



RESPONDUS LOCKDOWN BROWSER WINDOWS STUDENT GUIDE

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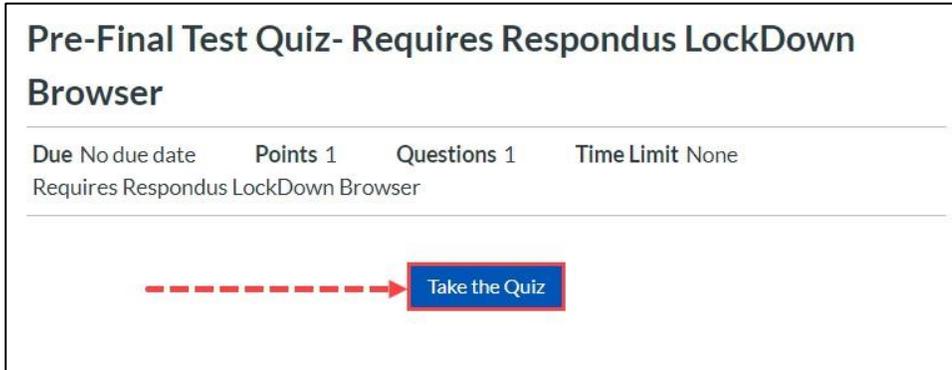
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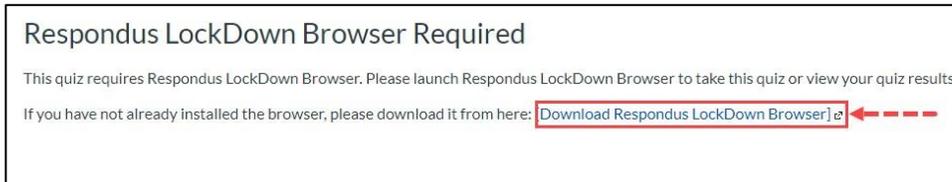
INSTALLATION

Your instructor may have created a practice quiz for you on Canvas before your exam. This is where you will be able to download Respondus Lockdown Browser. You can also download Respondus Lockdown Browser at [UBC LockDown Browser Student Guide | Learning Technology Hub](#) (see under **Students > Set-up**).

1. In Canvas, you will see that the practice quiz is marked “Requires Respondus Lockdown Browser” > Click **Take the Quiz**.



2. You will be taken to a page asking you to launch Respondus. Click the link [**Download Respondus Lockdown Browser**].



3. Click **Install Now** and follow the prompts to install Respondus Lockdown Browser.



4. On the day of your exam, open and run Respondus using the taskbar (if using Windows) or by searching in Launchpad (if using a Mac). Do not open the quiz with your normal browser (Chrome, Firefox, Safari, etc).

ACCESSING QUIZZES

After installing Respondus Lockdown Browser, please refer to the following steps to access your quiz:

1. Once Lockdown Browser is installed, open up the application on your Windows computer.
2. After opening the application, the browser will notify you if there are any programs open that need to be closed before you can take the quiz.
 - a. Click the "No" button to cancel opening the LockDown Browser so you can close the other programs yourself.
 - i. You may want to choose this option if you need to save work in progress.
 - ii. Once you have closed all other programs, you will need to re-open the LockDown Browser.
 - b. Click the "Yes" button to allow Respondus LockDown Browser to close the other programs for you.
3. Sign into Canvas as normal using your UBC CWL.
4. Go to your course and navigate to the Canvas quiz activity that requires Respondus LockDown Browser.
5. Click on the quiz and then click the "Take Quiz" button.
6. Complete your quiz.

