

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

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## Overview

1. Respondus LockDown Browser is a locked browser for students to use to take tests in CUHK Blackboard System. It prevents students from printing, copying, going to another websites, or accessing other applications during a test. It can also prevent students from closing a test before submitting it for grading. If a Blackboard test requires that LockDown Browser be used, students cannot take the test with a standard web browser.
2. Taking a test that requires students to use Lockdown Browser (and a webcam) on Blackboard is easy.

## The Steps

1. Preparation for the first time
  - Watch the **Overview Video for Students** (<https://web.respondus.com/lockdownbrowser-student-video/>)
  - Read the **Student Quick Start Guide** (<https://web.respondus.com/wp-content/uploads/2019/08/RLDB-Quick-Start-Guide-Bb-Student.pdf>)
  - Download and install the "Student Version" of **LockDown Browser** (<https://download.respondus.com/lockdown/download.php?id=457135061>) for The Chinese University of Hong Kong
  - Install a webcam
  - Use the setup to take a practice test/exam to confirm the setup is ready
2. Taking a **test/exam** which requires the use of the Lockdown Browser and a webcam
  - Close all running programs/applications
  - Launch Lockdown browser
    - Visit CUHK Blackboard System <https://blackboard.cuhk.edu.hk>. (Remarks: **2FA (DUO Two Factor Authentication)** (<https://www.itsc.cuhk.edu.hk/all-it/information-security/two-factor-authentication-2fa/>) is required for accessing Blackboard, starting from 3 July 2024 for students. Avoid changing your phone right before the assessment. Ensure that you have successfully enrolled your account and registered your device in DUO. Additionally, please check and attempt to sign on to Blackboard before the assessment.)
    - Enter the Blackboard course
    - Locate the test/exam
    - Click **Begin** to take the test/exam
      - Follow the **Startup Sequence** to ensure the video recording is working
      - The test/exam will begin after you have completed the Startup Sequence
  - Complete and **Submit** the test/exam

## More information

1. Self Practice:
  - In addition to joining the Practice Test/Exam set up by the course teacher / TA, students may follow **this user guide** ([https://www.cuhk.edu.hk/eLearning/c\\_systems/blackboard/Blackboard-OnlineCourse-CU-ITSC-EXAM-TRIAL.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/blackboard/Blackboard-OnlineCourse-CU-ITSC-EXAM-TRIAL.pdf)) to try taking some dummy tests set up by ITSC to test their computer, equipment and internet connection themselves.
2. Additional Resources
  - **A Troubleshooting Guide** ([https://www.cuhk.edu.hk/eLearning/c\\_systems/Respondus/RespondusLDB-MED-TroubleshootingGuide.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/Respondus/RespondusLDB-MED-TroubleshootingGuide.pdf)) shared by the Faculty of Medicine
3. Additional FAQs

Questions: [elarning@cuhk.edu.hk](mailto:elarning@cuhk.edu.hk)

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- "We are experiencing a high number of users starting exams at the same time. Your webcam check will begin ??? seconds..."
  - *Respondus Support: Due to high volume, we are now staggering when students can enter the Monitor pre-exam webcam check. (<http://support.respondus.com/kbimages/support/countdowntimer.png>) This is not an error, and once the timer reaches zero the webcam check will begin. The maximum is 300 seconds.*
- "There is a problem with the LockDown Browser settings for this exam"
  - <https://support.respondus.com/hc/en-us/articles/4409607304219--There-is-a-problem-with-the-LockDown-Browser-settings-for-this-exam-> (<https://support.respondus.com/hc/en-us/articles/4409607304219--There-is-a-problem-with-the-LockDown-Browser-settings-for-this-exam->)
- "01-AWS-xxx Unable to connect to Respondus Server (AWS)"
  - <https://support.respondus.com/hc/en-us/articles/4409607363611-0x-AWS-xxx-Unable-to-connect-to-Respondus-Server-AWS-> (<https://support.respondus.com/hc/en-us/articles/4409607363611-0x-AWS-xxx-Unable-to-connect-to-Respondus-Server-AWS->)
  - *Students in ML China should consider applying for the [CUHK VPN Add-On Service](https://help.edtech.cuhk.edu.hk/docs/pilot-cuhk-vpn-add-on-service) (<https://help.edtech.cuhk.edu.hk/docs/pilot-cuhk-vpn-add-on-service>) if they have difficulties accessing non-China hosted systems such as Respondus.*

#### 4. More

- <https://support.respondus.com/hc/en-us/categories/4409595254811-LockDown-Browser-Respondus-Monitor> (<https://support.respondus.com/hc/en-us/categories/4409595254811-LockDown-Browser-Respondus-Monitor>)

#### 5. Questions?

- [elarning@cuhk.edu.hk](mailto:elarning@cuhk.edu.hk) ([https://www.cuhk.edu.hk/eLearning/c\\_systems/Respondus/elarning@cuhk.edu.hk](https://www.cuhk.edu.hk/eLearning/c_systems/Respondus/elarning@cuhk.edu.hk))