

Using LockDown Browser + Monitor

What is LockDown Browser (LDB)?

LockDown Browser 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 you while you complete an online exam.

Why LDB + Monitor for Online Testing?

As part of an effort to use available technology to improve your learning experience by providing convenience, security, and cost-effective education, this course is requiring students to use Respondus Monitor for online testing. With LDB + Monitor, you will save on commuting and online test proctoring associated costs.

Compatibility

LDB is currently compatible with Windows and Mac computers only. If you have a Chromebook or other non-compatible device, let your instructor know as soon as you are able. These are the specific requirements for Windows and Mac computers:

Operating systems:

Windows: 10, 8, 7. Windows 10S is not a compatible operating system.

Mac: MacOS 10.14 to 10.12, OS X 10.11, OS X 10.10

Memory:

Windows: 75 MB permanent space on the hard drive

Mac: 120 MB permanent space on the hard drive

Other Requirements:

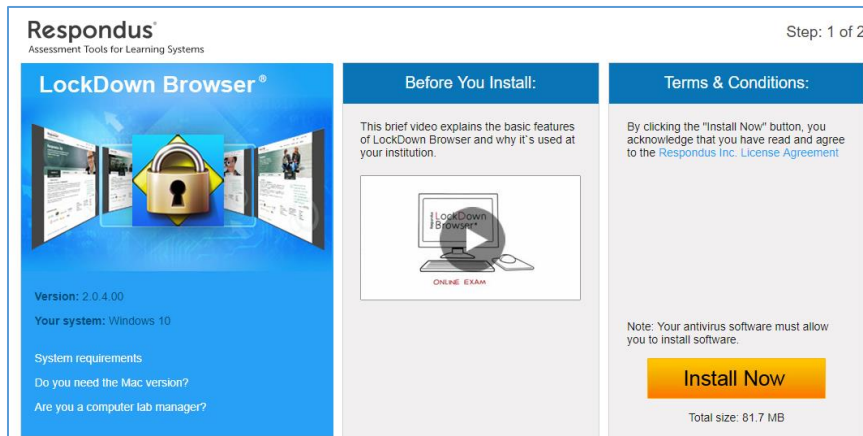
Webcam, microphone, and broadband internet connection are required.

Taking a Test with LockDown Browser + Monitor

To take a test in Canvas that requires you to use LDB + Monitor, make sure you follow these steps **at least one week before the day of your test.**

1. Download and install LDB using this link:

<https://download.respondus.com/lockdown/download.php?id=959950603>



2. Run the installation file. Once installation is complete, find the LDB application on your computer and open it. You only have to download and install LockDown Browser once!



3. LDB will request permission to close all computer applications. Click **“Yes”**

4. On the next screen, login using your Clarkson College credentials and open Canvas. Then, find your course and open your test.

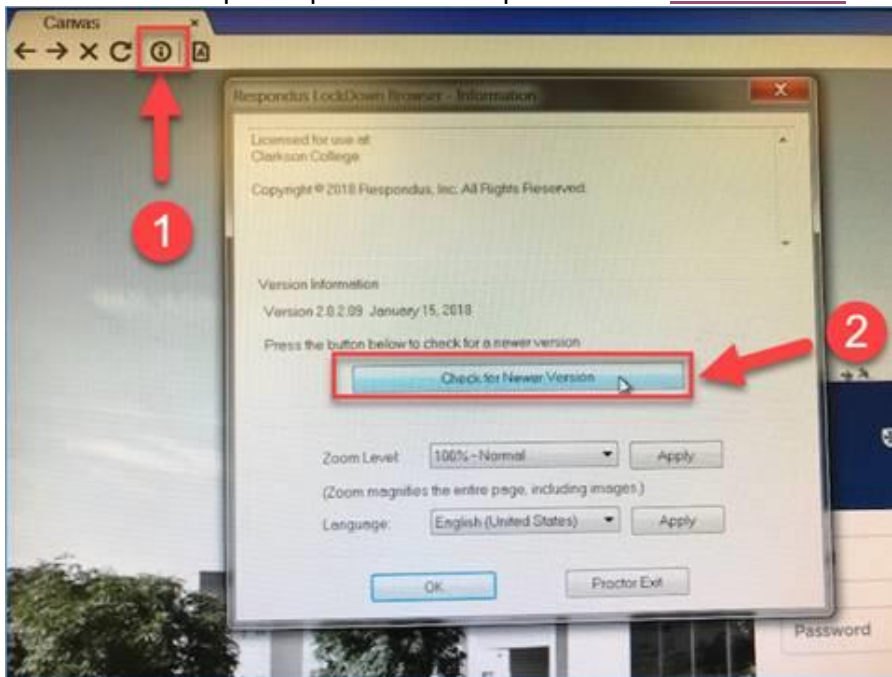
5. Remember to close **all** other programs on your computer before taking an exam!

