Instructor and Student Step-by-Step Guide for using LockDown Browser

Respondus LockDown Browser is a specialized web browser designed to secure the online testing environment within Canvas. When students use LockDown Browser to access an exam, they cannot print, copy, navigate to other websites, or access other applications until the exam is submitted.

Platform and Browser Compatibility

LockDown Browser is a standalone application and does not function as a plugin or extension in standard browsers. It must be installed separately on each device used for testing. The application is compatible with specific operating systems:

- **Windows:** Versions 10 and 11 (x86 32-bit, 64-bit, and ARM 64-bit with x86 emulation). Windows 10/11 in "S mode" and "SE" are not compatible. LockDown Browser is not available via the Windows App Store. Support
- **Mac:** macOS versions 11 to 15+. Support
- **iPad, Chromebook, and other Tablets:** Currently, we **do not** support the use of LockDown Browser on phones

Instructions for Instructors

1. **Ensure Exam Availability**
   - Create and deploy the exam within Canvas as usual.
2. **Access LockDown Browser Dashboard**
   - In Canvas, navigate to LockDown Browser (found under Course Tools).
3. **Enable LockDown Browser for an Exam**
   - Locate the exam on this page.
   - Click the Settings menu next to the exam title.
   - Select "Require Respondus LockDown Browser for this exam."
   - (Optional) Set an access code students must enter before starting the exam.
4. **Advanced Settings (Optional)**
   - You may allow students to use iPads, but only if the Canvas Student App is NOT installed on the device.
   - iPad Workflow:
     1. Remove the Canvas Student App from the iPad.
     2. Install the LockDown Browser App.
     3. Open LockDown Browser, select University of Northern Colorado, and log in.

4. Complete two-factor authentication (requires a phone, which will not be needed after login).
5. Navigate directly to the quiz through LockDown Browser.
6. After completing the exam, reinstall the Canvas Student app.
7. Repeat this process whenever using LockDown Browser on an iPad.

- o Additional options:
    - Allow students to access specific external web domains during the exam.
    - Enable calculator or print functions within the LockDown Browser toolbar.

5. **Save and Apply Settings**
   - o Click "Save and Close."

Instructions for Students

1. **Install LockDown Browser**
   - o When opening an exam that requires LockDown Browser, students will see a download link when selecting "Take the Quiz."
   - o Click the link, download the installer, and install LockDown Browser.
   - o Installation is required only once per device
2. **Launch LockDown Browser**
   - o Close all unnecessary programs.
   - o Open LockDown Browser s
       - **Windows**: Use the desktop shortcut.
       - **Mac**: Open fromo the Applications folder
       - If not found, search for "LockDown Browser" in your system.
   - o **Mac Users**: You may be asked to disable various "sharing" options.
   - o **Screen Reader Users**: Pause notifications before launching the browser:
       - Enable "Do Not Disturb" in System Settings, the control panel, or on the menu bar.
       - Disable "Do Not Disturb" after the exam.
3. **Log into Canvas and Access the Exam**
   - o Use LockDown Browser to log into Canvas.
   - o Two-factor authentication requires a phone, but it won't be needed after login.
   - o Navigate to the course and select the exam.
   - o Enter the access code if required.
4. **Complete and Submit the Exam**
   - o Once the exam begins, students cannot access other applications or websites.
   - o Submit the exam as usual and exit LockDown Browser.

Additional Recommendations

- **Practice Exam:** Offer a practice quiz using LockDown Browser to help students troubleshoot before high-stakes exams. Download a practice quiz from Canvas Commons. Search: UNCO LockDown
- **Technical Support:**
  - LockDown Browser Help Center (available within the browser)
  - UNC Help Desk
    - Call 970-351-HELP (4357) or 800-545-2331
    - Email: help@unco.edu
- **Instructor Support**: Submit a help ticket with course and exam details:
  - Call: 970-351-HELP (4357) or 800-545-2331
  - Email: help@unco.edu

Lockdown Browser in UNC Windows Lab Spaces

- Available in all UNC Windows=-based labs.
- **Not available on Macs** in labs anywhere on campus due to administrative restrictions.

Important Disclaimer

- LockDown Browser is best suited for face-to-face proctored exams.
- It does not prevent students from accessing external resources when taking exams remotely.
- Additional measures are required for fully online, unproctored exams.