

Setting up Respondus to use with Canvas for Proctoring Exams (Windows, Mac are both very similar)

As you all are well aware of, final exams next week will be administered remotely. There is a lot of information to be said here, so please read all of the following information carefully.

The Final Exam will be administered online, through Canvas. We will be using *Respondus Lockdown Browser* in order to automatically proctor exams.

That being said, we need to go over downloading procedures and such to prepare you for when you actually take the final on Monday 8am. **Note that you will need a webcam and microphone and that the built-in camera on your computer suffices. If you do not have a computer with these features, then please borrow a friend's computer or contact OIT for lab space availability.**

1. First, watch this video to get a basic understanding of what Respondus is:

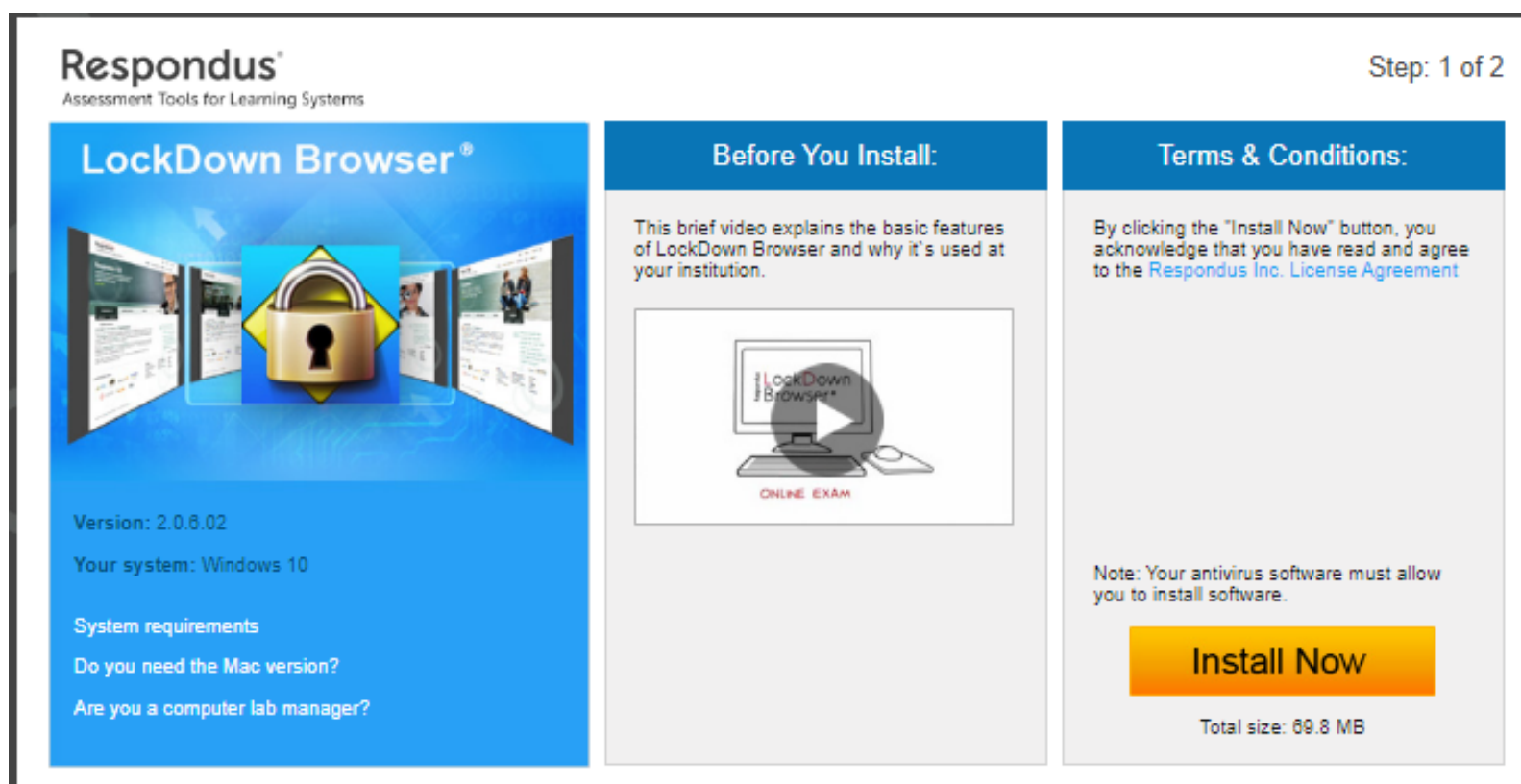
<https://www.respondus.com/products/lockdown-browser/student-movie.shtml>

