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# Using Respondus LockDown Browser in My Blackboard Course

A Guide for Students



JACKSONVILLE STATE UNIVERSITY  
The Office of Distance Education

Last updated August 28, 2009

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# What is Respondus LockDown Browser?

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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 a test. If an instructor decides to set up their Blackboard exams to require that Respondus LockDown Browser be used, you will not be able to take the exam with a standard web browser. Respondus LockDown Browser should only be used for taking Blackboard exams. It should not be used in other areas of Blackboard.

Your instructor may also choose to employ other security features within Blackboard, such as timed exams. For more information about testing features available to faculty, please review the “Completing Exams in My Blackboard Course” guide for students.

## Installing Respondus LockDown Browser

The Respondus LockDown Browser may be required in both online classes as well as traditional classes taught on campus or in other distance education formats such as videoconferencing or video-based courses. If you are taking online classes, you will be expected to install the Respondus LockDown Browser on any/all computers you plan to use to complete your Blackboard exams.

If you are located on or near JSU’s campus you may choose from several labs on campus which have the Respondus LockDown Browser installed. This listing of labs is subject to change as additional departments request installation of the browser in their labs:

- 229 Stone Center
- 220, 215, 106 Merrill Hall
- 357, 359, 361 Ayers Hall
- 10<sup>th</sup> floor lab and 37 different OPAC floor machines at Houston Cole Library
- 309 Ramona Wood Building

To download and install Respondus LockDown Browser, follow these steps:

Windows computers:

1. Navigate to <http://www.respondus.com/lockdown/information.pl?ID=377332937> .
2. During the installation, select “Yes” if prompted to accept programs from Macrovision and Respondus.
3. Follow the onscreen instructions to complete the install.



Do not wait until the day of the exam to try to install the Respondus LockDown Browser!

Your instructor will expect you to be responsible for downloading the browser and working out any technical difficulties you may experience before the date/time of the scheduled exam.

Macintosh computers:

1. Be sure that OSX 10.3.9 or higher is being used (512K RAM minimum).
2. Navigate to <http://www.respondus.com/lockdown/information.pl?ID=377332937> .
3. During the installation, select “Yes” when prompted to run the Java application.
4. Follow the onscreen instructions to complete the install.

**If you experience any technical difficulties installing or using the Respondus LockDown Browser, please carefully read and complete the steps listed below.**

1. Verify that your computer system meets the minimal requirements for Blackboard. Please review the System Requirements at [http://www.jsu.edu/distance/blackboard/bb\\_sys\\_require.html](http://www.jsu.edu/distance/blackboard/bb_sys_require.html).
  - Check your Java version using the links on the “System Requirements” page and uninstall older versions and install the correct version indicated on the “System Requirements” page and “Java Update Procedure” page linked off of the requirements page. The instructions for checking, uninstalling, and installing Java are available on the “Java Update Procedure” page linked off of the requirements page. **THIS IS A VERY IMPORTANT STEP. YOU MUST HAVE THE APPROPRIATE VERSION OF JAVA FOR BLACKBOARD AND THE RESPONDUS LOCKDOWN BROWSER TO WORK PROPERLY.**
2. If you have spyware detection software, that may interfere with the LockDown Browser. You will need to disable your spyware detection software while using the LockDown Browser.
  - Examples of spyware detection software include AVG, Spyware Doctor, Ad-Aware, Spybot, Norton, McAfee, etc. If you re-boot during the process of completing any of the other procedures described in this guide, you may have to disable this type of software after each re-boot before trying the LockDown Browser again.
3. Firewalls can also interfere with LockDown Browser. You will need to make sure the LockDown.exe application is allowed full access to the Internet, which means you may need to enter this into your firewalls as an "Exception".
4. Popup blockers can also interfere. Disable all popup blockers such as Google Toolbar, Yahoo Toolbar and others. With Internet Explorer 7, you also have a popup blocker built into it. Go to the “Tools” menu and choose “Internet Options,” then choose the “Privacy” tab. Uncheck the popup blocker option.

5. Verify that Internet Explorer is your default browser. Complete the following steps to change the default browser to Internet Explorer:
  - Close all Internet applications that you have open.
  - On the “Windows Start” menu, point to “Settings,” click “Control Panel.”
  - Double-click the “Internet Options” (or Internet) icon.
  - In the “Internet Properties” window, click the “Programs” tab.
  - To change your default application for Web pages, select the “Internet Explorer should check to see if it is the default browser” check box.
  - Click “Apply,” then click “OK.”
  - Start “Microsoft Internet Explorer” and when you are asked if you would like to make it your default browser, click “Yes.”
  
6. If you are using Internet Explorer 8 you must ensure that it is configured for compatibility view before using the LockDown Browser to log into Blackboard and access the exam. While the LockDown Browser is indeed a separate browser, it is reliant on the settings in Internet Explorer. Internet Explorer 8 is not a certified browser with Blackboard 7.3 and may not function as expected unless used in compatibility view. For more information on compatibility view, go to this site <http://www.microsoft.com/windows/internet-explorer/features/easier.aspx> and click on the Compatibility View menu on the left.
  
