

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

Last Modified on 27/05/2021 12:10 pm HKT

## Overview

1. Respondus LockDown Browser is a locked 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) ([https://www.cuhk.edu.hk/eLearning/c\\_systems/blackboard/Blackboard-OnlineCourse-CU-ITSC-EXAM-TRIAL.pdf](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](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. Students may see a countdown timer similar to what you see here: <http://support.respondus.com/kbimages/support/countdowntimer.png> (<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.*
  - **"There is a problem with the LockDown Browser settings for this exam"**
    - [https://support.respondus.com/support/index.php?/default\\_import/Knowledgebase/Article/View/455/0/there-](https://support.respondus.com/support/index.php?/default_import/Knowledgebase/Article/View/455/0/there-)

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*is-a-problem-with-the-lockdown-browser-settings-for-this-exam*

([https://support.respondus.com/support/index.php?/default\\_import/Knowledgebase/Article/View/455/0/there-is-a-problem-with-the-lockdown-browser-settings-for-this-exam](https://support.respondus.com/support/index.php?/default_import/Knowledgebase/Article/View/455/0/there-is-a-problem-with-the-lockdown-browser-settings-for-this-exam))

o **"01-AWS-xxx Unable to connect to Respondus Server (AWS)"**

- <https://support.respondus.com/support/index.php?/Knowledgebase/Article/View/557/25/>

(<https://support.respondus.com/support/index.php?/Knowledgebase/Article/View/557/25/>)

- **Students in ML China should consider applying for the *Pilot Third Party VPN Service***

([https://www.cuhk.edu.hk/eLearning/c\\_systems/ThirdPartyVPN/index.html](https://www.cuhk.edu.hk/eLearning/c_systems/ThirdPartyVPN/index.html)) if they have difficulties accessing non-China hosted systems such as Respondus.

4. More

- o <http://support.respondus.com/support/index.php?/Knowledgebase/List/Index/25/student-support-faq>

(<http://support.respondus.com/support/index.php?/Knowledgebase/List/Index/25/student-support-faq>)

5. Questions?

- o [elearning@cuhk.edu.hk](mailto:elearning@cuhk.edu.hk) ([https://www.cuhk.edu.hk/eLearning/c\\_systems/Respondus/elearning@cuhk.edu.hk](https://www.cuhk.edu.hk/eLearning/c_systems/Respondus/elearning@cuhk.edu.hk))