

MONITOR YOUR ONLINE EXAM USING ZOOM AND LOCKDOWN BROWSER ON TWO DEVICES

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OVERVIEW

Respondus Lockdown Browser is a browser that prevents students from accessing any external resources while writing a quiz within Canvas. Zoom is a video conferencing tool that can be used for real time communication.

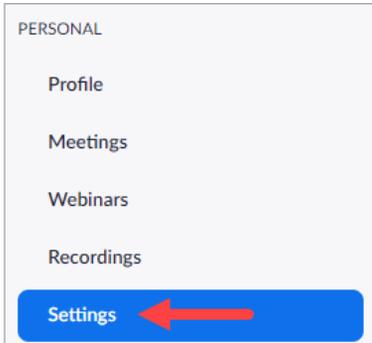
This document will lay out instructions on how to enable the settings so that students can access a Zoom meeting on a separate device while they run the Respondus Lockdown Browser application on their desktop computer to access an exam in Canvas.

Note: Please take the time to review the section on "[Monitor your Online Exams with LockDown Browser and Zoom](#)" for a list of things to consider, helpful checklists and frequently asked questions.

SETTINGS NEEDED IN ZOOM

These are recommended settings when using Zoom for invigilating exams. The following instructions are found under the **Settings** area of your Zoom account. Please note that these recommendations are optimized for exam situations and should be reverted back to your preferred Zoom settings once the exam is completed.

1. Log in to your UBC Zoom account at <https://zoom.us/>.
2. Click on **Settings** from the menu on the left

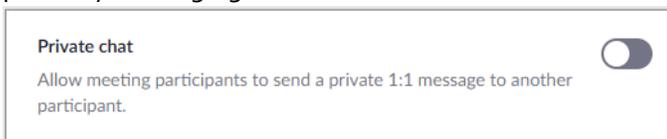


MEETING TAB SETTINGS

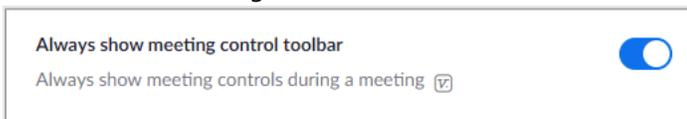
3. Click the **Meeting** tab along the top



4. Disable **Private Chat** under the section "In Meeting (Basic)". This will prevent students from privately messaging one another.



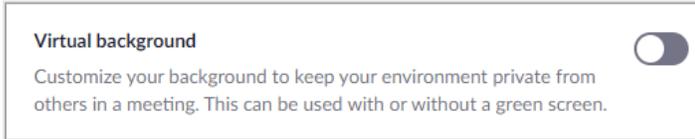
5. Enable **Always show meeting control toolbar**. This will allow host and co-hosts to have quick access to the meeting controls.



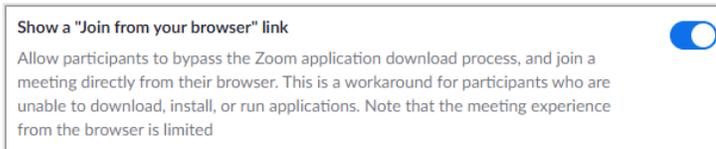
6. Disable **Remote Control**. This will prevent students from controlling each other's shared screens.



7. Disable **Virtual background** under the section In Meeting (Advanced). This will prevent students from hiding what is in their background/surroundings.



8. **Important:** Enable **Join from your Browser** to allow students to open the Zoom link through a browser.

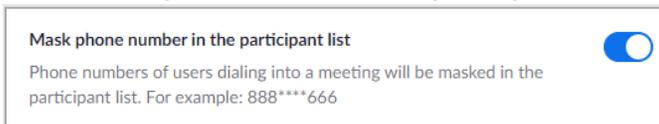


TELEPHONE TAB SETTINGS

9. Click the **Telephone** tab along the top



10. Enable **Mask phone number in the participant list** to ensure the privacy of students.

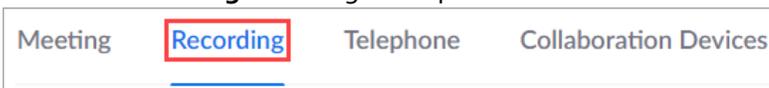


RECORDING TAB SETTINGS (OPTIONAL)

If you plan on recording the Zoom session, we suggest the following settings on your UBC Zoom account.

