**LockDown Browser Requirement**  
This course requires the use of LockDown Browser for online exams. Watch this video to get a basic understanding of LockDown Browser:

<https://www.respondus.com/products/lockdown-browser/student-movie.shtml>

**Download Instructions**  
Download and install LockDown Browser from this link:

<https://download.respondus.com/lockdown/download.php?id=518696601>

**Once Installed**

* Start LockDown Browser
* Log into Blackboard Learn
* Navigate to the exam

Note: You won't be able to access tests with a standard web browser. If this is tried, an error message will indicate that the test requires the use of LockDown Browser. Simply start LockDown Browser and navigate back to the exam to continue.

**Guidelines**  
When taking an online exam follow these guidelines:

* Your test questions will be available inside the appropriate folder on the blackboard
* Select a location where you won't be interrupted
* Before starting the test, know how much time is available for it, and also that you've allotted sufficient time to complete it
* Turn off all mobile devices, phones, etc. and don't have them within reach
* Clear your area of all external materials - books, papers, other computers, or devices
* Remain at your desk or workstation for the duration of the test
* LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted

**Getting Help**  
Several resources are available if you encounter problems with LockDown Browser:

* The Windows and Mac versions of LockDown Browser have a "Help Center" button located on the toolbar. Use the "System & Network Check" to troubleshoot issues. If an exam requires you to use a webcam, also run the "Webcam Check" from this area
* [As applicable, insert information about your institution's help desk, including details about how to contact them. Some help desks want students to run the "System & Network Check" and the "Webcam Check" before they are contacted - and even, to forward the results of these checks at the time of opening a ticket.]
* Respondus has a Knowledge Base available from support.respondus.com. Select "LockDown Browser & Respondus Monitor" as the product to view helpful articles.
* If you're still unable to resolve a technical issue with LockDown Browser, go to support.respondus.com and select "Submit a Ticket". Provide detailed information about your problem and what steps you took to resolve it