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## LockDown Browser/Monitor Fixit Errors & Re-confirming Exam Settings

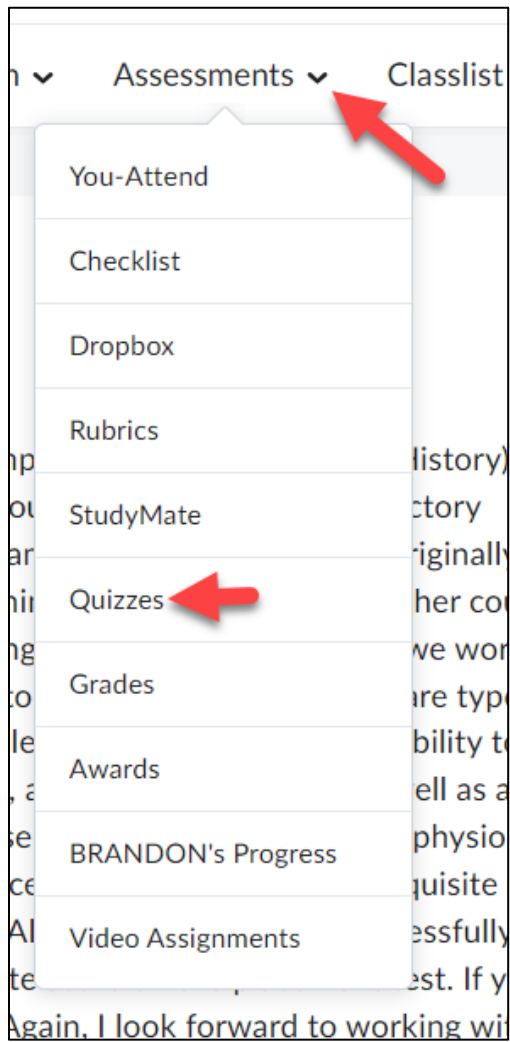
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For those who use Respondus Lockdown Browser and Monitor for proctoring an exam, AFTER you have copied a course from one semester to the next, you must go to Assessments, Quizzes and click on the LockDown Browser tab and proceed to follow directions within the attached document.

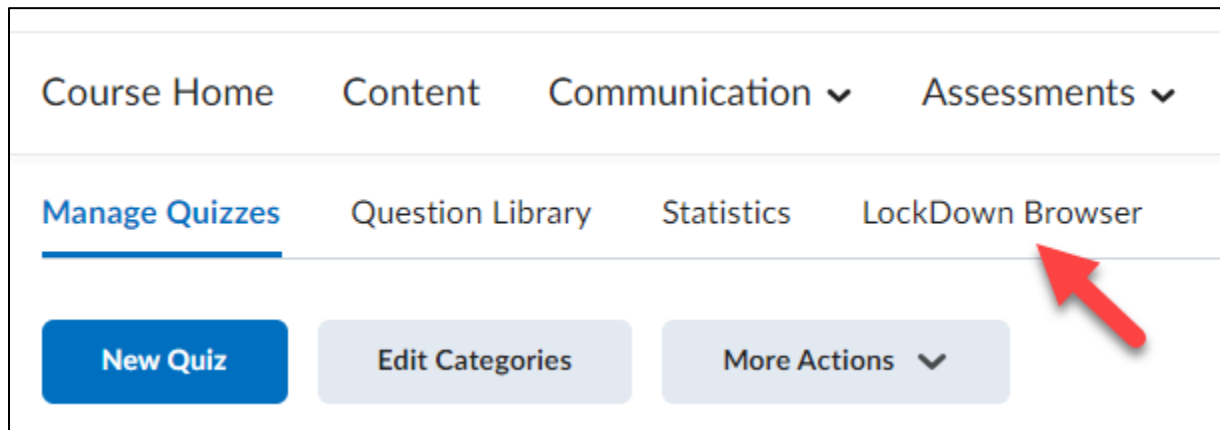
This process is important in that after copying the course the browser/monitor connection needs to be reset. Sometimes this resetting causes a loss of the password originally entered the Lockdown Browser/Monitor settings. Following directions set out in the attached document will help eliminate any issues during proctoring.

Directions

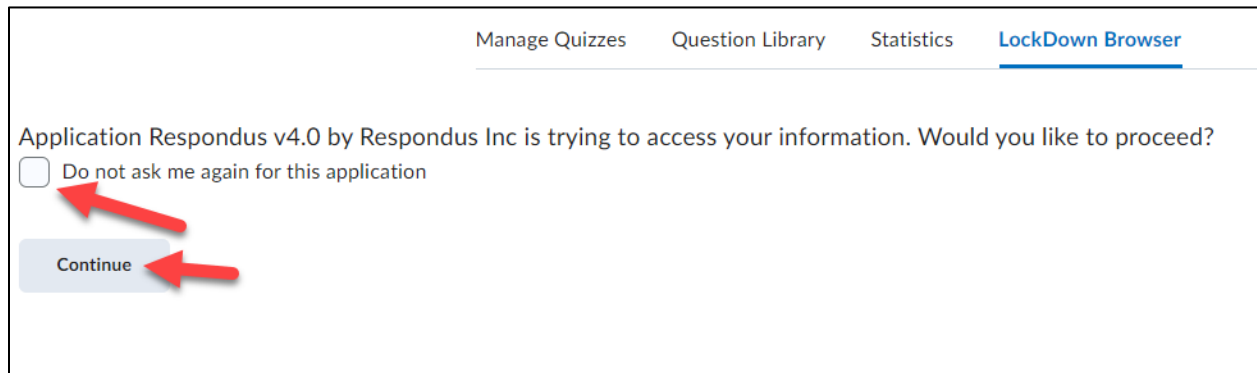
1. Using the course navigation menu **click** on Assessments and then Quizzes.



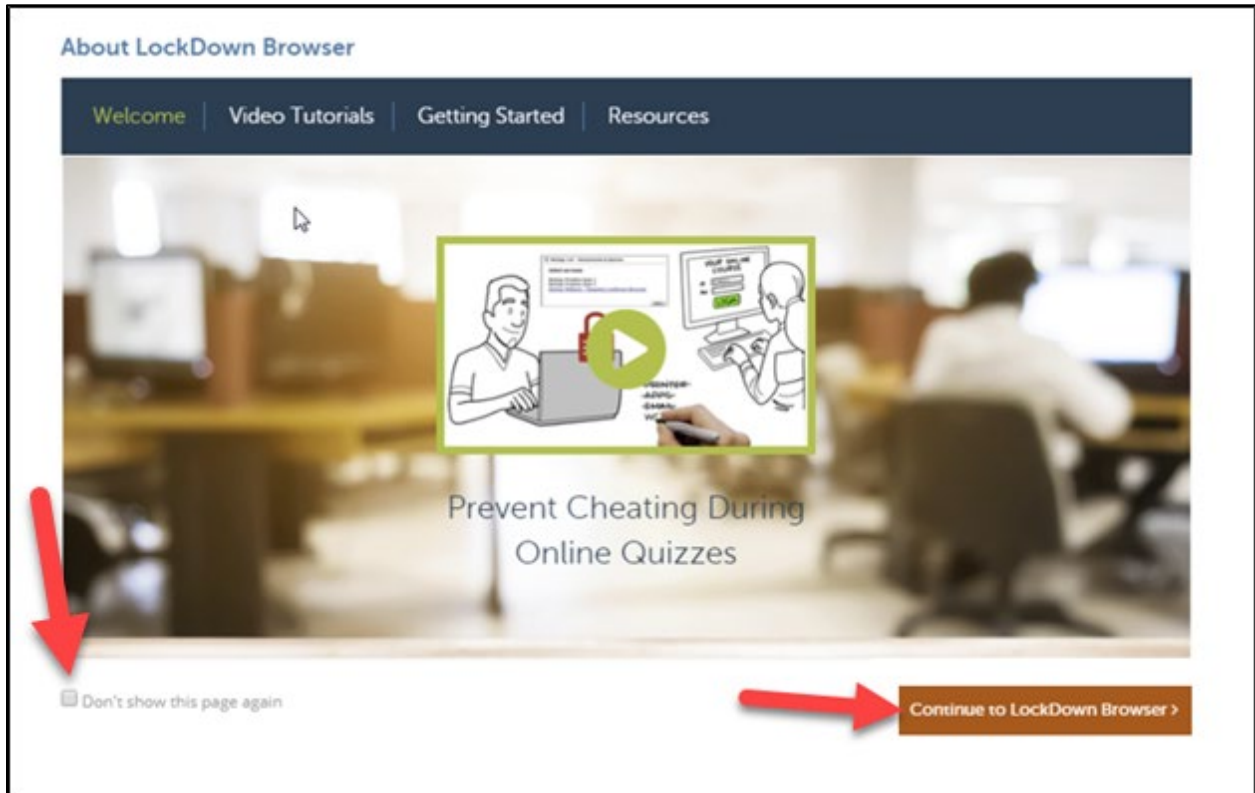
2. Click on the LockDown Browser tab.



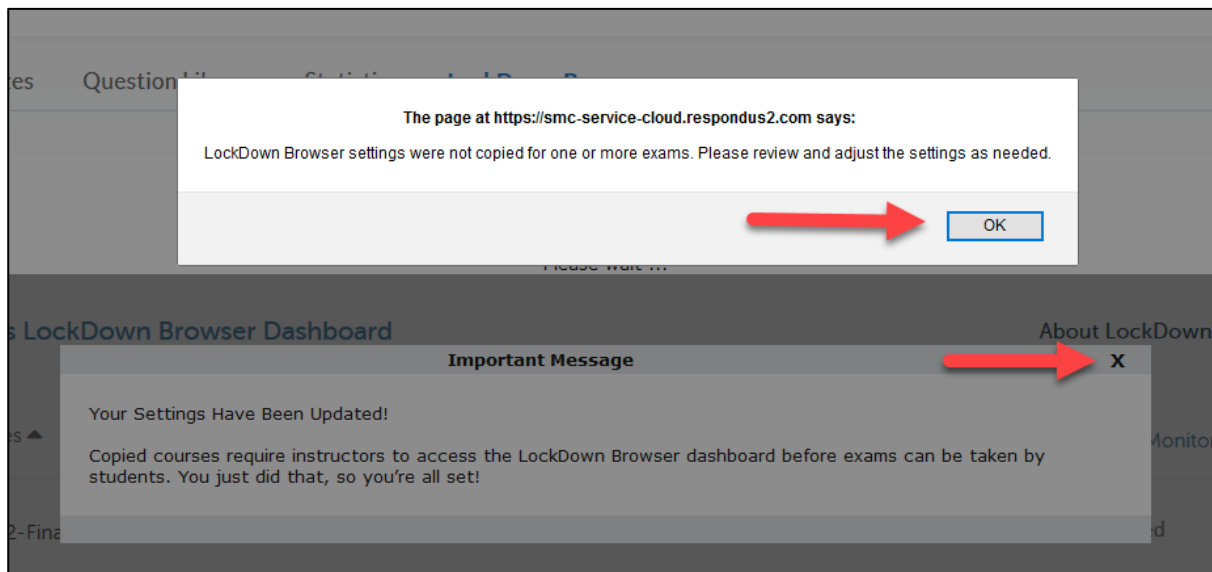
3. IF you are prompted with the following click on “Do not ask me again for this application” and Continue.



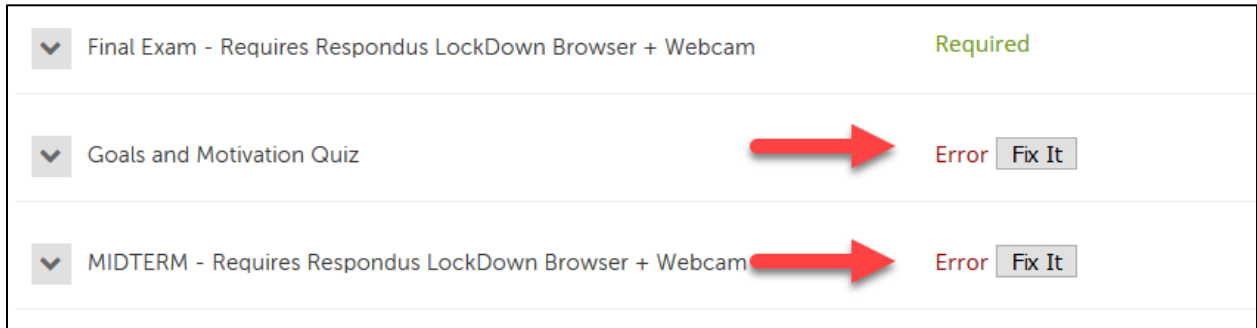
4. IF you are prompted with the following, **click** checkbox in the lower left corner for “Don’t show this page again” and then **select** “Continue to the LockDown Browser”.



5. If there are any issues you will be prompted with a notification indicating settings were not copied. **Click** OK and then **click** the X in the upper right corner of the next prompt to close.

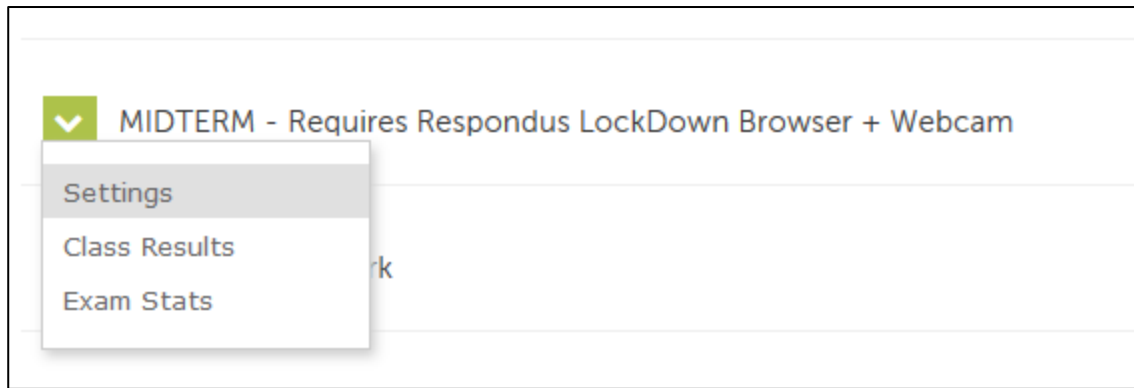


6. Look for “Error” prompts and **click** the “Fix it” button to repair. It is best to fix each one separately.

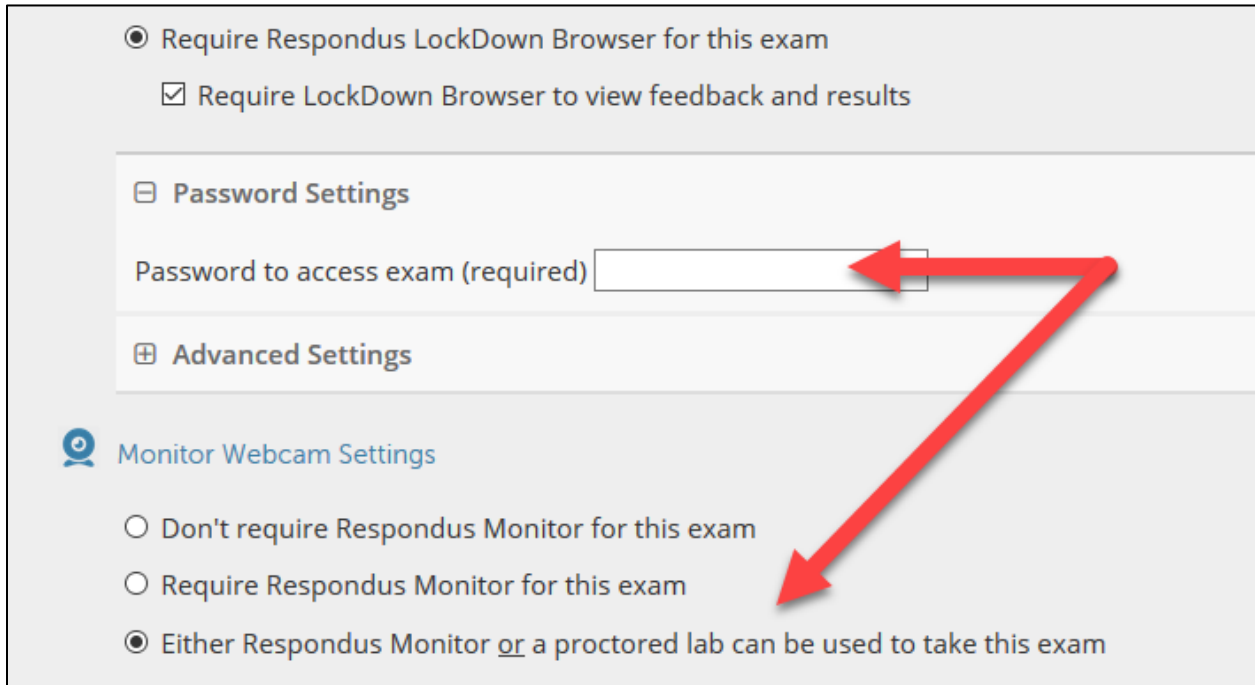


7. IF you had an error for an exam set for Lockdown Browser and/or Monitor, such as a MIDTERM or FINAL go to Settings and make sure your original configurations are still intact.

**Click** on the down arrow in front of exam and **select** Settings.



8. You may need to re-enter a password as well as re-select the option for “Either Respondus Monitor or a proctored lab can be used to take this exam” if those were the original settings.



The screenshot shows the Respondus exam settings interface. At the top, the option "Require Respondus LockDown Browser for this exam" is selected with a radio button. Below it, the checkbox "Require LockDown Browser to view feedback and results" is checked. A section titled "Password Settings" is expanded, showing a text input field for the "Password to access exam (required)". A red arrow points to this field. Below the password field is the "Advanced Settings" section, which is also expanded. Under "Monitor Webcam Settings", three radio button options are listed: "Don't require Respondus Monitor for this exam", "Require Respondus Monitor for this exam", and "Either Respondus Monitor or a proctored lab can be used to take this exam". A red arrow points to the third option, which is currently selected.

- Require Respondus LockDown Browser for this exam
  - Require LockDown Browser to view feedback and results
- Password Settings
  - Password to access exam (required)
- Advanced Settings
  - Monitor Webcam Settings
    - Don't require Respondus Monitor for this exam
    - Require Respondus Monitor for this exam
    - Either Respondus Monitor or a proctored lab can be used to take this exam