and that I experience no technical errors when testing.
- I have memorized how to get help with Respondus Monitor if trouble arises.
- I am aware and have all the necessary forms of identification I may need to prove my identity.
- I have read and understand the WIU policy on Academic Integrity.

Know WIU's Policy for Academic Integrity

Before you take your quiz or exam, read WIU's policy for academic integrity and ensure you carry out academic integrity throughout all of your work at Western Illinois University.

Visit <http://www.wiu.edu/policies/acintegrity.php> to review the policy.

Additional Training Resources

- **Respondus LockDown Browser and Monitor Student QuickStart Guide:**
<https://web.respondus.com/wp-content/uploads/2019/08/RLDB-Quick-Start-Guide-D2L-Student.pdf>
- **Enter a Support Request with Respondus:**
<https://support.respondus.com/hc/en-us/requests/new>