Student Instructions: Online Testing at Home with LockDown Browser and Respondus Monitor

Your course requires that you take tests using Respondus LockDown Browser/Monitor. You must use a computer (Windows PC laptop/desktop, Apple Mac laptop/desktop, or Chromebook). **Do not** use your phone, tablet, or iPad for taking tests. You will also need a working camera and microphone on your computer. You must have reliable Internet. A wired connection is best. If you use a wireless Internet connection, make sure that it is a strong connection. You may need to move close to the router to obtain the best signal.

Respondus Monitor requires you to have and display a valid photo ID and complete an environmental scan. Please review this video to follow the proper procedures: http://www.kaltura.com/tiny/bn75m. Failure to follow the instructions below could result in you having to retest or receive a zero for your exam. Please be sure to follow the instructions below very carefully.

It is critical that you take the Practice Test to identify any issues or concerns for your specific testing equipment and environment. You must earn a perfect score or 100% on the practice test. **A professional proctor will review the results and provide a score within two business days.** Please review the feedback, correct any issues, and take the practice test again until you earn 100%. **You have three attempts**.

If for some reason, you are unable to use Respondus Monitor, you must contact your instructor so you can schedule for in-person testing in the Testing Center. Please make every effort to use Respondus Monitor if possible.

These instructions are also available at https://cs-cc.net/proctored. Select the article for your specific computer.

System Requirements:

- PC: Windows 11 and 10
- Mac: macOS 10.15 to 14.0
- Chromebook: ChromeOS
- Web camera (internal or external)
- A microphone (internal or external)
- A broadband Internet connection

Instructions

Before Practice and Test Day:

- ☐ Apple Mac laptop/desktop Users - Download LockDown browser. Go to https://download.respondus.com/lockdown/download.php?ostype=2&id=943712365
- ☐ Windows PC laptop/desktop Users - Download LockDown browser. Go to https://download.respondus.com/lockdown/download.php?id=943712365
- ☐ Chromebook Users - Download LockDown Browser extension. If you received your Chromebook from your high school, you may not be able to install this Chrome extension. If you are not able to do this, please contact your high school technical support for assistance. Go to: https://download.respondus.com/lockdown/download.php?id=943712365
- ☐ Check the Wi-Fi speed for a strong signal at the location where you plan to take your test.
- ☐ Check your computer camera and microphone to make sure they are working properly.
- ☐ Take the practice quiz using LockDown Browser. Before starting the practice quiz, click on the "help center" at the top of the LockDown Browser screen to test your webcam and to see that your computer meets system requirements.

On Practice Test and Test Day

- ☐ **All students should take the Practice Test** as directed in Respondus LockDown Browser/Monitor.
- ☐ If planning to use accommodation software (such as Read&Write or Zoomtext) for the exam, please also use it when taking the Practice Test.

Course Rules:

- ☐ Select a distraction-free environment for the exam. Televisions and other people in the room can draw your attention away from the screen. Other people who come into view of the webcam may also trigger alerts by the automated system and are not permitted.
- ☐ Don't take an exam in a dark room. If the details of your face don't show clearly during the webcam check, the automated video analysis is more likely to alert that you are missing.
- ☐ Avoid backlighting situations, such as sitting with your back to a window. The general rule is to have light in front of your face, not behind your head.
- ☐ Make sure your face is visible and centered facing forward on screen at all times.
- ☐ Remember that this is being recorded so you should be dressed appropriately.
- ☐ Head coverings for religious, cultural, or medical reasons are permitted. Your eyes and ears must be visible. Hats with brims must be turned around.
- ☐ If the webcam is built into the screen, avoid making screen adjustments after the exam starts. A common mistake is to push the screen back, resulting in only the top portion of the face being recorded.
- ☐ Ensure your computer or device is on a firm surface (a desk or table). Do NOT have the computer on your lap, a bed, or other surfaces where the device (or you) are likely to move.
- ☐ Clear your workspace of any unauthorized material, such as phones, smartwatches, headphones, other devices, textbooks, notes, etc.
- ☐ Before starting the test, know how much time is available for it, and also that you've allotted sufficient time to complete it.
- ☐ Remain at your computer for the duration of the test.

