UBC Faculty of Arts

iOS

RESPONDUS LOCKDOWN BROWSER iPAD STUDENT GUIDE

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INSTALLATION

> Although LockDown Browser is available for iPad, we do not recommend using it as your primary way to take timed quizzes or exams. It is possible to be locked into the iPad application but be unable to access your assessment before the timer runs out.

1. Download and install the **LockDown Browser app** from the Apple App Store

2. Open the **Settings** app on your iPad and choose **LockDown** from the left-hand navigation

3. Select **Allow cross-site tracking** (so it toggles to green) to allow images on LockDown Browser in case images will be required for your course.

4. If you have the Canvas App on your iPad, make sure to delete the app before taking the LockDown Browser assessment. The Canvas app is not compatible with the LockDown Browser app and may cause technical issues during your assessment if not removed.

Classic Quiz – Installation, Best Practices, FAQs, and Troubleshooting

If you are using an iPad device, you can take your exam using the LockDown Browser mobile app for iOS
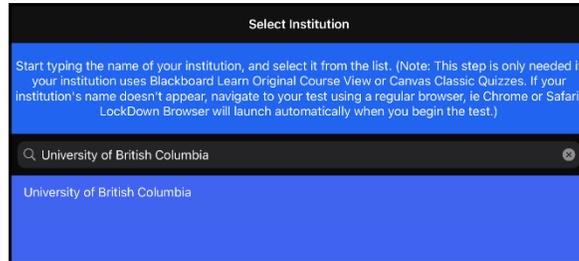
Ensure you check with your instructor to see if using an iPad for the exam is permitted.

Instructions on how to install the LockDown Browser mobile app can be found above. Before the date of your exam, you will need to select your institution in the all and log in:

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1. On your mobile device, launch the LockDown Browser app, and select **Continue**.
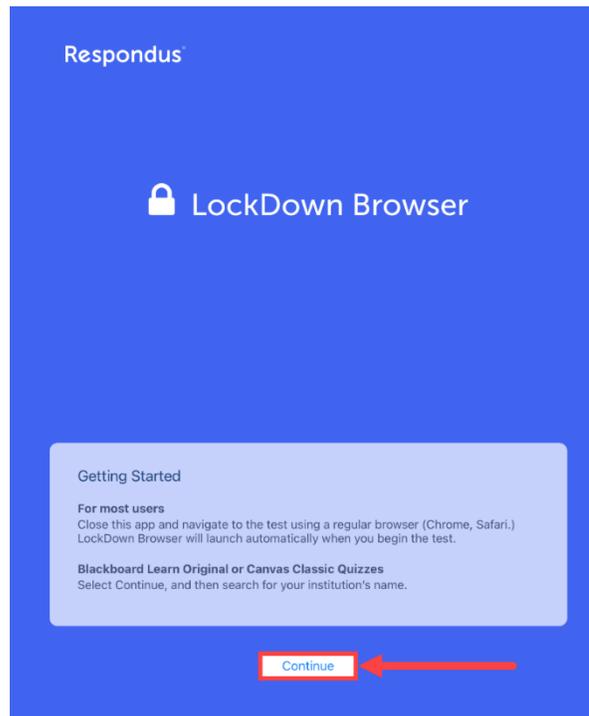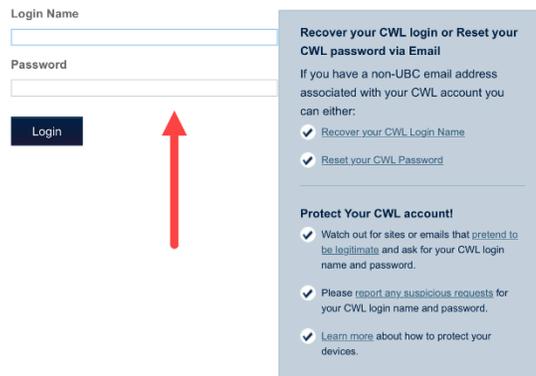
2. Start typing the name of your institution (University of British Columbia) into the search bar, and

3. select it from the list.

