

## **Instructions to Students for Exams using Respondus Monitor/LockDown Browser**

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 **Blackboard**. 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 Centers. 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.

Be assured that your potential success in this course will be administered without prejudice. This course is structured to be self-paced. The syllabus that you will find on Blackboard contains a schedule of textbook chapters and exam dates that you should meet in order to complete the course by the end of the semester. To encourage your timely completion of assignments, **a late penalty** is imposed on each exam (as described in the syllabus), but you may also take exams at any time during the semester prior to the due date.

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

All materials are in Blackboard. Just go to the course home page and click “START HERE.” The SYLLABUS folder also contains a document with my Office Hours.

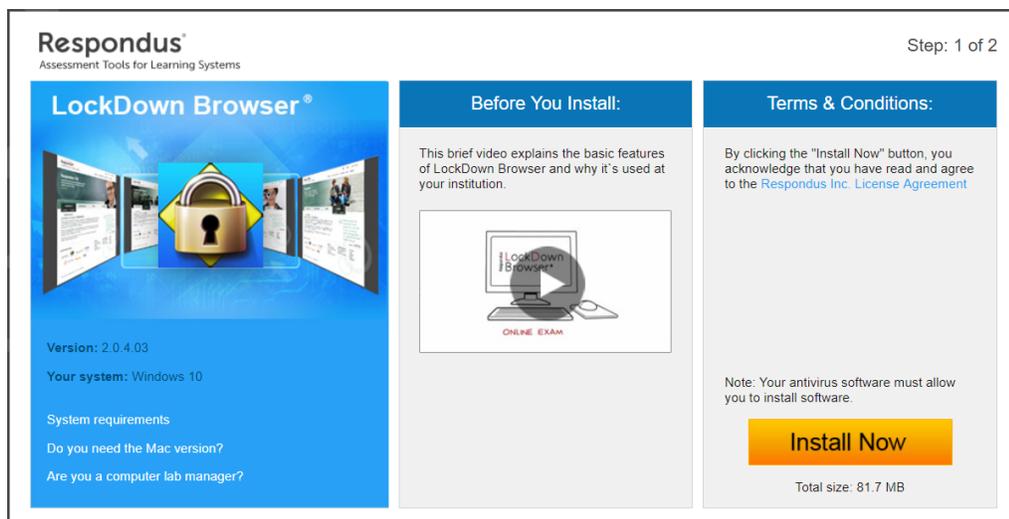
*Save Date 11/22/19 2:12:00 PM*

*New River Community and Technical College provides accessible, affordable, quality education and workforce programs to meet the needs of the region it serves.*

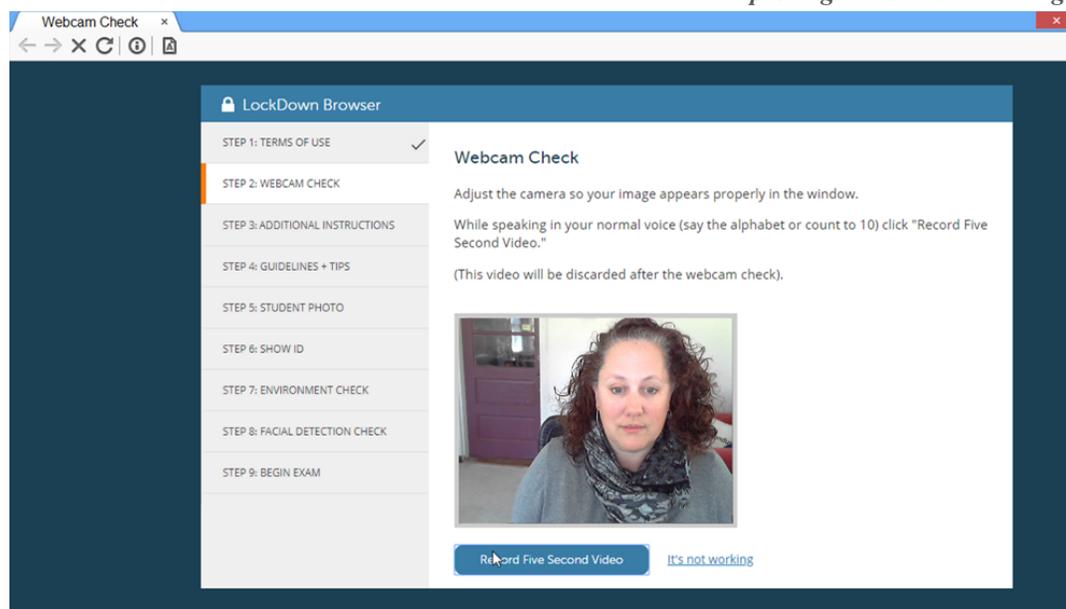
## **INSTALL RESPONDUS MONITOR/LOCKDOWN BROWSER [Windows or Mac]**