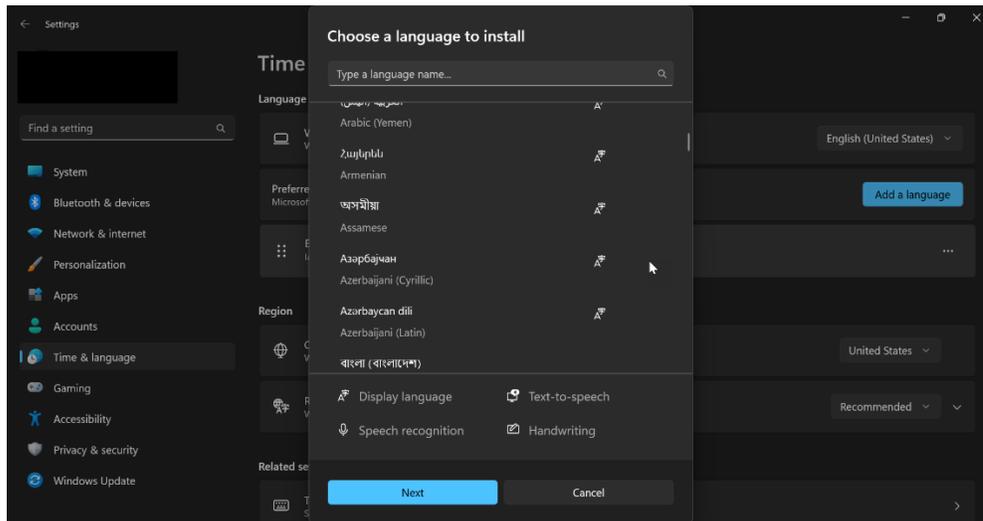
Please note that these instructions apply to New Quizzes on Canvas as well but only for Windows. The procedure is different if you are using a Mac.



LANGUAGE KEYBOARDS

While in Respondus Lockdown Browser, toolbars cannot be used to switch languages; however, if a second language input has been installed, you can use the system hotkeys to switch.

- **For Windows**, the keyboard shortcut to switch between languages is **Alt+Shift**. This shortcut is **enabled** by default.
1. Select the **Start > Settings > Time & language > Language & region**.
 2. Select the language that has the keyboard you want, then select **Options**.



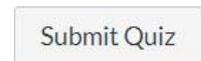
3. Select **Add a keyboard** and choose the keyboard you want to add. If you don't see the keyboard you want, you may have to add a new language to get additional options. If this is the case, go on to step 4.
4. Return to the **Language settings** page, go to **Preferred languages**, then select **Add a language**.
5. Choose the language you want to use from the list, then select **Next**.
6. Review any language features you want to set up or install, and select **Install**.

****For more info about setting up language keyboards on Windows, Mac, or iPad – You can check our [Language Keyboard guides](#) in the [LDB Practice Run](#)**



BEST PRACTICES

1. Ensure that your device's **battery life is full** before beginning the exam with a charger available, and that the internet connection on your device is as stable as possible.
2. Make sure your computer is connected to a secure wireless network. (ubcsecure preferred)
3. Close all windows, programs, and notifications on your computer (eg. iMessage, Notifications in Windows Action Centre) before opening Respondus.
4. **DO NOT** use your browser's back and forward buttons to navigate during the exam; instead, use the Previous and Next buttons in Canvas.
5. If you have downloaded Respondus Lockdown Browser in the past, open Respondus and install any updates as prompted before the exam.
6. Check that you have enabled any necessary alternate languages on your computer before starting the exam and that the keyboard shortcuts are functioning correctly.
7. To track your progress, make sure to occasionally look at the Questions & Time Elapsed located in the top-right corner of the window. Questions will only be checked off if every field in the question has been filled.
8. Press the **Submit Quiz** button at the bottom of the screen after you are finished. Canvas will ask to make sure you want to submit if there are unfinished questions.





