Student Instructions
Taking Online Tests using Respondus LockDown Browser in Blackboard

This document provides instructions for students in downloading, installing, and using Respondus "LockDown Browser" (LB) in courses where faculty require using LockDown Browser during quizzes, tests, and exams via Blackboard.

Respondus LockDown Browser is a custom browser that prevents students from opening applications on the computer, surfing other websites, and it disables the ability to right click, copy, paste, minimize screens, do screen capture, and more. It cannot be closed out until the exam is complete.

Download and installation of Respondus' LockDown Browser must be done prior to the start of an exam. It is recommended that you follow the download instructions so that the software for LockDown Browser is on your laptop or other device and ready to use.

There are different instructions for different types of devices – Mac, iPad, etc.

1. If you have not already downloaded Respondus LockDown Browser for another course, please download and install Respondus LockDown Browser from the link below. This link is unique to UofSC courses:
   a. https://download.respondus.com/LockDown/download.php?id=943743695

   b. The download will place an icon on your Desktop or it will appear as a program in your "Start Menu" by selecting "Programs".

   c. **You do not need to open RLB yet. You will open it after you access the exam.**

2. Now, to access the exam, you must first shut down (completely close out) every program on your computer.

3. Now, open Respondus LockDown Browser by double-clicking the shortcut on your desktop (screen), or open it by navigating to it using the Start Menu, selecting "Programs", and then "Respondus LockDown Browser".

4. Once you have opened the Respondus LockDown Browser

   ➢ Log into Blackboard Learn
   ➢ Navigate to the test
   ➢ Once you have completed the test, click the completion button…

   • Please note that once the Respondus LockDown browser has been opened:
      • You won't be able to access tests with a standard web browser.
         • If this is tried, an error message will indicate that the test requires the use of LockDown Browser. There may also be a system request for a password which you do not have.
         • To open RLB, simply start Respondus LockDown Browser and navigate back to the exam to continue.

Take a Trial Test

If your instructor has provided a one-question practice test for you to try out LockDown Browser, make sure to do it. This way, if you have a problem, we can troubleshoot prior to taking a live test.

LockDown Browser Requirements

Watch this video to get a basic understanding of LockDown Browser:

https://www.respondus.com/products/LockDown-browser/student-movie.shtml

Getting Help

Several resources are available if you encounter problems with LockDown Browser:

- The Windows and Mac versions of LockDown Browser have a "Help Center" button located on the toolbar. Use the "System & Network Check" to troubleshoot issues. If an exam requires you to use a webcam, also run the "Webcam Check" from this area.
- Respondus has a Knowledge Base available from support.respondus.com. Select the "Knowledge Base" link and then select "Respondus LockDown Browser" as the product.
- If you're still unable to resolve a technical issue with LockDown Browser, go to support.respondus.com and select "Submit a Ticket". Provide detailed information about your problem and what steps you took to resolve it