

Instructions to Students for Installing Respondus Monitor/LockDown Browser on Personal Computers/Laptops/Chromebooks

The following instructions are arranged in logical order of implementation. Some steps must only be followed once. Those steps that apply to actually starting an exam and completing it must be repeated for each of the exams in the course.

The mode of delivery for this course is **Brightspace D2L**. You must have at your disposal the following equipment and services:

1. A reliable Internet connection
2. A PC computer, laptop, or iPad [other tablets or smartphones **will not work**]. Special instructions are included for the iPad.
3. A webcam and microphone. [Most laptops have this technology built-in and most external webcams have a built-in microphone]

If you are unable to obtain any one of these items, then you may access the course exams at a New River campus Student Success Center. Call or visit the Center of your choice and schedule use of their equipment. If this is your choice, then you will not be required to install LockDown browser, since all New River computers are set up with this program.

A short introductory video is found at this link: **["Ctrl + Click" to follow the link]**
<https://web.respondus.com/lockdownbrowser-student-video/>

INSTALL RESPONDUS MONITOR/LOCKDOWN BROWSER [Within Brightspace D2L]

1. **THIS IS THE PREFERRED METHOD--TRY THIS METHOD FIRST:**
2. Enter your course in **Brightspace D2L**
3. Navigate to the Quiz/Exam page. Your instructor may have prepared a Practice Quiz for you to test your equipment prior to starting a graded exam.
4. Scroll down to the bottom of the page. It may appear like this screen shot:

Instructions

Before you submit the quiz, you will have the opportunity to return to questions that you may have missed or have not yet answered. You can submit your quiz responses at any time.

Click "Start Quiz" to begin Attempt 1.

Quiz Requirements

You must use the Respondus LockDown Browser to take this quiz.

[Download and install the latest version of LockDown Browser](#)

Launch LockDown Browser

5. If you have not recently installed and used LockDown Browser, then click “Download and install the latest version of LockDown Browser” and follow the installation instructions.

[ALTERNATE] INSTALL RESPONDUS MONITOR/LOCKDOWN BROWSER

1. **IF THE PREFERRED METHOD DOES NOT WORK CLICK (OR CTRL-CLICK) ON THE FOLLOWING LINK. IT WILL PROVIDE CUSTOMIZED INSTALLATION INSTRUCTIONS FOR EACH OF THE COMMON COMPUTER PLATFORMS**

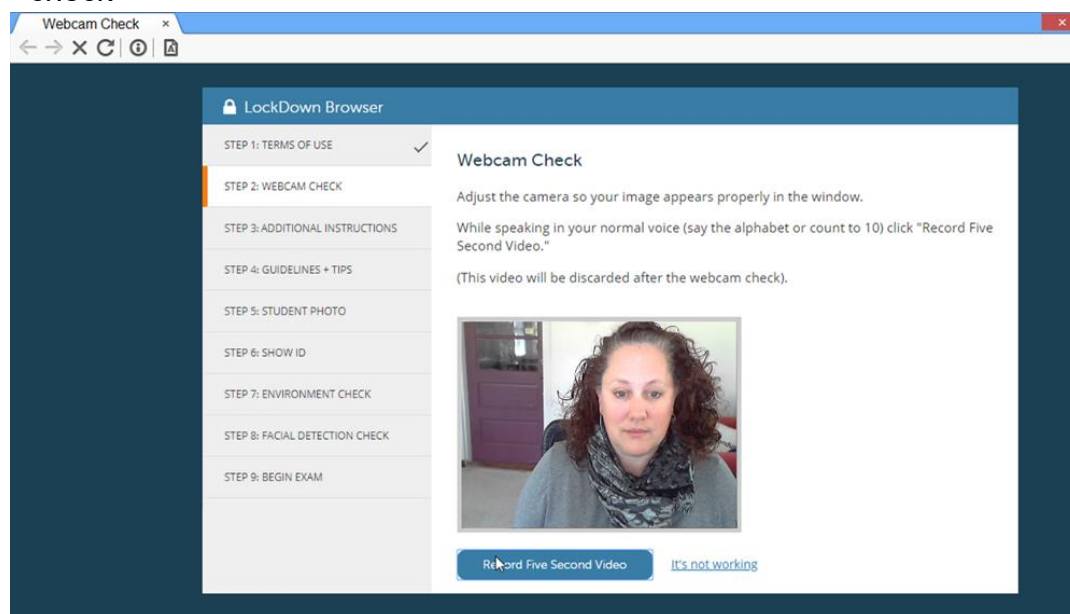
<https://support.respondus.com/hc/en-us/articles/4409607231003-How-do-I-install-LockDown-Browser>