2. Download Instructions:

2a. Go to this link and install Respondus LockDown Browser:

<https://download.respondus.com/lockdown/download.php?id=670114425>

You should see the following when you click on the above.



The screenshot shows the Respondus LockDown Browser installation interface. At the top left is the Respondus logo and "Assessment Tools for Learning Systems". At the top right, it says "Step: 1 of 2". The main content is divided into three columns:

- Left Column (Blue background):** Features the "LockDown Browser" logo, a central image of a padlock, and the following text: "Version: 2.0.8.02", "Your system: Windows 10", "System requirements", "Do you need the Mac version?", and "Are you a computer lab manager?".
- Middle Column (White background with blue header):** Titled "Before You Install:", it contains a video player showing a computer monitor with the LockDown Browser logo and the text "ONLINE EXAM".
- Right Column (White background with blue header):** Titled "Terms & Conditions:", it contains the text: "By clicking the 'Install Now' button, you acknowledge that you have read and agree to the Respondus Inc. License Agreement". Below this is a yellow "Install Now" button and the text "Total size: 89.8 MB".

Go ahead and click "Install Now".

2b. After you have installed this, start the Lockdown Browser. You should see something on your desktop that looks like this; click it. You should also see a splash screen asking for the program to run in admin mode. Click Allow.



2c. Once the Lockdown Browser opens, you might be asked to close a few applications on your computer. (You need to either close them yourself or let Lockdown Browser close them for you).

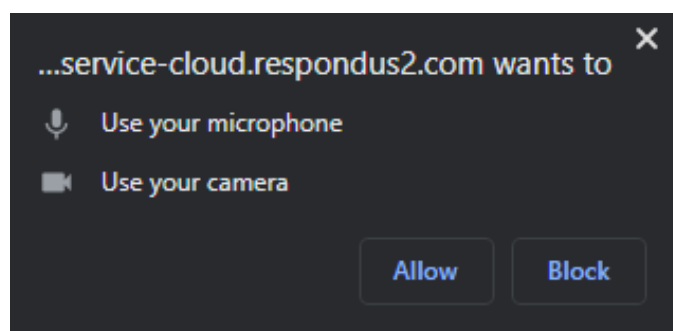
2d. Log onto your Canvas and navigate to your class. Find the item named “Final Exam Respondus Practice” and click on it.

3. Startup Sequence. You will go through something similar as you set up your computer to take the exam. Watch this video if you prefer to watch something short; otherwise you can scan through the directions below.

