Exam Proctoring

How to use Respondus LockDown Browser and Monitor to Proctor exams

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Lockdown Browser vs. Test Manager

Respondus 4.0 Campus-wide (Test Manager) is a test management software used by faculty to create tests, quizzes, exams, and surveys to administer to students. Respondus Lockdown Browser is a web browser used by students to access and take Canvas quizzes, tests, or exams.

How do they work?

Respondus 4.0 and Canvas both allow the instructor to create/originate tests within their respective applications. Where Respondus 4.0 excels is in its ability to automatically convert **properly formatted** Word documents into an online exam format. The Canvas quiz system is better when creating new individual questions. Mostly because using the Respondus test manager requires the additional step of uploading the exam into the Canvas course shell. Once uploaded to Canvas, the exam is indistinguishable from ones created in Canvas. If not done when uploading from Respondus 4.0, the exams can then be deployed in the course for students to take.

Regardless of where a test originates, when it is deployed in a course, it can have Respondus Lockdown Browser enabled to work with it. You can set or reset enablement by selecting the Lockdown Browser option in the Course menu. On your first visit, you will be presented with some information on how the Browser works. You can then select Continue to LockDown Browser to see the list of all deployed exams in your class. You can then modify the setting of the test selected to require the LockDown Browser or not. This process will automatically add "MUST BE TAKEN WITH RESPONDUS LOCKDOWN BROWSER" to the test title.

Note: This name will carry over if a course is copied, but the setting to require Respondus doesn't always. You will either need to go through the process to enable the LockDown Browser for the exam again in the new class or click the Fix It button in the Course Tool for the exam to be properly registered in the new class.

When Respondus LockDown Browser is enabled, a student will not be allowed to take the test without it. New Quizzes in Canvas will force the LockDown Browser program to launch when starting an exam. For Classic Quizzes, the students will need to log into Canvas from the LockDown Browser before they can begin.

How do they work together?

In summary, the steps are as follows:

- Create the test. Either in Canvas or Respondus 4.0 Campus-wide (Test Manager) and upload it to Canvas.
- Deploy the exam to a content area and set the test availability. Either in Canvas or when uploading the test from Respondus 4.0.
- The student then takes the test on the chosen day through the Respondus Lockdown browser.

Respondus Lockdown Browser

Respondus LockDown Browser is required for online exams in some courses. Your instructor will tell you if it is required for the course.

Respondus Lockdown Browser™ is a custom browser that locks down the testing environment within Canvas. When students use Respondus Lockdown Browser they are unable to print, copy, go to another URL, or access other applications. When an assessment is started, students are locked into the exam until they submit it for grading. Respondus Lockdown Browser is available from the **ITS Software Downloads page.**

System Requirements

- **Windows:** 11 and 10 **Details**
  - 75 MB permanent space on the hard drive
- **Mac:** macOS 11 to 15.0+
  - 120 MB permanent space on the hard drive
- **iOS:** 12.0+ (iPad only). Must have a compatible LMS integration. **Details**
- **Chromebook:** **Details**

Respondus Monitor Requirements

- Web camera (internal or external) & microphone
- A broadband internet connection
  - **How much bandwith is required for Respondus Monitor to run?**

Quick Links for Faculty

- **Quick Start Guide for Classic Quizzes PDF**
- **Quick Start Guid for New Quizzes PDF**
- **Instrutions to enable iPad app for Responuds Monitor exams.**
- **Respondus Webinar Series**

Quick Links for Students

- **General Video about Respondus for Students**
- **Student Quick Start Guide for Classic Quizzes** **PDF**
- **Canvas Overview Video for Classic Quizzes**
- **Student Quick Start Guide for New Quizzes** **PDF**
- **Canvas Overview Video for New Quizzes**
- **iPad Instructions for Students**
- **How to update the Respondus Lockdown Browser**

Frequently Asked Questions

Q. I am using Respondus LockDown Browser for a test and I am being asked to choose a server. Which one do I choose?

A. Please select "AState Canvas" from the Available System drop down list.

Q. I am trying to take a Respondus Test and it is asking me for a password?

A. Please check which browser you are using. If the test requires Respondus LockDown Browser, you must use that browser to access Canvas to take your test. The Respondus LockDown Browser will enter the password for you.