- 1. DO NOT ATTEMPT TO INSTALL RESPONDUS MONITOR/LOCKDOWN BROWSER ON A CHROMEBOOK**
- 2. IF YOU ARE USING A NEW RIVER COMPUTER GO TO “SECURITY CHECK,” BELOW.**
3. Go to the following Link and download New River’s Respondus Monitor/LockDown Browser. **USE ONLY THIS LINK.**

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



4. Install the software on your computer
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 can then proceed to the security check

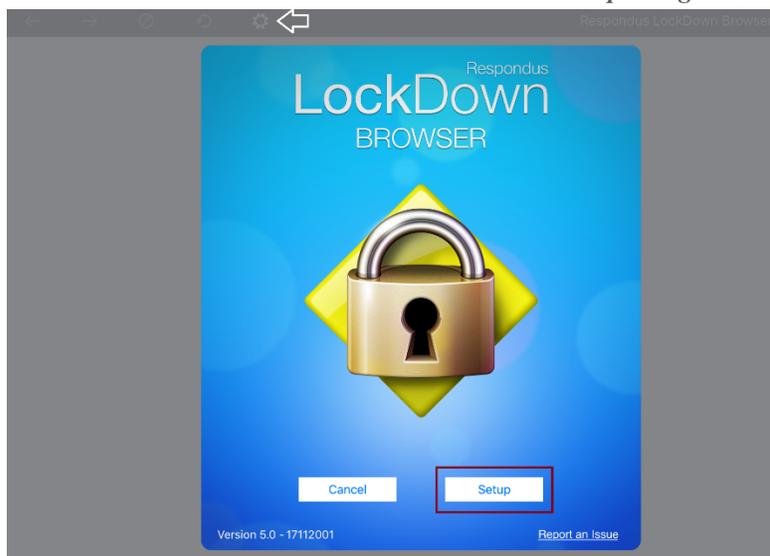


6. FOR A COMPLETE DESCRIPTION, READ THE INSTRUCTIONS AT THE FOLLOWING LINK. The instructions provided in this link will walk you through the whole process of the set-up and also how to access the test via the browser.

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

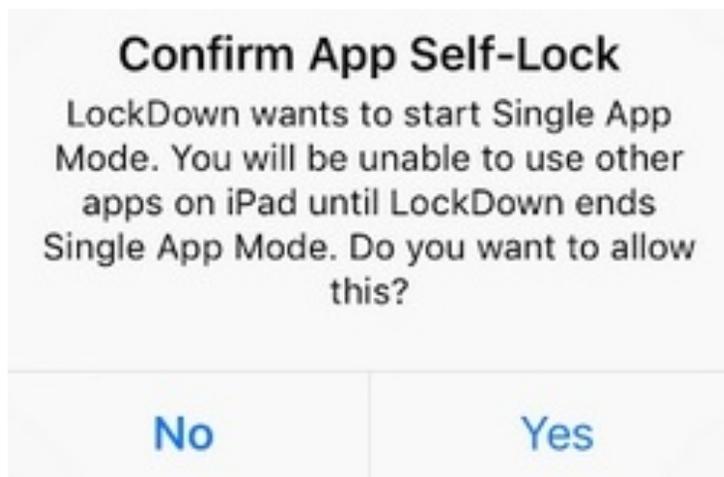
### **INSTALL RESPONDUS MONITOR/LOCKDOWN BROWSER [iPad]**