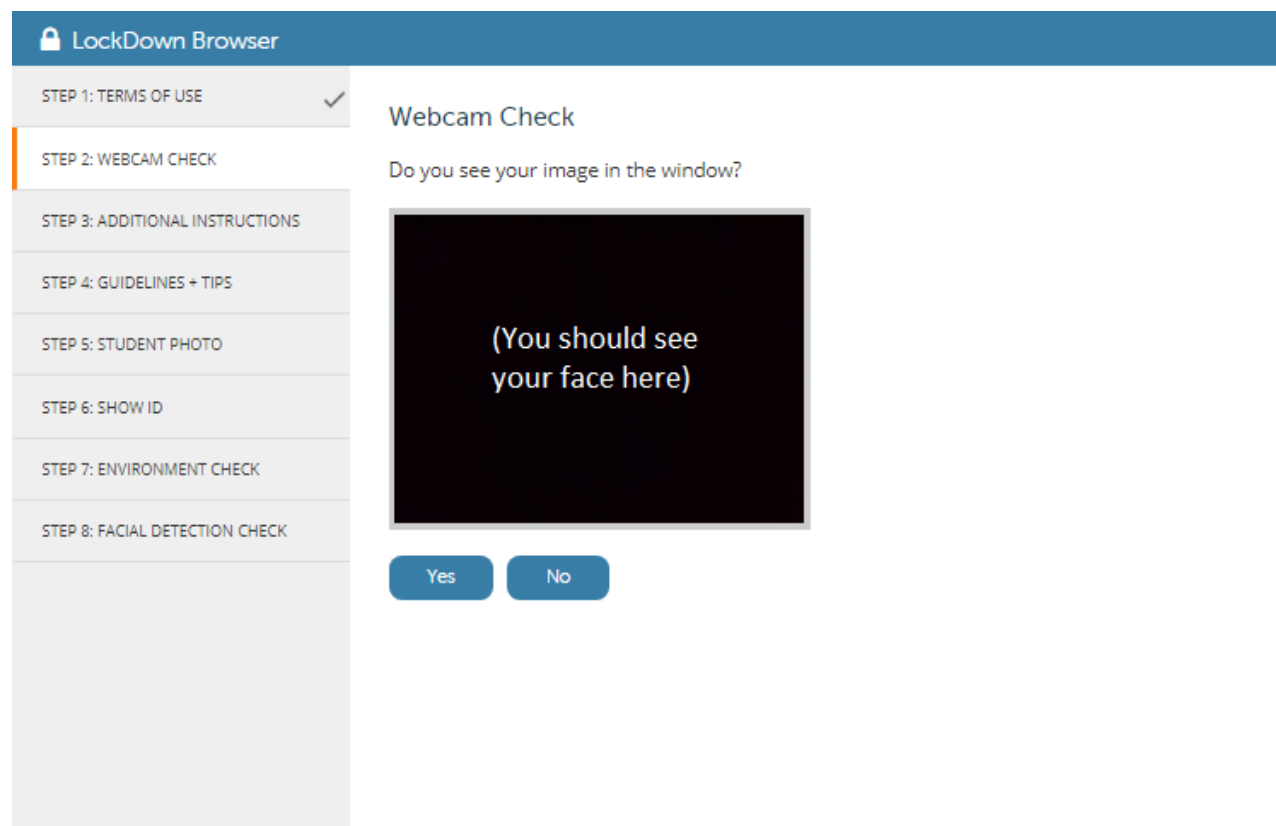
https://www.youtube.com/watch?time_continue=160&v=7J1K8-R20ao&feature=emb_logo

3a. The first thing you’ll be asked for is to verify that your webcam works.

If you run into this popup in the top left corner of your window, then press “Allow”.

