

Using Respondus LockDown Browser (Windows/Mac)

Before Getting Started

To ensure you are ready to use Respondus LockDown Browser, you must meet the following requirements before you begin:

1. LockDown Browser app installed and local admin account required
 - a. You should already have the Respondus LockDown Browser installed before going any further.
 - b. A local admin account is required to run the program. Most likely it will be the same account you used for the installation process.
2. Webcam and microphone required
 - a. As part of the monitoring, a webcam and microphone are required.
 - b. These will be tested during the initial check before you begin the test/quiz.
 - c. You may use a built-in webcam/microphone if your computer has that already, or you may connect a webcam and microphone to your computer to use.
3. Photo ID required
 - a. As part of the ID verification, you will need to take a picture of your photo ID.
 - b. You may use your Wilmington University student ID, driver s license, or other legal form of photo ID.

Open Respondus LockDown Browser

1. Open the LockDown Browser app by double-clicking the desktop icon.

*If you don t see a desktop icon, you can search for it with the search bar (Windows) or Spotlight (Mac).

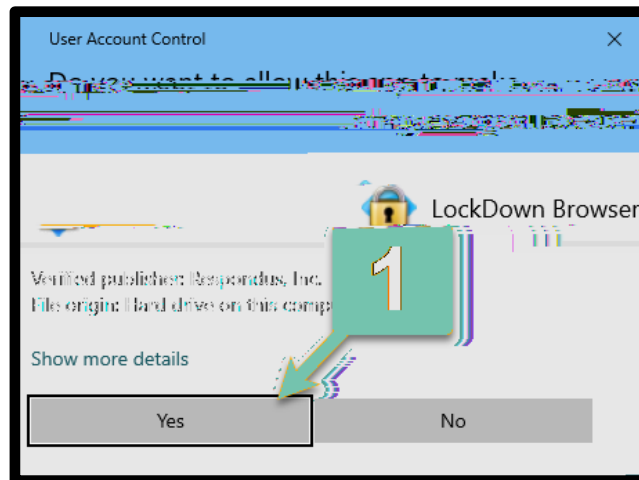


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Admin Approval to Run the App

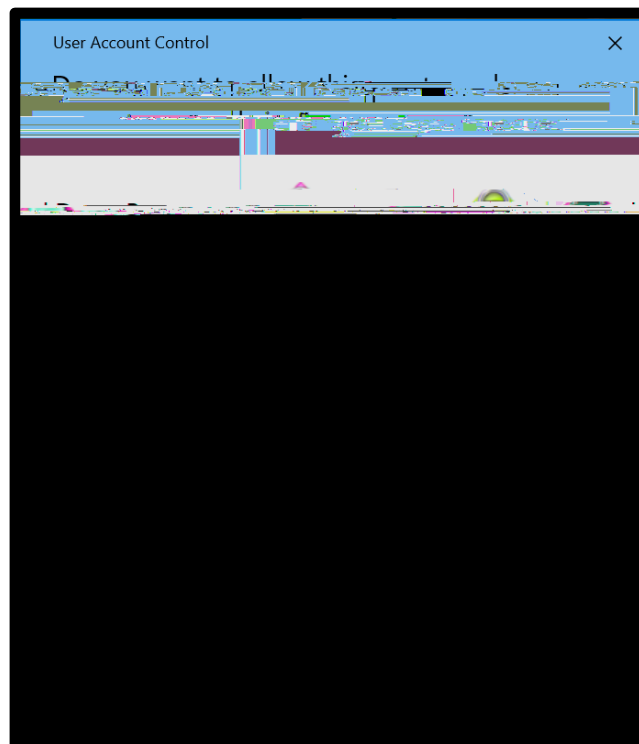
Option 1 (Signed in as a local admin):

1. Click **Yes** to approve running the app.



Option 2 (Not signed in as a local admin):

1. Enter the user name of the local admin.
2. Enter the password of the local admin.
3. Click **Yes** to approve running the app.