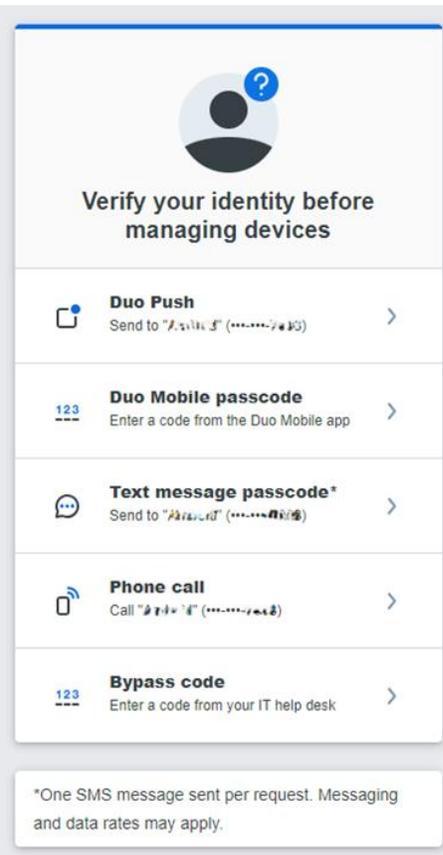
DUO AUTHENTICATION

Duo Authentication is the Multi-Factor Authentication (MFA) system used at UBC to keep private information safe and secure. MFA is mandatory for all faculty, staff, and students at UBC for privacy protection.

Registered devices with Duo Authentication

Ensure MFA protection has been added to your CWL account:

1. Ensure the Duo Mobile app is downloaded on your mobile device.
2. Go to [Self-service MFA Enrollment and Device Management](#) site and login with your CWL username and password
3. Click **Manage Your MFA Devices**
4. It will prompt you to verify your identity through a registered device. Please note phone calls and text messages are not available to students.



5. Once verified, ensure your mobile device is correctly listed under your existing registered devices.

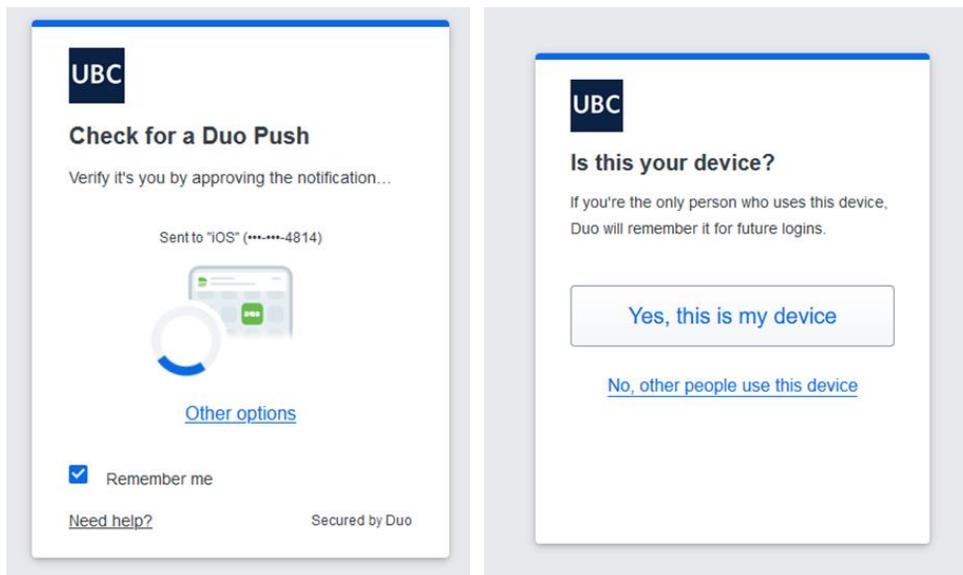


Before your exam:

Duo Authentication has a **Remember me** feature that uses cookies to remember your device for 30 days and allows you to access sites without having to verify your identity each time.

1. On the device you are taking your exam with, open a browser
2. Login to Canvas
3. If prompted for a Duo Authentication, please select the box labelled **Remember me** or after authenticating, select *Yes, this is my device*

This will ensure you are not prompted for Duo Authentication during your exam.



During your exam:

If you are prompted for MFA during your exam, please inform your instructor/invigilator and, with their permission, use your mobile device to verify your identity.