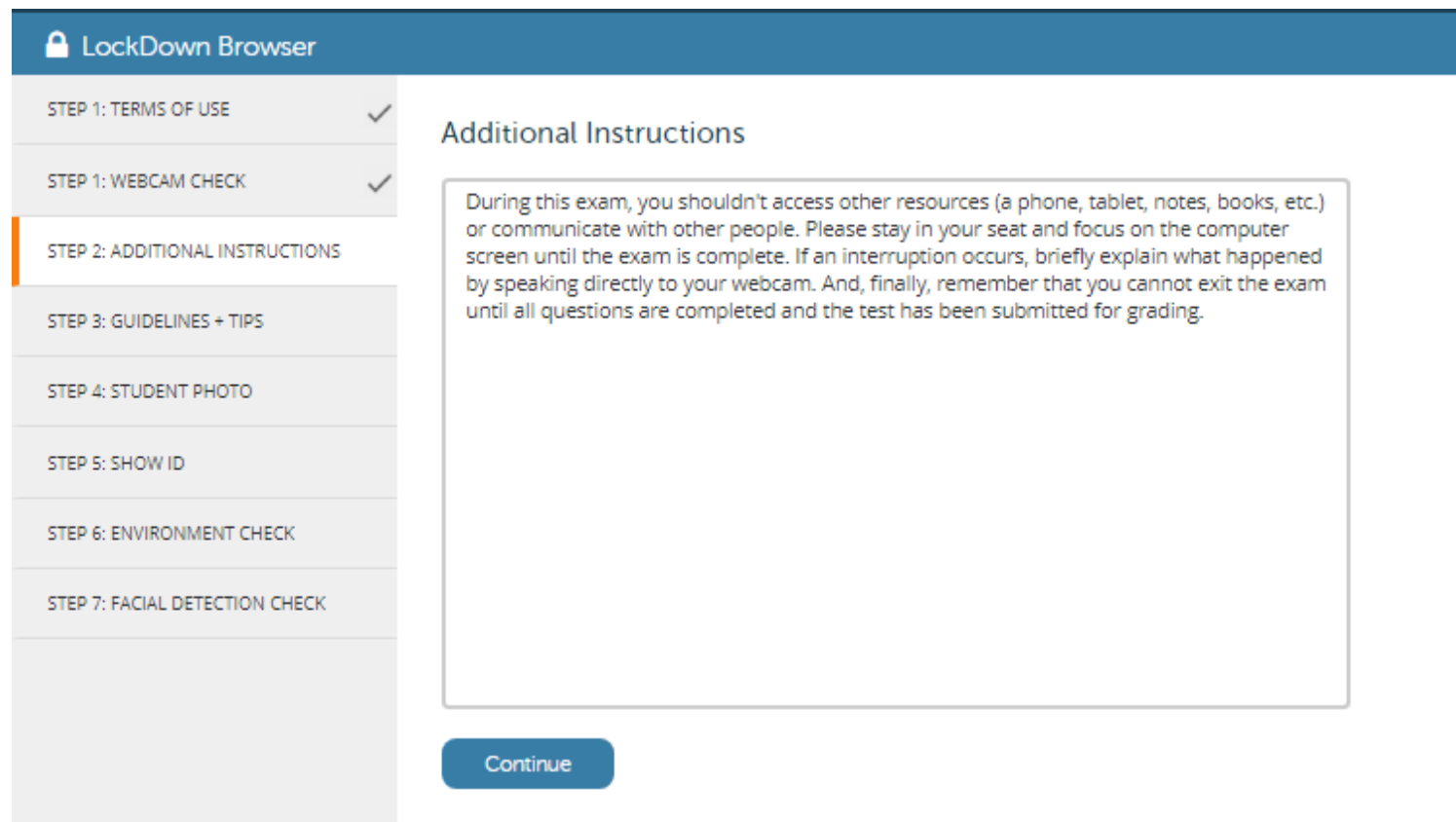


Otherwise, you should see this screen:

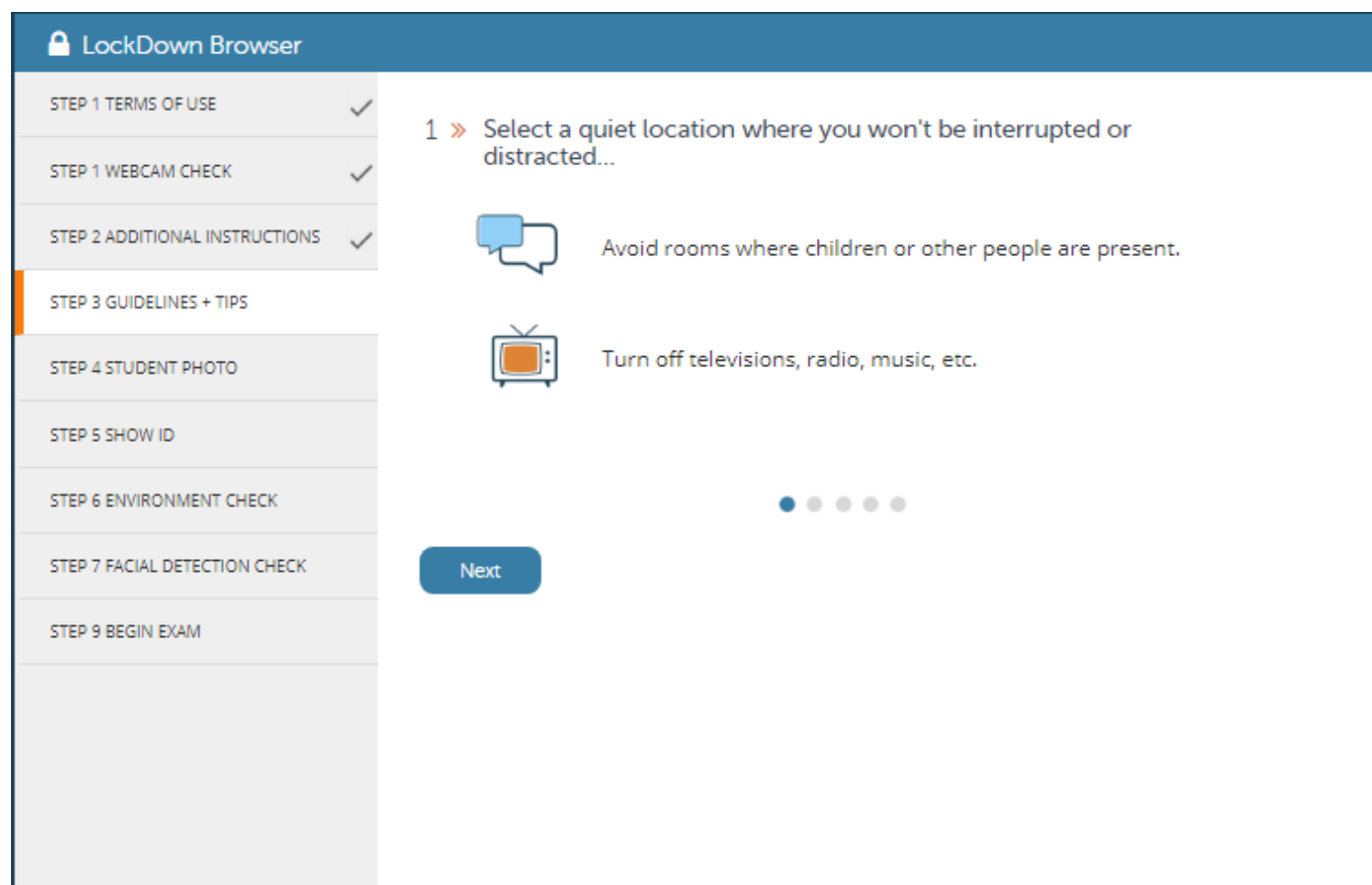


Go through the steps given to you in the window. You should be recording a 5 second video with sound by the end of this step.

3b. The next two steps show additional instructions and guidelines and tips. Just review them briefly now so that you don't need to spend the time right before the final.