Q. Can an iPad be used with LockDown Browser?

A. The iPad Edition of "LockDown Browser" (available from Apple App Store) enables a student to use an iPad to take exams that require LockDown Browser. However, the instructor must select the appropriate setting for each exam to permit students to use an iPad.

- **Instrutions to enable iPad app for Responuds Monitor exams.**
- **iPad Instructions for Students**

Common Error Messages/Issues and their related Articles

- **"There is a problem with the settings for this exam"**
- **macOS 11.0 (and newer) Camera and Microphone Permissions**
- **Cannot detect or configure the webcam**

- **Mac: Webcam not Detected**
- **Spinning wheel during webcam check**
- **AWS - Unable to connect**

General Troubleshooting Steps

Follow these general troubleshooting steps for Respondus LockDown Browser:

1. Check that the **computer is supported**
2. Check that the **Respondus Lockdown Browser is up to date**
3. Uninstall and then **reinstall the LockDown Browser**
4. Open a **Ticket with Respondus**

Technical Support

Technical support for Respondus Lockdown Browser is provided by Respondus and is available online using the following links

- **Knowledge Base**
- **Respondus eSupport**
- **Open a Support Ticket with Respondus**

LockDown Browser Setup Guide for Instructors

This guide provides instructors with the steps and best practices for using **Respondus LockDown Browser** in Canvas, including how to enable it, configure exam settings, inform students via the syllabus, and ensure a smooth testing experience.

What is LockDown Browser?

Respondus LockDown Browser is a customized browser that increases the security of online testing in Canvas. When students use LockDown Browser to access an assessment, they are unable to print, copy, go to another URL, or access other applications. Students are locked into the assessment until it is submitted for grading.

https://www.youtube.com/embed/WcHuYw488nM?si=pSnYS6DXMblL8uAx

10 Reasons to use LockDown Browser

Download LockDown Broswer for the ASU System

Enabling LockDown Browser in Canvas

To enable LockDown Browser for a quiz:

1. Navigate to your Canvas course.
   - Skip to step 4 if you have a quiz already created and set up.
2. Select **Quizzes** from the course navigation.
3. Create or edit a quiz.
   - **Create a Classic Quiz**
   - **Create a New Quiz**
4. After saving the quiz, go to **LockDown Browser** in the course navigation.
   - You may need to **edit the Course Navigation** if you do not see this option.

5. In the LockDown Browser Dashboard, locate your quiz and click the arrow to select **Settings**.
6. Choose **Require LockDown Browser for this exam**.

Instructor Quick Start Guides for Respondus LockDown Browser and Monitor

- **Classic Quizzes PDF**
- **New Quizzes PDF**

> ### Copied Course Reminder:
>
> When you copy a Canvas course, external tools like Respondus do not necessarilly copy their settings to the new course. Please remember to check that all your Responus Exams show the LockDown Browser as Required in the new course.

Additional Configuration Options

After enabling LockDown Browser, instructors can customize exam settings to meet their needs:

- **Enable Respondus Monitor**
  - Respondus Monitor™ is a companion product for LockDown Browser that enables institutions to protect the integrity of non-proctored, online exams. Students use their own computer and a webcam to record assessment sessions, all without leaving the institution's learning management system.

    https://www.youtube.com/embed/7J1K8-R20ao

    More information about Respondus Monitor
- **Allow iPad use**
  - Exams that also require the use of a webcam (Respondus Monitor) the instructor must enable an optional iPad setting.
  - **Instrutions to enable iPad app for Responuds Monitor exams.**
- **Use Instructor Live Proctoring**
  - Institutions that license LockDown Browser and Respondus Monitor have an additional remote proctoring option that works with Zoom, Microsoft Teams, Google Meet and other video systems. The new “Instructor Live Proctoring” option uses LockDown Browser to prevent cheating on the computer itself, while the instructor

watches students via video conferencing. This method is only recommended for small class sizes where instructors can effectively observe and track students during the exam.

https://www.youtube.com/embed/cqp77AHvmBA

? More information

Add LockDown Browser Info to Your Syllabus

To ensure students are prepared before the first exam, include the following sample text in your syllabus or course introduction:

> “
>
> ## Using LockDown Browser for Online Exams
>
> This course requires the use of LockDown Browser for online exams. Watch this short video to get a basic understanding of LockDown Browser and the optional webcam feature (which may be required for some exams).
> Then download and install LockDown Browser from this link:
>
> **https://download.respondus.com/lockdown/download.php?id=957936032**
>
> Canvas has two different quiz types. For more information, see:
>
> - **How do I view Quizzes as a student**
> - **How do I take a Classic Quiz?**
> - **How do I take a quiz in New Quizzes?**
>
> For additional details on using LockDown Browser, review the Student Quick Start Guide (PDF) for the quiz type that is being used:
>
> - **Classic Quizzes PDF**
> - **New Quizzes PDF**

System Requirements:

- **Windows:** 10, 8, 7 (75 MB of storage required)
- **Mac:** macOS 10.12 or higher (120 MB or storage required)
- **iOS:** 11.0+ (iPad only; must be enabled by instructor)
- **Internet:** Use a wired high-speed connection. Wireless is not recommended.

Environment Requirements:

Before taking an exam, students should:

- Choose a quiet, interruption-free location
- Rerun the Webcam and System Checks if using a different setup
- Ensure sufficient time is available to complete the exam
- Turn off mobile devices and remove unauthorized materials
- Remain at their workstation for the duration of the test

If you will be using Responus Monitor, consider adding the following

> ### Additional Webcam Requirements:
>
> - Select a location where you are comfortable having a video recording taken of yourself and your workspace environment.
> - To produce a good webcam video, do the following:
>   - Avoid wearing baseball caps or hats with brims.
>   - Ensure your computer or tablet is on a firm surface (a desk or table). Do NOT have the computer on your lap, a bed, or any other surface where the device (or you) is likely to move.
>   - If using a built-in webcam, avoid tilting the screen after the webcam setup is complete.
>   - Take the exam in a well-lit room and avoid backlighting, such as sitting with your back to a window.

Set Up a Practice Exam to Prevent Issues Before Test Day

We strongly encourage instructors to create a **practice exam** early in the course—especially if using LockDown Browser or Respondus Monitor. A low-stakes or ungraded practice exam helps students:

- Confirm their device, browser, and internet connection are compatible
- Resolve login or access issues
- Understand the exam interface and expectations

If you're using Respondus Monitor, a practice exam also allows you to **evaluate the student's testing environment**:

- Is the lighting sufficient to clearly see the student?
- Is the camera positioned correctly?
- Is there any glare or backlighting that obscures the video?

Students should also use the **Help Center** in LockDown Browser to run the **Webcam Check** and **System Check**, and **perform an internet speed test** to ensure a stable connection.

How much bandwith is required for Respondus Monitor to run?

If issues arise, they can consult the **Knowledge Base** or contact the ITS Help Desk.

Leave the practice quiz available for the duration of the course with unlimited attempts so students can retest if they switch devices.

Support Resources

For Creating and Deploying Exams

These offices can assist instructors with designing, setting up, and deploying LockDown Browser exams, including practice exams and syllabus integration.

Center for Excellence in Teaching and Learning (CETL)

Email: **CETL@AState.edu**
Phone: **870-972-2334**
Location: *Dean B. Ellis Library, Suite 301*

A-State Online Faculty Support

Email: **aos@astate.edu**
Phone: **870-680-8464**

Location: *International Programs Building*

For Technical Support with the LockDown Browser or Canvas

These resources are available to help with installation issues, login problems, and troubleshooting during exams.

