

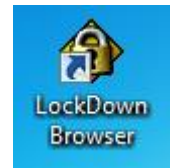
## LockDown Browser Student Guide

### Installing LockDown Browser

- Log into Blackboard (<http://courses.taylor.edu>)
- Locate My Announcements under the My Blackboard tab
- Click on the Install LockDown Browser link
- Click Install Now
- Open the downloaded file
- Follow instructions within the Install Wizard

### Taking an Assessment

- Close all programs.
- Double-click the LockDown Browser shortcut. Macintosh users should launch LockDown Browser from the Applications folder.
- If prompted to close a blocked program (e.g. screen capture, instant messaging), choose Yes.
- Login to Blackboard.
- Navigate to the assessment and select OK to begin the assessment.
- If a password is required make sure you select the radio button and enter the password. Ignore the field containing a series of black dots, and Submit.
- Once an assessment has been started with LockDown Browser, you cannot exit until the Submit button is clicked.



### Troubleshooting for Students

- When launching LockDown Browser you are told to install new updates but no new updates are available. (Especially if you haven't used LockDown Browser since the previous semester).
  - **Solution:** Uninstall LockDown Browser from your computer and re-install the software.
- Launching the correct browser to take a quiz/exam in Lockdown Browser
  - After you install LockDown Browser, you must use the LockDown Browser link on your Desktop to take a quiz/exam in Blackboard. If you launch Internet Explorer or Firefox as you would to normally access Blackboard, you will not be able to take the quiz/exam. Be sure the icon you use says Lockdown Browser.
- LockDown Browser stops responding after you enter your Blackboard course, but before you start the test.
  - **Issue:** Some security pop-ups appear **behind** the LockDown Browser window for Blackboard. These pop-ups require the user to acknowledge them before allowing you access to Blackboard. When this occurs, the LockDown Browser will display a blank page waiting for you to acknowledge the security pop-up before proceeding. Because LockDown Browser will not let you move or resize a window, you cannot access the security pop-up, resulting in a frozen browser.
  - **Workaround:** Since you are not yet in the exam for the course, you can still close the LockDown Browser. Closing the LockDown Browser will allow the security pop-up to be displayed, at which

point you can acknowledge it by clicking "OK". Now that you've acknowledged the security pop-up, relaunch the LockDown Browser and proceed to the exam. This works **only** if you relaunch the LockDown Browser immediately after you close the pop-up security window. If you visit another website, restart your computer, or make any changes to your computer, the security pop-up will reappear.

- After launching an exam in LockDown Browser, a blank page fills the entire screen.
  - **Issue:** A pop-up requires attention, and is hidden behind a full screen LockDown Browser window. Because you have already started the exam, LockDown Browser will not allow you to close the program, resize, or move the window. Therefore, you cannot get to the pop-up window, and your computer is effectively locked.
  - **Workaround:** There is no known workaround for this problem at the moment. We are working with Respondus to provide a workable solution. If this happens, you'll need to restart your computer by powering off the computer, then powering it back on.
- You lose your internet connection while taking an exam with LockDown Browser
  - **Issue:** If you lose your connection to the internet while taking a test using the LockDown Browser, it will freeze LockDown Browser.
  - **Workaround:** There is no known workaround for this problem at the moment. If this happens, you'll need to restart your computer by powering off the computer, then powering it back on. Your instructor will have to reset your test in Blackboard before you will be able to take it again.
- The Lockdown Browser request you to close other programs
  - **Issue:** Other programs running in the background can cause LockDown Browser to freeze. Programs that use java or the internet have a higher risk.
  - **Workaround:** Close every program on your computer before starting the LockDown Browser. Instant messaging, media managers like iTunes, file sharing, chat, internet and other java based programs should all be closed.
- The LockDown Browser closes or locks up in the middle of a test
  - **Issue:** If you have already tried all the steps above, there could be a problem with Java.
  - **Workaround:** Go to [www.java.com](http://www.java.com) and install the latest version of Java.

If you have questions, comments or concerns, contact 4040, or request help at the Technology & Learning Connection on the main floor of Zondervan Library.