Close Unapproved Processes/Applications

When you first open Respondus LockDown Browser, it will provide pop-up alerts for each of the processes/applications that must be closed. These must be closed to continue as they are not permitted to run while using LockDown Browser.

1. For most alerts, you will just need to click Close Process.

2. In some cases, you will get a warning to exit LockDown Browser so you can safely close the program yourself. For this example, we are going to click Exit LockDown Browser so we can close Outlook ourselves.

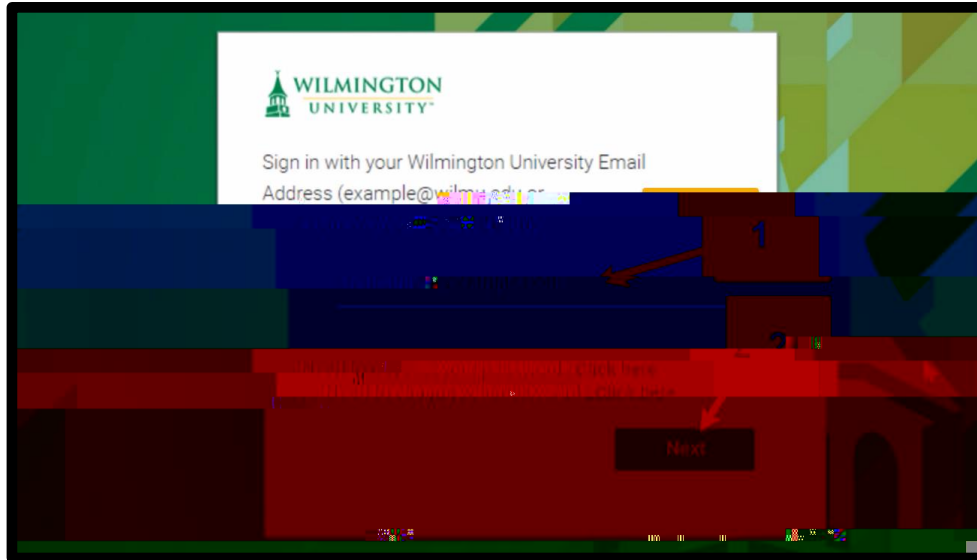
- a. Check to see if there is anything you need to save in Outlook before closing it.

- b. Right-click

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Sign In

1. Enter your WilmU email address.
2. Click Next.



3. Enter your WilmU account password.
4. Click Sign In.



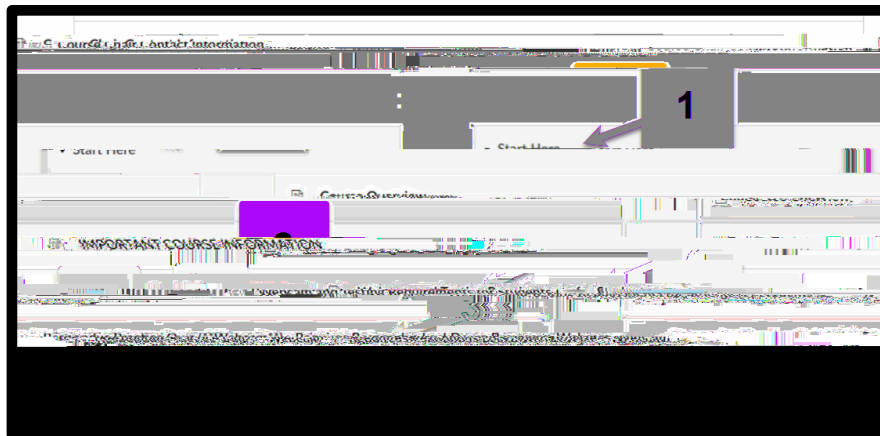
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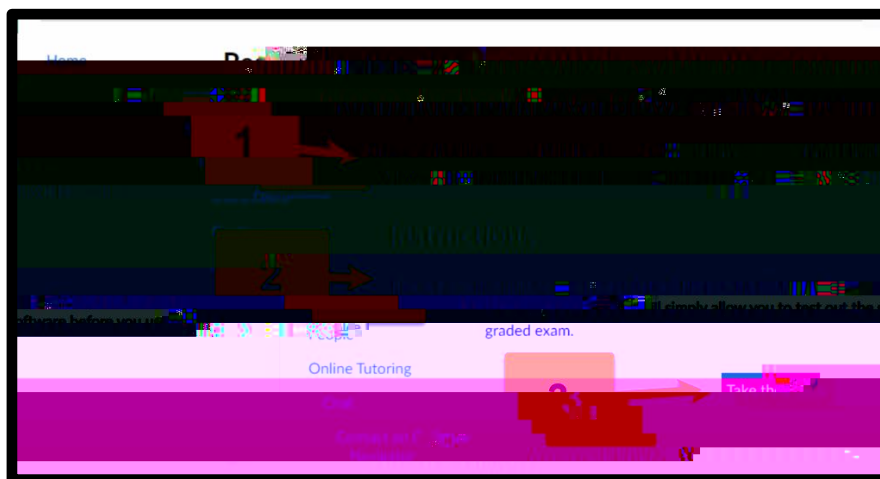
Start Here Module