2. When you are prompted to download the LockDown Browser installer, click (or ctrl-click) on the following link:

<https://www.respondus.com/lockdown/download.php?id=636437504>

3. Then follow the specific instructions for installing the program on your specific system.
4. **IF YOU ARE USING A NEW RIVER COMPUTER GO TO “SECURITY CHECK,” BELOW.**

5. If you are using a webcam that is not part of your desktop or laptop (external webcam) you have to select it by going through the following steps.
 - a. When you are setting up the software (the installation procedure will take you through the steps)
 - b. Select webcam check
 - c. Click on webcam
 - d. Scroll down the list and click on your webcam (for example, Logitech)
 - e. Click "close"
 - f. Click on the TV screen with a little eyeball sign in it (maybe second from the left)
 - g. Click "close"
 - h. You should see yourself on the computer monitor and then proceed to the security check



6. FOR A COMPLETE DESCRIPTION, READ THE INSTRUCTIONS AT THE FOLLOWING LINK. The instructions provided in this link will walk you through the whole process of the set-up and also how to access the test via the browser.

<https://news.respondus.com/2015/03/05/using-lockdown-browser-with-a-webcam-the-student-experience/>

SECURITY CHECK

If your exam requires the use of a webcam (i.e., at home; sometimes referred to as Respondus Monitor), you'll be guided through a set of screens prior to the start of the exam.

The first screen is a webcam check, where you can make sure the webcam is working properly. Additional steps will be required, including showing your identification and recording a brief video of your examination room.

NB: To avoid potential security problems:

1. **Exclude everyone** but yourself from the exam room, especially small children, and pets.
2. Pay attention to your face:
 - a. **DO NOT backlight your face**; don't sit in front of a window or a bright light
 - b. Check your camera; confirm that your whole head is in the field of view

PRACTICE TEST

1. Your instructor may have created a Practice Test. Start this test before attempting any graded exams.
2. The purpose of the practice test is to confirm that your system is set up and working properly, and that you are familiar with the procedure. If you have any problems during this process, it is better to identify and fix before you begin a graded exam.
3. If present, you should access the practice test immediately and complete it before proceeding with any other course activities.
4. You will need to repeat this procedure **ONLY** if you have experienced technical problems and need to confirm corrective measures.

TAKE AN EXAM (These steps are repeated each time you take one of the scheduled exams.)

1. When ready to take an Exam, navigate to your course in Brightspace and find the course module that contains the next scheduled Exam.
2. Open the folder that contains the exam and scroll to the bottom of the page.
3. Click on "Launch Lockdown Browser"
4. You **may be required** by the program to authorize closure of other programs, if they are running concurrently with the LockDown Browser
5. You may also have to go through the webcam set up selection if you are using an external webcam.
6. Perform the security check
7. If your instructor has activated a password, you will be prompted to enter it to gain access to the exam. Otherwise, you may continue to take the exam.

NB: You will be recorded as you take the test, and the instructor will review the exam results and video for anomalies. **Dress appropriately** for a classroom setting—**NO** pajamas, **NO** underwear. **DO NOT** attempt to take an exam in bed or from a prone position.

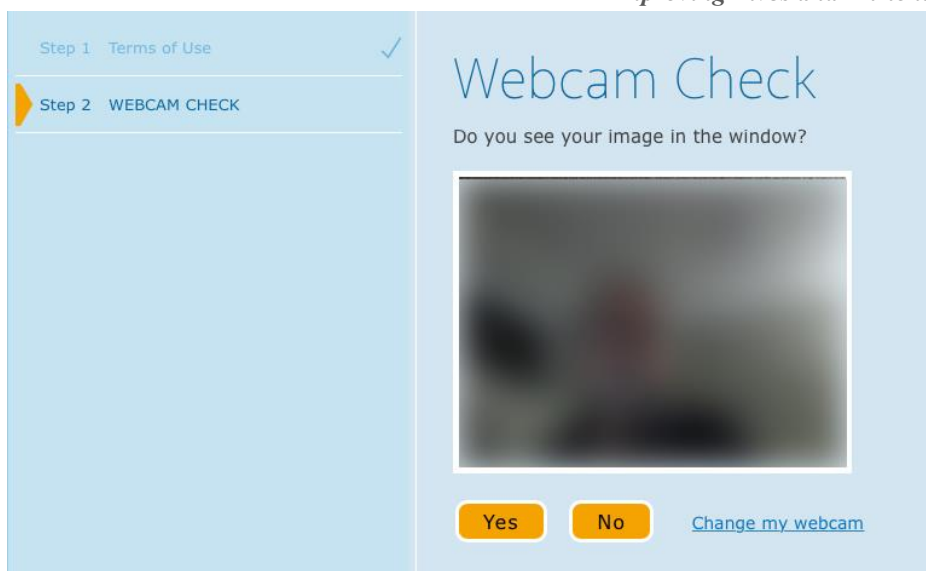
Make sure you are ready to take the exam. When you begin, the exam must be completed in one sitting. You cannot leave and return to it later. The clock starts and keeps running, timing the test. However, if you experience technical problems, such as a power outage or broken Internet connection, you may contact the instructor via text message or email to request that the exam be reset. **Be aware that a reset deletes all answers from the previous session.**

