

# Respondus Lockdown Browser

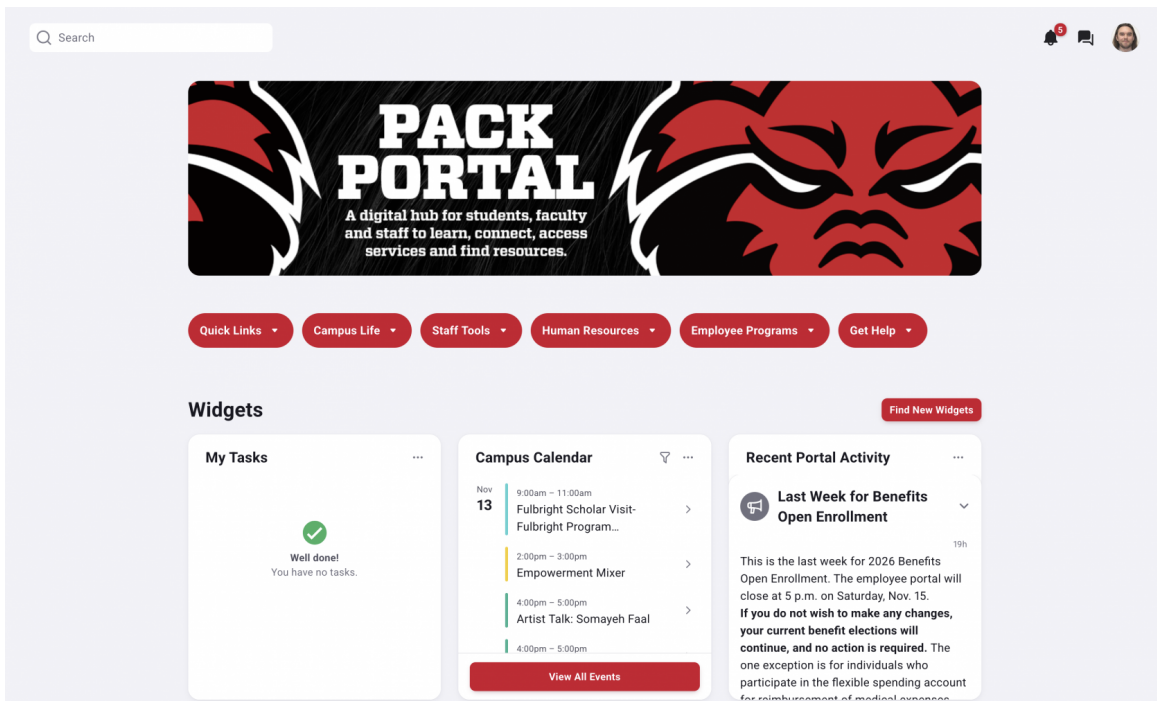
Respondus Lockdown Browser is a software application professors use on A-State's campus to enforce academic integrity on online quizzes and exams.

- [Download and How to Use Instructions](#)
- [Respondus FAQ](#)
- [LockDown Browser – Power Options / Task Manager Disabled Fix - Windows/Mac](#)