ITS Help Desk

For general technical issues and Canvas login support:

Email: **itshelpdesk@AState.edu**
Phone: **870-972-3933**
Location: *Dean B. Ellis Library, Room 149*

Submit a Canvas Support Ticket

Respondus Technical Support

For issues specific to LockDown Browser and Respondus Monitor:

- **Knowledge Base**
- **Respondus eSupport**
- **Open a Support Ticket with Respondus**

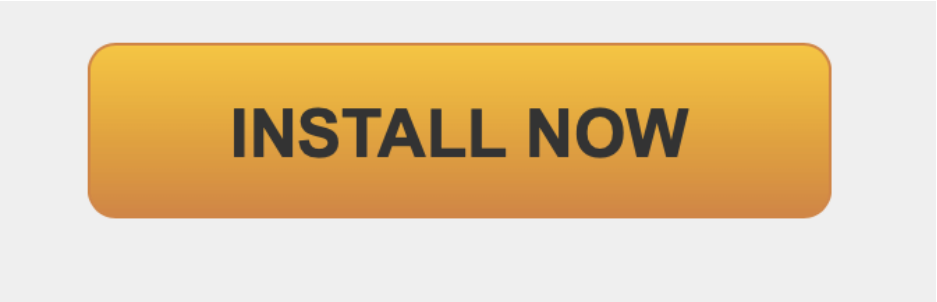
Training Webinars

Register for free training webinars on LockDown Browser and Respondus Monitor.

Download and How to Use Instructions

How to Download Respondus Lockdown Browser

1. Go to the A-State Software Downloads page
2. Click on the Download link under header for **Respondus LockDown Browser**
3. On the page, click on the **Install Now** or **Download** button to begin downloading the software onto your device.



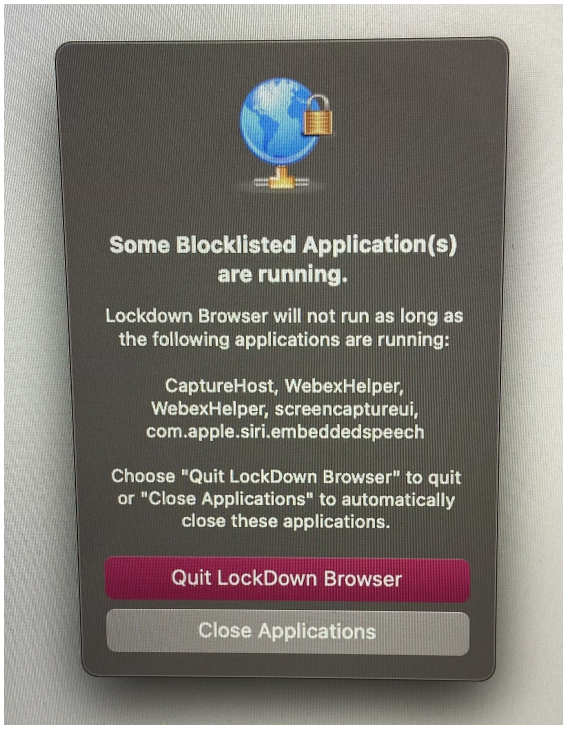
4. Once the download is complete, you should be able to see the application on your computer (either in your Launchpad for Mac or by searching for it on Windows). The application c
instructions