APPENDIX

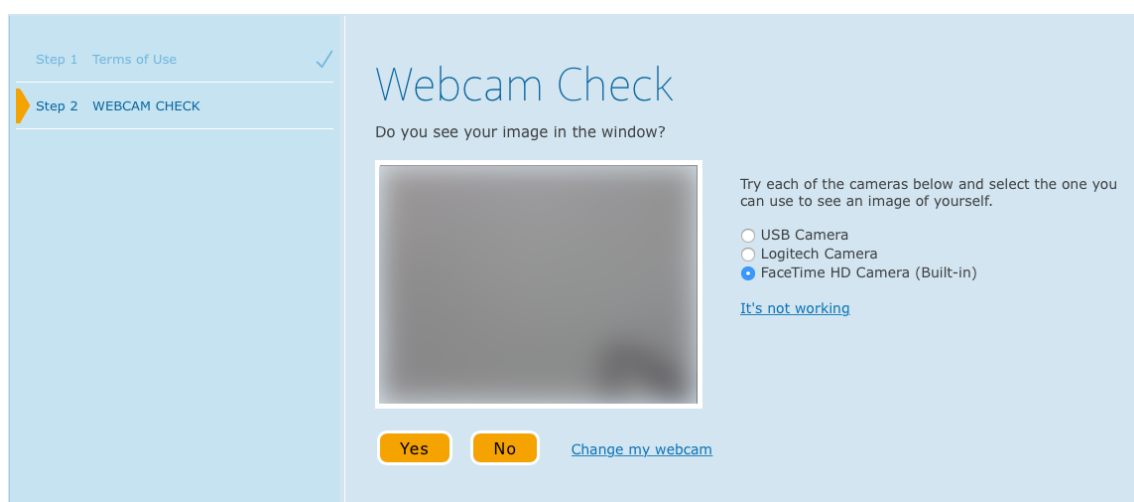
General Webcam Problems?

When there are warnings of not being able to detect the webcam or there are problems configuring the webcam settings, follow these additional steps:

1. Reboot your computer. Once restarted, close all applications that might use a video camera or webcam.
2. Close any utilities running in the background such as Dropbox, Skype, Instant Messaging clients, Facebook, BitTorrent, Spotify, and MegaBackup.
 - a. You may update LockDown Browser by:
 - i. Clicking "**Download and install the latest version of Lockdown Browser**" on the page that starts the exam, OR
 - ii. Using the alternate install method, downloading and running the full installation program again.
3. Open LockDown Browser from the Exam page, click on the "Help Center" icon in the toolbar.
4. Run the system check and ensure your camera is detected.
5. Run the webcam check and ensure your camera's image is shown. If necessary, you can change the camera during the webcam check via the "change my webcam" link. Be sure to actually select the physical internal or external camera. Never select anything labeled "splitter" or "filter."
 - a. If you have an external USB webcam that you desire to use, rather than the built-in webcam on your computer, you can change the camera during the webcam check via the "change my webcam" link. You can also use this feature if your computer has front/rear facing cameras.



- b. Clicking on that link will produce a list of the cameras that we have detected are connected to your computer.



6. If the image is detected during the Help Center webcam check, it should also be detected during the pre-exam webcam check.
7. If the camera is still not detected in the webcam check, try updating Flash. The best way to do this is to download LockDown Browser again and reinstall it. You can obtain the download link from your institution's help desk, or by opening a ticket with Respondus Support.
8. Sometimes, anti-virus software can interfere with the camera's working properly. Temporarily disabling the AV (Audio-Visual) software may help to determine if it's playing a role. Be sure to re-enable your AV software once you finish this troubleshooting step.
9. Confirm that the camera's driver is up to date.

