



# Blackboard

## Lockdown Browser for UM

### Lockdown Browser Requirement

If your course requires the use of LockDown Browser for online exams. Watch this video to get a basic understanding of LockDown Browser:

- <https://www.respondus.com/products/lockdown-browser/student-movie.shtml>

### Download Instructions

Download and install LockDown Browser from this link:

- <https://download.respondus.com/lockdown/download.php?id=386638059>

### Once Installed

- Start LockDown Browser
- Log into Blackboard Learn
- Navigate to the test

Note: You won't be able to access tests with a standard web browser. If this is tried, an error message will indicate that the test requires the use of LockDown Browser. Simply start LockDown Browser and navigate back to the exam to continue.

### Guidelines

When taking an online test, follow these guidelines:

- Ensure you're in a location where you won't be interrupted
- Turn off all other devices (e.g. tablets, phones, second computers) and place them outside of your reach
- Before starting the test, know how much time is available for it, and also that you've allotted sufficient time to complete it
- Clear your desk or workspace of all external materials not permitted - books, papers, other devices
- Remain at your computer for the duration of the test
- If the computer, Wi-Fi, or location is different than what was used previously with the "Webcam Check" and "System & Network Check" in LockDown Browser, run the checks again prior to the exam
- To produce a good webcam video, do the following:
  - Avoid wearing baseball caps or hats with brims
  - Ensure your computer or device is on a firm surface (a desk or table). Do NOT have the computer on your lap, a bed, or other surface where the device (or you) are likely to move
  - If using a built-in webcam, avoid readjusting the tilt of the screen after the webcam setup is complete
  - Take the exam in a well-lit room, but avoid backlighting (such as sitting with your back to a window)

Remember that LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted.



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### Getting Help

Several resources are available if you encounter problems with LockDown Browser:

- The Windows and Mac versions of LockDown Browser have a "Help Center" button located on the toolbar. Use the "System & Network Check" to troubleshoot issues. If an exam requires you to use a webcam, also run the "Webcam Check" from this area
- Get on-campus assistance with by contacting [detl@olemiss.edu](mailto:detl@olemiss.edu) or calling (662) 915-1267. You may also call the IT Helpdesk at (662)915-5222 or [helpdesk@olemiss.edu](mailto:helpdesk@olemiss.edu).
- Respondus has a Knowledge Base available from [support.respondus.com](http://support.respondus.com). Select the "Knowledge Base" link and then select "Respondus LockDown Browser" as the product. If your problem is with a webcam, select "Respondus Monitor" as your product
- If you're still unable to resolve a technical issue with LockDown Browser, go to [support.respondus.com](http://support.respondus.com) and select "Submit a Ticket". Provide detailed information about your problem and what steps you took to resolve it

### Lockdown Browser and Instructor Live Proctoring

Before the test, make sure that you have Lockdown Browser downloaded and installed on your computer.

#### At Test Time:

- Join the Zoom meeting like normal. Your instructor will provide this link.
- Within Zoom, your instructor will provide last-minute instructions, including the entry code for the exam.
- Start LockDown Browser (note: you won't be able to access the test with a standard web browser)
- Log into Blackboard Learn
- Navigate to the test
- The test will begin once you enter the entry code given by the instructor in Zoom.

Note that the Zoom meeting window will no longer appear once you start Lockdown Browser. However, Zoom will continue to run in the background and your instructor WILL still see and hear you throughout the exam.