1. iPad users MUST install the LockDown Browser iPad app from the App Store.
2. Instructions for using the iPad app follow. (Your instructor will set the LockDown Browser settings for iPad use.)
3. Download and install version 7.0 or newer of the "LockDown Browser" app from Apple iTunes to the iPad. (Requires iOS 10 or higher.)
4. Start the LockDown Browser app.
5. The first time the app is used, you will be prompted to select your institution and server. If you later need to change the institution or server, select the settings icon on the toolbar for the LockDown Browser app.

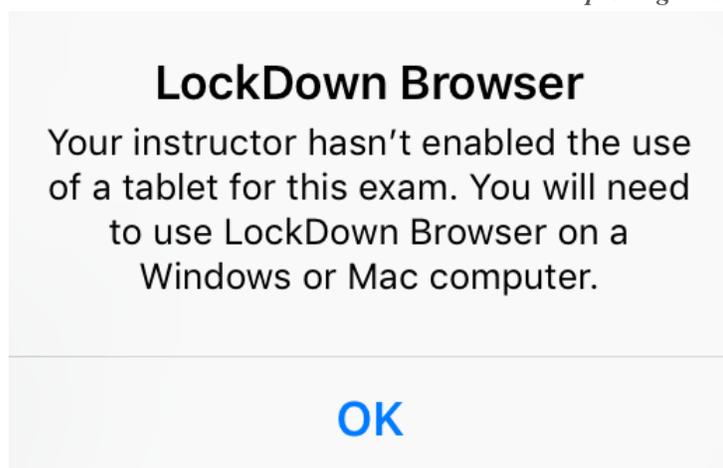


Once the setup is complete, you should be directed to your institution's logon page. Log in with the correct credentials, navigate to your course and quiz, and begin your exam. (Some Learning Management Systems require you first logon via a standard browser, then launch LockDown Browser from your quiz page.)

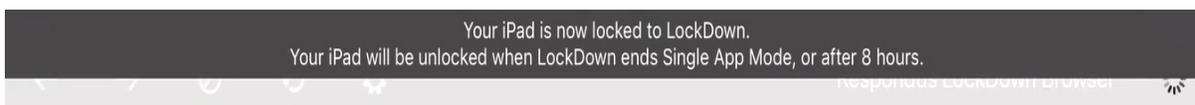
6. When you start a quiz that requires LockDown Browser, you should see the following message. You must click "Yes" to open the LockDown Browser app.



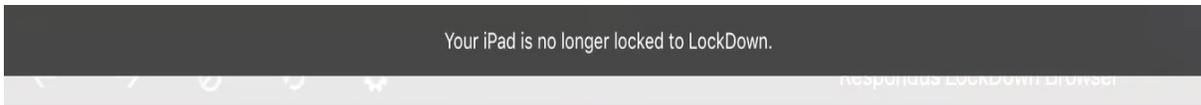
7. If you do not see the above confirmation message, but rather see a message that says your instructor has not enabled the use of a tablet for your exam, you will need to use LockDown Browser on a Windows or Mac computer. Or, you may contact your instructor to either confirm iPad disabled status or prompt correction of the problem.



8. Once you click "Yes" to confirm "app self-lock," you will see a message confirming that your iPad is now locked to LockDown Browser.