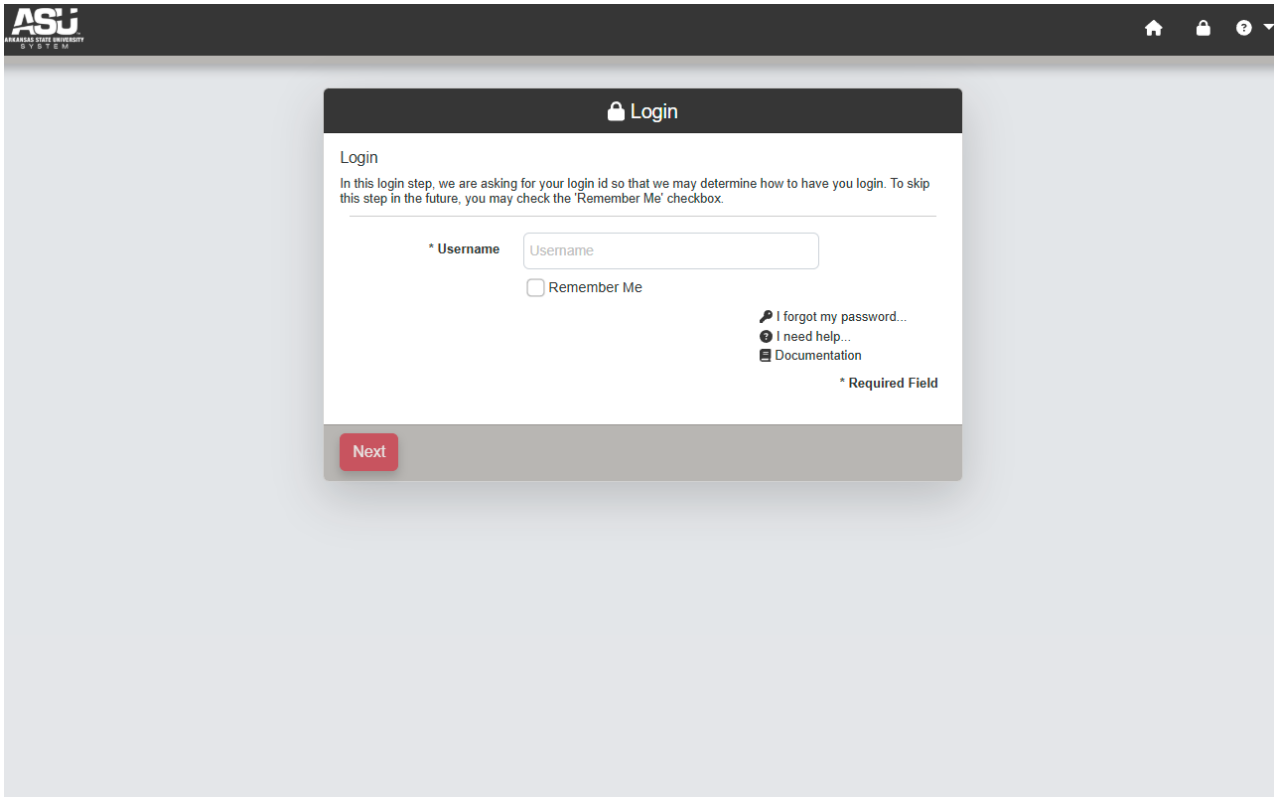
How to take a **Classic Quiz** with Respondus Lockdown Browser:

1. Open **Respondus Lockdown Browser** on your device.
2. Make sure **AState-Canvas** is selected and then click **Continue**.
3. You will be asked to close out of applications that you have open in order to launch the application. This is what it will look like if you are being asked to close currently open applications. You will need to click Close Applications in order to completely open **Respondus Lockdown Browser**.

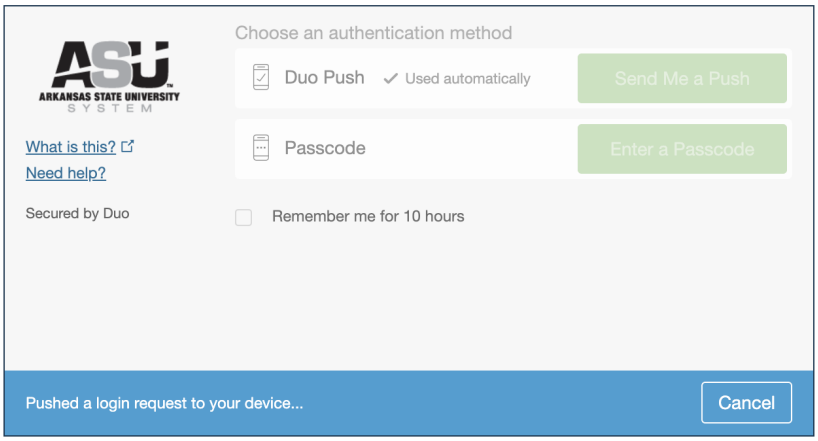


4. Click **Login to Canvas** so you can be taken to the pack portal.

5. Enter your A-State email address and password and click **Login**.



6. Authenticate using **Duo Mobile**.



7. Once you complete Steps 1-6, you will be logged into Canvas through Respondus Lockdown Browser. You will need to navigate to the course you have an exam in and go through the instructions provided by your professor.

How to take a **New Quiz** with Respondus Lockdown Browser:

1. Close all programs, unless one is used to connect you to the Internet.
2. Log into Canvas with a regular browser, select the course and navigate to the quiz.