1. Scroll down to the Start Here module.
2. If you haven't already, you can click Webcam and Testing Requirements for Students to review additional information.
3. Click [Quiz \(Webcam\)](#) Requires Respondus LockDown Browser + Webcam.
 - a. The practice quiz is good for all students to take to make sure LockDown Browser works on your device and to see what the testing experience will be like in LockDown Browser.



Quiz Settings and Instructions

1. Be sure to review the quiz settings for any quiz/test, especially the time limit and number of attempts allowed.
2. Read the instructions. There may be special guidelines you need to follow while completing the quiz/test.
3. When you are ready, click [Take the Quiz](#).



Terms of Use

1. Read the Terms of Use.
2. When finished, click Agree.

Webcam Check

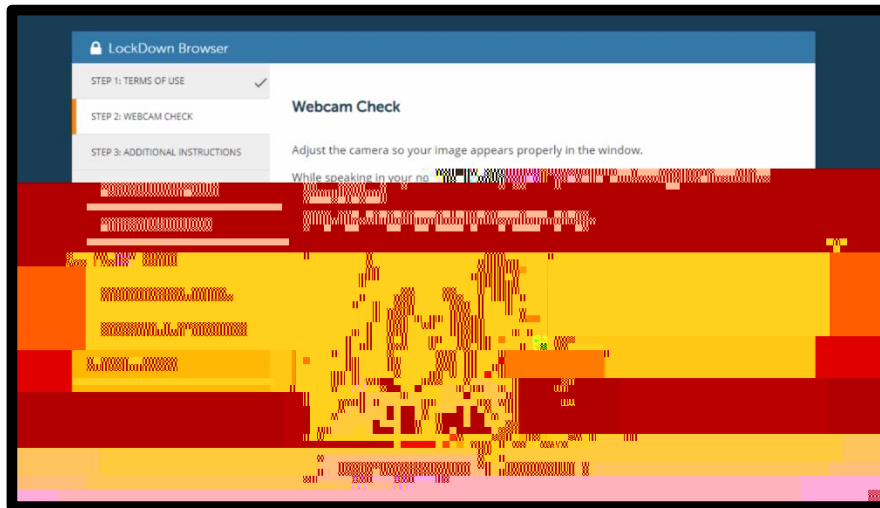
1. You want to make sure you see a preview of your webcam.
 - a. If you have multiple webcams connected, you may need to click Change my webcam.
2. Once you see yourself in the webcam preview, click Yes.

*If you still don't see your webcam preview, try closing Respondus LockDown Browser and make sure your webcam is fully connected. You may want to test it in another application and/or try restarting your computer.

