



## Respondus LockDown Browser Student Guide

### What is Respondus LockDown Browser?

Respondus LockDown Browser is a secure browser for taking tests in Blackboard. It prevents you from printing, copying, going to another URL, or accessing other applications during a test. If a Blackboard test requires that Respondus LockDown Browser be used, you 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.

### Blackboard CE8 and Blackboard Learn 9.1

TTU is currently transitioning from Blackboard CE 8 to Blackboard Learn 9.1. Both Blackboard 8 and 9 use the same installation of Respondus LockDown Browser.

### 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.)

<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. You need to be at a computer that will allow you to install the LockDown Browser program to the computer. If you are unable to install Respondus LockDown Browser, you may need to locate to a different computer to take the assessment.

### Taking a Test using Respondus LockDown Browser

After LockDown Browser is installed on your computer, follow these steps to take the Blackboard test. It is recommended that you NOT use WiFi while taking an exam. Instead, connect to the internet with an Ethernet cable – this gives added stability to your internet connection and reduces the chance of the internet connection being broken during the exam.

1. Close all open programs on your computer – this includes any messaging programs.
2. Open LockDown Browser. Windows users: Locate the LockDown Browser shortcut icon on the desktop and open it. Mac users: Launch LockDown Browser from the Applications folder.



(A warning message may appear indicating that one or more applications must first be exited, such as instant messaging application. The browser will offer to close the applications for the user. Alternatively, the browser can be exited and the blocked application can be closed manually before restarting LockDown Browser.)

3. Select from “**TTU Bb 8**” or “**TTU Bb 9**” depending on which version of Blackboard is being used for the course where the test resides.
4. Login to Blackboard by entering your eRaider login information.
5. Open the appropriate course, navigate to the test, and select it. If the instructor requires a test password, a new window will appear asking for the test password. Enter the password and click Begin Exam. If the instructor did NOT require a password, select “No” and click Continue.

**Important Note:** Once a test has been started with Respondus LockDown Browser, you cannot exit until the Submit button is clicked.

## Troubleshooting problems with Respondus LockDown Browser

**Make sure you are using the latest version of LockDown Browser.**

1. Open the LockDown Browser from the desktop.
2. Click the Information icon (i) at the top of the screen.
3. Click “Check for latest version.”

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

**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.