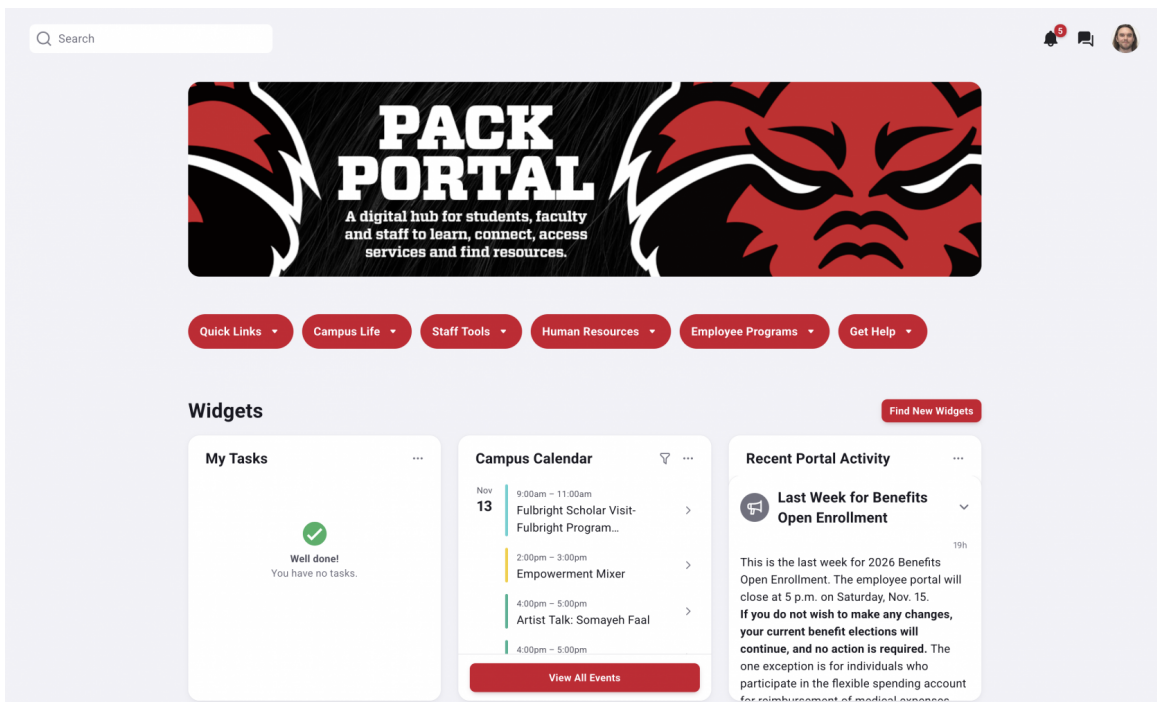


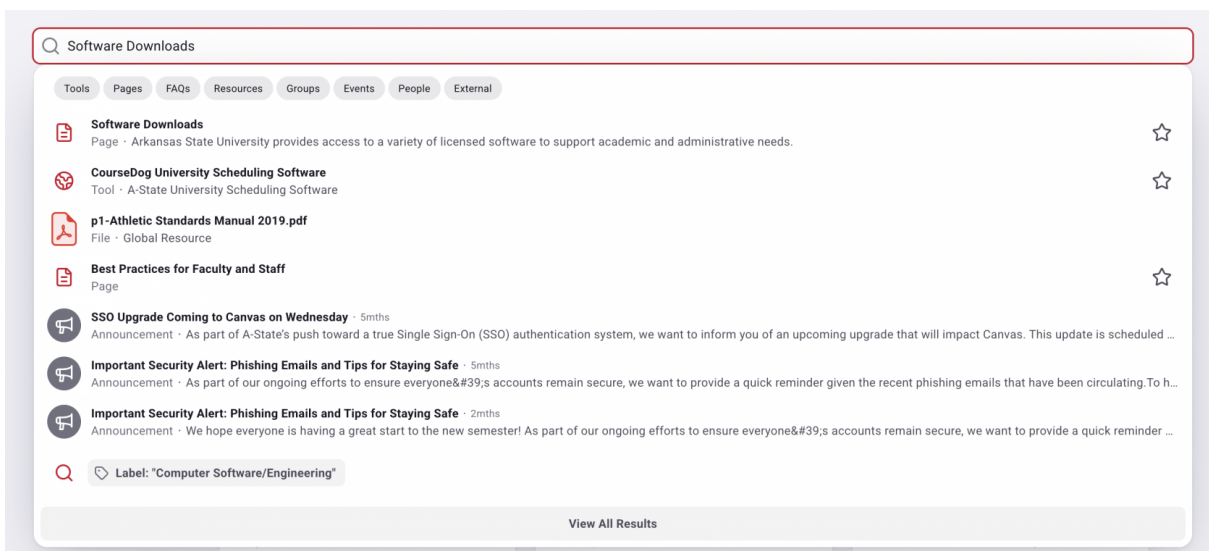
Download and How to Use Instructions

How to Download Respondus Lockdown Browser

1. Log into your Pack Portal account at 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

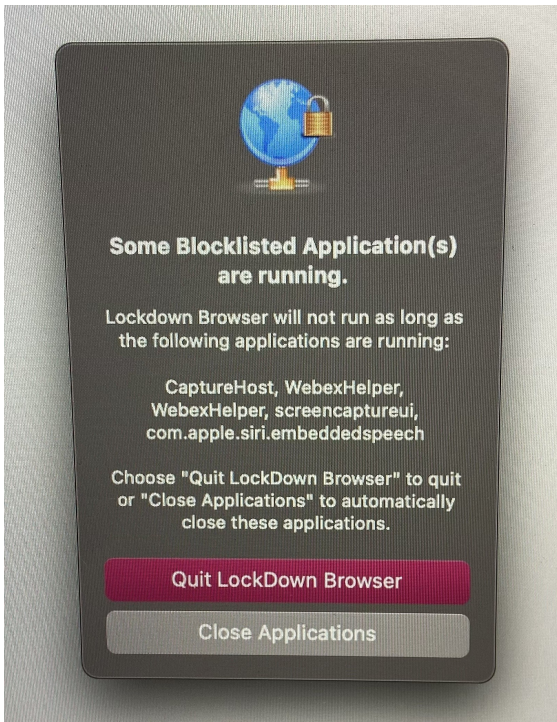
5. Once the download is complete, you should be able to see the application on your computer (either in your Launchpad for Mac or by searching for it on Windows). The application could look like either of the two images below. Click below the image for instructions on how to use Respondus Lockdown Browser.



How to Use 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 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 the logo are two input fields: "Email" and "Password". A red "Login" button is positioned below the password field. Underneath the login button are two blue buttons: "Duo Recovery" and "Recover ID". Below these is a blue button labeled "Reset Password / First Time Users". At the bottom, there is an "IT Support" section with the phone number "870-972-3933" and the email address "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.

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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). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.

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