Webcam Recording Check

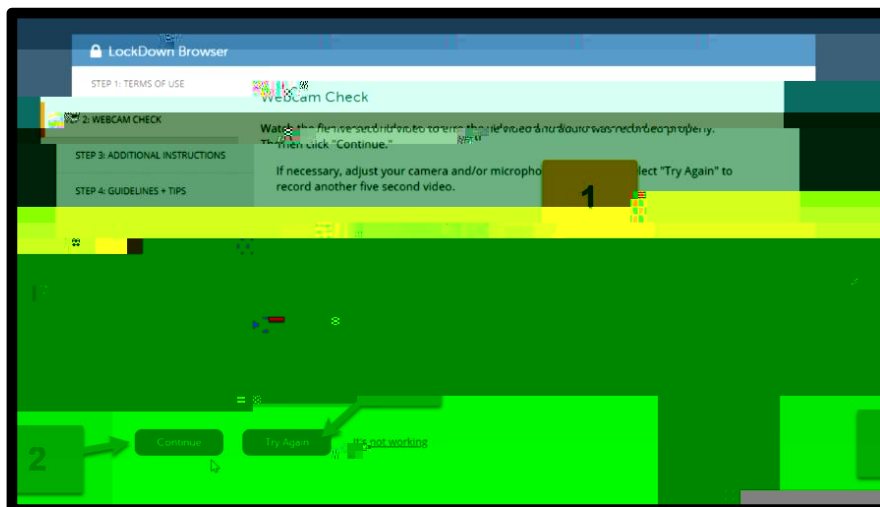
You are now going to test your video and audio by recording your webcam. During the recording you will need to be speaking. You could say the alphabet, count, or talk about something else.

1. When you are ready, click **Record Five Second Video**.



Webcam Recording Review

1. Watch and listen to the recording.
 - a. If you can't see or hear yourself, click **Try Again** to start over.
2. When you can see the video and hear audio, click **Continue**.



*If you are still experiencing issues with your audio, you should exit Respondus LockDown Browser. Check to make sure your microphone is fully plugged in and enabled. Try testing your microphone with another application and/or try restarting your computer.

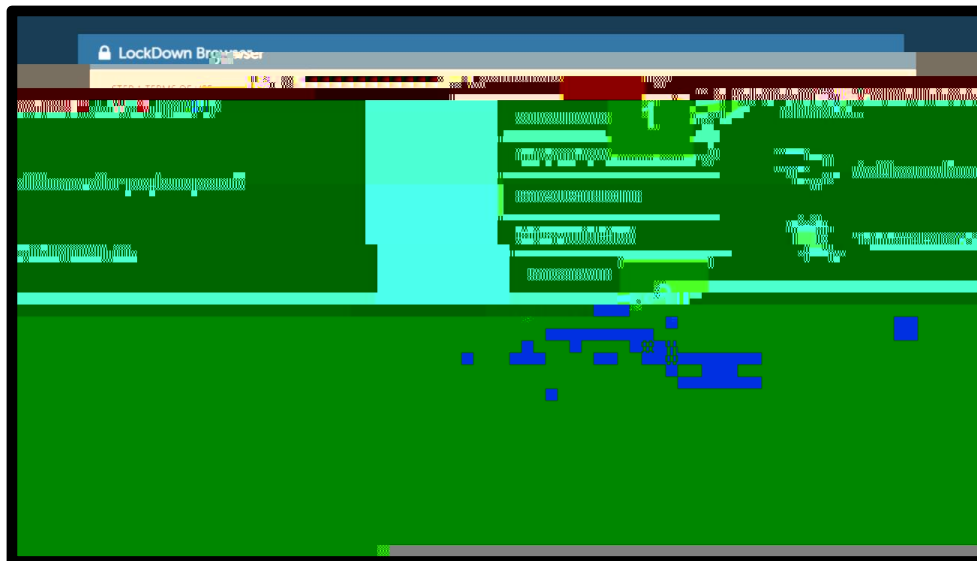
Additional Instructions

1. Read the additional instructions that may be included at this point.
2. Click Continue when you are finished.



Tip 1

1. Select a quiet location where you won't be interrupted or distracted.
2. Click Next.



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Tip 2

1. Make sure your internet connection is consistent and strong.
 - a. Use a wired internet connection, if possible.
 - b. If you are on a shared network, ask others not to stream videos or play video games online while you are taking the quiz/test.
2. Click Next.