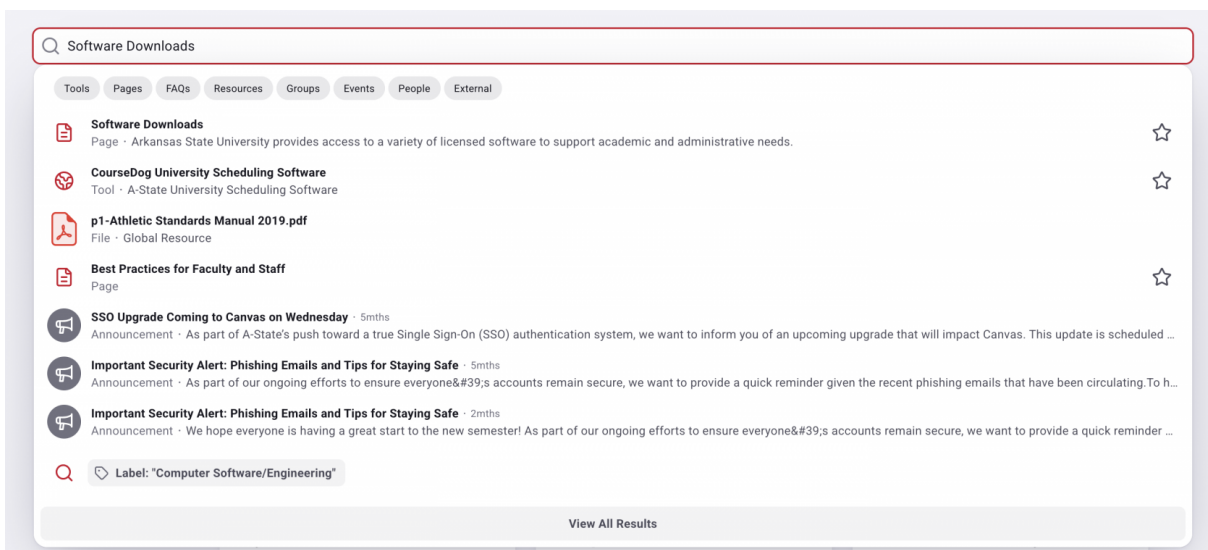
# Download and How to Use Instructions

## How to Download Respondus Lockdown Browser

1. Log into your Pack Portal account at [pack.astate.edu](https://pack.astate.edu)



2. Search for Software Downloads in the top search box



3. On the Software Downloads page, click on the download link under Respondus Lockdown Browser

#### Respondus LockDown Browser

- **Platforms:** Windows, Mac
- **Description:** A secure browser used to take tests in Canvas. Prevents printing, copying, accessing other applications, or visiting other websites during a test.
  - **Download Link:** <https://download.respondus.com/lockdown/download.php?id=957936032>

4. On the page, click on the **Install Now** or **Download** button to begin downloading the software onto your device.



**INSTALL NOW**

5. 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 could look like either of the two images below. Click below the image for instructions on how to use Respondus Lockdown Browser.



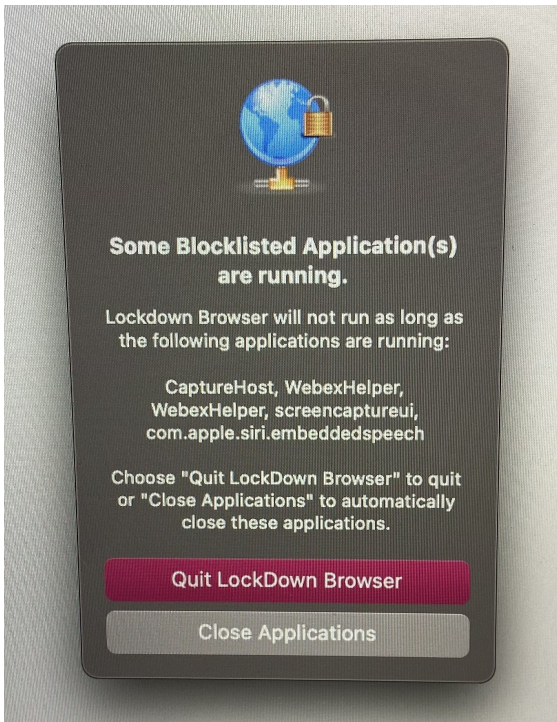
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## How to Use Respondus Lockdown Browser:

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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 my.Astate portal.

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

A screenshot of the Arkansas State University login page. At the top is the ASU logo with the text "ARKANSAS STATE UNIVERSITY". Below is a login form with fields for "Email" and "Password". A red "Login" button is below the fields. Below the login button are two blue buttons: "Duo Recovery" and "Recover ID". Below those is a blue button labeled "Reset Password / First Time Users". At the bottom, there is "IT Support" information: "870-972-3933" and "itshelpdesk@astate.edu". A small disclaimer at the very bottom states: "By signing in, you agree to abide by the Terms of Use. Violations could lead to restriction of privileges and/or disciplinary action."

6. Authenticate using Authenticate using **Microsoft Authenticator** on your mobile device.

**Are you trying to sign in?**  
Arkansas State University - Jonesboro

Enter the number shown to sign in.