4. Log in using your CWL

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ACCESSING CLASSIC QUIZZES

1. Launch the LockDown Browder app and log in with CWL.

2. Enter your course from the Canvas Dashboard, and navigate to your exam.

CWL Authentication

Login to continue to **UBC Canvas**
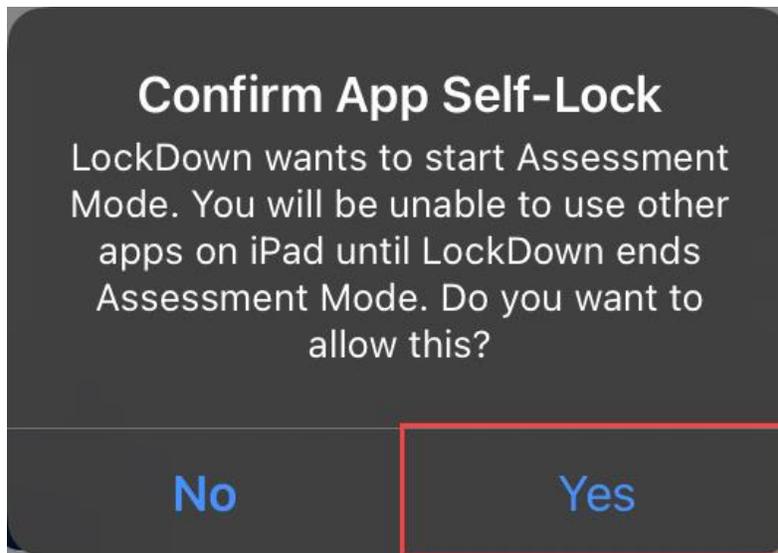
Login Name

Password

Login

Recover your CWL login or Reset your CWL password via Email

If you have a non-UBC email address associated with your CWL account you can either:

✔ Recover your CWL Login Name

✔ Reset your CWL Password

Protect Your CWL account!

✔ Watch out for sites or emails that pretend to be legitimate and ask for your CWL login name and password.

✔ Please report any suspicious requests for your CWL login name and password.

✔ Learn more about how to protect your devices.

3. Select **Take the Quiz**

4. If you receive a notification that asks if you would like to Confirm App Self-Lock, select **Yes**

Confirm App Self-Lock

LockDown wants to start Assessment Mode. You will be unable to use other apps on iPad until LockDown ends Assessment Mode. Do you want to allow this?

No   Yes

*Note: If you accidentally selected **No** to the Confirm App Self-Lock notification, re-enter into your quiz page and select **Yes** instead to the notification message.

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ACCESSING NEW QUIZZES

1. Navigate to your quiz on your preferred browser (Google Chrome, Safari, etc…)

    - **Note:** It is not recommended to open New Quizzes through LockDown Browser app as it may cause technical issues.

