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## Common Issues: Lockdown Browser (Instructors)

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, they will not be able to download Lockdown Browser. For a student to bypass the Lockdown Browser, you will need to provide them with the password to take the exam in a regular browser. When you enable Lockdown Browser, a password is automatically generated. To retrieve the password to share with students:

1. Click on the downward arrow next to the test and then click on “Edit the Test Options”
2. The last option under the Test Availability Section you will find the generated password to share with students.

Password   
*Require a password to access this test.*

### 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.

**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) [\[explain\]](#)



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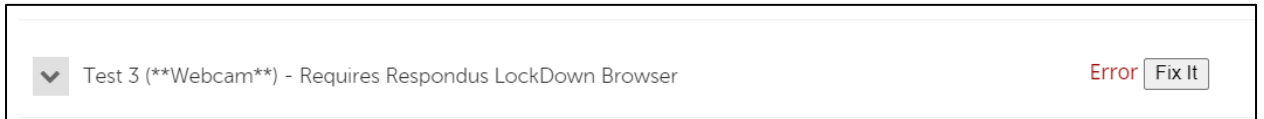
## LEARNING TECHNOLOGIES

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### 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.



\*\*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.