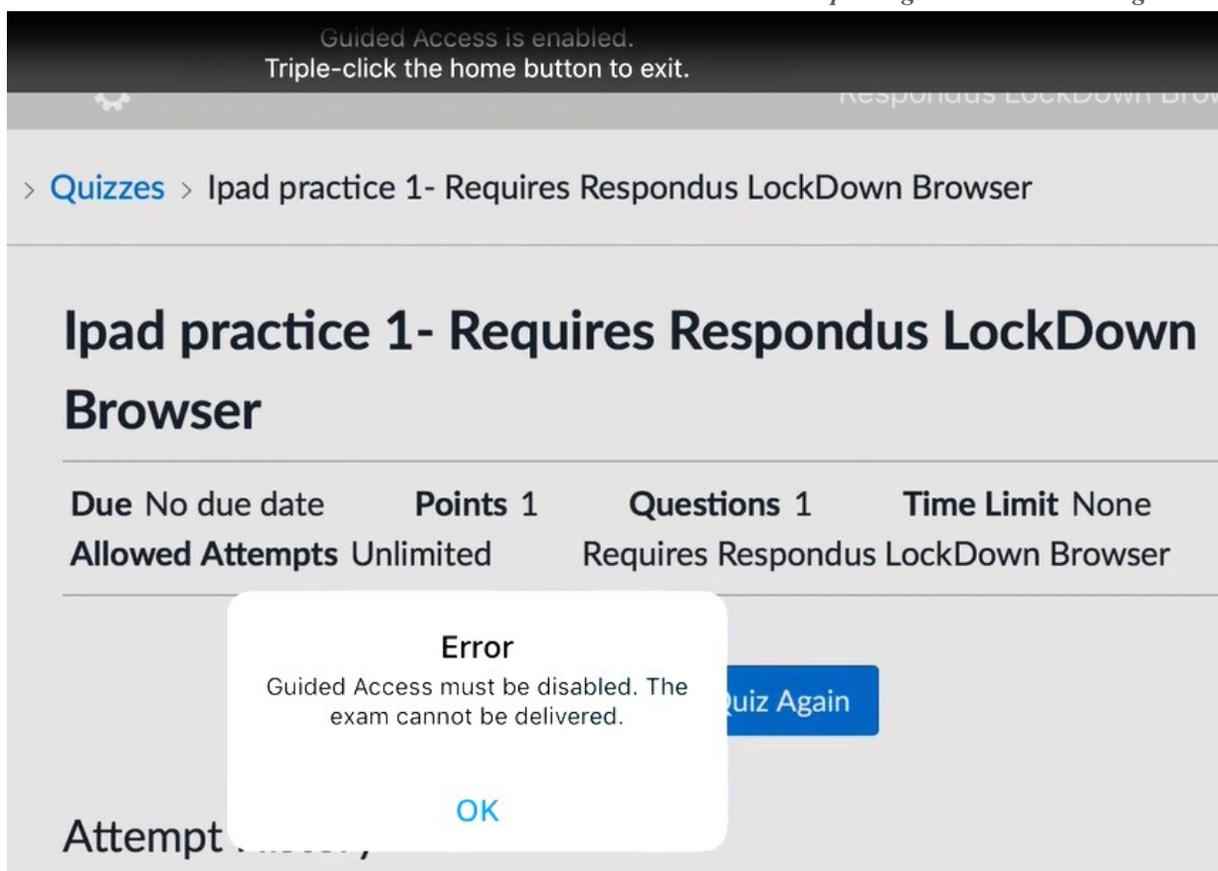
9. After you submit the exam, you'll see confirmation that your iPad is no longer locked to LockDown Browser.



10. You can now either take another exam, or exit the LockDown Browser app.
11. It's important that you **don't start Apple's Guided Access feature** (by triple clicking the home button) and then enter LockDown Browser. If you do, you'll see this warning message at the top of LockDown Browser.



You should immediately triple click the home button and exit Guided Access before proceeding with your exam. If you do not, you'll see this error message when trying to start your exam:



### 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**

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. So, you should access the practice test immediately and complete it before proceeding to any other course activities. This process should be repeated **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, double-click on the LockDown browser icon on your desktop. Proceed to Blackboard using the LockDown Browser **ONLY**. You will **NOT** have access to any exams using a standard browser.
2. You **may be required** by the program to authorize closure of other programs, if they are running concurrently with the LockDown Browser
3. You may also have to go through the webcam set up selection, if you are using an external webcam.
4. Perform the security check
5. Navigate to the Exam and enter the **password**, [*fill this space with the password created by the instructor for the exam. For instance, the instructor may choose to set the password = CRN value.*]

**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.

**NB:** You will be accessing Blackboard to take an EXAM through Respondus Monitor/LockDown Browser. That is where you need to use the password. You will not be able to open the exam any other way. Once again, open Respondus Monitor/LockDown Browser and access Blackboard through it.