Starting to take the test

- ☐ Close all windows and programs other than the LockDown Browser (or Chrome on Chromebooks) on your computer.
- ☐ Launch/Sign into any accommodation software needed.
- ☐ PC and Apple Users – Open the LockDown Browser icon on your computer,
- ☐ Chromebook Users – Open the Chrome Browser.
- ☐ Log into Blackboard.
- ☐ Click on your course in Blackboard.
- ☐ Go to where the test is located in your Blackboard course.
- ☐ Click on the test name. LockDown Browser will launch when you open the test.
- ☐ You will be required to go through steps to check-in prior to taking the test. When **prompted** by the computer. For an example video of these steps including the environment check, see the link: http://www.kaltura.com/tiny/bn75m.
  1. Take a picture of yourself.
  2. Hold your photo ID up to your computer camera so the image is clear and readable, then take a picture of your ID. Be sure to verify that it is clear, and retake it if it is not clear.
  3. Perform an environment scan of your test area.
     a. Lift your webcam or laptop and slowly turn it around to provide a **360-degree** view (described below) of your exam environment to prove that your workspace is free of any unauthorized materials and devices. You have one minute after you start recording to complete the scan.
     b. If you are using a desktop with a built-in camera, use a hand-held mirror in front of the camera to show your room. Be sure to check the mirror so that all areas of your exam environment are shown.
     c. If you are NOT allowed outside resources, be sure to remove them from your workspace prior to the environment check. This includes papers, books, etc. Phones and other electronic devices are NEVER permitted.
     d. Move the camera (or mirror) **slowly** and follow these steps to provide a clear video.
        i. Show the desktop area – the work surface where you are taking the test.
        ii. Show the area behind your computer.
        iii. Show the floor space near your desk.
        iv. Show each side of the area next to your computer.
        v. If you are allowed scratch paper, show both blank sides of the paper.
        vi. Once you are finished, return your camera or laptop as close to its original position as possible.
        vii. Show that your phone, tablet, and smartwatch are off and not just silenced. Place these items across the room and out of reach.
- ☐ Take your test.
- ☐ Make sure your face is visible at all times.
- ☐ At the completion of the test, exit LockDown Browser.

Review Your Practice Test Results:

After the proctors review your testing session, you will need to review the grading rubric and feedback rubric for all practice tests earning less than 100%.

You can check your Practice Test Score in **My Grades**. Click on the **My Grades** button on the left side of your course to see your scores.

1. Once you are in **My Grades**, locate the **Practice Test** and click on the assessment link.

2. This will open the details for the **Practice Test**. Click on the score to see the details of the score calculation.

3. Once the test questions are shown, scroll to question 7 and click **View Rubric** to the right of the question.

4. Scroll through the rubric to see the areas you need to correct. Any selections in the second column need to be corrected prior to the next attempt.

5. Find those areas on the **Feedback Rubric** and follow the feedback instructions.

Proficient Criteria	Feedback and Solutions
Student Identification • Valid school or government-issued Photo ID is clear and readable • Valid photo ID that matches student image • Name on valid photo ID must match student name • **NOTE:** A valid photo ID is required for all testing options	• Make sure you have a valid photo ID (i.e. a school or government-issued photo ID, a passport, military ID, or permanent resident card) Your ID must have a clear photograph and your full name. • Make sure the image of the Photo ID is clear. Retake as needed. • Review this SAMPLE VIDEO to ensure you understand the correct process
Environment Check **Workspace Surface** • Clear visual of the top of desk/workspace	• Make sure to provide a complete visual of the top of desk/workspace. Move the camera slowly while narrating what you are showing to provide a clear visual. • Review this SAMPLE VIDEO to ensure you understand the correct process
Environment Check **Under Desk/Seat** • Clear visual of under the desk/seat	• Make sure to provide a complete visual of under the desk/seat. Move the camera slowly while narrating what you are showing to provide a clear visual. • Review this SAMPLE VIDEO to ensure you understand the correct process
Environment Check **Sides of Desk/Seat** • Clear visual of the sides of the desk/seat	• Make sure to provide a complete visual of the sides of the desk/seat. Move the camera slowly while narrating what you are showing to provide a clear visual • Review this SAMPLE VIDEO to ensure you understand the correct process
Environment Check **Behind Computer Screen/Monitor** • Clear visual behind the computer screen/monitor	• Make sure to provide a complete visual behind the computer screen/monitor. Move the camera slowly while narrating what you are showing to provide a clear visual. • Review this SAMPLE VIDEO to ensure you understand the correct process
Environment Check **Front of Computer Screen/Monitor** • Use a mirror or phone in selfie mode to show the front of the monitor	• Make sure to provide a complete visual of the front of the computer screen/monitor. Move the camera slowly while narrating what you are showing to provide a clear visual. • Review this SAMPLE VIDEO to ensure you understand the correct process

