



Respondus LockDown Browser: Student Quick Start Guide (Windows)

Respondus LockDown Browser™ is a custom browser that locks down the testing environment within Blackboard CE 8. The course Instructor can choose to set Respondus LockDown Browser as the only browser that can be used for a Blackboard Assessment (Quiz, Exam, etc.)

Operating System: Windows 7, Vista, XP, ME, 2000, 98. **Browser Requirements:** Windows Users: Internet Explorer 6 or higher must be configured to the minimum requirements for the Course Management System being used (it does NOT have to be the default browser on the computer). Internet Explorer must be able to pass the Course Management System's browser check.

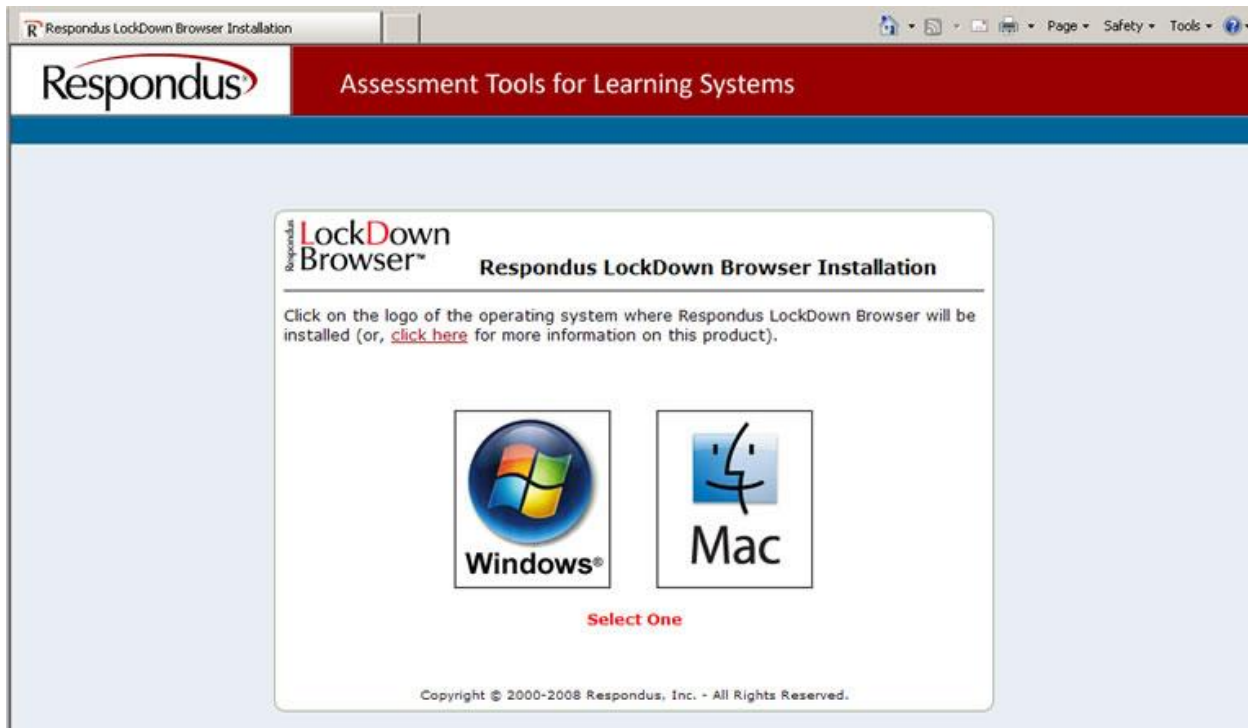
Installation of Respondus LockDown Browser on Windows

For Blackboard assessments that have been coded for use with the Respondus LockDown Browser, you will see the following screen when you open the assessment in Blackboard. You will see a statement in red stating that you must take this assessment in the Respondus LockDown Browser. This is followed by a link to begin the download of the program to your computer.

