

## **Respondus Lockdown Browser: CCC Student Guide**

Most courses at Clovis Community College (CCC) require Respondus LockDown Browser for exams. Below are some resources to help students install CCC's version of the LockDown Browser on a personal computer. Please note that a webcam and a microphone is required. If you have problems downloading, installing, or taking a test with Respondus LockDown Browser, you may contact the [Help Desk](#).

**Watch the Video:** [Introduction to Respondus LockDown Browser for Students](#)

**Student Quick Guide:**(PDF) <https://web.respondus.com/wp-content/uploads/2019/08/RLDB-QuickStartGuide-Instructure-Student.pdf>

**How to Use LockDown Browser:** Knowledge Base

<https://support.respondus.com/support/index.php?/Knowledgebase/Article/View/554/25/lockdown-browser-the-student-experience/>

### **Installing LockDown Browser**

If CCC's version of the LockDown Browser has already been installed on your device, skip to the next section **Taking a Quiz/Exam**. If not, LockDown Browser must be installed on each computer (Windows or Mac) being used to take a test. You must have administrative rights to install applications in order to install Lockdown Browser.

1. Review the [System Requirements](#) for LockDown Browser.
2. [Click here](#) to go the Respondus installation page (one time installation). This page is specific to CCC.

*Note: This installer only works on Windows or Mac. Please see the FAQs at the end of this document if you have a Chromebook or iPad.*

3. Click the **Install Now** button to download an executable file (.exe).
4. The downloaded file will have the name **LockDownBrowser(version).exe**. Locate and double-click the file to start the setup process. Follow the onscreen instructions. Once installed, locate the LockDown Browser icon on your desktop and start the application.

a) For Windows machine, the icon will be on the desktop.

b) For a Mac machine, the icon will be listed in the app folder

*Note: If you have an older version of the browser already installed you may need to uninstall it and install the latest version using the instructions above.*

## Taking a Quiz/Exam

1. Close all programs currently running.
2. Locate the “LockDown Browser” shortcut on the desktop and double-click it. (For Mac users, launch “LockDown Browser” from the Applications folder.)
3. If prompted to close a blocked program (e.g. screen capture, instant messaging), choose **Close Process** when prompted. After all processes are closed, you are redirected to CCC’s login page.
4. Enter your Pathway Username and Password.
5. Navigate to the quiz and select the **Take the Quiz** button.
6. Select the **Continue** button to continue to the Startup Sequence.

Note: If at a proctored location, the proctor will enter an access code

LockDown Browser

This exam can be taken without a proctor if using a webcam (Respondus Monitor).  
Or you can go to a proctored location designated by the instructor.

I want to use a webcam (Respondus Monitor).  
 I'm at a proctored location  
Enter access code here:

Continue

- a) You will first need to review and agree to the Terms of Use.
  - b) The Webcam Check will confirm that your webcam and microphone are working properly
  - c) The remaining steps of the Startup Sequence will depend on settings chosen by your instructor. Follow the instructions and note your progress along the left side of the screen.
  - d) If you encounter a problem, select the **It's not working** link for troubleshooting tips and 24/7 chat feature with Respondus support.
  - e) After the Startup Sequence is complete, click the **Begin Exam** button. You cannot exit LockDown Browser until the quiz is submitted for grading.
7. After completing your quiz and clicking **Submit Quiz**, close LockDown Browser and log back into your course using your preferred browser (Firefox, Chrome, etc.) before doing any additional work in the course.
  8. If you attempt to start the exam with a browser other than LockDown Browser, you will get a warning, you'll need to exit your browser and open LockDown Browser instead.

### **CHS or ECHS Students Using a Chromebook**

If you are a CHS or ECHS student who is using a Chromebook, there is no download required.

1. Launch Google Chrome Browser
2. Go to Canvas
3. Log into Canvas with your Pathway username and password
4. Navigate to the quiz and select the Take the Quiz button.
5. Respondus LockDown Browser will launch automatically
6. Select the Continue button to continue to the Startup Sequence.
7. Note: If at a proctored location, the proctor will enter an access code
  - a. You will first need to review and agree to the Terms of Use.
  - b. The Webcam Check will confirm that your webcam and microphone are working properly
  - c. The remaining steps of the Startup Sequence will depend on settings chosen by your instructor. Follow the instructions and note your progress along the left side of the screen.
  - d. If you encounter a problem, select the It's not working link for troubleshooting tips and 24/7 chat feature with Respondus support.
  - e. After the Startup Sequence is complete, click the Begin Exam button. You cannot exit LockDown Browser until the quiz is submitted for grading.
8. Submit quiz

### **Any other Student using a Chromebook**

If you are a student (dual credit other than CHS or traditional student) who is using a personal Chromebook, he or she will need to download Respondus Monitor and the Chromebook extension.

Installing LockDown Browser to a Chromebook is easy.

- Log into the Chromebook and launch Google Chrome
- Log into Canvas and navigate to the exam that requires LockDown Browser
- Select the link for downloading and installing LockDown Browser
- From the Chrome web store, select "Add to Chrome" to install the LockDown Browser Extension

Note: *Restart your machine once the installation is complete and the extension is added.*

## FAQs

### **Q: Can I install Respondus on my Chromebook?**

A: Yes, personally-owned Chromebook are now compatible. You have to install Respondus Monitor and the Google Chrome extension. For more information, contact the CCC Help Desk at 575.769.4969.

### **Q: Can I install Respondus on the Chromebook provided to me by Clovis High School (CHS)?**

A: Respondus is already installed on CHS Chromebooks. To access the Lockdown Browser to complete an exam or quiz, follow these steps:

1. Launch Google Chrome Browser
2. Go to Canvas
3. Log into Canvas with your Pathway username and password
4. Navigate to the quiz that requires Respondus Lockdown Browser
5. Select the Take the Quiz button.
6. Respondus Lockdown Browser will launch automatically
7. Select the Continue button to continue to the Startup Sequence.

### **Q: Can I install Respondus on an iPad?**

A: The iPad Edition of “LockDown Browser” (available from the [Apple App Store](#)) enables a student to use an iPad to take exams that require LockDown Browser. However, the instructor must select the appropriate setting for each exam that permits students to use an iPad. Students should follow the steps outlined in [this article](#) in order to take an exam with the iPad Edition of LockDown Browser.

### **Q: I have already installed Respondus on my Windows PC/Laptop, but I still get the message “Respondus LockDown Browser Required” when I attempt to take the quiz in Canvas.**

A: If you attempt to start the exam with a browser other than LockDown Browser(Firefox, Google Chrome, Safari, etc.), you will get this message. Exit your browser and open LockDown Browser using the shortcut named “LockDown Browser” on your desktop. If the shortcut is missing, repeat the steps on **Installing LockDown Browser**.

*Note: If you’ve followed all the above steps and still experience an issue, please restart your machine and try again.*

### **Q: Who do I contact if I have technical issues and need help?**

A: If you have problems downloading, installing, or taking a test with Respondus LockDown Browser, you may contact the [CCC Help Desk](#). If you have problems during the startup sequence of your exam, you can click on “It’s not working” in the startup window. This is a 24/7 chat features offered by Respondus.

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**Q: I already have Respondus on my computer from a previous school. When I go to take a test, it wont work. What do I need to do to make it work for my CCC classes?**

A: Uninstall Respondus from the programs menu and reinstall using the special link that CCC provides in your Canvas course (under the tab called "Respondus Info").