7. Turn off any instant messaging tools and disable or stop any virus scans that may be running in the background of your computer (when using Respondus LockDown Browser).
  
8. If you use McAfee Internet Security, you may consider disabling the Privacy Service and Ad Blocking features in McAfee by following these steps. It is not necessarily recommended you leave these particular McAfee settings disabled full time, but is offered only as something you might consider doing when you know you are about to only use the Respondus LockDown Browser. This measure has not been tested since the Office of Distance Education does not use McAfee Internet Security.

Disable the Privacy Service and Ad Blocking features in McAfee by following these steps:

- Right-click the McAfee icon in your system tray (on the task bar on the right).
- Click “Privacy Service.”
- Click “Disable.”
- A window appears - Enter the Administrator password.
- Click “OK.”
- The McAfee icon turns black in color until you enable Privacy Service.

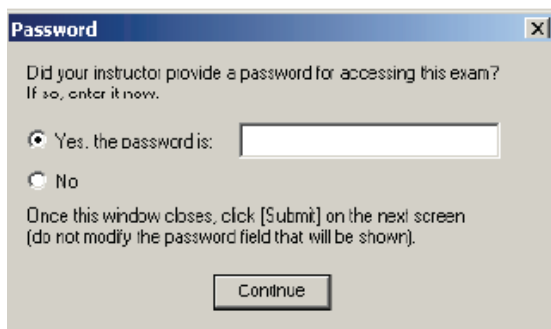
To re-enable McAfee Privacy Service, follow the steps below:

- Right-click the McAfee icon in your system tray (on the task bar on the right).
- Click “Privacy Service.”
- Click “Enable.”

## Starting an Exam Using Respondus LockDown Browser

Be sure to close all programs (even programs that may not be blocked by the browser; extensive testing has proved higher start/completion rates of exams in Respondus LockDown Browser when all programs are closed).

1. Locate the “LockDown Browser” shortcut on the desktop and double-click it. (For Macintosh users, launch “LockDown Browser” from the Applications folder.)
2. If prompted to close a blocked program (e.g. screen capture, instant messaging) choose “Yes” when prompted.
3. Login to Blackboard with your username and password.
4. Navigate to the appropriate course.
5. Navigate to the test and select it.
6. A pop-up window will ask whether the instructor has required a password for the test.



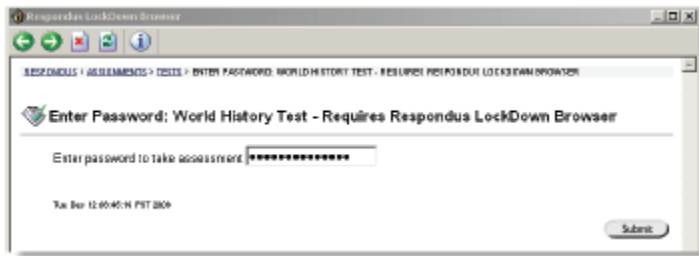
- If a test password (such as the word “apple”) is required by the instructor to start the test, select the “Yes” option, enter the password, and click the “Continue” button.
  - If the instructor did not set up the test with a password, the “No” option should be selected. Click the “Continue” button.
9. Regardless of the selection made in the previous step, Respondus LockDown Browser will automatically fill in a special password on the next screen. It is essential that this password field is not modified. Click the “Submit” button.



Carefully review your course syllabus and Blackboard course to see if your instructor has provided you with a practice exam that requires the use of Respondus LockDown Browser.

If your instructor has not provided a practice exam, you are encouraged to contact the instructor and make that request.

It is to your benefit to complete a practice exam requiring the use of Respondus LockDown Browser before each major exam in your course to identify and work through any technical difficulties you may experience.



10. The test will then start. Please note that once an exam has been started with Respondus LockDown Browser, you cannot exit until the “Submit” button is clicked (after the last question on the exam).

Completing the exam once started using Respondus LockDown Browser is exactly the same as completing an exam in Blackboard without the Respondus LockDown Browser. For details and step-by-step instructions on completing exams, be sure to review the “Completing Exams in My Blackboard Course” student guide.

## Problems?

If you have problems downloading or installing the Respondus LockDown Browser, you should immediately contact the Office of Distance Education at (256) 782-8172 or send an e-mail to [DLHelp@jsu.edu](mailto:DLHelp@jsu.edu). In all correspondence, please include your full name, Blackboard username, Course ID (which can be copied from your “My Courses” module), and complete details regarding your question (including area of the course, folder names, item or file names, etc.).

If you have problems starting or completing an exam with Respondus LockDown Browser immediately contact your instructor and then contact the Office of Distance Education at (256) 782-8172 or send an e-mail to [DLHelp@jsu.edu](mailto:DLHelp@jsu.edu).

Please note that the Office of Distance Education is open from 8:00 a.m. - 4:30 p.m. CT Monday – Friday except for official holidays recognized by the University.