**LockDown Browser Requirement**
This course requires the use of LockDown Browser for online exams. Select a location where you are comfortable having a video recording taken of yourself and your workspace environment. This area should also be free of distractions and interruptions.

Watch this video to get a basic understanding of LockDown Browser:
[**https://www.respondus.com/products/lockdown-browser/student-movie.shtml**](https://www.respondus.com/products/lockdown-browser/student-movie.shtml)

**AT TEST TIME:**

* Join the Zoom meeting like normal.
* Within Zoom, your instructor will provide last-minute instructions, including an "entry code" for the exam.
* Log into Brightspace with any browser
* Navigate to the test
* If necessary, download and install LockDown Browser using the link on screen
* LockDown Browser will start automatically when the test link is selected
* An entry code must be entered to begin the test
* Note that the Zoom meeting window will no longer appear once you start Lockdown Browser. However, Zoom will continue to run in the background and your instructor WILL still see and hear you throughout the exam.

**Guidelines for Online Exams**
When taking an online exam with Zoom [Teams, etc.], follow these guidelines:

* Select a quiet location where you won't be interrupted
* Place your computer on a flat surface such as a table or desk (not on your lap)
* Turn off all mobile devices, phones, etc. and don't have them within reach.
* Clear your area of all external materials - books, papers, other computers, or devices
* Remain at your desk or table for the duration of the exam
* Position yourself so you will be visible by the webcam during the exam
* Be as quiet as possible so you don't bother other students
* LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the exam until all questions are completed and submitted

**Getting Help**
Several resources are available if you encounter problems with LockDown Browser:

* The Windows and Mac versions of LockDown Browser have a "Help Center" button located on the toolbar. Use the "System & Network Check" to troubleshoot issues. If an exam requires you to use a webcam, also run the "Webcam Check" from this area
* [As applicable, insert information about your institution's help desk, including details about how to contact them. Some help desks want students to run the "System & Network Check" and the "Webcam Check" before they are contacted - and even, to forward the results of these checks at the time of opening a ticket.]
* Respondus has a Knowledge Base available from support.respondus.com. Select the "Knowledge Base" link and then select "Respondus LockDown Browser" as the product. If your problem is with a webcam, select "Respondus Monitor" as your product
* If you're still unable to resolve a technical issue with LockDown Browser, go to support.respondus.com and select "Submit a Ticket". Provide detailed information about your problem and what steps you took to resolve it.