2. Click the **Rocketship** on the new page
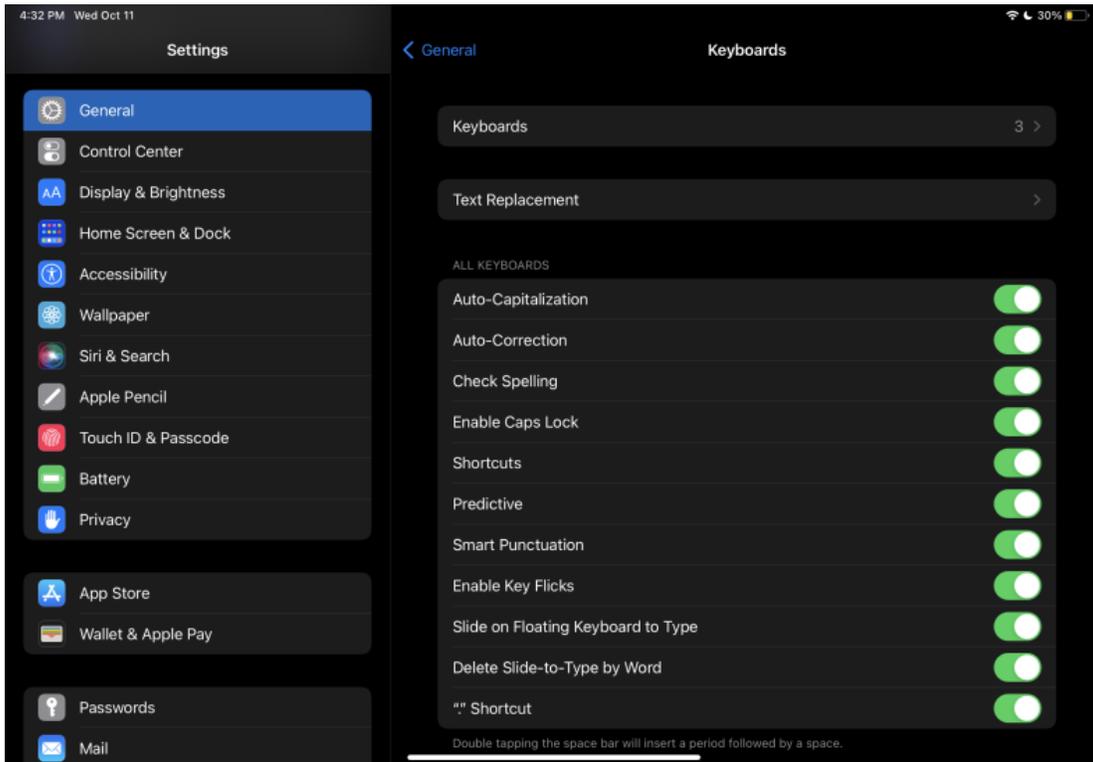
3. Then, click "**Open**" in the pop-up
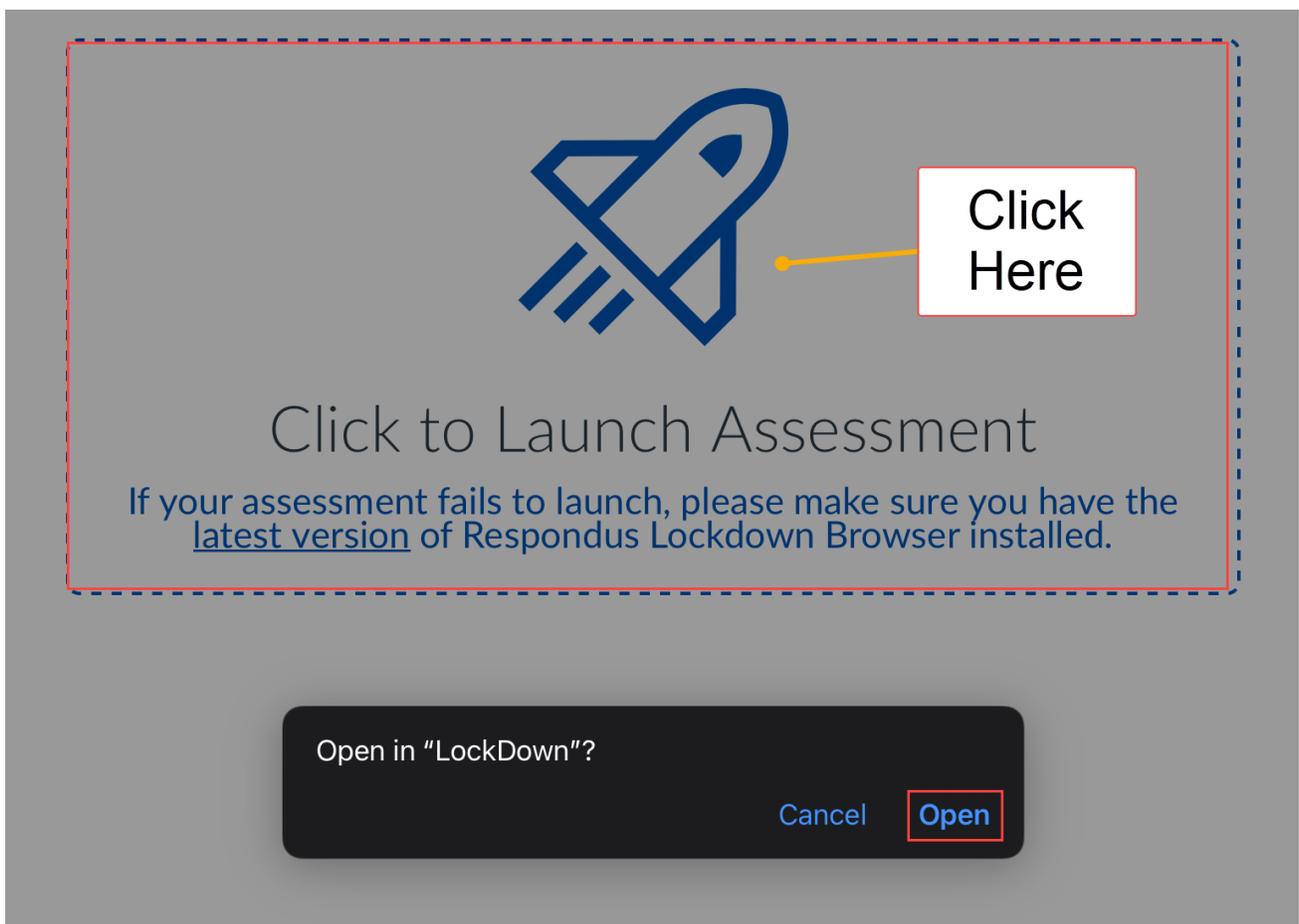