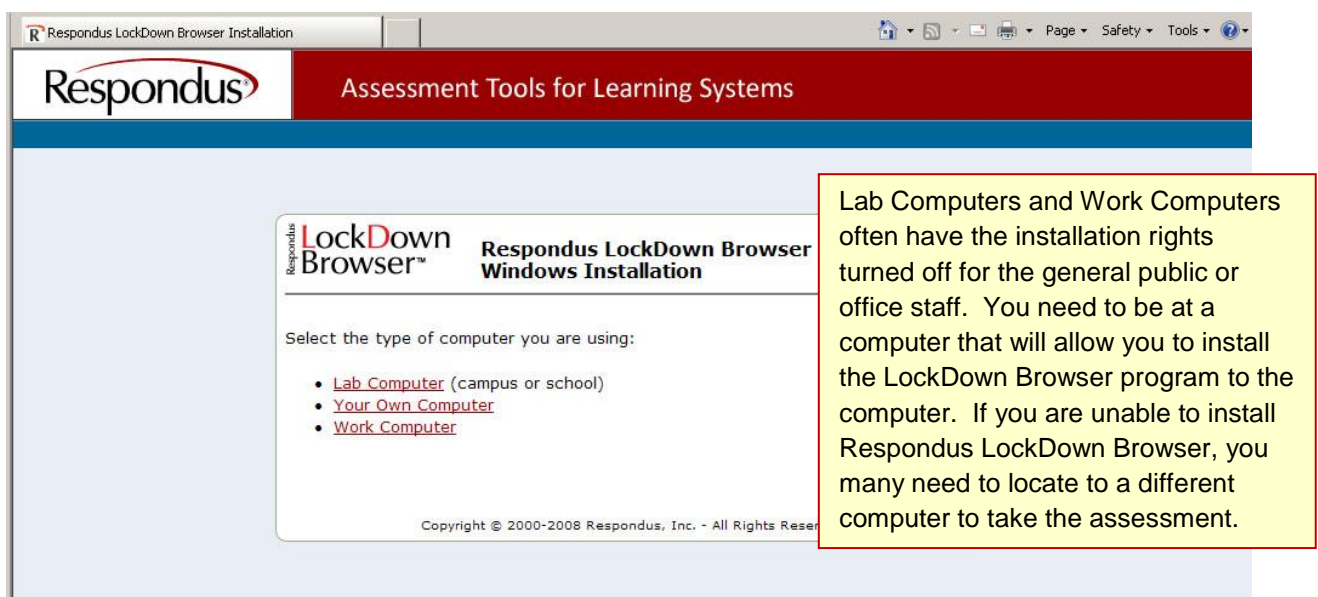
Step 1: Open your assessment in Blackboard. Click on the link for Download Information. This link opens the beginning Installation screen from Respondus LockDown Browser.

The screenshot shows the Blackboard interface for an assessment titled "Test LockDown Browser". On the left is a navigation menu with "Assessments" selected. The main content area shows a red message: "You must complete this assessment in the Respondus LockDown Browser. [Download Information](#)". A red arrow points to this link. Below the message are details: "Available starting: April 7, 2010 11:45 AM", "Available until: Unlimited", "Duration: 1 Hour(s)", "Note: your completion time is measured from when you click **Begin Assessment** to when you click **Finish**.", "Question delivery: All at once", "Note: questions can be answered in any order. You can revisit questions after you have answered them.", "Attempts allowed: Unlimited", "Attempts completed: 0", and "Grade: -/120". At the bottom are buttons for "Begin Assessment" and "Instructions and Troubleshooting".

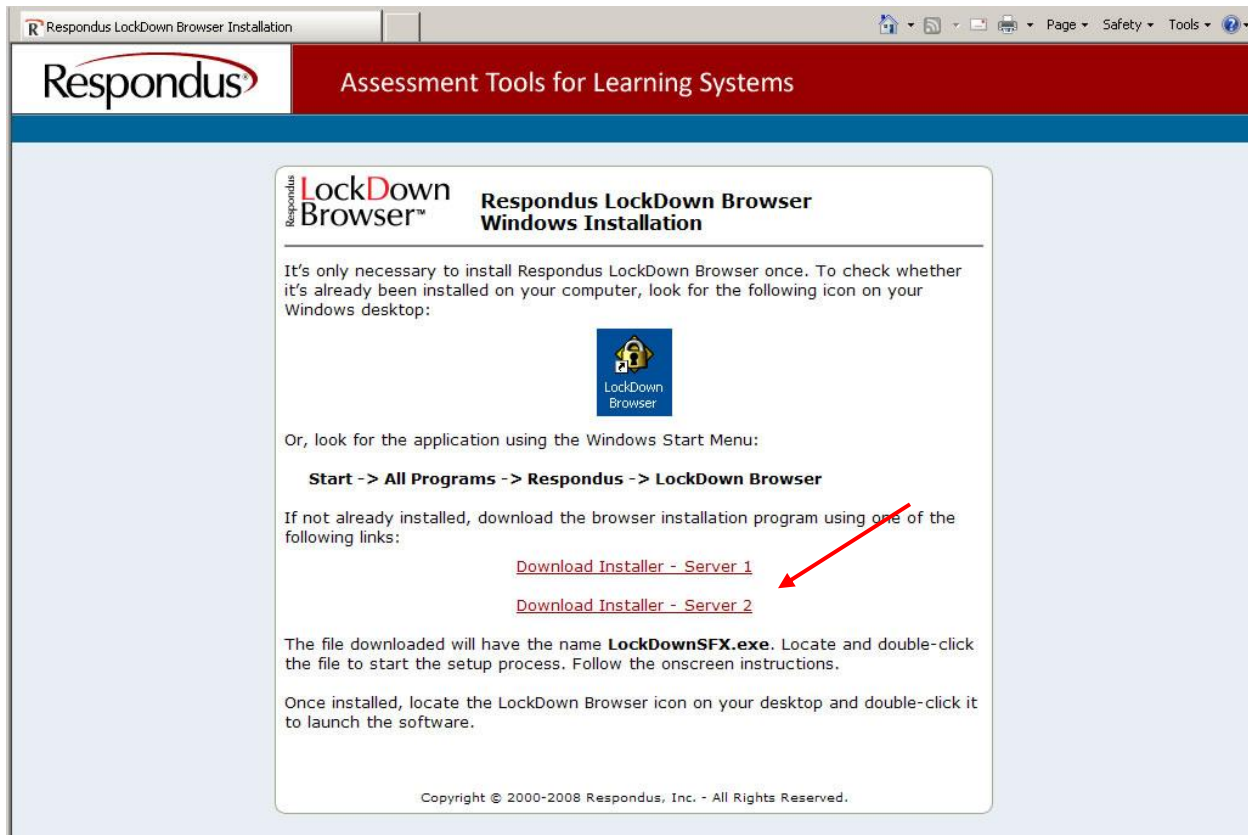
Step 2: Select the operating system being used on your computer – Windows or Mac.