3. If LockDown Browser has not previously been installed, you will be prompted to download and install the browser.
4. Return to the quiz and open it to launch LockDown Browser.
5. If prompted to close a blocked program (e.g. screen capture, instant messaging), choose **Yes**.

> For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.

Respondus FAQ

- If a Canvas test taken in Respondus Lockdown Browser gets locked and the student cannot finish the test, the student should reboot the machine to regain control of their computer. However, this method may or may not allow students to regain control of their computer.
- If rebooting does not work, the student can click the globe icon, click on Proctor exit, and type the password *escape.* This will completely shut down Respondus Lockdown Browser. The Canvas test, however, will still be locked and the instructor will need to be contacted by the student.

  > **The ITS Helpdesk or Ellucian After Hours staff cannot contact professors on a student's behalf and cannot reset exams.**

- Respondus LockDown Browser requires Windows 8 or above and Mac OS 10.12 or above. Anything older than these stated operating systems are not supported for Respondus.

For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.

Honorlock Exam Proctoring - Introduction

Honorlock is an online proctoring tool that allows students to complete secure exams on-demand under proctor guidance without the need to schedule them. They use a combination of artificial intelligence technology, website/multi-tab blocking BrowserGuard, and live proctoring to safeguard academic integrity. AI monitors test sessions for suspicious activity and notifies the proctor about any problematic or unsanctioned behavior. The proctor reviews flagged behavior in real time and may "pop-in" to speak to students directly.

Please see the short video below to learn how Honorlock works in more detail.

Honorlock (2024, May 13). How Does Honorlock Work? [Video File]. Retrieved from $WIKI_REFERENCE$/pages/gf660445eeed7f5203300b110d2745696

Instructor Guide to Using Honorlock with Canvas

Using Honorlock with Canvas

(pulled from the Honorlock Knowledge Base: https://honorlock.kb.help/using-honorlock-with-canvas/)

7 min. read

last update: 07.08.2025

https://www.youtube.com/embed/7YhWL961KRY

Honorlock now provides native support for both Canvas Classic Quizzes and Canvas New Quizzes. Please follow the same process below for either quiz option. Additionally, please refrain from adding emojis to your exam name, as Honorlock cannot currently support these characters and will not allow test takers to begin the assessment.

Overview

1) Navigate to Honorlock in your Learning Management System. If you have questions on how to access this, please contact your institution or organization for the specific location.

2) It’s time to enable Honorlock in your exams. All exams for your course will be listed here. Click the blue '**Enable**' button.

3) Once the exam has been enabled, you can enable the Proctoring Settings of your choice. To enable a setting, simply click on the box for that setting. The blue checkbox will indicate that the option is enabled. Clicking on it again will deselect this option and turn it off. Depending on the options your administrator determines, you may or may not see all of these settings. Some options may include a lock icon indicating that your administrator doesn't allow this setting to be edited for all assessments. For additional explanations about these settings, please scroll to Section Two of this article.

4) Next, select the Test Taker Guidelines you deem applicable to this assessment. You'll notice that we now have a list of items you can select to tell your test takers what they can or cannot do during the assessment. We strongly encourage you to clarify or expand upon any or all of the items you choose to enable in the **Additional Instructions** section below. These guidelines and Additional Instructions will be visible to test takers when starting their exam and will be utilized by our proctors to determine what is and isn't allowed during the assessment.

5) The next section is the Accommodations section. These will only be visible to the Honorlock proctors. Whatever the accommodation may be, please include the test taker's name and the accommodation details in this section. For more information, please visit Accommodations with Honorlock.

6) Last but not least, you have the Assessment Visibility toggle. We always suggest you leave this to the "no" option as default, which would respect the assessment availability dates and times you set up within your LMS itself. Selecting "yes" here would allow the test takers to see the assessment listed outside the preset window you had previously selected.

