

# RESPONDUS F.A.Q

## 1.0 LockDown Browser

LockDown Browser is a locked browser for taking exams in Spectrum/SpectrumExam. It prevents you from printing, copying, going to another URL, or accessing other applications during an exam. If Spectrum/SpectrumExam test requires that LockDown Browser be used, you will not be able to take the exam with a standard web browser.

### 1.1 Basic Checklist

Operating Systems & Devices supported for Lockdown Browser

- Windows
- macOS
- Chromebook
- iPad

Browser can be use with Lockdown Browser

- Chrome
- Firefox
- Edge
- Safari

### 1.2 Installing Lockdown Browser

If LockDown Browser has already been installed, skip to the next section. If not, LockDown Browser must be installed to each computer (Windows or Mac) being used to take a test.

1. Get the link from Spectrum or SpectrumExam for downloading and installing LockDown Browser.
2. Follow the onscreen instructions to complete the install.

### 1.3 Problems Downloading and Installing the LockDown Browser

If you are having problems installing LockDown Browser on a Windows system, here are some additional steps:

1. Directly log into a system as a local administrator with full rights. Do not use "Switch User" or a "Remote Access" connection. Important Note: Logging in as a non-administrator and then using "Run as Administrator" may not set the correct permissions.

2. Download Lockdown Browser from Spectrum/SpectrumExam. Do not "Google" for a link because these are campus specific. Click on Download LockDown Browser from Spectrum/SpectrumExam after clicking a quiz. This has to be done only once and can be used for other quizzes.
3. After installation, clicking Check your LockDown Browser Setup will run all the steps. In the last step, the quiz will not be able to be begin. This is not an error, this is because it is checking the lockdown browser setup and not beginning the real quiz.
4. To start the quiz, click the big blue button Launch LockDown Browser.

## 2.0 Respondus Monitor

Respondus Monitor is an automated proctoring service for Respondus LockDown Browser that uses students' webcams to record students during online, non-proctored quizzes/exams, and automatically detect behaviors that could indicate cheating. It is best used as a deterrent to cheating.

## 3.0 Taking A Test

1. Close all programs, unless one is used to connect you to the Internet.
2. Log into Spectrum or SpectrumExam.
3. Locate the "Launch LockDown Browser" shortcut on the quiz page and click it.
4. If prompted, either close a blocked program (e.g. screen capture, instant messaging) by choosing Yes. Or, close LockDown Browser and close the blocked program before restarting.
5. After all the steps, Begin Exam. The test will then start.  
(Note, once a test has been started with Respondus LockDown Browser, you cannot exit until the Submit button is clicked.)

### 3.1 LockDown Browser asks me to select an e-learning system from a drop down list

When starting LockDown Browser, a message indicates that more than one e-learning system is used at your institution and requests that you select one.

If you are presented with a list of server names when you start LockDown Browser, such as

- i. "Spectrum – Production"
- ii. "Spectrum - Exam"
- iii. "Spectrum – Development"

Make sure you select the correct server. If you are using Lockdown Browser from [spectrum.um.edu.my](https://spectrum.um.edu.my), then choose i. "Spectrum – Production". If you are using [spectrumexam.um.edu.my](https://spectrumexam.um.edu.my) then choose ii. "Spectrum - Exam". Item iii. "Spectrum – Development" is installation for the development server which will not be used for real exams.

### 3.2 LockDown Browser and Pop-Ups

If the LockDown Browser stops responding before you start an exam or if you see a blank page that fills the computer screen, this could be due to security windows that have popped up behind the LockDown browser. If you have not started the exam, close the browser and address the security pop-up windows. You should be able to reopen the browser without issue. However, if you have started the exam you may need to restart your computer and address the pop-up windows before beginning the exam.

### 3.3 LockDown Browser and Other Programs

The browser cannot open the external program needed to run external files because of the browser's restricted nature and it creates an internal error with the software. You may access the web link your instructor set in the quiz question.

The LockDown Browser is programmed to detect when conflicting programs are still running and will request that you close these programs. Some program that run as a background process on your computer and will have to be shutdown before you can proceed in the LockDown Browser. You can usually turn these programs off through the task tray.

### 3.4 LockDown Browser Stops Responding

If you lose your Internet connection while taking an exam, the LockDown Browser and your computer may stop responding or freeze. Close the lockdown browser and restart the LockDown Browser.

Depending on your system, this could take several minutes and will cause you to lose time on the exam. In most cases, as long as the time has not expired, it should let you back into the exam, however it depends also on the settings in the quiz module whether multiple attempts are allowed.

#### 4.0 Using With A Webcam (Respondus Monitor)

You may be required to use LockDown Browser with a webcam, which will record you during an online, nonproctored exam. (The webcam feature is referred to as “Respondus Monitor.”).

If a quiz is required to use Lockdown Browser, once click on the quiz, the system will inform like the message below:

**Respondus LockDown Browser with Respondus Monitor (webcam) is required for this exam.**

Your computer must have a functioning webcam and microphone. A broadband connection is also required.

1. If a quiz requires LockDown Browser and a webcam, follow steps 1-5 in the previous “Taking A Test” section. At this point the Startup Sequence for the webcam begins.
2. You will first need to review and agree to the Terms of Use.
3. The Webcam Check will confirm that your webcam and microphone are working properly.
4. The remaining steps of the Startup Sequence will depend on settings chosen by your instructor. Follow the instructions and note your progress along the left side of the screen.
5. If you encounter a problem, select the It’s not working link for troubleshooting tips. The test will begin after the Startup Sequence is complete. You cannot exit LockDown Browser until the quiz is submitted for grading

#### 5.0 LockDown Browser Updates

When a new version of LockDown Browser becomes available, the system will prompt you to update your installation of the software.

Whenever you update your LockDown Browser, you may also want to make sure your system is up-to-date by installing all necessary system updates. You will also want to make sure you have the latest version of your browser. Eg: Internet Explorer for Windows users and Safari for Mac users.