If you need to pass MFA but do not have internet connection on your mobile device, click **Other options** and select **Duo Mobile Password**. An internet connection is not required on the mobile device to generate or use the passcode



FAQS + TROUBLESHOOTING

Logging into Canvas on LockDown Browser

To log into Canvas on LockDown Browser, users must know their CWL login and password

Automatic password management like fingerprint or face detection will not work with Lockdown Browser.

Users may be prompted to authenticate their login through the Duo mobile app.

- Students are advised to set up their Duo two-factor authentication on this website (<https://mfadvice.id.ubc.ca/secure/>) and choose an option that uses their mobile devices.
- It is possible to set up a Duo two-factor authentication without a mobile device by going to this website: <https://mfadvice.id.ubc.ca/secure/u2fkeys.php>. One of the additional options is "Touch ID"—however, it only works on macOS on a Chrome browser.

Can't open Respondus Lockdown Browser

If you are unable to open Lockdown Browser to begin the quiz, try the following:

- Ensure that you are using Lockdown Browser to open Canvas, and not your regular browser (Chrome, Safari etc.).
- Check that your internet connection is stable.
- Uninstall and reinstall Lockdown Browser from <https://lithub.ubc.ca/guides/lockdown-browser/>.
- Restart your computer.
- If you are still unable to open Respondus, contact your instructor.

Can't see the exam on Canvas

The exam may not have become available yet. Wait and refresh the page.

Experiencing connection problems OR LockDown Browser froze/nothing is loading

If you lose internet connection during the exam, try the following:

- Inform your instructor of the issue and that you may need to exit and re-enter the exam to reconnect.
- Before exiting the exam, your instructor may allow you to use your device to photograph your answers. Refrain from continuing or changing your answers in the exam once you see the notification that you have lost Wi-Fi.
- If you are taking the assessment in a space with an in-person Teacher/TA/Invigilator, ask one to enter the "Proctor Exit Password" to close LockDown Browser for you.
- Exit the exam and attempt to reconnect to the internet. You may need to click **Forget Network** before reconnecting or plug in your laptop to a charger (laptops that are not sufficiently charged may continue to disconnect from the internet intermittently).



- Once you have reconnected, open Respondus Lockdown Browser and navigate back to the exam – Canvas will have saved your most recent set of answers prior to losing connection.

****To decrease chances of internet connection issues during a LockDown Browser assessment, we recommend you follow the [LockDown Browser – Wi-Fi Set Up Guide](#)**

How to Proctor Exit a LockDown Browser Exam

- If you are taking the assessment in a space with an in-person Teacher/TA/Invigilator, ask one to enter the "Proctor Exit Password" to close LockDown Browser for you.
- If taking the exam remotely and need to exit LockDown Browser due to technical issues, you will have to Proctor Exit the application
 - Inform the instructor/exam invigilator of this issue and that you may need to exit the exam. Request for the **Proctor Exit Password**.
 - Click on the globe/i icon > Select **Proctor Exit** > type the **Proctor Exit Password** > Click **OK**
- Log back in and resume the quiz. Any answers that you have made previously should be saved.
- Notify your instructor if it is a timed quiz so that they could extend the time as necessary.

Accidentally exited the quiz?

If you have accidentally exited the quiz, your answers will be autosaved by Canvas. Re-open Respondus Lockdown Browser, navigate back to the quiz, and click **Resume Quiz**.

Can you use Respondus Lockdown Browser on an iPad? How about a Chromebook?

Respondus Lockdown Browser can only be installed on **Windows** or **Mac** computers. You can take the exam on an iPad using the LockDown Browser app though it is not recommended. Please ensure you confirm with your instructor if iPads are permitted for the exam. UBC does not support Lockdown Browser use with Chromebooks.

Why do I get a Virtual Machine Error?

Respondus Lockdown Browser will not run if a virtual machine is detected (e.g. virtual operating systems, emulators, virtual environments). If your system is running a virtual machine, you may need to use a different Windows or Mac laptop to run Respondus Lockdown Browser.

