

Villanova University Respondus LockDown Browser Student Guide

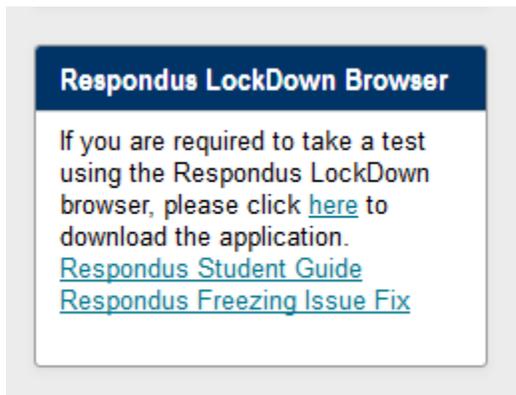
Introduction

Respondus LockDown Browser is a secure browser for taking exams in Blackboard. It prevents you from printing, copying, going to another URL, or accessing other applications during an assessment. If a Blackboard exam requires that Respondus LockDown Browser be used, the exam won't be accessible with a standard web browser.

Respondus LockDown Browser should only be used for taking examinations in Blackboard. It should not be used in other areas of Blackboard.

Installation of Respondus Lockdown Browser (Mac & Windows)

The Respondus Lockdown Browser installation file can be found by logging into the Villanova Blackboard site (<http://elearning.villanova.edu>) with your VU UserID/Password and clicking on the "Resources" tab.



Alternatively, you can click the following link to initiate installation:
<http://www.respondus.com/lockdown/information.pl?ID=354517612>

Once the installation begins, follow the onscreen instructions.

Taking a Test with the Respondus Lockdown Browser

1. Before opening the LockDown Browser please follow these steps:
 - It is recommended that you start with a clean boot of your computer. To do this, simply restart your computer and then follow the steps below.

- Ensure that you have a stable internet connection. Wired network connections are recommended for taking LockDown Browser exams. If using a wireless connection, a strong, uninterrupted signal is necessary for trouble-free test taking.
 - Close all applications that are running on your computer such as browsers, documents and messaging programs. Also be sure to close any background applications such as music streaming, downloads and automatic updates.
2. When you are ready to take the exam, start the LockDown Browser. For Windows users, the browser can be run by clicking the shortcut on the desktop or going to Start Menu>Respondus>Respondus LockDown Browser. Mac users can launch the Lockdown Browser from the Applications folder.
 3. Upon opening, the browser will navigate to the Villanova Blackboard login page and automatically check for updates. If an update is available, click “Get Update” to allow the browser to upgrade to the latest version. After the update has been applied, the browser will need to be restarted.
 4. Even if your browser has been recently updated, it is **HIGHLY RECCOMENDED** that you check to ensure that your browser is running the latest software release. This can be done by clicking the “information” (i) button on the browser toolbar and clicking “Check for Newer Version”. If there is a newer version available, the browser will notify you and allow you to update. This step should be done each time that you run the browser.
 5. A warning message may appear indicating that one or more applications must first be exited in order for the LockDown Browser to function properly. Click “Ok” to allow the browser to automatically shut down these programs. After allowing the browser to close background programs and checking to ensure that you are using the latest version, you can log into the Blackboard system by entering your VU UserID/Password. Select the appropriate course and then select the assessment you wish to take.
 6. If the instructor has set a password for the assessment, a pop-up window will ask the user to enter that password. Fill in the “Exam Password” box and click “Begin Exam” to start the assessment.

This exam requires a password. Enter the one provided by your instructor.

Exam Password

Updating the Respondus LockDown Browser

To ensure the most trouble-free performance of the LockDown Browser, it is necessary to check for software updates before each use. You can check your version of LockDown Browser by clicking the "Information" (i) button on the toolbar, then clicking the "Check for Newer Version" button. If an update is available, information about the update will be displayed and a "Get Update" button will appear. Press the button, wait for the download to complete, and then restart the browser.

If a user continues to experience problems even after going through the update process, it may be necessary to uninstall, download and reinstall the LockDown Browser. Windows users can uninstall the browser by going to Start Menu>Control Panel>Programs and Features, finding Respondus LockDown Browser on the programs list and double clicking it. Mac users can uninstall by dragging the program to the trash. After the Lockdown Browser has been uninstalled, follow the steps in the "Installation of the LockDown Browser" section above to download and reinstall.

Support

If you need additional help or support with the LockDown Browser, please contact the Villanova University IT Helpdesk.

Phone: 610-519-7777 M-Thu 9-7, Fri 9-5

Email: support@villanova.edu

Self Service Help Desk: <https://easyvista.villanova.edu/>