

# Respondus Lockdown Browser

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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 bandwidth 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.

- [Instructions to enable iPad app for Respondus 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\*\*](#)

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