Setting Up LockDown Browser + Monitor

What is LockDown Browser (LDB)?

LockDown Browser (LDB) is a custom browser that locks down the testing environment in Canvas. When students use LDB to access a quiz, they are unable to print, copy, visit other websites, access other applications, or close a quiz until it is submitted for grading. Quizzes and exams that require LDB cannot be accessed with standard web browsers.

What is Monitor?

Monitor is an additional component of LDB. It requires a webcam, which will record students while they complete an online exam. Using this software for online testing will help students on commuting and test proctoring associated costs.

Compatibility

LDB is currently compatible with Windows and Mac computers only. Lockdown Browser + Monitor is intended for proctoring exams in online courses. Please do not use Monitor for on-campus courses. On-campus courses will continue to use LDB to test in the classroom, and by referring students to the Testing Center.

Setting Up a Quiz

To set up a quiz in Canvas that requires students to use LDB + Monitor, follow these steps:

1. Make sure the quiz has been deployed in the Canvas course.

2. From the Course Navigation in Canvas, click the LockDown Browser tab. If you don't see it, go to course **Settings** > **Navigation**, and activate the tab.
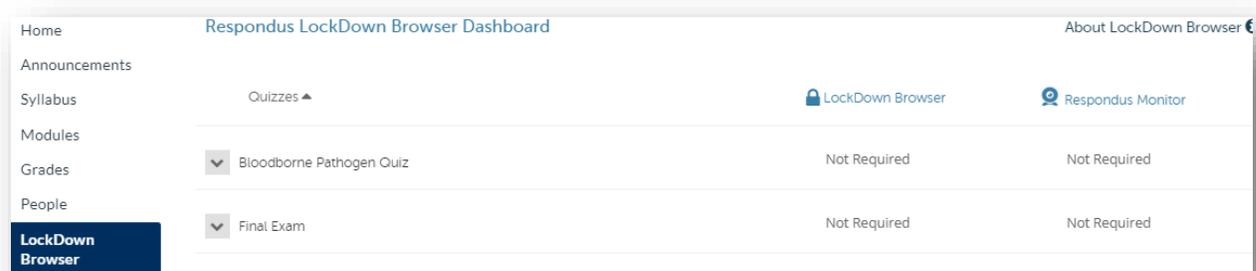
3. Click the arrow by the exam or quiz you would like to set up. Then, click **Modify Settings** from the context menu to the left of the quiz title, and select "Require Respondus LockDown Browser for this exam." You may additionally require that LockDown Browser be used to view quiz feedback and results. Leave the password field empty when using Monitor.

Note: If your quizzes or exams have a password set up in Canvas, students will not need to know it, as long as you keep the password field blank in the LockDown Browser + Monitor dashboard.

Advanced Settings

1. The first setting will prevent students from exiting the browser until the exam is completed. It is better not to check that box in case of an emergency or a power outage.

2. The second setting will allow students to take the exam with an iPad, using the free LockDown Browser app. Keep in mind that when using the app, students may be flagged more often since their hands may be covering the camera while tapping on the screen to answer questions. Do not check that option unless it is absolutely necessary.

3. The third setting allows instructors to whitelist specific web pages.

4. The fourth setting allows instructors to provide students with a standard or scientific calculator.

5. The fifth setting allows students to print the exam. Do not check that option!

Monitor Webcam Settings

1. Choose **Require Respondus Monitor for this exam**. If you have a situation where you have a student with accommodations, or a student who cannot troubleshoot, choose the "**Either…or…**" option so that they can test in the Testing Center. You will need to contact the Testing Center for arrangements. Next, check the options under **Startup Sequence**. Click **Edit Text** to customize the prompts for that particular exam as needed. If the **Facial Detection Options** are checked, but the lighting is not good enough in the student's testing environment, the student will not be allowed to continue to the test. You may want to use these settings in your practice quiz to get an idea on whether you should turn these settings on or off for the graded test.