Note: Only Cloud recording is permitted in Zoom. Recording the breakout rooms must be avoided as there are a few constraints while recording the breakout rooms.

1. Click the **Recording** tab along the top



- Under Cloud Recordings, check-off the following: **Record active speaker, gallery view and shared screen** separately.

Cloud recording Allow hosts to record and save the meeting / webinar in the cloud

Record active speaker with shared screen

Record gallery view with shared screen ⓘ

Record active speaker, gallery view and shared screen separately

- Active speaker
- Gallery view
- Shared screen

Record an audio only file

Save chat messages from the meeting / webinar

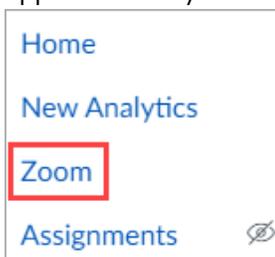
HOW TO CREATE A ZOOM SESSION

Your Zoom session can be created through either:

- The Zoom integration within Canvas OR
- The Zoom Desktop App. **If you are recording the session**, it's recommended that you create it in the Zoom Desktop App

OPTION 1: CREATING THE MEETING FROM THE ZOOM INTEGRATION WITHIN CANVAS

- In your Canvas course, go to **Zoom** from the course menu ([Instructions](#) on how to enable applications in your course menu.)



- Click **Schedule a New Meeting**

zoom

Your current Time Zone is (GMT-07:00) Pacific Time (US and Canada). ⓘ

All My Zoom Meetings/Recordings

Schedule a New Meeting ⓘ

Upcoming Meetings Previous Meetings Personal Meeting Room Cloud Recordings

Show my course meetings only

Start Time Topic Meeting ID

- Fill in the form accordingly with the appropriate date, time, duration, etc.

- In registration, ensure that it is unchecked. Putting a check mark on this option will force students to create a Zoom account

Registration Required

- In security, ensure "require authentication to join" is unchecked. You may choose to enable **waiting room** depending on how you want your exam to be invigilated. When enabled, students will remain in the waiting room until they are admitted by the host.

Security

Passcode
Only users who have the invite link or passcode can join the meeting

Waiting Room
Only users admitted by the host can join the meeting

Require authentication to join

- In Video, we recommend the cameras to be turned on for the host and participants.

Video

Host on off

Participant on off

- In Audio, choose 'both' to allow participants to join via phone and computer audio.

Audio

Telephone Computer Audio Both

- In Meeting Options, the only two options we consider enabling is **Muting participants upon entry (Recommended)** and **Record the meeting automatically (Optional)**, if you choose to record the meeting: ensure that it is being recorded **in the cloud**. These suggestions are at your discretion and are completely Optional on how you would like to monitor the exam.

Meeting Options

Enable join before host

Mute participants upon entry

Use Personal Meeting ID 3999287415

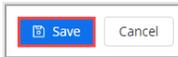
Record the meeting automatically On the local computer In the cloud

- If you would like to grant your TA host-like permissions to help invigilate during the exam, add them as an **Alternate Host**. Your TAs can request for a UBC licensed account by sending an email to av.helpdesk@ubc.ca. Insert their email that is associated with their UBC licensed account.

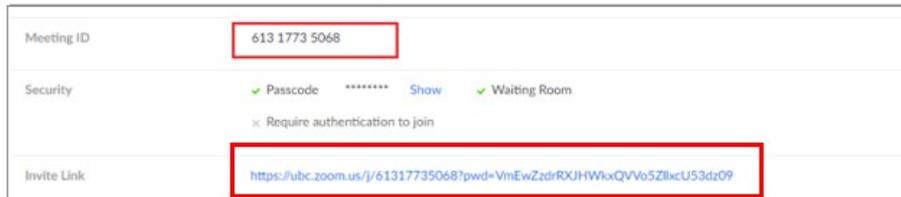
Alternative Hosts

Example: john@company.com, peter@school.edu

10. Click **Save**

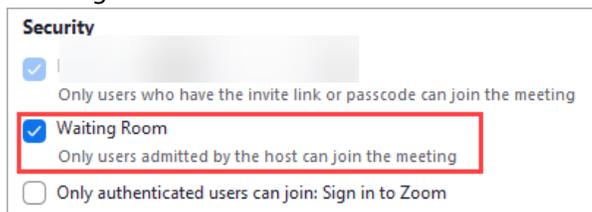


11. Scroll up and make a note of the **Meeting ID and the Invite link**. It is also recommended to provide the **Passcode** to your students.



