

ILLINOIS VALLEY COMMUNITY COLLEGE

Center for Excellence in Teaching, Learning, and Assessment (CETLA)

Respondus Lock Down Browser Settings for Testing

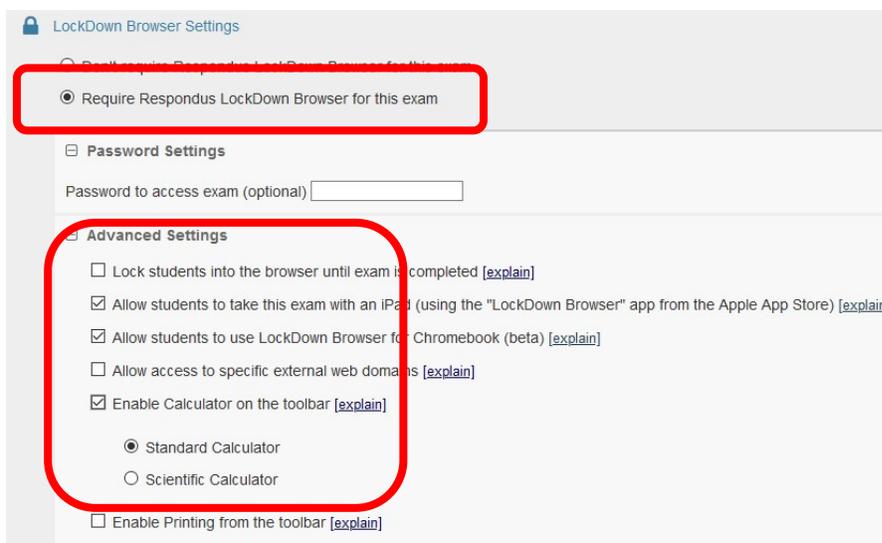
Requiring Respondus Lock Down Browser for Testing

The Respondus Lock Down Browser is an internet browser that prevents students from printing tests, taking screen shots, and having other applications open during testing sessions.

The Respondus Lock Down Browser settings are accessed from the Control Panel, Course Tools option.

1. Click on the Respondus LockDown Browser link under the course tools listing in the Blackboard Control Panel to access the settings
2. Click on the small down arrow at the left of the test title and select Modify Settings.
3. Select the appropriate options for Respondus. Expand the Advanced Settings to reveal additional options. Options frequently used include.

- Require Respondus
- Password protected
- Enable Calculator (available under Advanced Settings as shown in the image below))
- Lock students into browser until exam is completed.
- Allow students to use the Respondus app for Chromebook
- Add a password for the proctor to use to allow the student to exit the exam before it is complete will appear.



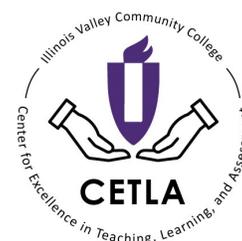
Please note that once the Respondus settings have been selected and have been saved, the test and testing options in Blackboard should not be modified. If they are modified, return to the Respondus settings and check for errors.

When an exam become locked up, most often due to an internet interruption, the instructor should consult the trouble shooting guidelines on the reverse side of this document.

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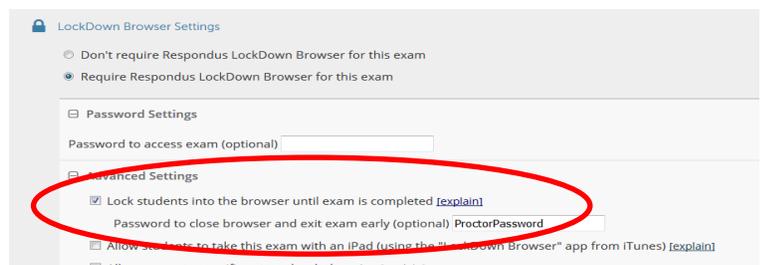
Respondus Lock Down Browser Testing

Trouble Shooting Testing Issues

When an exam attempt becomes locked up, due to an internet interruption students may be locked into the test but unable to continue. If the test has not been submitted students are usually able to continue with the test after the instructor takes the following steps.

1. Advise the students to resist the urge to click multiple times on any off the options.
2. Access the Test Options, uncheck the Force Completion option and click submit.
3. Have the students that are locked into the test click on the refresh button within the LockDown Browser.
4. If they are not able to continue after refreshing, have them exit the test and close the browser.
5. Have students log back into the test, enter the proctor password and resume testing.
6. Students who were locked into the test should now be able to continue from where they left off.
7. If a student's test is accidentally submitted during an internet interruption. These students will receive a message indicating that they have already completed the test and will not be able to continue.
8. In instances where the attempt was submitted before the student completed the exam, they will not be able to resume the testing process, and may have to have their attempt cleared and start the test again.
9. In the event that students are more than halfway thru the testing process it may make sense to review the attempt, identify which questions were not answered and create a paper test containing the unanswered questions.
10. A Respondus proctor password* can be used to allow a student to exit the exam without submitting it in instances where the testing has been interrupted and Force completion has been checked, and cannot be changed.

***Note:** A proctor password can be created by selecting the Lock students into test option under the Advanced Settings as shown at the right.



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