Step 3: Select the appropriate location of the computer you will be using to take the assessment.



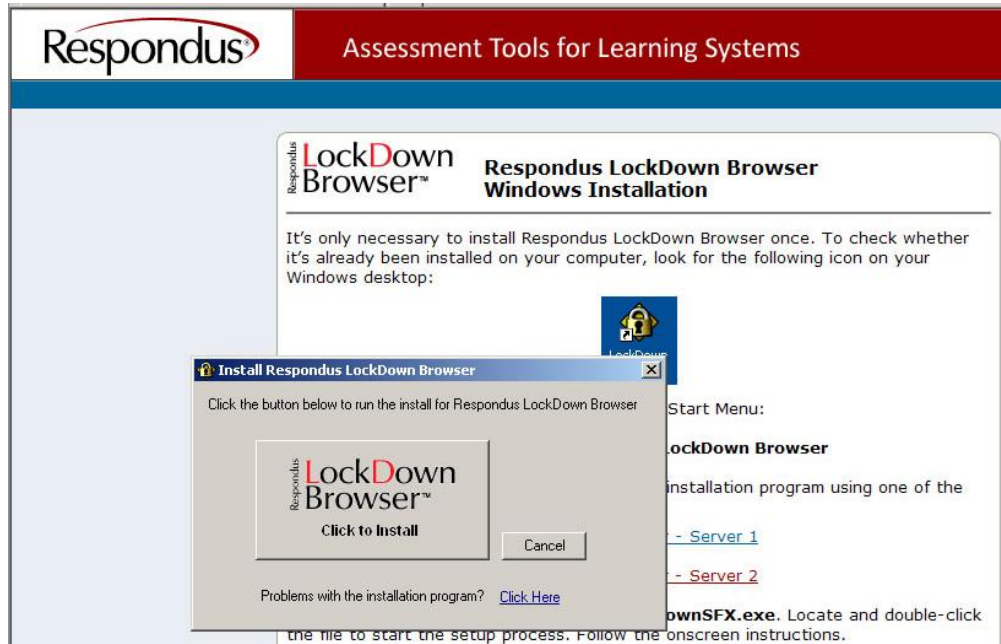
Step 4: Select either Server 1 or Server 2 options to begin download of the installation program.



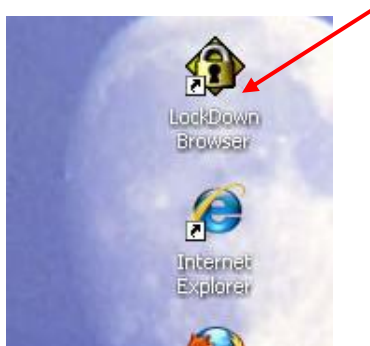
Step 5: Click the Run button on the File Download – Security Warning dialog box. Also, click Run to verify the publisher if asked.



Step 6: Click on the LockDown Browser installation button to begin installation. Once installation is complete, close the LockDown Browser installation program window.



Step 7: Close Blackboard. Then, on your desktop, you will see a new icon for Respondus LockDown Browser. Double-click on this icon to open Blackboard inside the LockDown Browser. You may be prompted to close some applications (i.e. Outlook) if they are currently open on your computer. Open your Blackboard course and navigate to the assessment. You will now be able to open the assessment while using LockDown Browser.



If you are unable to open the assessment, make sure that you are currently in the Respondus LockDown Browser.



Troubleshooting problems with Respondus LockDown Browser

Make sure you are using the latest version of LockDown Browser.

1. Open the LockDown Browser from the desktop.
2. Click the Information icon (i) at the top of the screen.
3. Click "Check for latest version."

LockDown Browser appears to freeze or stops responding before you begin the exam.

Cause: Some windows which open due to security restrictions may appear behind the LockDown Browser window for Blackboard. These pop-ups require the user to click through them before taking you to the next Blackboard assessment page. When this occurs, the LockDown Browser will appear to freeze at a blank page waiting for you to click the security pop-up. But because LockDown Browser will not let you move or resize a window, you cannot access the pop-up, resulting in an effective freeze of the browser.

Solution: Since you are not yet in the exam for the course, you can still close the LockDown Browser. Closing the LockDown Browser will allow you to respond OK to the security pop-up. Re-opening the LockDown Browser after selecting OK on the security pop-up will allow you to proceed to the exam without problem. This works only if you re-launch the LockDown Browser immediately after you close the pop-up window. If you go to another website, restart your computer, or make any changes to your computer, you may encounter the problem again after restarting the LockDown Browser.