Respondus Lockdown Browser is a custom browser that locks down the testing environment within Blackboard. When students use Respondus Lockdown Browser they are unable to print, copy, go to another URL, or access other applications. When an assessment is started, students are locked into it until they submit it for grading.

Where can I get Respondus?
- **Download for your machine at http://www.odu.edu/ts/software-services/responsusldb**
- **All ITS Computer Labs**
- **Monarch Virtual Desktop (online computer lab) move.odu.edu**

Taking a test with LockDown Browser:

Note: Once a test has been started with Respondus Lockdown Browser, you cannot exit until the Submit button is clicked.

1. Close all programs, unless one is used to connect you to the Internet.

2. Locate the "LockDown Browser" shortcut on the desktop and double-click it. (For Apple users, launch "LockDown Browser" from the Applications folder.)

3. If prompted to close a blocked program (e.g. screen capture, instant messaging) choose Yes when prompted.

4. Log in to your Blackboard course.

5. Navigate to the test and select it.

6. A pop-up window will ask whether the instructor has required a password for the test.

   - If a test password is required by the instructor to start the test, select the "Yes" option, enter the password, and click the "Continue" button.
   - If the instructor did not set up the test with a password, the "No" option should be selected. Click the "Continue" button.

7. Regardless of the selection made in the previous step, Respondus LockDown Browser will automatically fill in a special password on the next screen. It's important that this password field isn't modified. Click the "Submit" button.

> **When you launch the LockDown Browser, it will check to make sure you are running the latest version.**
>
> **If prompted to update, please click "Yes". This will help ensure you have a problem-free experience.**

FAQ & Troubleshooting

How do I know if I am using the latest version of Respondus?
Respondus will prompt you to update whenever there is an update available. It is important that you select "Yes" to ensure that you are able to access your test without any issues. You can always verify that you are running the latest version by clicking the "Information" button on the toolbar at the top of the browser. In the information dialogue box that appears, click the "Check for Newer Version" button. Respondus will launch a new dialogue box to tell you if you need to update to a newer version. If you are running an out-of-date version of Respondus, you will be prompted to update to the latest version.

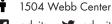**Respondus Kicks You Out of Test/Access Denied Error**
If you have been kicked out of your Respondus test while taking the test or submitting the test, or encounter an "Access Denied" error message, please do the following:
- Notify your instructor immediately that you are experiencing technical difficulties and may have had a failed attempt. Only your instructor can clear a failed attempt. If you had a failed attempt cleared, be sure to clear your default browser's cache before trying to take the test again.
- Review the general trouble-shooting tips about keeping your test session active
- Avoiding double-clicking in the test environment or clicking buttons while the page visually indicates that it is loading, saving, or submitting.

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What if a Standard Browser is Used?
If the settings for a test require that Respondus Lockdown Browser be used, it cannot be accessed with a standard browser. If students indicate that they are unable to access a test because they are being prompted for a password (or that the password provided to them doesn't work), it usually indicates that they are trying to access the test with a standard browser instead of Respondus Lockdown Browser.

Respondus Will Not Let Me Submit My Test - Submit Button Doesn't Work
When you try to submit your test, the submit button doesn't work and there is no indication of the page processing your request in the progress bar or status message at the bottom of the page.
This is known to happen if you are using an older version of Respondus Lockdown Browser. Please check your version of Respondus. You may need to exit the test and update the program.

Respondus Will Not Open or the Screen Freezes
If you are having trouble with opening Respondus Lockdown browser, the page freezes while attempting to load ("White Screen") or the browser freezes when saving or submitting your test, you will have to reboot your computer. Push your computer's "Power" button down until your machine completely powers down (ie. not hibernate).
After waiting a few minutes, turn the computer back on, then review the following conditions:

1. **Is Internet Explorer or Safari Your Default Browser?**
Because Respondus Lockdown Browser refers to settings in Internet Explorer (or Safari on Macs), it is recommended that have this browser installed on your computer and check its settings with Respondus's Browser Test tool.

- Make sure that you have JavaScript and cookies enabled.
- Make sure that Internet Explorer or Safari's pop-up blocker is turned off ("Tools" >> "Internet Options" >> "Privacy" >> uncheck the popup blocker option).
- Make sure that you have an updated version of Java installed and that Java is enabled.

2. **Do you have spyware/anti-virus software running?**
Spyware detection and anti-virus software may interfere with Respondus. You will need to temporarily turn off any spyware/virus detection software that may be running in the background of your computer when using Respondus. Examples of such software include AVG, Spyware Doctor, Ad-Aware, Spybot, Norton, McAfee, etc.

3. **Do you have a firewall on?**
Firewalls can also interfere with LockDown Browser. You will need to make sure the LockDown.exe application is allowed full access to the Internet, which means you may need to enter this into your firewall as an "Exception".

4. **Do you have pop-up blocking software enabled?**
Popup blockers can also interfere. Disable all popup blockers such as Google Toolbar, Yahoo Toolbar and others.

5. **Do you have an instant messenger on?**
Turn off any instant messaging tools that may be running in the background.

6. **Do you have any other programs or services running in the computer's background?**
Respondus requires that any open or running programs, such as Google Desktop or Skype, must be closed.

To determine if you have any programs open and running on your PC, press your keyboard's **CTRL, ALT,** and **DEL** keys all at once. From the pop-up menu that appears, select **TASK MANAGER/VIEW TASKS.** The Task Manager will open and display any programs that are currently open and running on your computer. Select each remaining program that is open and click the **END TASK** button in the Task Manager to close them. When the task manager is empty, no programs are open and running.

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