You should now be able to complete your quiz on LockDown Browser.
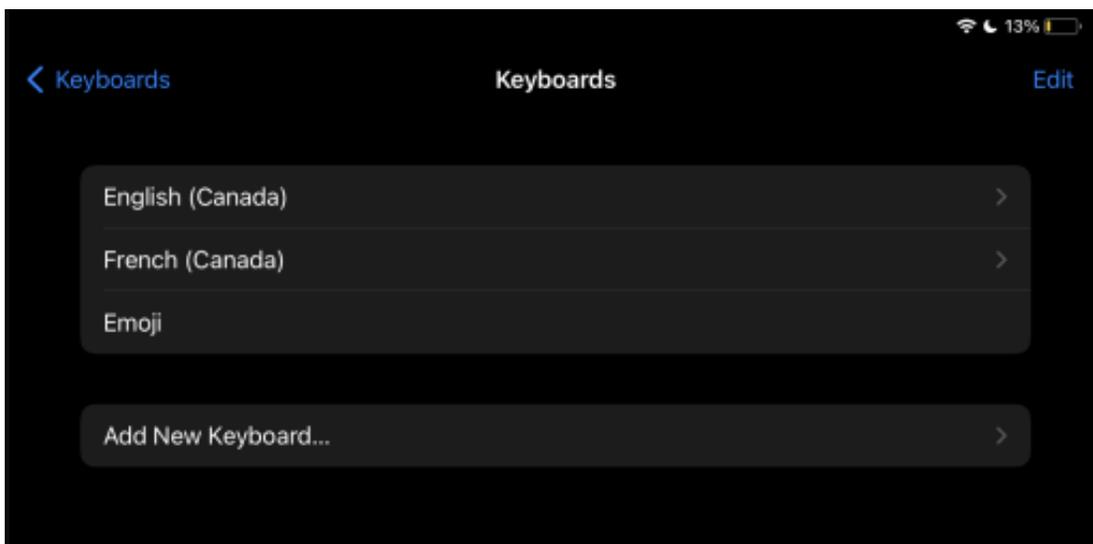
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LANGUAGE KEYBOARDS