**No, it's not me** **Yes**

### Approve sign in request



Open your Authenticator app and approve the request. Enter the number if prompted.

92  
**Example**

Didn't receive a sign-in request? **Swipe down to refresh** the content in your app.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

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.

For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services ([itsupportservices@astate.edu](mailto: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 After Hours staff cannot contact professors on a student's behalf and cannot reset exams.**

- Respondus LockDown Browser requires Windows 10/11, Chrome OS (Browser extension only), and Mac OS 12 or above. Anything older than these stated operating systems might not be supported by Respondus.
- [Open a Ticket with Respondus](#)
- [Knowledge Base](#)
- [Respondus eSupport](#)

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# LockDown Browser – Power Options / Task Manager Disabled Fix - Windows/Mac

If your device has crashed when using the LockDown Browser and are unable to use Task Manager or access the power options on your device, follow these steps to resolve the issue:

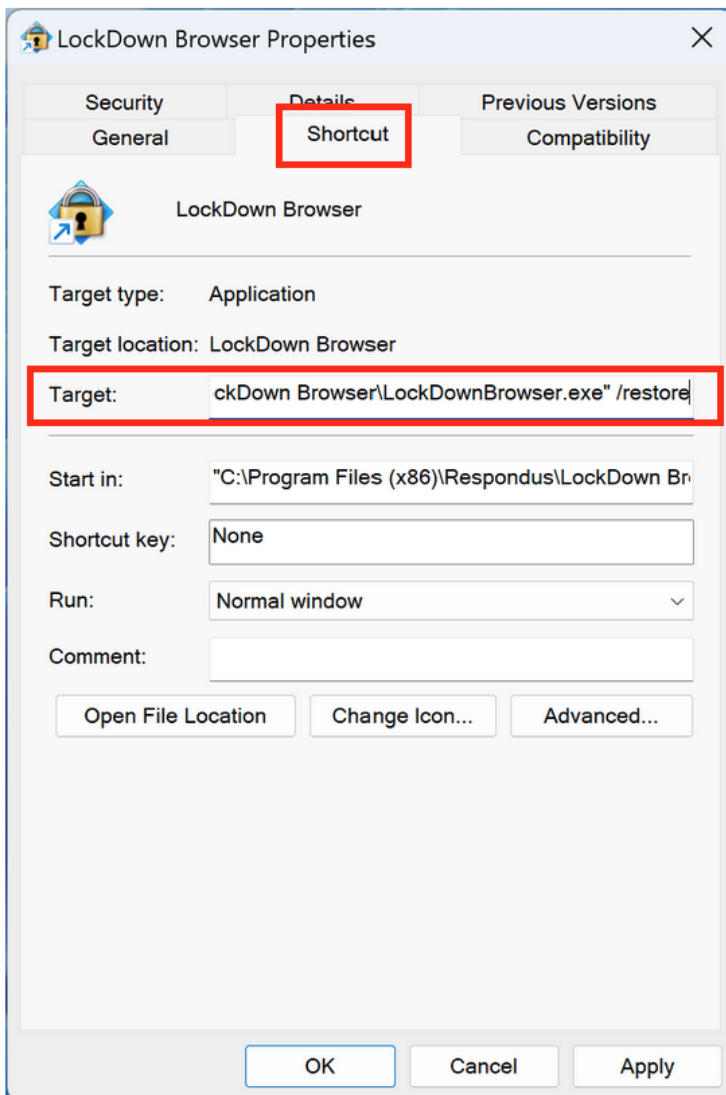
## Windows:

1. Right click on the LockDown Browser desktop shortcut
2. Select **Properties**

3. Under the **Shortcut** tab, locate **Target:** field.

1. At the end of the target address, append the following parameter: /restore

“(Note: there is a space in front of the parameter)”



## macOS:

1. **Start the system after fully powering down your device (not suspended/sleep mode)**
2. **Start LockDown Browser and let it navigate to the ASU Sign In Page ( You do not need to log in)**
3. **Once you are at the log in page, shut down the LockDown Browser, Finder and the Power options should be re-enabled**

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