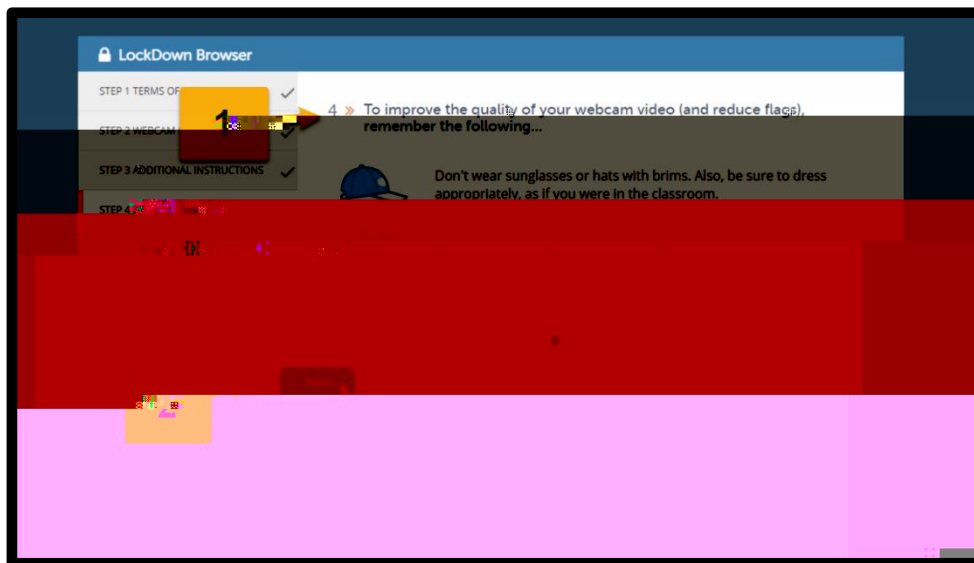
Tip 3

1. Place your computer or device on a flat, hard surface such as a table or desk, and sit in a chair during the exam.
2. Click Next.



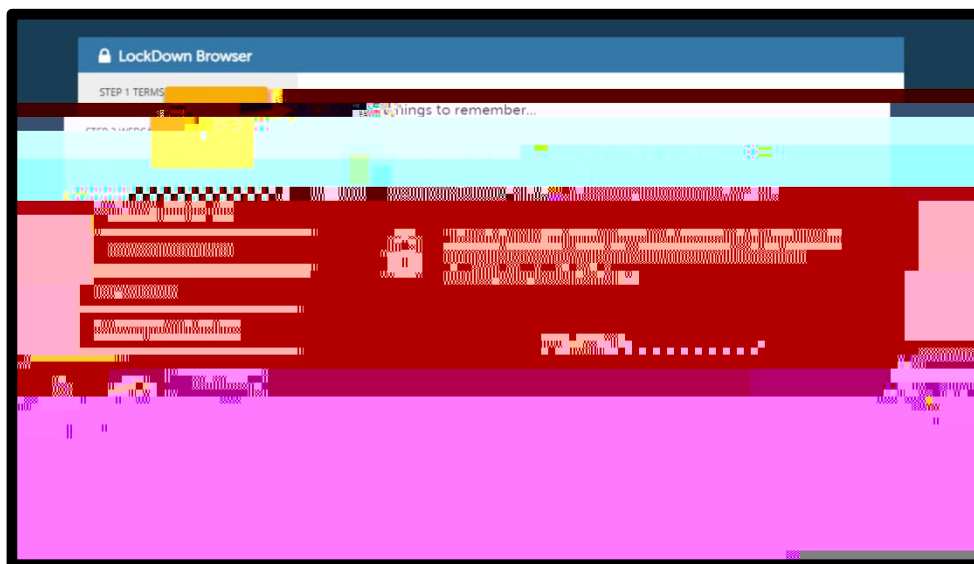
Tip 4

1. To improve the quality of your webcam video (and reduce flags), avoid wearing anything that may cover your face (sunglasses or hats with brims) and make sure you are in a well-lit area.
2. Click Next.



