



FORT HAYS STATE UNIVERSITY

LEARNING TECHNOLOGIES

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Common Issues: Lockdown Browser (Instructions)

Respondus LockDown Browser is a custom browser that locks down the testing environment within Blackboard. The following are known common issues with Lockdown Browser:

Application Download

If a test requires Lockdown Browser, the students will need to download the application to take the test. This only needs to be done once.

To download Respondus Lockdown Browser, click [here](#).

Chromebook Users

If a student has a Chromebook, some additional settings will have to be adjusted within the course.

1. Under the “Course Management” section click on “Course Tools” and select “Respondus LockDown Browser.” Click on “Continue to LockDown Browser.”
2. Navigate to the desired exam. Click the dropdown arrow and select “Settings.”
3. Scroll down and click the “Advanced Settings” option.
4. Select the option to “Allow students to use LockDown Browser for Chromebook.”

LockDown Browser Settings

☐ Don't require Respondus LockDown Browser for this exam

☒ Require Respondus LockDown Browser for this exam

☐ Password Settings

Password to access exam (optional)

☐ Advanced Settings

- ☐ Lock students into the browser until exam is completed [\[explain\]](#)
- ☐ Allow students to take this exam with an iPad (using the "LockDown Browser" app from the Apple App Store) [\[explain\]](#)
- ☒ Allow students to use LockDown Browser for Chromebook (beta) [\[explain\]](#)
- ☐ Allow access to specific external web domains [\[explain\]](#)
- ☐ Enable Calculator on the toolbar [\[explain\]](#)
- ☐ Enable Printing from the toolbar [\[explain\]](#)

Students using a Chromebook will need to use the regular LockDown Browser installation link for your institution. The LockDown Browser installation link will direct the student to the Chrome web store, at which point they should select “Add to Chrome” to install the LockDown Browser Extension. You can follow the link [here](#).

iPad Users

If a student is using an iPad to take a test that requires Lockdown Browser, you will need to enable the option for them to do so. To allow the test to be taken on an iPad:

1. From the Control Panel, select Course Tools, and then Respondus Lockdown Browser.
2. Click Advance Settings on the exam you wish to enable iPad usage
3. Check mark the option “Allow students to take this exam with an iPad” and then click save and close.

Questions? Contact TigerTech at 785-628-3478. FACULTY ONLY email bbsupport@fhsu.edu.



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The screenshot shows the 'LockDown Browser Settings' window. At the top, there are two radio buttons: 'Don't require Respondus LockDown Browser for this exam' (unselected) and 'Require Respondus LockDown Browser for this exam' (selected). Below this is a section titled 'Password Settings' with a text input field labeled 'Password to access exam (optional)'. Underneath is the 'Advanced Settings' section, which contains two checkboxes: 'Lock students into the browser until exam is completed' (unselected) and 'Allow students to take this exam with an iPad (using the "LockDown Browser" app from the Apple App Store)' (selected). Each checkbox has a corresponding '[explain]' link.

Changing the Generated Password

When the password is manually changed from the password that was automatically generated, it creates an error in your Respondus Lockdown Browser test. To fix the error:

1. From the Control Panel, select Course Tools, and then Respondus Lockdown Browser.
2. Now locate the exam and under the Respondus Lockdown Browser section you will see a red Error.
3. To fix the error just click on the "Fix It" button

The screenshot shows a row in a table representing an exam. The text in the row is 'Test 3 (**Webcam**) - Requires Respondus LockDown Browser'. To the right of this text, the word 'Error' is displayed in red, followed by a button labeled 'Fix It'.

****Once you enable LockDown Browser for your exam, the system will automatically generate a password for your Blackboard exam. The password will prevent students from taking exams in Blackboard. If they use LockDown Browser, they will not need a password.**