OPTION 2: CREATING THE MEETING THROUGH THE ZOOM DESKTOP APP

1. Open **Zoom Desktop App > Schedule**
2. Fill in the form accordingly
3. In Security, enable the **waiting room**. This will allow for better control of who is entering the meeting.



Do not check off **'only authenticated users can join: Sign in to Zoom'**

4. In Video, we recommend the cameras to be turned on for the host and participants.

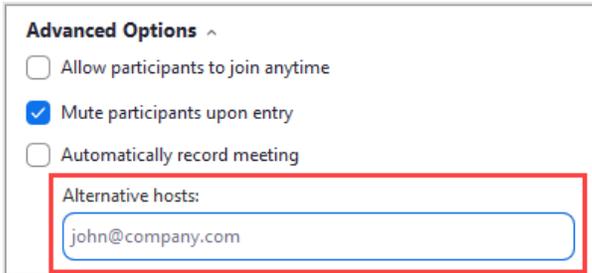


5. In Audio, choose 'both' to allow participants to join via phone and computer audio.



6. To allow a TA to have host-like access, add them as an **alternative host** ahead of time by expanding the options for **Advanced Options** and by inputting their UBC email address.
Note: TAs must have UBC licensed Zoom accounts to be added as alternative hosts. TAs can

request for a UBC licensed account by sending an email to av.helpdesk@ubc.ca.



Advanced Options ^

- Allow participants to join anytime
- Mute participants upon entry
- Automatically record meeting

Alternative hosts:
john@company.com

7. Click on **Save**.



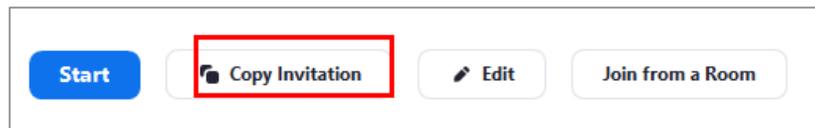
Save Cancel

8. To get the meeting link, go to **Meetings** in the top panel of Zoom



9. Find the exam meeting from the meeting list in the panel on the left

10. Select the meeting from the list of Upcoming meetings and click "Copy Invitation".



SHARING THE ZOOM LINK WITH STUDENTS

IMPORTANT: Your students will access the Zoom link through a **secondary device**. It is recommended to distribute the Zoom link, meeting ID, and passcode through **multiple** channels. We have listed a few examples below:

1. Send an email through Canvas "Inbox"
2. Post the Zoom link in Canvas Announcements
3. Paste the Zoom link in the "Quiz Instructions"

Sample Quiz instructions for your students on using Zoom: "In addition to LockDown Browser, you will be monitored in Zoom. The Zoom link provided below must be accessed through your secondary device and be placed in a location where the invigilator can see both the screen and your workstation. Please enroll in the [Arts ISIT Exam Practice Run](#) course and attempt the practice quiz to ensure your computer can access LockDown Browser without any issues.

We strongly recommend downloading the Zoom app in advance.

- To download Zoom on your iPhone, visit: [App Store](#)
- To download Zoom on your Android phone, visit: [Google Play Store](#)

ZOOM LINK FOR THE EXAM:

<https://ubc.zoom.us/j/67922618939?pwd=ZG9EQTVQTmwvTTkwUEdTLzRUMjdtQT09>

Meeting ID: Zoom meeting ID: 679 2261 8939

Meeting Password: 297807”

SETTINGS REQUIRED IN RESPONDUS LOCKDOWN BROWSER

After having created your quiz in Canvas, enable Lockdown browser for your quiz.