Proctoring Settings

- **Record Webcam** - Records HD video of the test taker's face and testing environment using the webcam built into their device or external webcam.
- **Record Screen** - Records HD video of the test taker's laptop or desktop screen.
- **Record Web Traffic-** Logs and monitors the browser activity in Google Chrome during the exam.
- **Test Taker Photo -** Requires the test taker to take a still picture before beginning their assessment.
- **Test Taker ID** - Requires the test taker to take a picture with their webcam of their government-issued photo ID, or their test taker photo ID. Honorlock will ensure the name on the ID matches the name within the LMS.
- **Room Scan:** This requires the test taker to show a 360-degree view of their testing environment, and there will be onscreen messaging informing them of this. If you are requesting your test takers show certain items - blank scratch paper, their cell phone being placed out of reach, etc.- use the Additional Instructions Section below to detail what you'd like your test takers to do for the Room scan.

- **Calculators** - Allows basic or scientific calculators during the assessment. Turning one calculator on will turn off the other.
- **Disable Copy/paste** - Prevents test takers from copying exam content and pasting it outside the assessment.
- **Disable Printing** - Prevents access to the browser print function to print or export exam content.
- **BrowserGuard™** - Honorlock's secure browser solution that prevents test takers from accessing additional applications outside of Google Chrome. Any attempt to access external applications will generate an automated flag to be reviewed when reviewing test taker results. For more information on BrowserGuard™, please see BrowserGuard™ and Allowed Site URLs FAQ
- **Allowed Site URLs** - Grants access via another Chrome tab to any sites you add below. That could be a link to the e-textbook, DESMOS for an online graphing calculator, or a link to any other web page your test takers will need to complete the assessment. When adding your URLs in the box below, please make sure you click “Add Site” for each page you’re granting access to. Please include the link to that site or resources within the question stem itself, or the exam instructions so test takers can click on it. These will be available before the exam, before they launch proctoring, and during the exam in the test taker toolbar.
- **Simulated - Not proctored** - This should only be used for low-stakes assessments, as it will simulate the proctoring experience, but there will be no recording or flagging to review after the session is complete.

Test Taker Guidelines

These ten preset instructions will let your test takers and Honorlock Proctors and Support staff know, what is and what is not, allowed on the assessment.

- **Open Book Allowed—**This option allows test takers to utilize a physical book or e-book during their assessment. If you allow test takers to use an e-book, you’ll need to include a link to that book in the "Allowed Site URLs" section.
- **Notes Allowed** - Permits test takers to reference any physical or digital notes.
- **Scratch Paper Allowed—**During the assessment, test takers can use multiple sheets of blank paper and a writing utensil.

Test takers who are partially out of view will not be flagged or have their exam paused if Scratch Paper Allowed, Notes Allowed, or Open Book Allowed is toggled on. Test takers who are completely out of view will be flagged. For institutions or organizations that utilize our Live Proctoring level of service, proctors will not perform Live Pop-Ins on test takers who are partially out of view if the Scratch Paper Allowed, Notes Allowed, or Open Book Allowed toggles are on.

- **Restroom Breaks Allowed** - Permits test takers to leave the webcam view for a short period of time. We encourage you to add additional instructions around the duration or frequency test takers can use the restroom so that our proctors can provide specific

instructions to test takers if you'd like to limit those breaks. When Restroom Breaks Allowed is active, test takers can leave the testing area for up to five minutes without their exam being paused or flagged.

- **Handheld Calculator** - Indicates test takers can use a handheld calculator but not the calculator on their cell phone.
- **Hats Allowed—**Honorlock permits test takers to wear baseball hats or hoodies during the assessment. It will always allow test takers to wear religious head coverings.
- **Headphones Allowed—**When this is toggled on, test takers can wear any headphones during their assessment. When this is toggled off, faculty or exam administrators can expect to see a high flag in the session results if a test taker wears headphones during an exam. A Live Pop-In will also occur for LPI customers when test takers are wearing headphones (if headphones are not allowed).
- **Take Exam in a Public Area -** This indicates that test takers can complete their assessment in a coffee shop, library, etc., where other people are around them and noise is present. Test takers cannot interact with other people in the testing environment. When Take Exam in Public Area is active, Honorlock will not flag exams with multiple faces visible in the webcam.
- **Background Noise Allowed** - Permits test takers to be in an environment where other people are talking, there's excessive background noise, etc
- **Mobile Phone Use Allowed—**When this is toggled on, test takers are permitted to use a mobile phone during the assessment.