To use a different language, you will need to add the language to your keyboard by following the instructions below:

1. Go to **Settings** > **Genera**l > **Keyboards**

2. Click **Keyboards** in the Keyboards Settings

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3. Click **Add New Keyboard**… and select your desired language
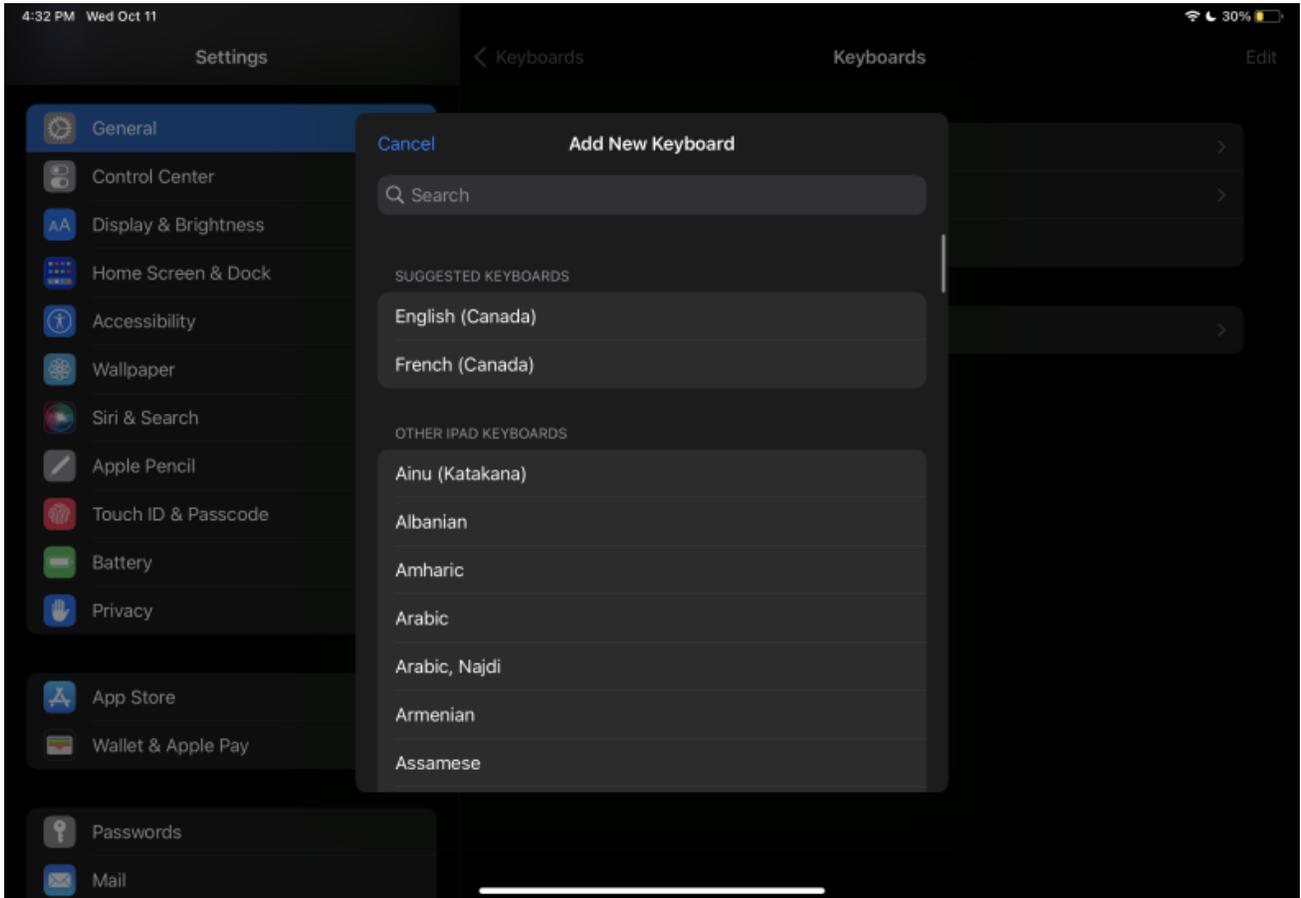
You can now access the language keyboard using the Globe Icon on your Keyboard
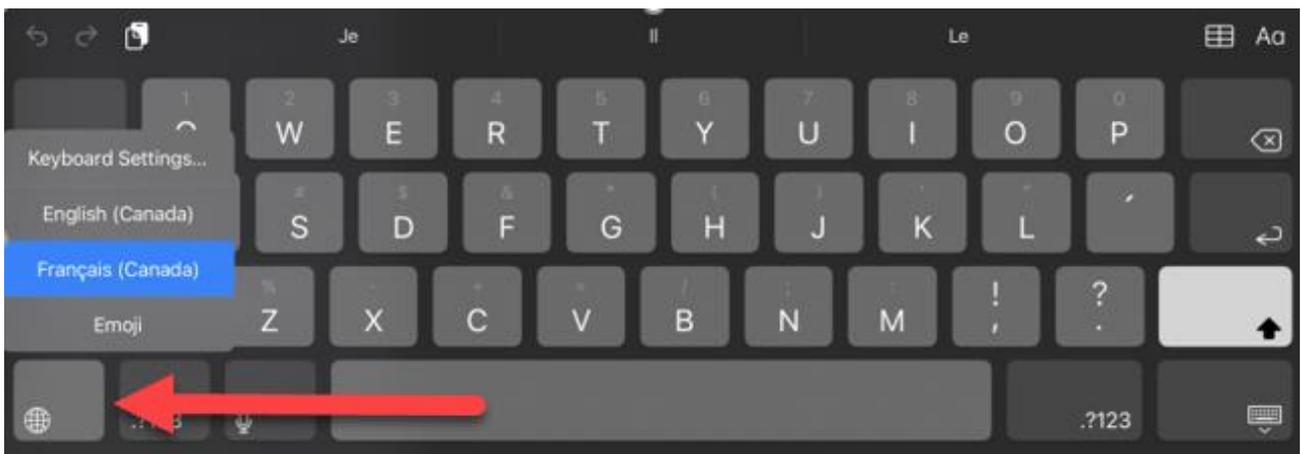
**For more info about setting up language keyboards on Windows, Mac, or iPad – You can check our Language Keyboard guides in the [LDB Practice Run](#)

