**LockDown Browser + Webcam Requirement**  
This course requires the use of LockDown Browser and a webcam 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. The webcam can be the type that's built into your computer or one that plugs in with a USB cable.

Watch this brief video to get a basic understanding of LockDown Browser and the webcam feature.

[**https://www.respondus.com/products/lockdown-browser/student-movie.shtml**](https://www.respondus.com/products/lockdown-browser/student-movie.shtml)

**Download Instructions**

* Select the quiz in the course.
* Under Quiz Requirements you will see "To take this quiz you must use the Respondus LockDown Browser."
* Below this will appear: "You can use the button below if you have not already downloaded LockDown Browser". Click the button to go to the download page and then follow the instructions.
* Use the link to download Respondus LockDown Browser to your computer; follow the installation instructions.
* Return to the Quiz page in Brightspace (it may still be open in another tab) and select the quiz.
* Select "Launch LockDown Browser."
* The quiz will now start.

Note: LockDown Browser only needs to be installed once to a computer or device. It will start automatically from that point forward when a quiz requires it.

**Guidelines**  
When taking an online quiz, follow these guidelines:

* Ensure you're in a location where you won't be interrupted.
* Turn off all other devices (e.g. tablets, phones, second computers) and place them outside of your reach.
* Before starting the test, know how much time is available for it, and also that you've allotted sufficient time to complete it .
* Clear your desk or workspace of all external materials not permitted - books, papers, other devices.
* Remain at your computer for the duration of the test.
* If the computer, Wi-Fi, or location is different than what was used previously with the "Webcam Check" and "System & Network Check" in LockDown Browser, run the checks again prior to the exam.
* To produce a good webcam video, do the following:
  + Avoid wearing baseball caps or hats with brims.
  + Ensure your computer or device is on a firm surface (a desk or table). Do NOT have the computer on your lap, a bed, or other surface where the device (or you) are likely to move.
  + If using a built-in webcam, avoid readjusting the tilt of the screen after the webcam setup is complete.
  + Take the exam in a well-lit room, but avoid backlighting (such as sitting with your back to a window).
* Remember that 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.

**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.