Click **Save** and **Close** to apply the settings. The quiz or exam title should now display "**-Requires Respondus LockDown Browser + Webcam**." **Do not manually modify the quiz or exam title!** Manually modifying the title of a quiz or exam after is has been set up with LDB + Monitor will create issues.
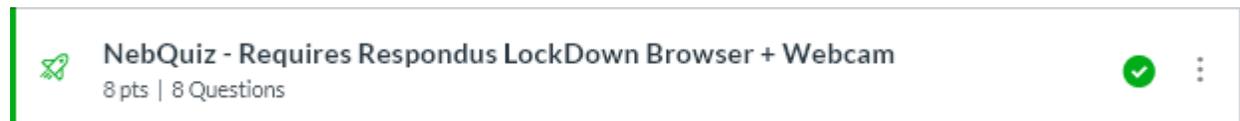
Other Recommendations

- Run a demo test with your students at least two weeks before using it with a graded exam to ensure everything will run smoothly. The network test and webcam check links are also included in the student tutorial.

- Include clear directions in your exams when requiring LockDown Browser + Monitor. For example:

  "***This quiz requires Respondus LockDown Browser + Monitor. A webcam is required. Please launch Respondus LockDown Browser to take this quiz or view your quiz results.***

  If you have not already installed the browser, please download it from here:

  http://www.respondus.com/lockdown/download.php?id=959950603"

Important: Clarkson College students must use that unique download link associated with our College.

Reviewing Video Recording

Open the LockDown Browser dashboard and click the arrow by the quiz title. Then, choose **Class Results**. Next, click the "**+**" sign by the name of the student you would like to review.
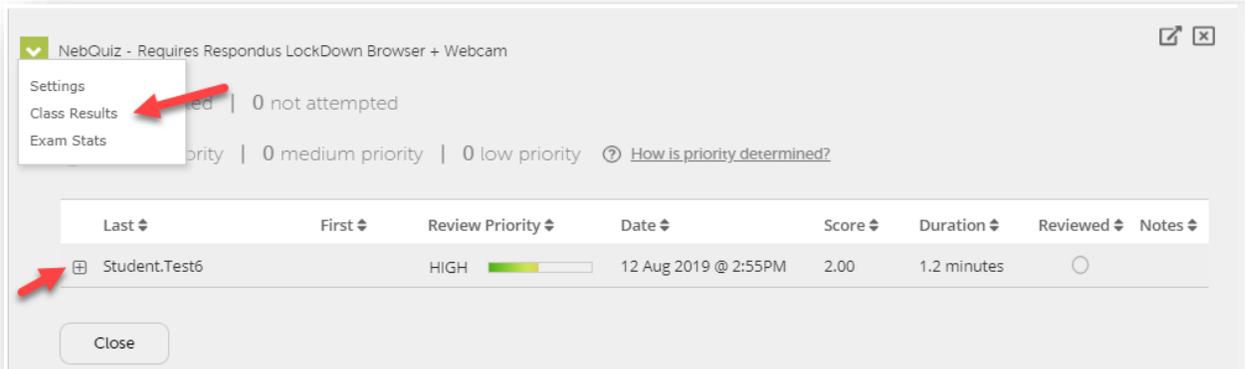
Note: The software may flag a session as **HIGH** review priority if there is poor lighting (e.g., window behind student), student moving outside of the webcam video frame, or improper positioning of webcam.

All courses require instructors to access the LockDown Browser dashboard before exams can be taken by students. This includes copied courses! Finally, please reassure students that only instructors have access to the video recordings.

