# A close up of a sign Description automatically generatedCommunity Colleges of Spokane LogoRESPONDUS LOCKDOWN BROWSER

## INTRODUCTION

Your teachers may require you to take exams or quizzes using a tool called Respondus LockDown Browser. This tool is used to prevent students from accessing resources or websites from their computer while taking an exam. It does not alter any of the settings on your computer and it does not track anything you do outside of the time you are taking the exam. You may also see that your teachers require you to use an associated tool called Monitor. Monitor uses your web camera and computer microphone to record you while taking the exam. Only your teacher will see your video, and as with the LockDown Browser it is used to ensure that no one is assisting you with the exam and that you are not using any external resources.

## INSTALLING THE APPLICATION

If you checked out your computer from the school library or are using someone else’s computer, you will need to make sure you have permission to install the application. You will install it from a specific website authorized for use by SFCC or SCC students. To reach the site:

1. Open your school’s web page ([SCC](https://scc.spokane.edu/) or [SFCC](https://sfcc.spokane.edu/)).

2. Scroll down till you see a tile to “[Check out our Virtual Campus](https://scc.spokane.edu/What-to-Study/Virtual-Campus)”, click the link to continue.

3. On the Virtual Campus page scroll down until you find the “[Get Help with Technology](https://scc.spokane.edu/What-to-Study/Virtual-Campus/Technology-Help)” tile and click on it.

4. Under the “What do I need for an online course?” section click on “+ Software” link. Click on the “[Respondus LockDown Browser](https://download.respondus.com/lockdown/download.php?id=788133886)” link and you will be redirected to the download page. The site will detect what type of device you have and automatically identify the version you will need to install.

## SUPORTED DEVICES

You can install Respondus LockDown Browser on Windows, Mac and Chromebook computers. There is an app that can be installed on your iPad, however, your teacher must enable the use of iPads before you can use it. If you have an iPad and that is the only device you have to access Canvas, you need to notify your teacher as soon as possible. There is no app for iPhones or any Android device.

## GETTING HELP

The first place to look for help is on the [Respondus Technical Support](https://support.respondus.com/support/index.php?) site. If you have a specific issue, checkout the [Student Support FAQ](https://support.respondus.com/support/index.php?/Knowledgebase/List/Index/25/student-support-faq) site which can be used to find frequently asked questions and see if your issue has already been resolved.

From the Student Support page, you can also submit a help ticket directly to Respondus by clicking on the “[Submit a Ticket](https://support.respondus.com/support/index.php?/Default/Tickets/Submit/RenderForm/2)” link at the top of the page. Here are some things to remember when you submit your ticket:

1. Make sure you include all of the required information.

2. Make sure you clearly explain the issue you are having and include your telephone number in case they need to call you.

3. Make sure you check your email after you submit your ticket. They may not call you back if they can answer your question via email.

If you encounter an issue when setting up your Monitor session before you start your exam, you can open a live chat by clicking on the “It’s not working” link.

In any case, if you encounter an issue while taking an exam with the LockDown Browser and/or Monitor, make sure you contact your teacher to let them know what the issue is and what you are doing to troubleshoot the issue.