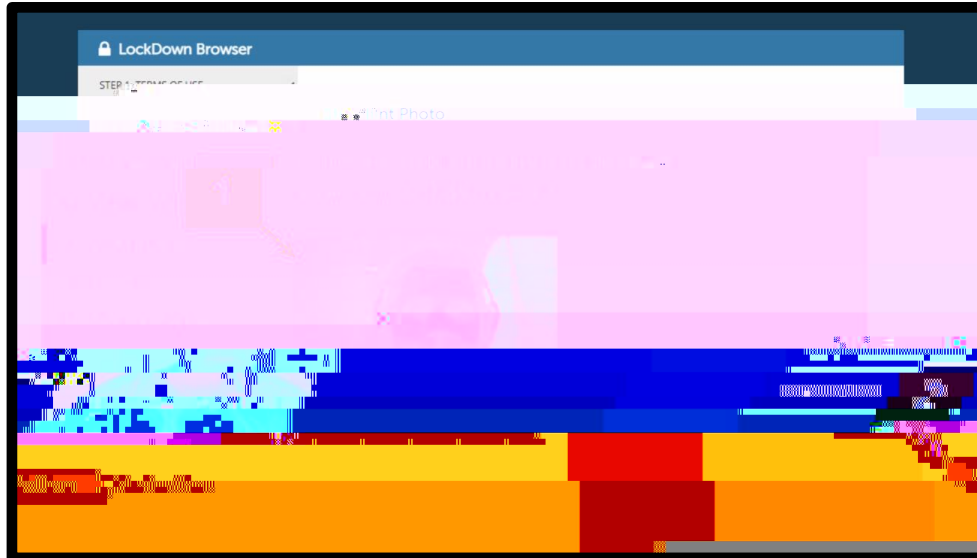
Tip 5

1. Other things to remember:
 - a. Keep unauthorized items away from you during the quiz/test, like your phone.
 - b. You won't be able to access other websites or applications during the quiz/test.
2. Click Continue.



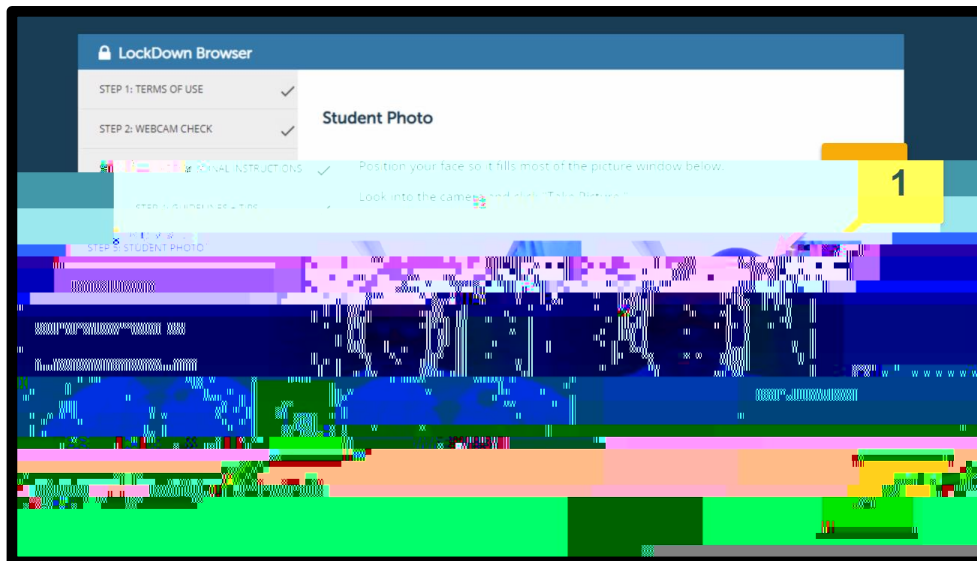
Student Photo

1. Position your face close to the webcam so it fills the majority of the screen and is clearly visible.
2. Click Take Picture.