1. Click **LockDown Browser** in the Course Navigation.
If you don't see this option, follow the steps for [enabling LockDown Browser](#) in your course.
2. Click to **Authorize Respondus** (the company that runs LockDown Browser) and, if prompted, Continue to LockDown Browser.
3. Find the quiz you would like to have require LockDown Browser, click the 'down' arrow to the left of it, and select **Settings**.
4. Select **Require Respondus LockDown Browser** for this exam.
5. To comply with FIPPA requirements, click **Advanced Settings** and check the box for "**Lock students into the browser until exam is completed**". This setting keeps student data protected throughout the exam.
6. Click **Save + Close**.

The screenshot shows the 'Lockdown Browser Practice Quiz- Requires Respondus LockDown Browser' settings page. It features a 'LockDown Browser Settings' section with 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 'Password Settings' section with a text input field for 'Access code for this exam (optional)'. The 'Advanced Settings' section contains several checkboxes: 'Require LockDown Browser to view feedback and results' (unselected), 'Lock students into the browser until exam is completed' (checked, with an 'explain' link), 'Allow students to take this exam with an iPad (using the "LockDown Browser" app from the Apple App Store)' (unselected, with an 'explain' link), 'Allow access to specific external web domains' (unselected, with an 'explain' link), 'Enable Calculator on the toolbar' (checked, with an 'explain' link), and 'Enable Printing from the toolbar' (unselected, with an 'explain' link). Under the calculator setting, there are two radio buttons: 'Standard Calculator' (unselected) and 'Scientific Calculator' (selected). At the bottom, there are 'Save + Close' and 'Cancel' buttons.

ENSURING STUDENTS ARE PREPARED

We highly recommend making an announcement and/or verbally communicating the following to students to resolve issues in advance:

- Enroll in the Arts ISIT Exam Practice Run course on Canvas. The course includes a practice quiz, support information and troubleshooting tips. <https://canvas.ubc.ca/enroll/6G4K33>
- You MUST have the Zoom app downloaded on your mobile phone which will be used for zoom monitoring for the exam.

CREATING AND MANAGING BREAKOUT ROOMS DURING EXAM MONITORING (OPTIONAL)

Breakout rooms can be created for courses with 25+ students, as Gallery View only displays up to 25 video feeds (or 49 depending on screen resolution) per page. Note that the more participants there are, the fewer breakout rooms Zoom can run:

Number of Participants	Breakout Rooms
Up to 200 participants	50 Breakout Rooms
Up to 400 participants	30 Breakout Rooms
Up to 500 participants	20 Breakout Rooms

THINGS TO CONSIDER

1. If you have a large class of 300 + students, **Large Meeting Add-On** will need to be activated for your Zoom account. Contact av.helpdesk@ubc.ca to temporarily upgrade your account.
2. Each breakout room should have one Invigilator. The invigilators can be TAs or instructors and they should have host/co-host access. Co-host access role may be provided in the session by the host.
3. Make sure to establish and clearly communicate how the invigilation team can interact with each other.
4. For courses that have a large number of students, stagger the start times of the exam by at least five minutes per group of students. This will help with performance of the exam in Canvas. [Contact us](#) for assistance on how to bulk assign by student time zone, section, group, last name, etc. for your upcoming exam.
5. If you wish to use recording, only cloud recording is permitted in the main room. Avoid recording in breakout rooms. If you require to record breakout rooms, the workaround is to create multiple zoom sessions. Additional zoom sessions may be created by the TA or invigilator as long as they are UBC licensed accounts. [Contact us](#) for assistance on creating additional Zoom sessions.

