

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

For those who use Respondus Lockdown Browser and Montor 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.

Course Home	myBC Books	Content	Course Too	ols 🗸 Assessm
Manage Quizzes	Question Libra	ary Stati	stics Lockl	Down Browser
New Quiz	Edit Categorie	es	More Actions	

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

	Manage Quizzes	Question Library	Statistics	LockDown Browser
Application Respondus v4.0 by Respond Do not ask me again for this application Continue	us Inc is trying to	access your inform	ation. Woul	d you like to proceed?

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**4.** IF you are prompted with the following, **click** checkbox in the lower left course 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.

The page at https://smc-service-cloud.respondus2.com says:         LockDown Browser settings were not copied for one or more exams. Please review and adjust the settings as needed.         OK         Your Settings Have Been Updated!         Copied courses require instructors to access the LockDown Browser dashboard before exams can be taken by students. You just did that, so you're all set!         OK	es	Question		
LockDown Browser settings were not copied for one or more exams. Please review and adjust the settings as needed. OK OK Copied courses require instructors to access the LockDown Browser dashboard before exams can be taken by students. You just did that, so you're all set!			The page at https://smc-service-cloud.respondus2.com says:	
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**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.

V MIDTERM - Requi	ires Respondus LockDown Browser + Webcam
Settings	
Class Results	rk
Exam Stats	

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.

