



Blackboard Learn 9.1

Respondus LockDown Browser Student Guide

What is Respondus LockDown Browser?

Respondus LockDown Browser is a secure browser for taking tests in Blackboard. It prevents the student from printing, copying, opening another browser window, or accessing other applications during a test. If a Blackboard test requires that Respondus LockDown Browser be used, the student will not be able to take the test with a standard web browser. Respondus LockDown Browser should only be used for taking Blackboard tests. It should not be used in other areas of Blackboard.

Installing Respondus LockDown Browser: Windows and Mac

To download and install Respondus LockDown Browser for Texas Tech University, go to the following URL. Follow the on-screen instructions to complete the installation for your Windows or Mac computer. (If Respondus LockDown Browser has already been installed on your computer, skip to the next section, unless re-installation is needed.)

<http://www.respondus.com/lockdown/information.pl?ID=759336418>

Note: Lab Computers and Work Computers often have the installation rights turned off for the general public or office staff. Students need to be at a computer that will allow them to install the LockDown Browser program to the computer. If they are unable to install Respondus LockDown Browser, they will need to move to a different computer to take the assessment.

Troubleshooting problems with Respondus LockDown Browser

- We strongly recommend that students do NOT use WiFi (wireless) connections when taking a test that requires LockDown Browser.
- There can also be firewall or security settings specific to the computer that might prevent LockDown Browser from opening properly. If you experience



difficulties opening LDB, check for security settings that would block this application.

- Make sure you are using the latest version of LockDown Browser (see following instructions). LDB will prompt you to update to the latest version if needed.
 - Open the LockDown Browser from the desktop.
 - Click the Information icon (i) at the top of the screen.
 - Click “Check for latest version.”

If LockDown Browser appears to freeze, shows a blank screen, or stops responding before you begin the exam:

Possible Cause: Some windows which open due to security restrictions may appear behind the LockDown Browser window for Blackboard. These pop-ups require the user to click through them before taking you to the next Blackboard assessment page. When this occurs, the LockDown Browser will appear to freeze at a blank page waiting for you to click the security pop-up. But because LockDown Browser will not let you move or resize a window, you cannot access the pop-up, resulting in an effective freeze of the browser.

Solution: Since you are not yet in the exam for the course, you can still close the LockDown Browser. Closing the LockDown Browser will allow you to respond OK to the security pop-up. Re-opening the LockDown Browser after selecting OK on the security pop-up will allow you to proceed to the exam without problem. This works only if you re-launch the LockDown Browser immediately after you close the pop-up window. If you go to another website, restart your computer, or make any changes to your computer, you may encounter the problem again after restarting the LockDown Browser.

Closing the Dell Dock:

If you are using a **Windows Dell machine** and you are instructed to close the Dell Dock before using the LockDown browser, this is a floating toolbar that allows you to organize your icons on your computer desktop. If you will right click on the toolbar, not an icon, but the bar itself, you can choose Close the Dell Dock. You can then open the LockDown browser and take your quiz or exam.