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
        - For more stable performance, students are advised to use a computer to access Blackboard—rather than using an iPad and the LockDown Browser app—when completing tests that require LockDown Browser. Please also note that iPad and LockDown Browser app may not support tests that require Respondus Monitor (https://web.respondus.com/he/monitor/).
        - Use a standard web browser to access the assessment. Do not use the Blackboard App.
    - Install a webcam
    - Use the setup to take a practice test/exam (https://help.edtech.cuhk.edu.hk/docs/blackboard-learn-exam-trial) to confirm the setup is ready
    - Go through CUHK EdTech Help: **Points to note for students regarding Blackboard assignment and test submissions** (https://help.edtech.cuhk.edu.hk/docs/points-to-note-for-students-regarding-blackboard-assignment-and-test-submissions)
2. Taking a **test/exam** which requires the use of the Lockdown Browser and a webcam
    - Close all running programs/applications
    - Launch Lockdown browser
        - Make sure your LockDown Browser has the latest update installed (Respondus Support: How to update LockDown Browser (https://support.respondus.com/hc/en-us/articles/4409607243035-How-to-update-LockDown-Browser))
        - Choose **CUHK - Blackboard**
        - You may need to choose **Close Application and Continue**
        - Sign on 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. 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

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        - Follow the **Startup Sequence** to ensure the video recording is working
        - The test/exam will begin after you have completed the Startup Sequence
        - If you are unable to activate your camera or microphone, you may try temporarily turning off your anti-virus software (such as Kaspersky) and accessing the test again via LockDown Browser. More troubleshooting tips are available from Respondus Support: Spinning Wheel During Webcam Check (https://support.respondus.com/hc/en-us/articles/4409595685019-Spinning-Wheel-During-Webcam-Check).
        - Ultra Course View: If the test requires an access code, the LDB will open/restart and open the test. Demo:
            - Start the attempt with standard browser (e.g., Chrome, Firefox, MS Edge, Safari) (https://cuhk.ap.panopto.com/Panopto/Pages/Viewer.aspx?id=71dbf131-a1be-4124-8354-b3cd00fb472c)
            - Start the attempt with LDB (https://cuhk.ap.panopto.com/Panopto/Pages/Viewer.aspx?id=fcc35e4e-250b-44c0-9984-b3cd00fa0fee)(Click "OK" when you see the pop-up "Please wait a moment while LockDown Browser restarts and opens the Quiz")
    - 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) to try taking some dummy tests set up by ITSC to test their computer, equipment and internet connection themselves.
2. Additional Resources
    - CUHK EdTech Help: **Points to note for students regarding Blackboard assignment and test submissions** (https://help.edtech.cuhk.edu.hk/docs/points-to-note-for-students-regarding-blackboard-assignment-and-test-submissions)
    - A **Troubleshooting Guide** (https://www.cuhk.edu.hk/eLearning/c_systems/Respondus/RespondusLDB-MED-TroubleshootingGuide.pdf) shared by the Faculty of Medicine
3. Additional FAQs
    - **"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) if they have difficulites 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)

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5. Questions?
    - elearning@cuhk.edu.hk (https://www.cuhk.edu.hk/eLearning/c_systems/Respondus/elearning@cuhk.edu.hk)

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