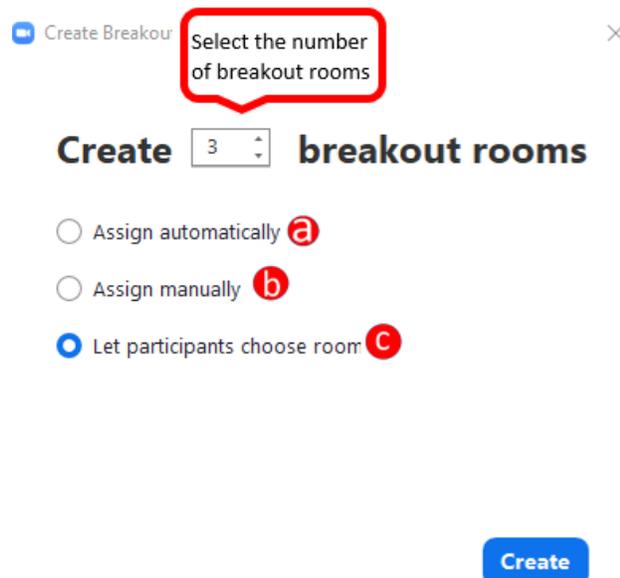
6. Consider using the waiting room as a way to take attendance and match the names of the students with your class list. If you have a large exam, consider other options such as taking attendance in breakout rooms.

CREATING BREAKOUT ROOMS

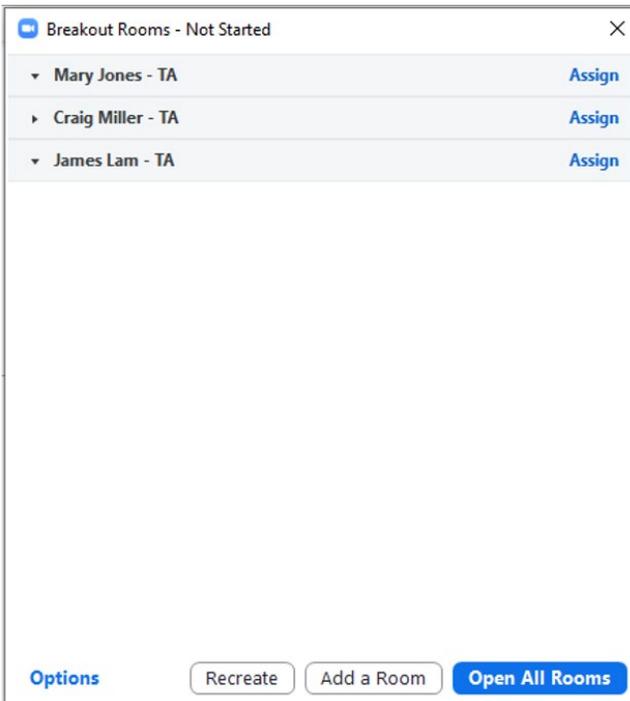
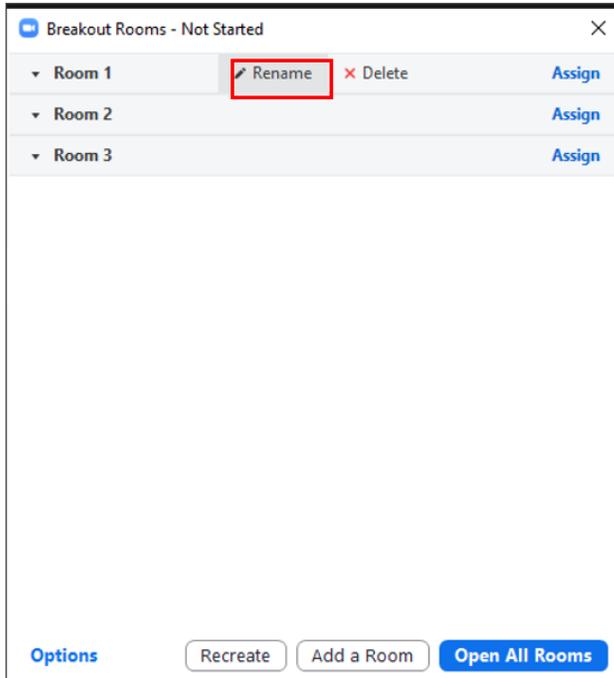
1. Start your Zoom session on the day of your exam. Note that self-assigned breakout rooms cannot be created beforehand and must be created on the exam day.
2. Click the **Breakout Rooms** icon at the bottom of your screen to assign students to breakout rooms.