Review Student Photo

1. Make sure your face is clearly visible in the picture.
 - a. If you need to take another picture, click Try Again.
2. When you have a good picture, click Continue.

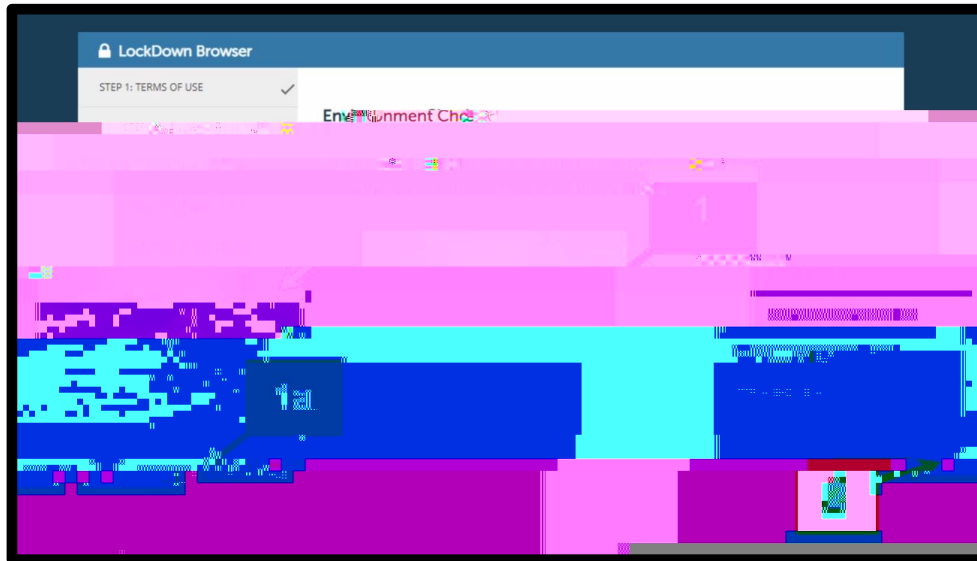


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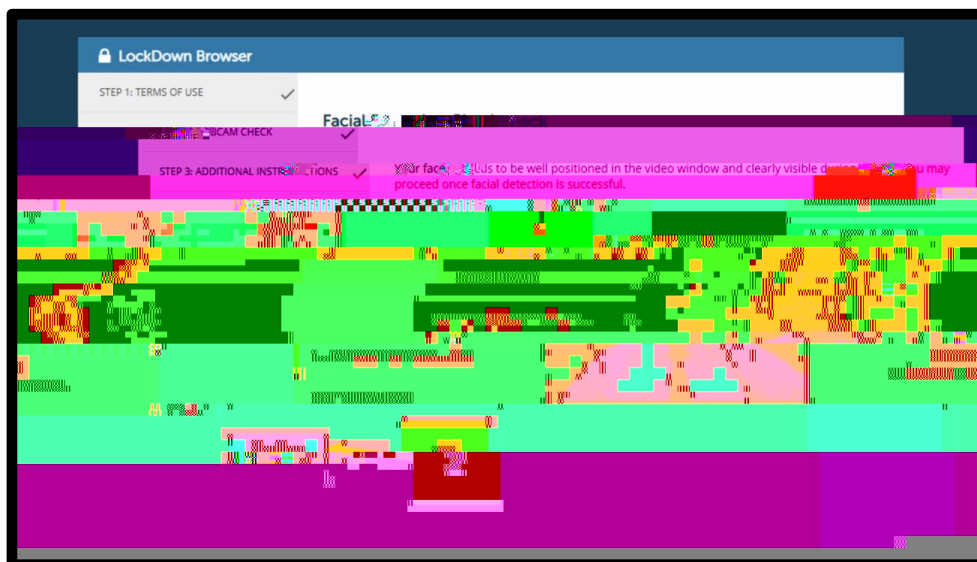
Review Environment Recording

1. Watch the recording of your testing environment.
 - a. If you need to start over, click Try Again.
2. When you have a clear recording of your testing area and instructor approved materials (if applicable), click Continue.



