

# Respondus LockDown Browser: Student Quick Start Guide (Windows)

Respondus LockDown Browser<sup>™</sup> 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.







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

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Respondus	Assessment Tools for Learning Systems
	Browser* Respondus LockDown Browser Installation
	Click on the logo of the operating system where Respondus LockDown Browser will be installed (or, <u>click here</u> for more information on this product).
	Windows <sup>®</sup> Mac
	Select One
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Step 3: Select the appropriate location of the computer you will be using to take the assessment.

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Respondus	Assessment Tools for Learning Systems	
	Browser™ Respondus LockDown Browser Windows Installation	Lab Computers and Work Computers often have the installation rights turned off for the general public or office staff. You need to be at a computer that will allow you to install
	Lab Computer (campus or school)     Your Own Computer     Work Computer     Convict © 2000-2008 Respondus, Inc All Rights Reser	the LockDown Browser program to the computer. If you are unable to install Respondus LockDown Browser, you many need to locate to a different computer to take the assessment.





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

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Respondus	Assessmen	nt Tools for Learning Systems	
	The set of the second set of	Respondus LockDown Browser Windows Installation	
	it's already been instal Windows desktop:	led on your computer, look for the following icon of LockDown Browser	n your
	Or, look for the applica	ation using the Windows Start Menu: ams -> Respondus -> LockDown Browser	
	If not already installed following links:	, download the browser installation program using           Download Installer - Server 1	of the
	The file downloaded w the file to start the se	Download Installer - Server 2 ill have the name LockDownSFX.exe. Locate and tup process. Follow the onscreen instructions.	double-click
	Once installed, locate to launch the software	the LockDown Browser icon on your desktop and d a.	ouble-click it
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Step 5: Click the Run button on the File Download – Security Warning dialog box. Also, click Run to verify the publisher if asked.

Gettir	Do you want to run or save this file?	
LockE	Name: LockDownSFX.exe Type: Application	
Down Trans	From: www.respondus7.com	Internet Explorer - Security Warning
	While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, run or save this software. What's the risk?	Name: LockDownSFX.exe Publisher: Unknown Publisher
		Run Don't Run
to		





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

CkDown OWSer™ Respond Windows	us LockDown Browser Installation
ly necessary to install Respon	
ady been installed on your co ws desktop: s LockDown Browser	dus LockDown Browser once. To check whether omputer, look for the following icon on your
to run the install for Respondus LockDowr	n Browser Start Menu:
10	ockDown Browser
ckDown owser™	installation program using one of the
ck to Install Cancel	- Server 1
) the installation program? <u>Click Here</u>	- Server 2
	s LockDown Browser to run the install for Respondus LockDow CKDOWN OWSET <sup>TW</sup> ick to Install the installation program? <u>Click Here</u> to to start the setup process.

Step 7: Close Blackboard. Then, on your desktop, you will see a new icon for Respondus LockDown Brower. 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.