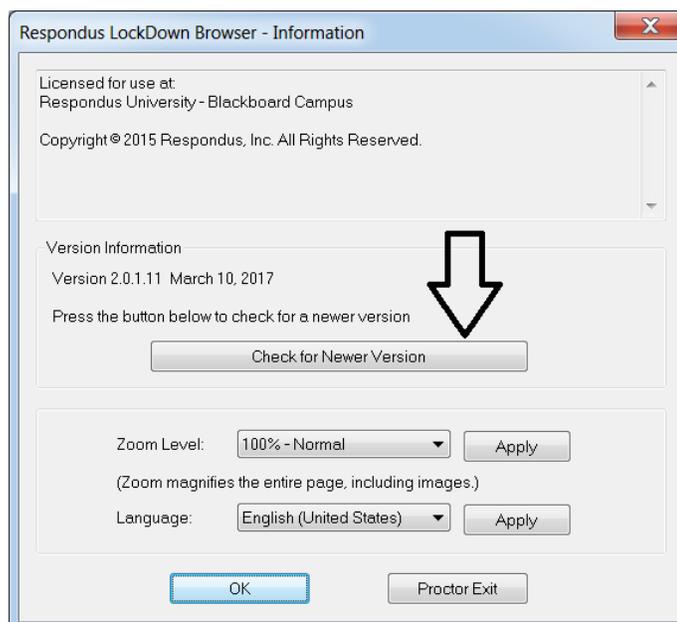
Make sure you are ready to take the exam. When you begin, the exam must be completed in one sitting. You cannot leave and return to it later. The clock starts and keeps running, timing the test. However, if you experience technical problems, such as a power outage or broken Internet connection, you may 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

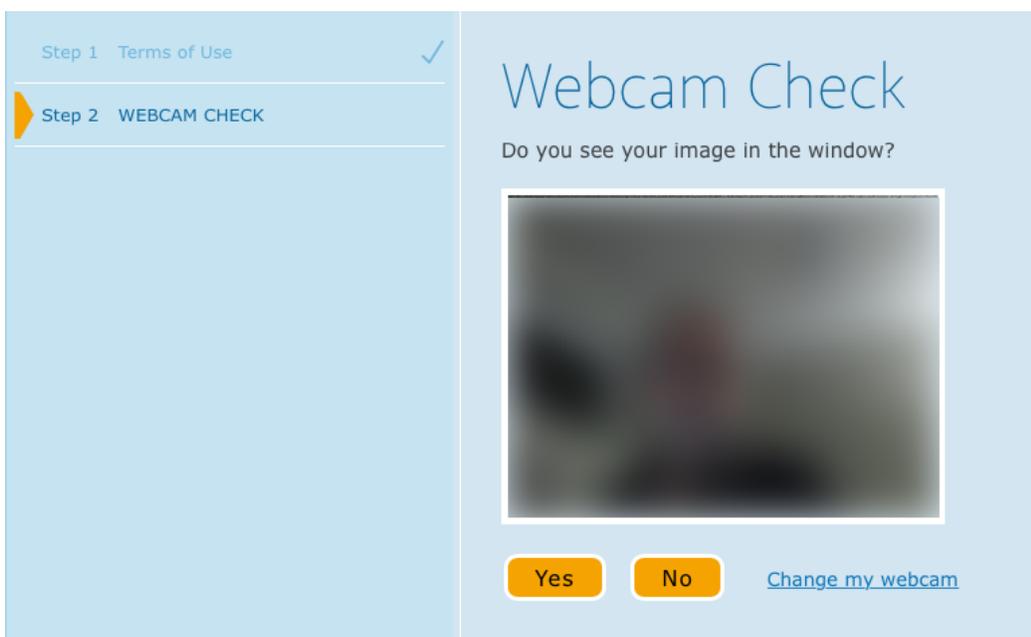
### General Webcam Problems?