Facial Detection Check

1. Adjust the webcam and lighting as needed until you get a green thumbs up for success.
 - a. You should position yourself the way you plan to be seated during the quiz/test.
2. Click Continue.



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Begin Exam

1. Notice the Recording icon in the upper-right.
 - a. This will remain active until you complete your quiz/test.
2. When you are ready, click Begin Exam.

Question 1

Using



Submit Quiz

1. When you have answered all the questions, you can click the green Submit Quiz button.
 - a. If this is a graded exam and you still have time left in your exam, you are encouraged to review any questions you still have access to before you submit.

Feedback to Respondus

1. Now that you have completed the exam, you will notice the recording icon is gone, indicating the recording has stopped.
2. Select the option that best describes your experience during the exam.
3. Provide any additional comments about your experience in the text area.
 - a. These are comments that are only seen by Respondus staff. Your instructor will not see these comments.

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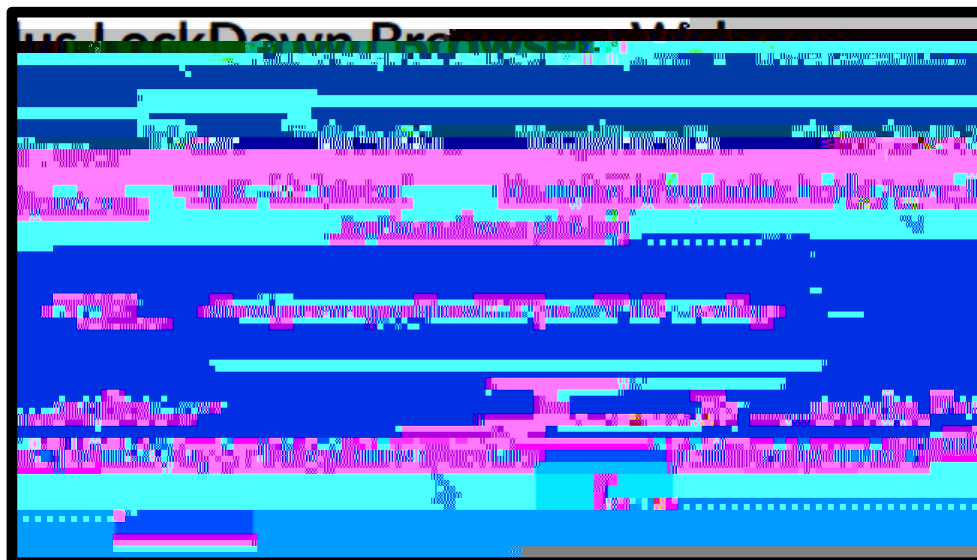
Review Results

1. Review the details of your most recent attempt on the right-hand side.
 - a. If there were any short answer questions, your instructor will need to grade those before you see your final score.
 - b. If you have more attempts remaining, you will need to exit LockDown Browser and open it again before you can take another attempt.
2. When you are finished, click the X in the upper-right to exit LockDown Browser.



Exit LockDown Browser

1. Click Yes to confirm you want to exit.



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Additional Technical Support

If you are having difficulty with using Respondus LockDown Browser, you can contact the Wilmington University IT Help Desk. Contact information and support hours are available at wilmu.edu/techres

1. It is recommended that you call 1-877-708-2905 or use the live chat.
2. Be sure to contact during the support hours.

*Make sure you have a local admin account in order for them to be able to provide you with support.

