

Using LockDown Browser and a Webcam for Online Exams

This course requires the use of LockDown Browser and a Webcam for this Online Exam. The webcam can be built into your computer or can be the type that plugs in with a USB cable. Watch this [short video](#) to get a basic understanding of LockDown Browser and the webcam feature. A student [Quick Start Guide](#) is also available.

1. Install LockDown Browser

Then download and install LockDown Browser from this link:

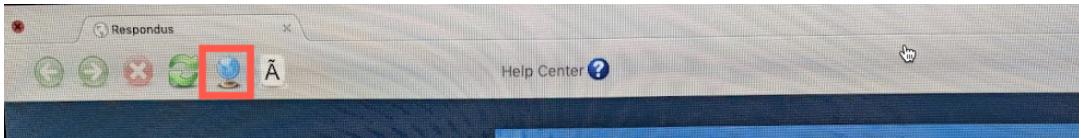
<https://www.respondus.com/lockdown/download.php?id=953641626>

Note: Lockdown Browser is also currently installed on the Gleeson Library laptop loaner computers as well as in the computers in the Gleeson Mac lab, room GL220. If you plan to use these computers, it is strongly recommended that you test the LockDown Browser software on the computer before taking their quiz.

2. Prepare For the Exam

To ensure LockDown Browser and the webcam are set up properly, do the following:

1. Open the LockDown Browser application you previously downloaded, enter your USF credentials.
2. In the Lockdown Browser tool first check to verify you are using the most current version by selecting the info button



3. Locate and select the **Help Center button** on the **LockDown Browser** toolbar. Run the **Webcam Check** and, if necessary, resolve any issues. Next, Run the **System & Network Check**



4. If a problem is indicated, see if a solution is provided in the Knowledge Base. Also, Click the **Help Center button** to Connect to **Live Help via the Green Get More Help button**. See section below for specific instructions. Exit the Help Center and exit Lockdown Browser.
5. Here is an overview guide with some things to check
<https://myusf.usfca.edu/sites/default/files/users/gncrum/Respondus-TestTakingTips-OneSheet.pdf>

3. Taking the Exam

Again, find the LockDown Browser Application on your Computer open it and navigate to your Canvas quiz. If your instructor is using **New Canvas** Quizzes, you open Canvas first, click on your Exam and Lockdown browser will open automatically. When you are ready, start your exam as usual.

When taking an online exam that requires LockDown Browser and a webcam, remember the following guidelines:

- Ensure you're in a location where you won't be interrupted

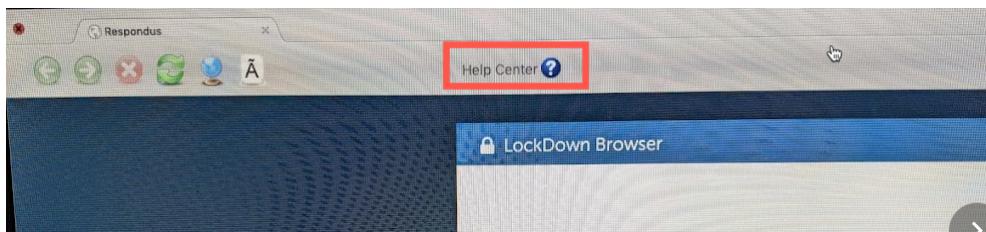
- Turn off all other devices (e.g. tablets, phones, second computers) and place them outside of your reach
- Clear your desk of all external materials not permitted — books, papers, other devices
- Before starting the test, know how much time is available for it, and that you've allotted sufficient time to complete it
- Remain at your computer for the duration of the test
- If the computer or networking environment is different than what was used previously with the Webcam Check and System & Network Check in LockDown Browser, run the checks again prior to starting the test
- To produce a good webcam video, do the following:
 - Avoid wearing baseball caps or hats with brims
 - Ensure your computer or tablet is on a firm surface (a desk or table). Do NOT have the computer on your lap, a bed or other surface where the device (or you) are likely to 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

Remember that LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted

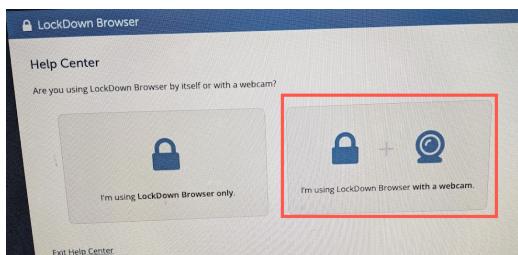
4. Getting Live Help During the Exam

The Chat Support is available through the Respondus **Help Center**. You can get to the **Help Center** by first opening up your Respondus Enabled Quiz (**New Quizzes**) in Canvas which will open up the Respondus Browser. In **Classic Quizzes**, you will need to first open the Respondus Browser from your computer and login to Canvas.

Once in the Browser, the Help Center icon will appear at the top of the page



Select the LockDown Browser with a webcam option.



On the Respondus Help Center screen, select the Need More Help button. You will be guided through a series of troubleshooting prompts. If none of the suggested troubleshooting tips solve your problems, you will be connected with a live agent via chat.