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iOS

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.

- 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.

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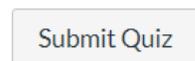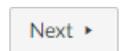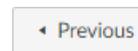
DUO AUTHENTICATION

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**:**

- Ensure the Duo Mobile app is downloaded on your mobile device.
- Go to Self-service MFA Enrollment and Device Management site and login with your CWL username and password
- Click **Manage Your MFA Devices**
- It will prompt you to verify your identity through a registered device. Please note phone calls and text messages are not available to students.
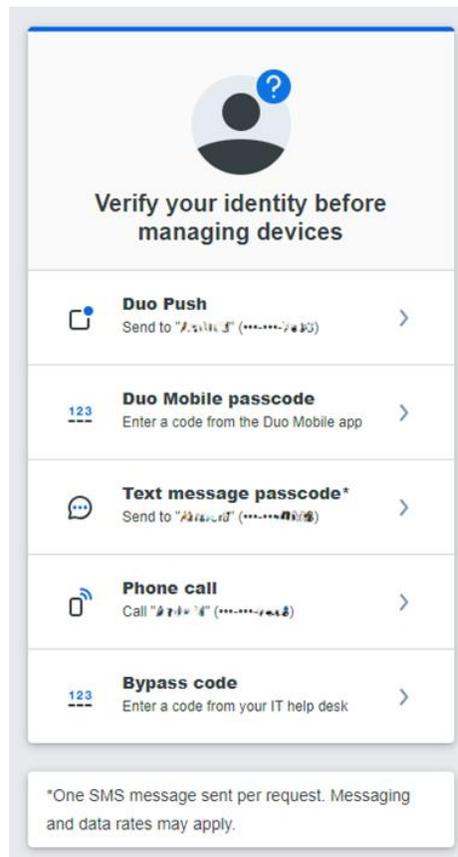
- Once verified, ensure your mobile device is correctly listed under your existing registered devices.

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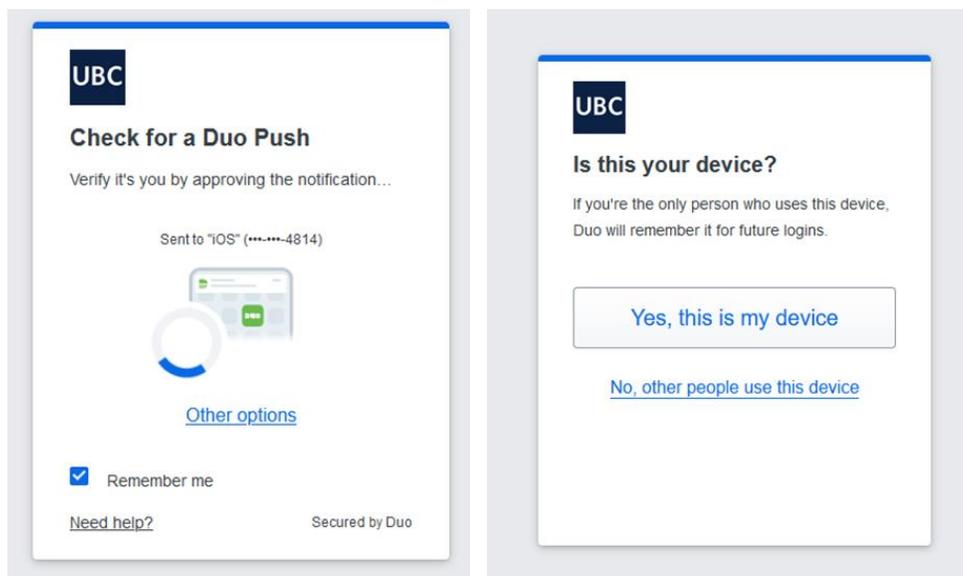
- On the device you are taking your exam with, open a browser
- Login to Canvas
- If prompted for a Duo Authentication, please select the box labelled **Remember me** or after authenticating, select *Yes, this is my device*