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

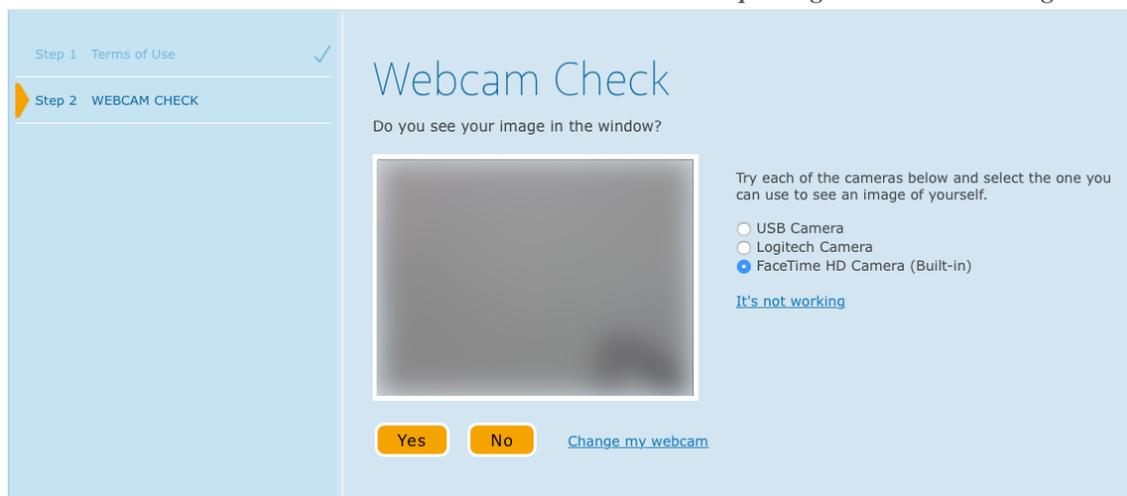
1. Reboot your computer. Once restarted, close down all applications that might use a video camera or webcam.
2. Close down any utilities running in the background such as Dropbox, Skype, Instant Messaging clients, Facebook, BitTorrent, Spotify, and MegaBackup.
3. Ensure you have the latest version of LockDown Browser 2.0 for Windows or Mac installed. Both of these are available for download using the URL provided by your institution. To check what version you have installed:
  - a. For Windows users, start Respondus LockDown Browser, select the “i” button from the toolbar, and then click “Check for Newer Version”. The version will be displayed and you will be able to download a newer version if one is available.



- b. **For Mac users**, start Respondus LockDown Browser, select “About” from the toolbar, and then click “Check for Update.” The version will be displayed and you will be able to download a newer version if one is available.
  - c. You can also update LockDown Browser by downloading and running the full installation program again.
4. Open LockDown Browser, log in, and navigate to a course. Afterwards, click on the "Help Center" icon in the toolbar.
5. Run the system check and ensure your camera is detected.
6. 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.



7. If the image is detected during the Help Center webcam check, it should also be detected during the pre-exam webcam check.
8. 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.
9. 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.
10. Confirm that the camera's driver is up to date.

