



Canvas: Respondus Lockdown Browser

Center for Innovation in Teaching and Learning

LockDown Browser is a locked browser for use with quizzes in your online courses. It prevents you from printing, copying, going to another URL, or accessing other applications during a quiz. If a quiz requires that LockDown Browser be used, you will not be able to take the quiz with a standard web browser.

Beginning a Quiz

1. Close all programs, unless one is used to connect you to the Internet.
2. Log into your course with a regular browser, select the course and navigate to the quiz.
3. If LockDown Browser has not previously been installed, you will be prompted to download and install the browser.
4. Return to the quiz and open it to launch LockDown Browser.
5. If prompted to close a blocked program (e.g. screen capture, instant messaging), choose **Yes**.

Using with a Recording (Respondus Monitor)

You may be required to use LockDown Browser with a webcam, which will record you during an online, non-proctored quiz. (The webcam feature is sometimes referred to as "Respondus Monitor.") Or you may be required to have your screen recorded during the quiz that requires LockDown Browser.

If a quiz requires LockDown Browser **and** a webcam, follow the steps in the previous section. At this point, the Startup Sequence for the webcam begins. Your device must have a functioning webcam and microphone. A broadband connection is also required.

- You will first need to review and agree to the Terms of Use.
- The **Webcam Check** will confirm that your webcam and microphone are working properly.
- The remaining steps of the Startup Sequence will depend on settings chosen by your instructor. Follow the instructions and note your progress along the left side of the screen.
- If you encounter a problem, select **the It's not working link** for troubleshooting tips and access to 24/7 Live Chat Help.

The quiz will begin after the Startup Sequence is complete.

Problems?

If you have trouble launching LockDown Browser for your Canvas quiz, follow the steps below. Please take screenshots of any error messages you see so we can better troubleshoot the issue if LockDown Browser still does not work.

1. Confirm that you have the latest version installed. Delete any previous versions, restart your computer, then download the latest TN Tech version from the Canvas quiz or the Canvas Help section. Restart your computer again and try the quiz.
2. Close all unnecessary programs, such as Copilot, Teams, or Microsoft Word.
3. Clear your cache and cookies and try again: [How do I clear my browser cache and cookies?](#)
4. Contact CITL at CITL@tnitech.edu. Include the course name, quiz name, a brief description of the error, and screenshots.