

# Student Guide for Using Respondus LockDown Browser and Respondus Monitor

Your instructor may require you to take quizzes in BlazeVIEW using Respondus LockDown Browser and/or Respondus Monitor. Read the following information carefully to ensure that you are prepared for testing using these required technologies.

## How Respondus LockDown Browser works:

- Quizzes are displayed full-screen and cannot be minimized
- Browser menu and toolbar options are removed, except for Back, Forward, Refresh and Stop
- Prevents access to other applications including messaging, screen-sharing, virtual machines, and remote desktops
- Printing and screen capture functions are disabled
- Copying and pasting anything to or from a quiz is prevented
- Right-click menu options, function keys, keyboard shortcuts, and task switching are disabled
- A quiz cannot be exited until it is submitted for grading
- Quizzes that are set up for use with LockDown Browser cannot be accessed with other browsers

## How Respondus Monitor Works:

Respondus Monitor uses your webcam to monitor your testing using automated AI technology. A "startup sequence" guides you through requirements selected by the instructor, such as showing identification or making a short video of the exam environment. Only the instructor can review video recordings and the results of the proctoring session.

Powerful analytics are used to detect suspicious behaviors during an exam session. Video segments with potential exam violations are flagged for the instructor.

## How to Prepare for a BlazeVIEW Quiz that Uses Respondus LockDown Browser and/or Monitor

### Step 1: Verify that you are using the required technology:

- Windows: 10, 8, 7
- Mac: OS X 10.12 or higher
- iOS: 10.0+ (iPad only). Must have a compatible LMS integration. Details.
- Web camera (internal or external) & microphone – Respondus Monitor only

- A broadband internet connection
- Respondus LockDown Browser must be installed on the computer you will be using to take the quiz. For instructions on how to install the Respondus LockDown Browser, see the [Respondus Student Quick Start Guide](#).

**NOTE:** Respondus LockDown Browser and Respondus Monitor will not work on Chromebooks or other non-Windows/Mac devices.

### Basic Troubleshooting

Many of the problems people report are related to Internet browsers, not BlazeVIEW. If you are experiencing technical problems, consider your browser first.

- We recommend using Chrome or Firefox. We hear the most complaints from students using Safari (Mac) or Edge (PC).
- Switch to a different browser. Regardless of the browser you use, one first step when having problems is to try switching to a different browser.
- Try opening the webpage in a new incognito window since that avoids the cache. If that works, it means the cache needs to be cleared. [Browser specific steps to open an incognito window](#).
- Clear your cache. [Browser specific steps to clear your cache](#).
- Turn off the Pop-Up Blocker and Allow Third-Party Cookies from the site. [Browser specific steps to enable third party cookies](#).

**Note:** When you visit a website, your browser stores things like images or bits of computer code to help pages load faster. Those items can stay on your hard drive for as long as a year. Caching speeds up browsing, but the stored images and code may become outdated, which can cause loading problems.

### Step 2: Taking a BlazeVIEW Quiz

To take an online quiz in BlazeVIEW, close all other programs on your computer, navigate to start the quiz. When you open your BlazeVIEW Quiz you will be prompted to download and install LockDown Browser.

- Locate and select the **Help Center** button on the LockDown Browser toolbar.
- Run the **Webcam Check** for Respondus Monitor and, if necessary, resolve any issues.
- Run the **System & Network Check**. If a problem is indicated, see if a solution is provided in the Knowledge Base. If you require additional assistance, submit a ticket to Respondus at <https://support.respondus.com/support/index.php?/Default/Tickets/Submit/RenderForm/2>.

Follow these important guidelines:

- Ensure you're in a location where you won't be interrupted.
- Turn off all mobile devices, phones, etc.

- Clear your desk of all external materials — books, papers, other computers, or devices.
- Remain at your desk or workstation for the duration of the test.
- LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted.

**Note:** If you do not have a compatible Windows or MAC computer, you can test on campus in the Testing Center or Odum Library. Optionally, you can check out a laptop from the New Media Center located in Odum Library to take your BlazeVIEW quizzes.

For more information or assistance, call 229-245-6490 or email [blazeview@valdosta.edu](mailto:blazeview@valdosta.edu)



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