3. **Select the number of rooms** you would like to create and how you would like to assign your participants to those rooms. Students can be re-assigned later.
 - a. *Assign automatically*: Zoom will randomly assign your students to the breakout rooms. The students are evenly split.
 - b. *Assign manually*: You will manually assign students to the breakout rooms.
 - c. *Let participants choose room (Recommended)*: This option will allow students to join a specific room. If you choose this option, communication should be sent to students ahead of time, so they know which room to join. The names of the breakout rooms should be easily identified by the student (Examples: TA's name, Discussion/Lab, First name A – E).

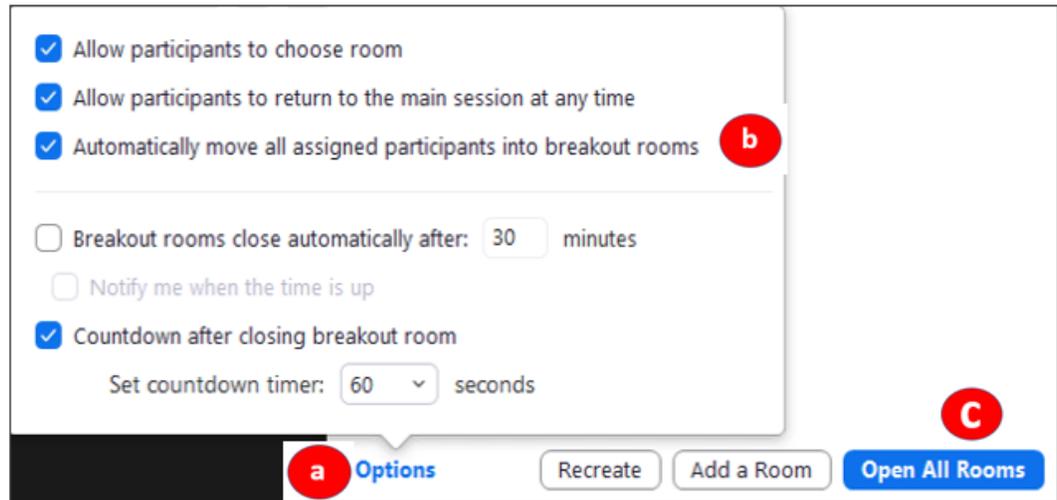


4. Click **Create**. Your breakout rooms will be created but not yet open to students.
5. (Optional) Rename the breakout rooms, so students can identify which room they need to join. An example has been provided below where the breakout rooms have been renamed.

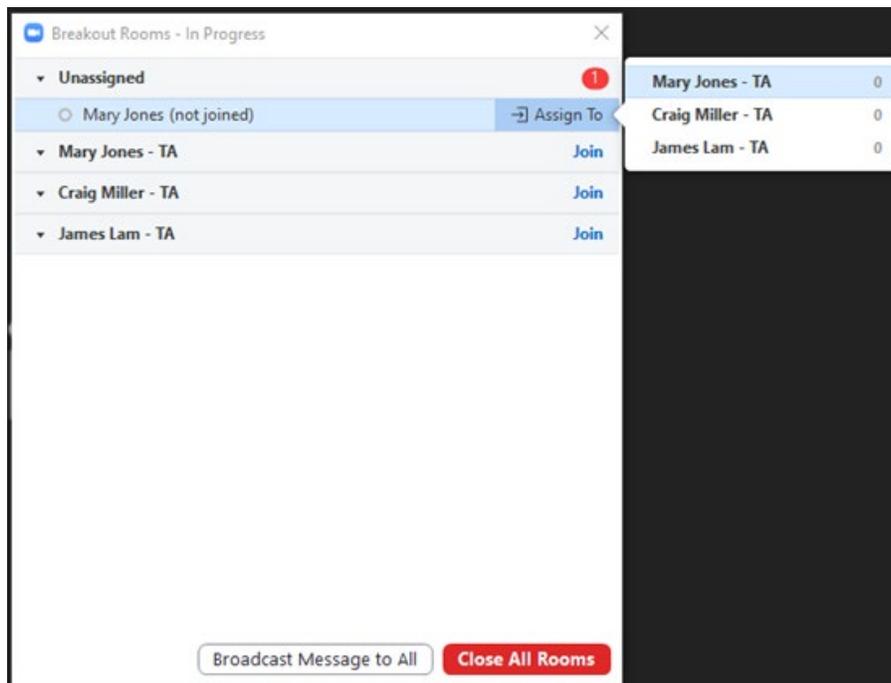


6. To manage breakout rooms,
 - a. Click the "Options" icon
 - b. Check the box for "Automatically move all assigned participants into breakout rooms".
 - c. Click **Open All Rooms** to start the breakout rooms