NOTE: This feedback rubric as well as these direction are found in the description of the Practice Test.

CHECKING YOUR FEEDBACK

You must earn a perfect score on this practice test in order to use the Respondus Monitor testing option. After the proctor reviews your practice test, you will receive a score. Your score will be available to you, but will not be included in your course grade.

If you earn a perfect score, you will have the opportunity to print a certificate for your records. You must return to this course under the "Testing with Respondus Monitor" area. The link to generate will be below the practice test. Use these instructions for saving the certificate for assistance with this process.

If you did not earn a perfect score, you can see what needs to be corrected by reviewing your RUBRIC. Be sure to check the rubric by clicking My Grades in the main menu, then your score, then click on "RUBRIC." You must be in LockDown Browser to see your feedback. Use this Feedback Rubric to correct your issues identified in the RUBRIC. Follow these instructions for assistance with this process.

Saving your Respondus Monitor Approval Certificate:

Once you have earned 100% on the practice test, return to the "Testing with Respondus Monitor" area of that course to obtain your Certificate. It will be available for you to save and/or print in the course earning 100%.

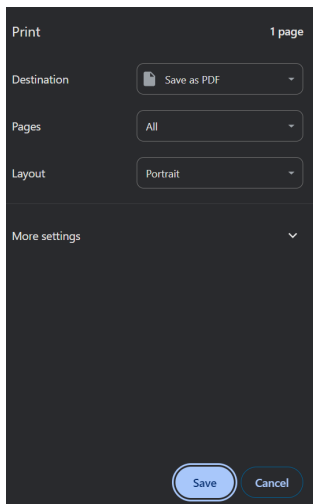1. Click this item to generate the certificate

    Respondus Monitor Approval Certificate

    Click here to generate your certificate, create the PDF, and save the PDF to your computer.

2. Click "Create PDF" in the upper right corner of the certificate

    Create PDF

3. Select "Save as PDF" and "Save"

Print	1 page
Destination	Save as PDF
Pages	All
Layout	Portrait
More settings	⌄

    Save   Cancel

4. Save on your computer in the desired location.

Troubleshooting:

Students can live chat with Respondus' technical support 24/7 while taking a test using Respondus Monitor in the pre-exam setup and the Help Center. See this link for more information: https://web.respondus.com/student-help-livechat/.

Troubleshooting Windows PC and Apple Mac Computers

Issue: When I click on the test, it is prompting me for a password.

> **Solution**: Be sure that you have downloaded LockDown Browser to the device you are using to take your test. If it is asking you for a password, you are not in LockDown Browser.

Troubleshooting Chromebooks

Issue: When I click on the test, it is prompting me for a password.

> **Solution**: Be sure that you have downloaded the LockDown Browser extension for Chrome to the device you are using to take your test. If it is asking you for a password, you are not in LockDown Browser.

Issue: The Chromebook is applying LockDown Browser to quizzes that do not require LockDown Browser.

> **Solution**: On Chromebook, the system may appear to be launching LockDown Browser on quizzes that do not require it. You may close out of LockDown Browser windows, and the quiz will open, or you may turn off the Chromebook LockDown Browser extension until you need it for the next test. To turn off the LockDown Browser extension in Chrome:

> 1. Type "Chrome://extensions/" in the web address bar at the top of Chrome.
> 2. Locate the LockDown Browser Chrome Extension, and toggle it off.