Respondus LockDown Browser & Monitor
Experiencing Issues with Respondus Troubleshooting

Respondus: allows students to take an exam or test from a remote location - all while ensuring the integrity of the exam process.
LockDown Browser: provides a locked-down testing environment so students won't have access to other browsers or apps, print, etc.
Monitor Feature: For exams requiring a proctoring solution, instructors may choose to use Monitor remotely, in-person, or hybrid.

Troubleshoot like an expert with Respondus LockDown Browser & Monitor. Like any software, you may experience errors from time to time. It is important that you learn the common work arounds for errors with Respondus.

Troubleshoot Error Resources

Click on for instructions

- SSO Request Error Code
- Update your Respondus LockDown Browser
- Issues with Audio or Microphone Detection
- Issues with Webcam Detection or Spinning Wheel
- Issue Detecting Facial Recognition
- Open Test shows Blank Page
- Remove extension (Screencastify)
- Internet Connectivity (by Respondus)

Supported Devices

System Requirements :

♦ **Operating System:**

Windows: 11, 10* and 8.1
Includes x86 32 and 64bit processors and ARM 64bit processors using x86 emulation.
Windows 10S is not a compatible operating system, nor can LockDown Browser be obtained via the Windows App Store. At present, support for Windows 10 S Mode isn't on the roadmap for LockDown Browser.
Mac: macOS 10.12 to 12.0+

iOS: 11.0+ (iPad only). Must have a compatible LMS integration.
The LockDown Browser iPad app is not compatible with Sakai LMS servers. All Sakai users will need to use a computer with a compatible operating system.

(May continue to run in older operating systems that have reached "end-of-life" but user may encounter unexpected results.)

♦ **Memory:**

A minimum 4gb of available RAM is necessary when using LockDown Browser to take an exam that also uses a webcam.

♦ **Hard Disk Space:**

10 MB of free local drive disk space for program files (may require an additional 150 MB for optional add-ons)

♦ **Monitor:**

1024x768 or 1280x720 minimum resolution

♦ **Download Time:**

The file size is approximately 15 MB.

♦ **Learning Management System:**

Respondus 4.0 is compatible with the following learning management systems:

Blackboard Learn 9.x (Limited support with Blackboard Ultra)
D2L Brightspace 10.x
Instructure Canvas
Moodle 3.x

Respondus 4.0 is also compatible with systems supporting the IMS QTI 1.x specifications and recommendations (not QTI 2.x) for import and export.

FAQ's

Do students have to download Respondus LockDown Browser?

- Students: If an instructor has required you use Respondus LockDown Browser for added security when taking a quiz, **you must download and install Respondus** LockDown Browser before you can start the test. The link to download Respondus Lockdown Browser is available when you access the quiz that requires it.

Can you use Respondus LockDown Browser without webcam?

- **You may be required to use LockDown Browser with a webcam**, which will record you during an online, non- proctored exam. (The webcam feature is sometimes referred to as "Respondus Monitor.") Your computer must have a functioning webcam and microphone. A broadband connection is also required.

Why is LockDown Browser not working for me?

- If LockDown Browser is installed but does not work when you open an assignment that requires LockDown Browser, **try uninstalling it and then installing the latest version**. To install the latest version of Lockdown Browser, go to Install LockDown Browser.

Why is my LockDown browser saying error?

- If you are getting an error when you attempt to open the LockDown Browser that says "**You may not have the appropriate permissions to access the item**", it may be an issue with the permissions on your system or antivirus software .

How do I fix Internet in LockDown browser?

- If you lose your internet connection while taking a test using the Lockdown Browser, it will freeze the Lockdown Browser program. Solution: There is no known workaround for this problem. If this happens, you'll need **to restart your computer by powering off the computer,** then powering it back on.

How do I get help center in LockDown Browser?

- With LockDown Browser open, log into the course and **select the Help Center button** the toolbar. From there, run the Webcam Check and the System & Network Check to make sure everything is working properly. If a problem is indicated, students can search for a solution in the Knowledge Base.

Technical Support:

Knowledge Base: visit the Respondus Support knowledge base for FAQ's

Ticket-Based Support: ticket-based support is available if you encounter an issue that cannot be resolved with the Knowledge Base or the in-application help systems. Respondus Staff generally respond to tickets within 24 hours, excluding weekends and U.S. holidays.

Contact **Taft College Distance Education** if you need further assistance.

Distance Education
Going the Distance for our students!