1. LAUNCH THE CORRECT BROWSER TO TAKE AN EXAM

If your instructor has required the use of Lockdown Browser for an exam, you must click on and open the Lockdown Browser icon on your desktop to access your WTClass exam.

If you launch Chrome, Firefox, or any other browser, *you will not be able to take the exam and will instead be prompted for a password*.

If you are unable to access an exam because you are prompted for a password, this indicates that you are trying to access the exam with a standard browser instead of the Respondus LockDown Browser. You will see this screen after clicking the Begin button:

Please open Respondus LockDown Browser and navigate to your exam in WTClass if you see the screen pictured above.

2. TAKE THE PRACTICE EXAM REQUIRING RESPONDUS LOCKDOWN BROWSER/MONITOR

To ensure your first exam using LockDown Browser runs smoothly, first take the ungraded practice quiz that requires the use of the LockDown Browser **immediately** at the start of your course. Re-take the practice quiz anytime you will be using a different computer that requires Respondus LockDown Browser. Doing so will give you time to get help with troubleshooting any issues before your graded exam occurs.

A practice quiz is usually located within your course's content or 'Lessons' area. Please contact your instructor if you cannot locate it. The practice quiz is available for the duration of the course, with unlimited attempts.

3. ACCESS YOUR EXAM FROM YOUR COURSE CONTENT OR LESSONS AREA

An error message may appear if you access your exam through a "reminder" entry in a toolbar, calendar, or announcement. *Always access the exam by first navigating to the course and then going to the appropriate test area or content area*.

4. RESTART YOUR COMPUTER IF YOUR COMPUTER FREEZES WHILE TAKING AN EXAM WITH RESPONDUS LOCKDOWN BROWSER

Connectivity issues can cause Respondus LockDown Browser to freeze while you take your exam. There is no workaround for this problem. If this occurs, restart your computer by powering it off, then power it back on, and then navigate back to your exam using LockDown Browser to continue.

If you are unable to re-enter to your exam, contact your instructor immediately. It is important to contact your instructor—only they can determine if they allow an additional test attempt and only they can make the appropriate test setting changes.

5. UPDATE YOUR RESPONDUS LOCKDOWN BROWSER SOFTWARE

For Windows users, start Respondus LockDown Browser, select the "i" button from the toolbar, and then click "Check for Newer Version". The version will be displayed and you will be able to download a newer version if one is available.
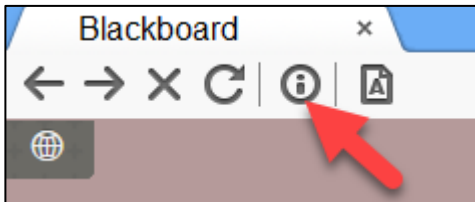
For Mac users, start Respondus LockDown Browser, select "About" from the toolbar, and then click "Check for Update." The version will be displayed and you will be able to download a newer version if one is available.

You can also update LockDown Browser by downloading and running the full installation program again.

6. ADJUST YOUR COMPUTER'S SECURITY SETTINGS AFTER RECIEVEING "THERE IS A PROBLEM WITH THE SETTINGS FOR THIS EXAM" ERROR

If your instructor has required the use of Respondus LockDown Browser and you get an error, you may need to adjust your security settings:

Your computer, ISP, or network may be blocking access to Respondus servers. Temporarily shut down all anti-virus and firewall software on the computer and try the exam again. Keep in mind that the block could be in the router itself. Bypassing the router and plugging your computer straight into the modem may help.

If error persists, try adjusting your computer's internet options. For Windows users, go to control panel and select "Network and Internet." Once there, click on "Internet Options". On the "Security" tab, ensure that your settings are not higher than "Medium". On the Advanced tab, click "Reset" located under the header "Reset Internet Explorer Settings". In the window that opens, select "Delete Personal Settings" and then click on the Reset button.

Doing this will impact all client browsers, not just Internet Explorer. After resetting the internet options, restart your computer and try to access your exam again.

7. TRY A DIFFERENT COMPUTER OR GET ON A DIFFERENT NETWORK

If you cannot access your exam and have confirmed with your professor that Respondus LockDown Browser is required, try using your computer on a different network, or using a different computer on your main network.

If you are taking your exam on a work computer and have technical issues, we recommend you **try a different computer and network**, as your work organization's security settings may block the use of Respondus Lockdown Browser.

NEED A COMPUTER WITH RESPONDUS LOCKDOWN BROWSER?

If you are only required to use Respondus LockDown Browser **without a webcam**, you may take your exam at any WTAMU Open Access Lab computer, located in in both Canyon and Amarillo. All computers in the labs have Respondus LockDown Browser downloaded and are ready for use.

Visit the Hastings Electronic Learning Center Open Access Lab and the Amarillo Center Open Access Lab page for more information on locations and hours.

NEED A COMPUTER, WEBCAM, AND/OR PRIVATE ROOM WITH RESPONDUS MONITOR?

If you are required to use Respondus Monitor and you need a computer, webcam, and/or private room to take your exam, complete the HELC Exam Room Request form to reserve a space. **Please note**, there is only one room/computer available at this time. Reserve early.

STILL NEED HELP? CONTACT RESPONDUS TECHNICAL SUPPORT

- Submit a support ticket with Respondus Technical Support
- Live chat support for Respondus Monitor
- Knowledgebase: Student Support FAQs