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.

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