## Mac Webcam Not Detected

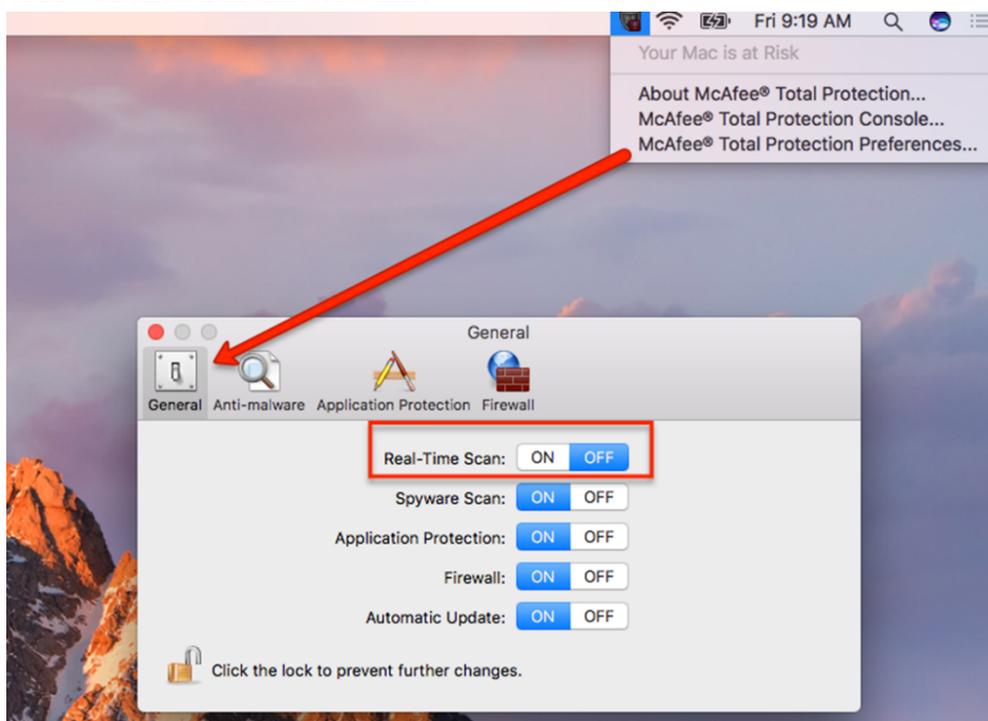
If your **Mac webcam** is not detected at some point during the pre-exam webcam check, and you see the below message, it is likely caused by 3rd party anti-virus software that is installed on your computer. It's also possible that you aren't seeing the below message, but rather are experience a freeze/hang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



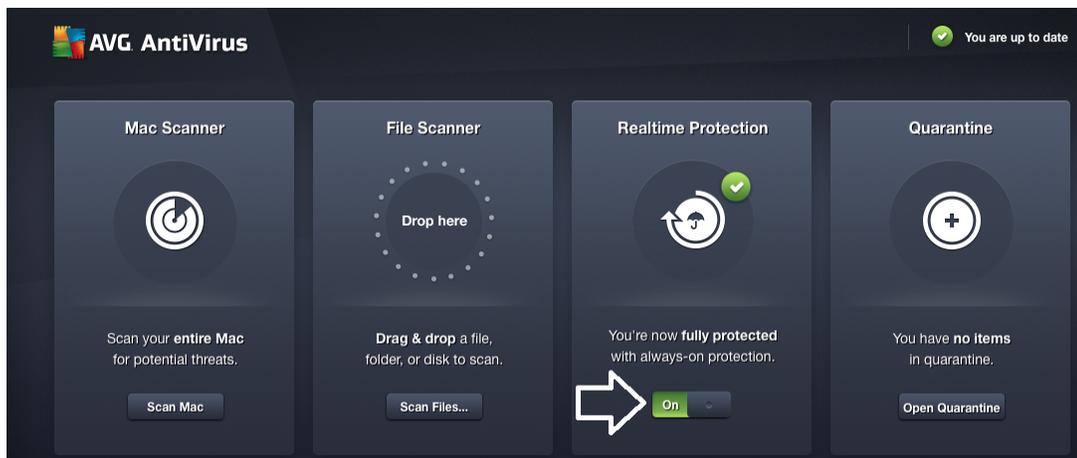
We're unable to detect a webcam with your computer. If using an external webcam, plug it in now and select "Try Again."

