

Lockdown Browser Student FAQ Guide



Device Specific

I am using a MacOS computer

If you're using a Mac with Respondus LockDown Browser, you'll need to give the app permission to use your screen, camera, and microphone. To do this, open **System Settings** and go to **Privacy & Security**. Under **Screen & System Audio Recording**, turn on permissions for **LockDown Browser**, and then repeat this step under both the **Camera** and **Microphone** sections.

If LockDown Browser doesn't open, shows a blank screen, or crashes, it's often due to other programs running in the background, outdated software, or an incomplete installation. Restarting your computer, updating or reinstalling LockDown Browser, and checking that your macOS version is compatible usually fixes the problem.

I am using a Chromebook and Respondus Lockdown Browser is saying that my device is not compatible.

To install the new extension to a student-owned Chromebook, students will need to use the regular LockDown Browser installation link for your school (they will NOT be able to search for the app directly from the Chrome web store.) [The LockDown Browser installation link](#) will direct students to the Chrome web store, at which point they should select "Add to Chrome" to install the LockDown Browser Extension. Watch a [short video on how to install](#) LockDown Browser on your Chromebook.

When I log into Lockdown Browser I get a message that my webcam is not working.

Most of the time when this happens it means that the instructor of the course has not synced Lockdown Browser to the current courses. Please reach out to the instructor of the course and let them know of the issue you are having.

I am installing Lockdown Browser on a Mac and I am getting a message that says Lockdown Browser "...can't be installed because its digital signature is invalid".

Make sure that you are using at least macOS 10. This error indicates you are using an older version of macOS and you need to update.



Login/Authentication

When I put my Username and Password into Lockdown Browser it says “Authentication Failed”

Make sure to use the Username of your VCCS email, not the whole email to login to Lockdown Browser.

I set my fingerprint login on my Mac for my MFA and now Lockdown Browser will not let me in.

Lockdown Browser will block access to the fingerprint reader and you will need to register another device, such as a phone, to provide that MFA. Here is the NOVA IT help desk resource on [setting up your MFA on a mobile device](#).

I am attempting to login to Lockdown Browser but it is taking me to another institution besides Nova or VCCS.

Make sure you have downloaded the specific version of Lockdown Browser from the [VCCS download site](#). Each institution has its own version of Lockdown Browser that students must use to access their quizzes.



Setup and Download Issues

When I enter Respondus Lockdown Browser it kicks me out and says I have a virtual machine.

Disable any VM (Virtual Machine) software on the device. Sometimes Anti-virus software can cause this error message to pop up so I would also suggest shutting down any anti-virus software on the device to see if that is what is causing the issue.

Lockdown Browser is loading a blank page after going through all of the setup.

Try shutting down the computer and restarting it and see if that works. If that does not work then uninstall Lockdown Browser and reinstall it. You will want to [download](#) the latest version if you are reinstalling the software.

I am in a Dual Enrollment course and I have a computer from my school district. When I try to go into a quiz it is not working.

Please reach out to your school district's IT department, they will have to install the VCCS version of Lockdown Browser to your device. All school district IT departments have the correct link to do this.

I am trying to login to Lockdown Browser and it is saying that “I need to open the test in another browser.”

This means that the version of Lockdown Browser that you are using is not the correct version. You will want to [download](#) the latest version if you are reinstalling the software.

I am attempting to install Lockdown Browser on a Windows PC and I get a message that says “The app you’re trying to install isn’t a Microsoft-verified app”.

Click on “Change my app recommendation settings”. For the “Choose where to get apps” option, select “Anywhere” then attempt the install again.



Contact Instructor

I was instructed to download Lockdown Browser and then take a practice quiz to make sure it worked properly. When I try to launch the quiz however, I get a page that says INVALID_PROFILE, and that there is something wrong with the URL.

Most of the time when this happens it means that the instructor of the course has not synced Lockdown Browser to the current courses. Please reach out to the instructor of the course and let them know of the issue you are having.

I am trying to take my quiz on an iPad and I get a message that says “iPads have to be allowed by the instructor”.

Please reach out to the instructor of the course to let them know. Instructors have to allow iPads to be used on the exam.

I am trying to take my quiz that uses Lockdown Browser and I am getting the message “ the browser wasn't registering to the server it's unknown.”

Most of the time when this happens it means that the instructor of the course has not synced Lockdown Browser to the current courses. Please reach out to the instructor of the course and let them know of the issue you are having.

I am attempting to take a Lockdown Browser quiz after the due date and it is “grayed out” and not available.

Please reach out to your instructor and ask them to change the availability dates of the quiz.