6. After agreeing to the terms of use, a startup sequence will ensure your webcam, microphone, and other components are working properly before your test begins. Always comply with your instructor’s requirements for test taking.

7. Run the [network test](#) and the [webcam check](#).

Other Important Considerations

- 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. Follow these simple steps on how to update to the [latest version](#).

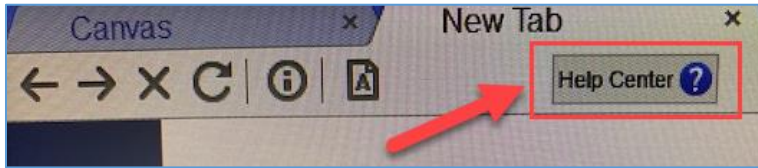


- Find a place completely free of interruptions where you will be taking your test. Additionally,
 - ensure there is enough lighting in the room
 - do not sit with your back against a window
 - avoid distractors such as music, noise, people walking by, etc.
 - do not wear a hat
 - have a school photo ID or driver's license handy
 - use the restroom before opening your test and do not leave your seat while testing.
 - your instructor may have other requirements for you prior to taking a test (e.g., no phones, no smartwatches, no calculators, no headsets or earbuds, etc.)
- Use a wired ethernet connection whenever possible. If using WiFi, make sure the network is not being used for streaming videos, music, or video gaming. Move close to you modem and never use an open WiFi signal in public spaces such as coffee shops.
- If you have more than one test scheduled through LDB + Monitor, you must exit the application completely after submitting your first test, and then relaunch it to take your second one. LDB + Monitor only allows you to take one test per session.

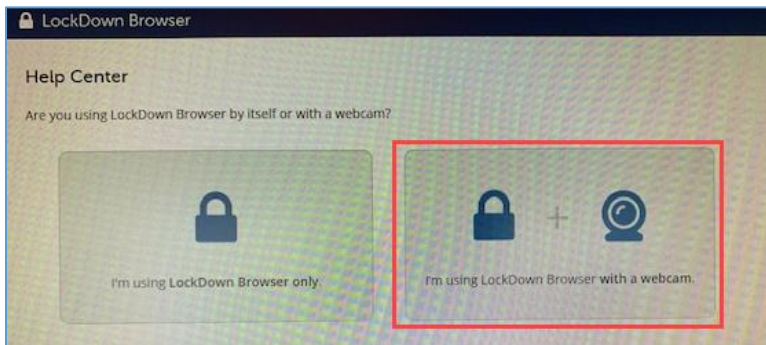
24/7 Live Support

24/7 live support is currently available for students using Lockdown Browser + Monitor. Follow these steps to connect with a live agent.

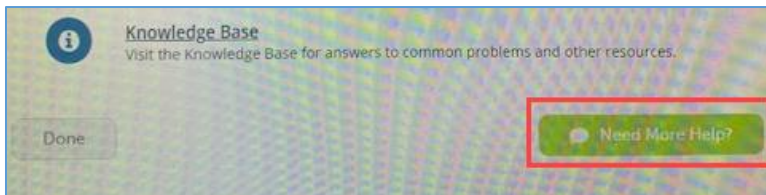
1. click the **Help Center** button from the top menu in LockDown Browser.



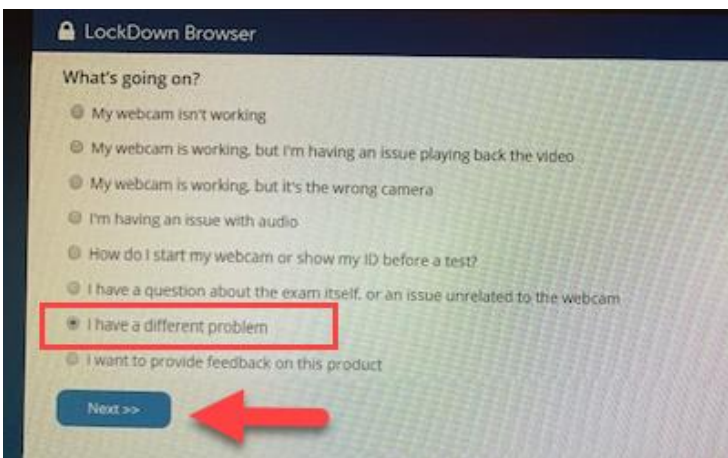
2. Choose **I'm using LockDown Browser with a Webcam.**



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.



For additional support, visit: <https://web.respondus.com/student-help/>.