Try Again   It's not working

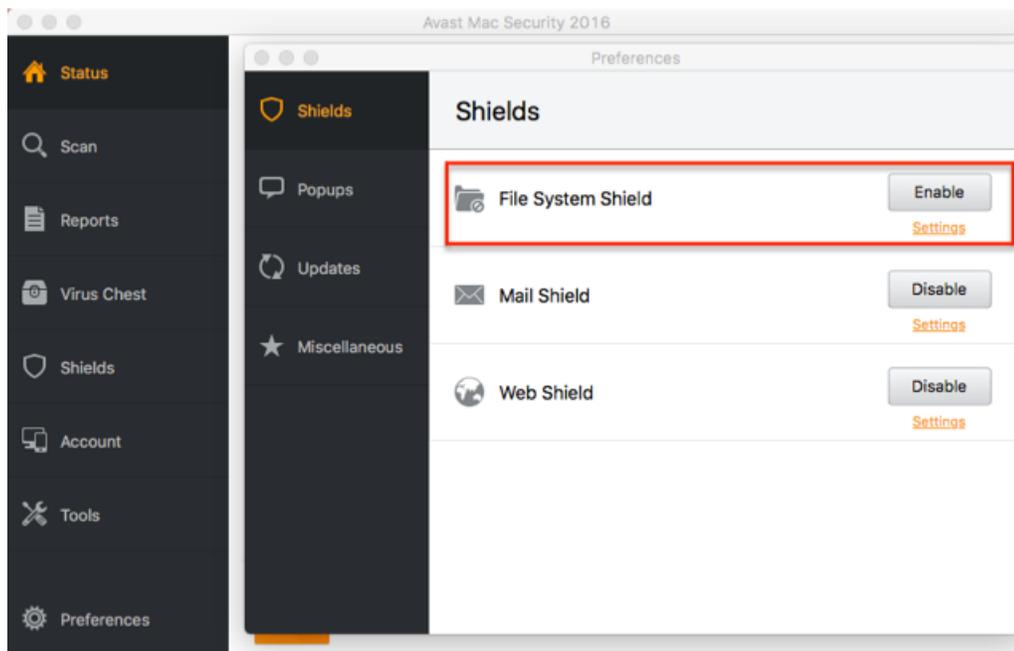
1. The most problematic of these are Avast, AVG and McAfee. The below suggestions are methods you can use to work around the problem. If you choose to implement either of the below workarounds, be sure to re-enable your McAfee anti-virus real time scanning, AVG Realtime Protection, or Avast File System 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->Real-time 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).



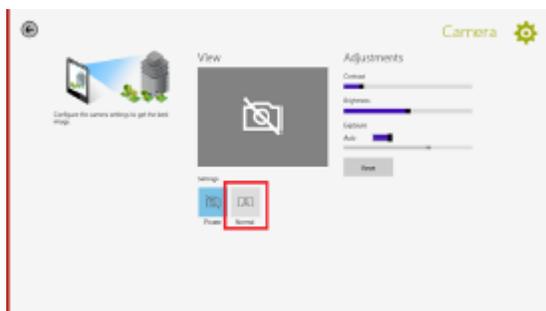
6. Afterwards, try your exam again. If the problem persists, try temporarily disabling Avast completely.

## 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.

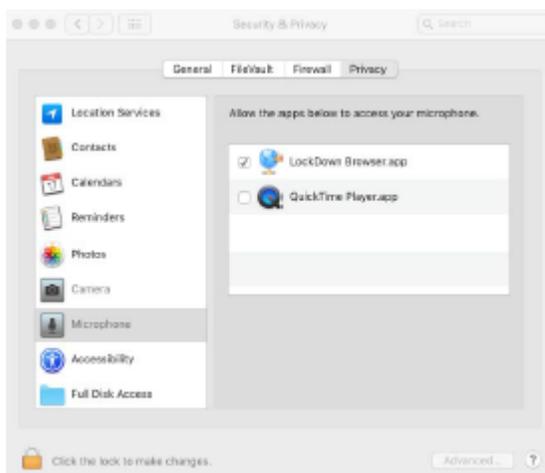
## macOS 10.14x (Mojave) Camera and Microphone Permissions

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.