Mac Webcam Not Detected

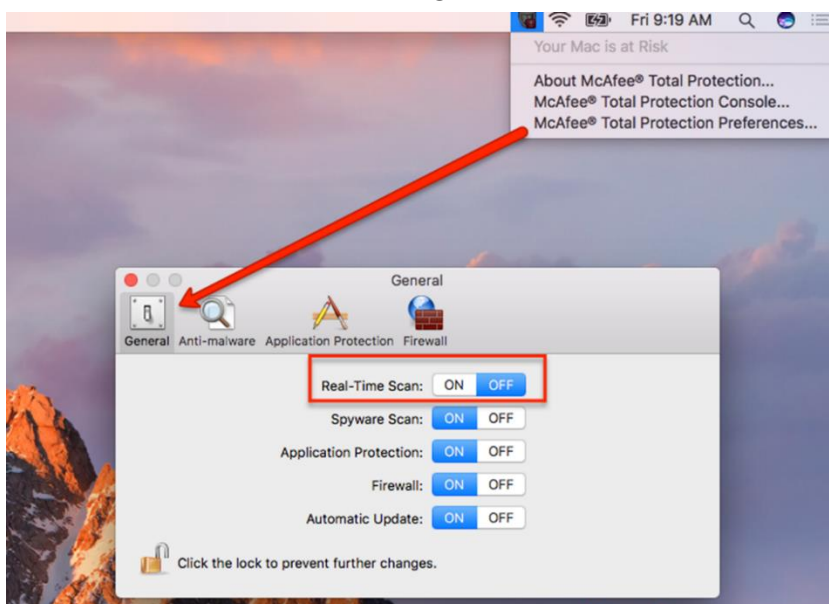
If your **Mac webcam** is not detected at some point during the pre-exam webcam check, and you see the message below, it is likely caused by 3rd party anti-virus software that is installed on your computer. It's also possible that you aren't seeing the message below but rather are experience a freeze/hang on one of the steps. This, too, may be caused by anti-virus software.



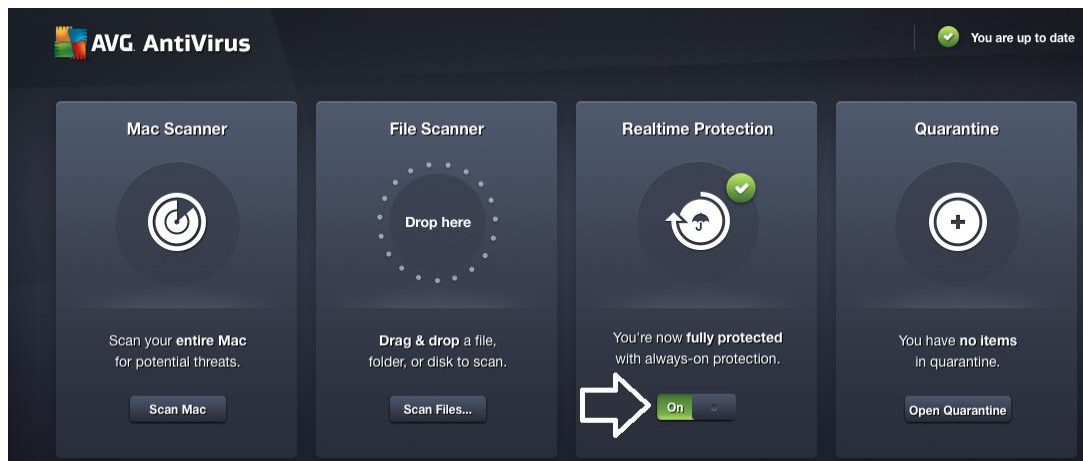
We're unable to detect a webcam with your computer. If using an external webcam, plug it in now and select "Try Again."