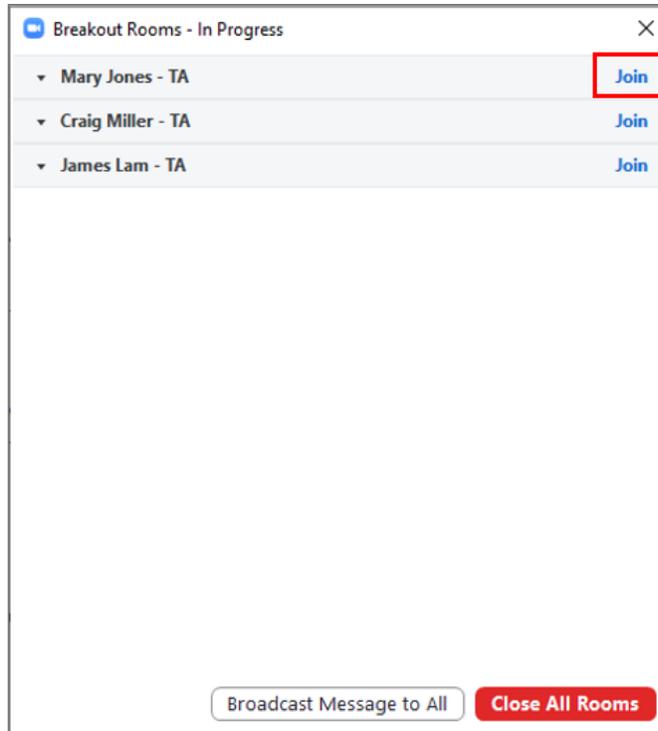
Note: Additional breakout rooms cannot be created while the breakout rooms are in progress. You will be forced to close all rooms before adding more rooms.



7. The invigilators can be assigned to the breakout rooms by one of the following methods:
 1. The instructor (host) can assign the co-invigilators (TAs) to the Breakout Rooms by clicking the **Breakout Rooms icon** --> **"Assign to"** beside the TAs name-->**Selecting the Breakout Room.**



2. As co-hosts, the invigilators (TAs) can assign themselves to a breakout room by clicking on **Breakout Room icon** and selecting **"Join"** beside the appropriate room they are assigned to monitor.

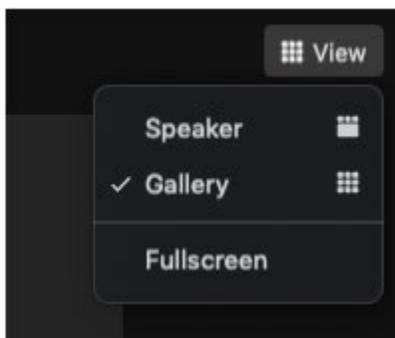


Things to Note:

- The hosts and the co-hosts can move between the rooms at any time by clicking on the Breakout Room icon and by clicking on “Join” displayed beside the room.
- Since students would be focused on the exam, communication to students will need to be done verbally. Remind students to keep the volume up on the device that is running Zoom.
- If the host ends the session for everyone, the breakout sessions will end as well.

MANAGING BREAKOUT ROOMS

1. Click the **Gallery View** to see all the students.



2. You may take attendance and verify IDs here.

- a. Communicate to students that they must hide the first four digits of their student number or ID to preserve their privacy.
3. (Recommended) Communicate to students to turn their microphones off as background noise can be distracting for others writing the exam. It is important that the volume on their device is still up so they can hear announcements. Ensure your mic is turned on in the event that you, as the invigilator, wants to make an announcement.
4. The broadcast message can be used to communicate general instructions to room invigilators such as when they can start the exam or to provide periodic updates of the time remaining. To do this, click the **Breakout Rooms icon** and then **Broadcast Message to All**.
5. To end the breakout room, select **"Close all Rooms"**. This will bring all participants back to the main room.

The following image displays steps 4 & 5:

