Using Respondus LockDown Browser (and a Webcam) for Online Exams (for CUHK Teachers)

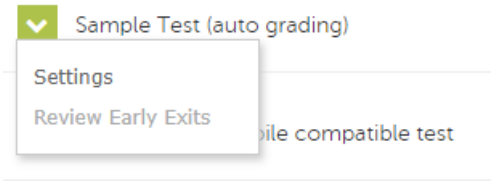
Last Modified on 31/08/2026 8:35 pm HKT

Overview

Respondus LockDown Browser (LDB) is a custom browser that can lock down test/exam environment within Blackboard . If a Blackboard Test requires LockDown Browser be used, students cannot take the test/exam with a standard web browser. For more information, please visit: https://web.respondus.com/he/lockdownbrowser/

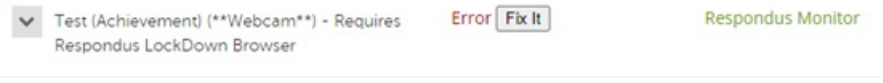
Preparation and Setup (by Instructor and/or TA/Support Staff)

1. Go through Blackboard Online Test Best Practices for teachers and supporting staff (https://help.edtech.cuhk.edu.hk/docs/blackboard-online-test-best-practices-for-teachers-and-supporting-staff) .
2. Create a Test in the Blackboard course, and enable LDB for the tests as follows:
    - You can access **Respondus LockDown Browser** dashboard under **Books & Tools** on the **Content** page.
3. A list of deployed Tests will be displayed. Select **Settings** from the context menu of the Test.



4. Select **Require Respondus LockDown Browser for this exam**.
    - You may set the **access code** (https://help.anthology.com/blackboard/instructor/en/assessments/assessment-settings/access-code.html) under assessment settings while setting up Blackboard Ultra Tests.
5. To require all students use a webcam during the exam, select **Require Respondus Monitor (automated proctoring) for this exam**. Ensure it is tested with your students prior to the test.
6. **Reminder: To preserve the settings used by LockDown Browser, do NOT modify these settings in Test Options:**
    1. **Name**
    2. **Open Test in a New Window**
    3. **Require a password**
    4. **Password.**

    If these settings have been modified the test/exam status will appear as an "Error."



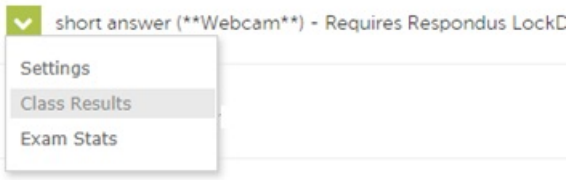
*Note: **When a course is closed, students, including Student Preview, cannot access its tests** This behavior ensures consistency and prevents potential issues in the learning environment. Therefore, teachers are suggested to try out tests that require LDB in testing courses if the real courses are not yet ready to be opened for student access. Please contact us for assistance if necessary.*

Result checking

To access information and review the recorded videos of the Tests that require Respondus Monitor:

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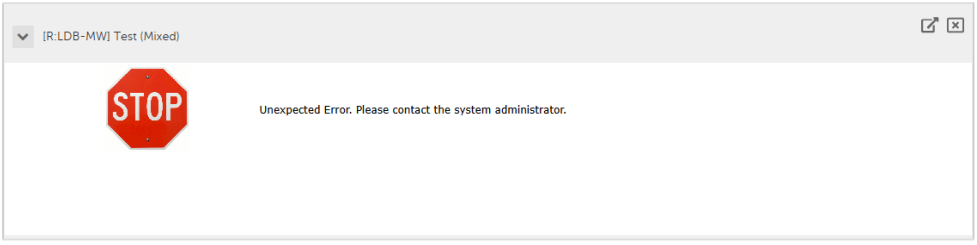
1. From the **Control Panel**, locate **Course Tools** and select **Respondus LockDown Browser**.
2. A list of deployed Tests will be displayed. Select **Class Results** from the context menu of the Test.



[Important]

Known Issue with Respondus Monitor

- **Affected Tests**: Any tests with **Respondus Monitor** enabled.
- **Affected Classes**: Classes that include users whose **First Name** or **Last Name** fields are **blank** in Blackboard.
    - Please verify your class roster using the **CUHK User Management Tool** (https://help.edtech.cuhk.edu.hk/docs/blackboard-cuhk-user-management)to check for such users.
- **Issue Description:** Instructors and TA/Support Staff may encounter errors when accessing **Class Results** or **Exam Stats** on **Respondus Lockdown Browser Dashboard**.



    - As a result, recordings and statistics from Respondus Monitor will be inaccessible.

- **Current Status:** We are working with the vendor.
- **Recommended Action:** Contact us (ITSC Service Desk: https://servicedesk.itsc.cuhk.edu.hk or elearning@cuhk.edu.hk) BEFORE conducting the assessment.

The screen recording feature is currently NOT available in the ITSC Training Rooms. We are actively working to make this feature available soon.

Best practices

1. Watch the recorded webinar (https://youtu.be/RYptDhu49ng)
2. Watch the short demo video (https://youtu.be/bF27uqRWiJA)
3. Read the Instructor Quick Start Guide (https://web.respondus.com/wp-content/uploads/2019/08/RLDB-QSG-Bb-Instructor.pdf)
4. Read Understanding Respondus Monitor Proctoring Results (https://web.respondus.com/monitor-review/)
5. Make an announcement (or add the information to the course syllabus): sample word document (https://web.respondus.com/wp-content/uploads/2019/08/Monitor-Syllabus-Example.docx)
6. Set up a practice test/exam for the students
7. Set up the real test/exam for the students
8. Require students to
    - Read the Lockdown Browser Info Page for CUHK Students (https://help.edtech.cuhk.edu.hk/docs/using-respondus-lockdown-browser-and-a-webcam-for-online-exams-for-cuhk-students) and follow the instructions to
        - Install a webcam
        - Install Lockdown Browser
    - Take a practice test/exam which requires the use of the Lockdown Browser and a webcam

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More information

- https://web.respondus.com/rapid-rollout-instructors/
- https://web.respondus.com/he/monitor/resources/
- https://web.respondus.com/instructor-proctoring/

Contact us

- ITSC Service Desk (https://servicedesk.itsc.cuhk.edu.hk)
- elearning@cuhk.edu.hk ()

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