[Try Again](#) [It's not working](#)

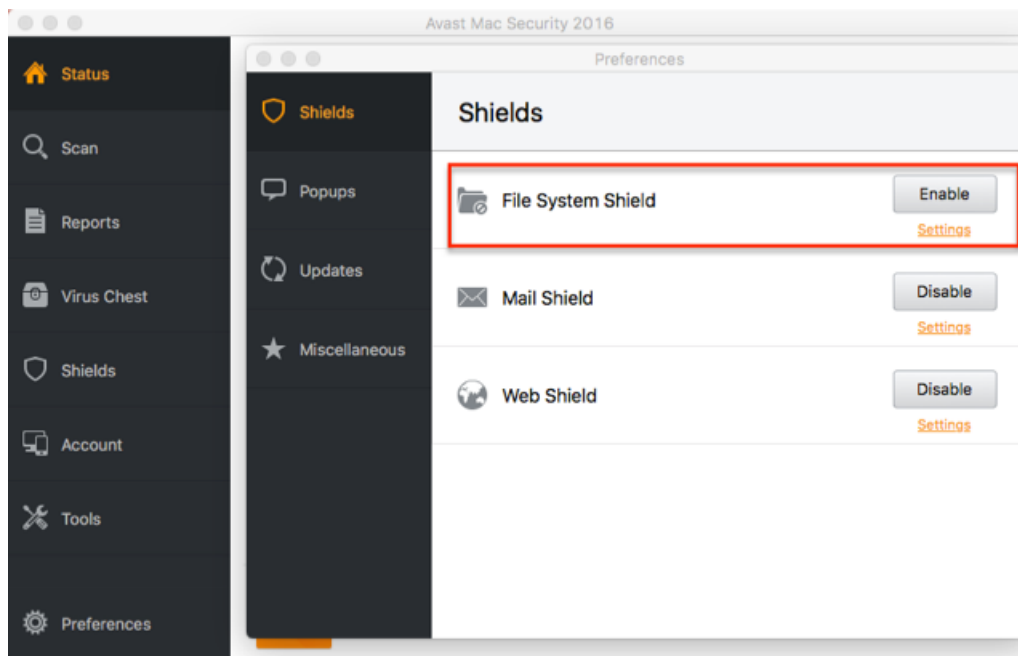
1. The most problematic of these are Avast, AVG and McAfee. The suggestions below are methods you can use to work around the problem. If you choose to implement either of the workarounds below, be sure to re-enable your McAfee anti-virus real time scanning, AVG Realtime Protection, or Avast File System Shield once the exam is finished.
2. If you have McAfee installed, you should first try to disable "Real-time Scan" in McAfee Total Protection. To do this, go to: McAfee Total Protection Preferences->General->Realtime Scan and set it to "OFF" as shown in this screenshot:



3. Afterwards, try to take your exam again. If the problem persists, you should temporarily disable McAfee.
4. If you have AVG for Mac installed, you can temporarily disable the "Realtime Protection" via the user interface. The screen print below shows Realtime Protection turned on. You need to click on this and set it to "off".



5. If you have Avast installed, first try disabling the "File System Shield" in Avast Preferences. (Avast->Preferences->File System Shield).



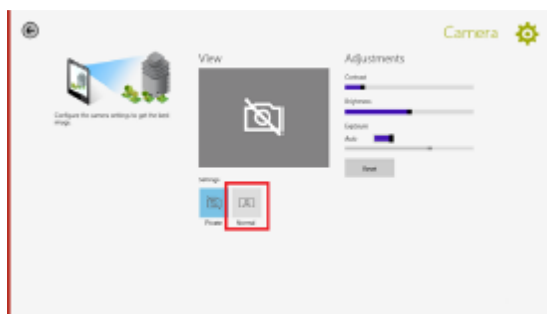
6. Afterwards, try your exam again. If the problem persists, try temporarily disabling Avast completely.

Webcam Blocked

If you see the image, below, during the pre-exam webcam check, it is because the “privacy” setting in the camera’s software utility is enabled. If you continue with the exam and recording, ONLY this image will be displayed to your instructor.



Several manufacturers include such privacy settings. The most common is Lenovo. To disable this setting in Lenovo, go to “Lenovo Settings” > “Configure Camera Settings” and toggle the setting from “Private” to “Normal.”



Refer to your manufacturer’s user guide for assistance with other models of webcam.

macOS 10.14x (Mojave) Camera and Microphone Permissions

If your Mac is using OSX 10.14.1 or newer and you are using LockDown Browser for the first time, you may need to manually grant LockDown Browser permission to access your camera and microphone.

1. Go to: “System Preferences” > “Security and Privacy” > “Privacy”
2. Click the lock icon in the lower left of the screen and enter your admin password to gain access to protected settings
3. Click on “Camera” in the left-hand menu, followed by clicking the check box next to LockDown Browser, as shown below:



4. Perform a similar action for the microphone:



5. Click the “lock” icon to complete the process and prevent further changes.