Using Respondus LockDown Browser (and a Webcam) for Online Exams (for CUHK Students)

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Overview

1. Respondus LockDown Browser is a <u>locked</u> browser for students to use to take tests in CUHK Blackboard System. It prevents students from printing, copying, going to another websites, or accessing other applications during a test. It can also prevent students from closing a test before submitting it for grading. If a Blackboard test requires that LockDown Browser be used, students cannot take the test with a standard web browser.
2. Taking a test that requires students to use Lockdown Browser (and a webcam) on Blackboard is easy.

The Steps

1. Preparation for **the first time**
   - Watch the Overview Video for Students (https://web.respondus.com/lockdownbrowser-student-video/)
   - Read the Student Quick Start Guide (https://web.respondus.com/wp-content/uploads/2019/08/RLDB-Quick-Start-Guide-Bb-Student.pdf)
   - Download and install the "Student Version" of LockDown Browser (https://download.respondus.com/lockdown/download.php?id=457135061) for The Chinese University of Hong Kong
   - Install a webcam
   - Use the setup to take a practice test/exam to confirm the setup is ready
2. Taking a **test/exam** which requires the use of the Lockdown Browser and a webcam
   - Close all running programs/applications
   - Launch Lockdown browser
     - Visit CUHK Blackboard System https://blackboard.cuhk.edu.hk (https://blackboard.cuhk.edu.hk/)
     - Enter the Blackbaord course
     - Locate the test/exam
     - Click **Begin** to take the test/exam
       - Follow the **Startup Sequence** to ensure the video recording is working
       - The test/exam will begin after you have completed the Startup Sequence
   - Complete and **Submit** the test/exam

More information

1. Self Practice:
   - In addition to joining the Practice Test/Exam set up by the course teacher / TA, students may follow this user guide (https://www.cuhk.edu.hk/eLearning/c_systems/blackboard/Blackboard-OnlineCourse-CU-ITSC-EXAM-TRIAL.pdf) to try taking some dummy tests set up by ITSC to test their computer, equipment and internet connection themselves.
2. Additional Resources
   - A **Troubleshooting Guide** (https://www.cuhk.edu.hk/eLearning/c_systems/Respondus/RespondusLDB-MED-TroubleshootingGuide.pdf) shared by the Faculty of Medicine
3. Additional FAQs
   - **"We are experiencing a high number of users starting exams at the same time. Your webcam check will begin ??? seconds..."**
     - *Respondus Support: Due to high volume, we are now staggering when students can enter the Monitor pre-exam webcam check.* (http://support.respondus.com/kbimages/support/countdowntimer.png)*This is not an error, and once the timer reaches zero the webcam check will begin. The maximum is 300 seconds.*

Questions: elearning@cuhk.edu.hk

- **"There is a problem with the LockDown Browser settings for this exam"**
  - *https://support.respondus.com/hc/en-us/articles/4409607304219--There-is-a-problem-with-the-LockDown-Browser-settings-for-this-exam-* (https://support.respondus.com/hc/en-us/articles/4409607304219--There-is-a-problem-with-the-LockDown-Browser-settings-for-this-exam-)
- **"01-AWS-xxx Unable to connect to Respondus Server (AWS)"**
  - *https://support.respondus.com/hc/en-us/articles/4409607363611-0x-AWS-xxx-Unable-to-connect-to-Respondus-Server-AWS-* (https://support.respondus.com/hc/en-us/articles/4409607363611-0x-AWS-xxx-Unable-to-connect-to-Respondus-Server-AWS-)
  - *Students in ML China should consider applying for the CUHK VPN Add-On Service (https://help.edtech.cuhk.edu.hk/docs/pilot-cuhk-vpn-add-on-service) if they have difficulites accessing non-China hosted systems such as Respondus.*

4. More
   - *https://support.respondus.com/hc/en-us/categories/4409595254811-LockDown-Browser-Respondus-Monitor* (https://support.respondus.com/hc/en-us/categories/4409595254811-LockDown-Browser-Respondus-Monitor)

5. Questions?
   - elearning@cuhk.edu.hk (https://www.cuhk.edu.hk/eLearning/c_systems/Respondus/elearning@cuhk.edu.hk)