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

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Check for a Duo Push

Verify it's you by approving the notification…

Sent to "iOS" (•••-•••-4814)

Other options

☑ Remember me

Need help?   Secured by Duo

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Is this your device?

If you're the only person who uses this device, Duo will remember it for future logins.

Yes, this is my device

No, other people use this device

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

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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.

4. Students are advised to set up their Duo two-factor authentication on this website (https://mfadevices.id.ubc.ca/secure/) and choose and option that uses their mobile devices.

5. It is possible to set up a Duo two-factor authentication without a mobile device by going to this website: https://mfadevices.id.ubc.ca/secure/u2fkeys.php. One of the additional options is "Touch ID"—however, it only works on macOS on a chrome browser.

Using LockDown Browser app to access New Quizzes and Receive and Unable to Open Exam message

If you are unable to access New Quizzes using the LockDown Browser app, try the following:
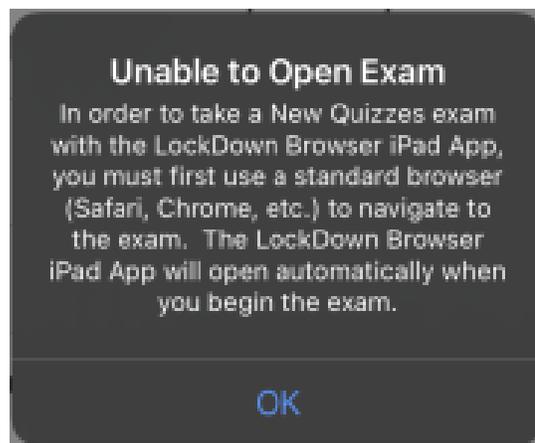
1. Exit out of the LockDown Browser app

2. Re-launch quiz using your preferred Web browser (Chrome, Safari, Firefox, etc)

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Using LockDown Browser on a web browser to access Classic Quizzes and receive a Respondus LockDown Browser required message

WS Exam Practice Run › Quizzes

Home
Modules
Media Gallery
My Media

Respondus LockDown Browser Required

This quiz requires Respondus LockDown Browser. Please launch Respondus LockDown Browser to take this quiz or view your quiz results.

If you have not already installed the browser, please download it from here: [Download Respondus LockDown Browser] ⇨

If you are unable to access Classic Quizzes on a web browser, try the following

1. Close the LockDown Browser tab

2. Re-launch quiz in the **LockDown Browser app**

Experiencing connection problems OR LockDown Browser froze/nothing is loading
If you lose internet connection during the exam and your Wi-Fi doesn't automatically reconnect after a while, try the following:

6. Inform your instructor/TA/exam invigilator of the issue and that you may need to exit and re-enter the exam to reconnect.

7. 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.

8. Your instructor can help you **Proctor Exit** the exam or give you the password to exit the exam. After exit, attempt to reconnect to the internet. You may need to click **Forget Network** before reconnecting, or plug in your iPad to a charger (iPads that are not sufficiently charged may continue to disconnect from the internet intermittently).

9. Once you have reconnected, 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

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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, inform the Teacher/TA/Exam invigilator that you may need to exit LockDown Browser. Request for the **Proctor Exit password.**
    a. Click on the **gears** icon > 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?

Yikes! A VM has been detected.

You cannot use a virtual machine with LockDown Browser. Your instructor is being notified and your exam session will be terminated.

Ok, Got It

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.