Troubleshooting Basics

The following tips are included in the student tutorial. These can be helpful for faculty to know a well:

- Students should always access your exams through **Modules** in Canvas when using LDB. Accessing an exam that requires LDB through an announcement or a notification will result in an error.
- It is very important to keep LDB updated for best performance before a quiz or exam. Students are reminded to follow some simple steps to update to the latest version.
- Students should find a place completely free of interruptions where they will be taking their test. Additionally, they should
    - ensure there is enough lighting in the room
    - not sit with your back against a window
    - avoid distractors such as music, noise, people walking by, etc.
    - not wear a hat
    - have a school photo ID or driver's license handy
    - use the restroom before opening your test and do not leave their seat while testing.

    Faculty can also customize the requirements for testing, such as no phones, no smartwatches, no calculators, no headsets or earbuds, etc.
- Students should use a wired ethernet connection whenever possible. If using WiFi, they need to make sure the network is not being used for steaming videos, music, or video gaming. Moving closer to the router and never use an open WiFi signal in public spaces such as coffee shops is also strongly recommended.
- If students have more than one test scheduled through LDB + Monitor, they must exit the application completely after submitting their first test, and then relaunch it to take the second one. LDB + Monitor only allows students to take one test per session.
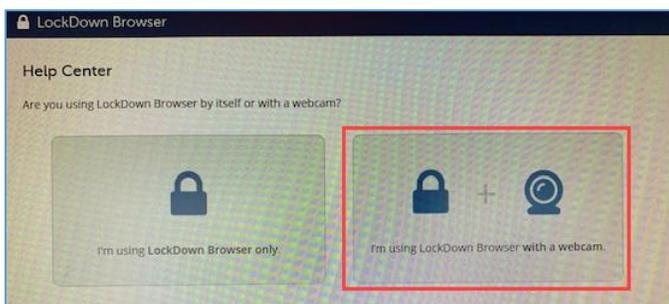
24/7 Live Support

24/7 live support is currently available only for students using Lockdown Browser + Monitor. Students will need to follow these steps to connect with a live agent.
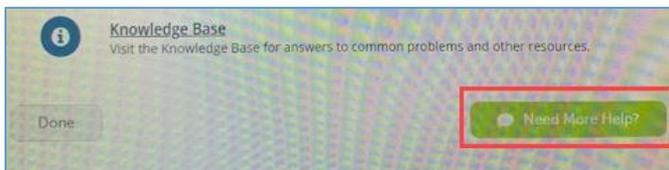
1. click the **Help Center** button from the top menu in LockDown Browser.
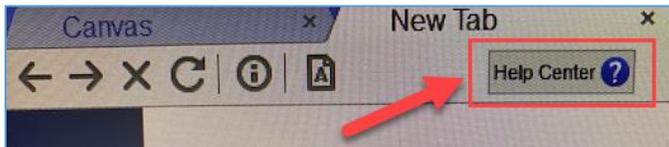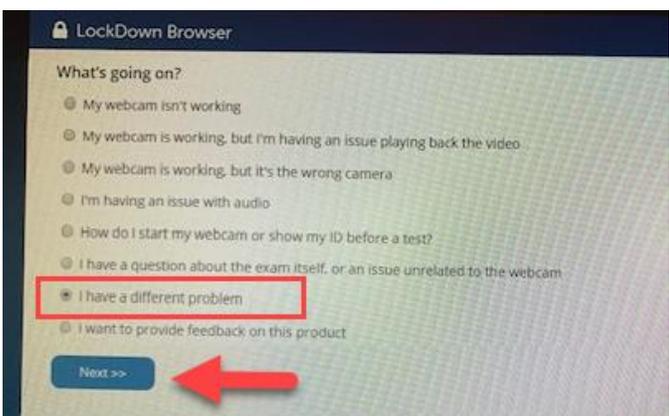

2. Choose **I'm using LockDown Browser with a Webcam**.

3. Click the **Need More Help?** Button.

4. If none of the situations presented on the next screen apply to the problem you are experiencing, select **I have a different problem** and click **Next** to connect with an agent.

The following support link is also included in the student tutorial: https://web.respondus.com/student-help/.