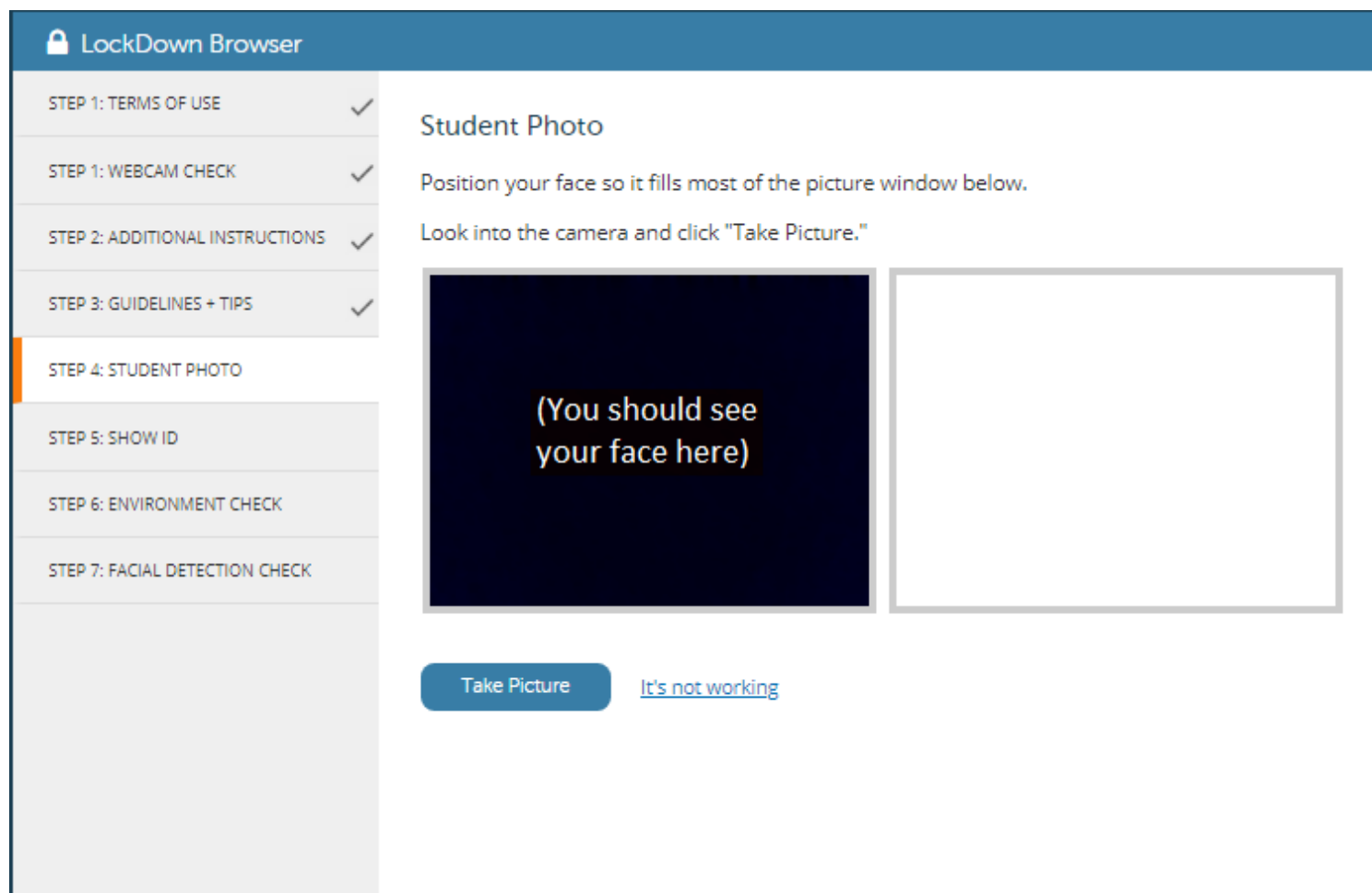


The screenshot shows the LockDown Browser interface. On the left is a vertical sidebar with a list of steps: STEP 1: TERMS OF USE (checked), STEP 1: WEBCAM CHECK (checked), STEP 2: ADDITIONAL INSTRUCTIONS (highlighted with an orange bar), STEP 3: GUIDELINES + TIPS, STEP 4: STUDENT PHOTO, STEP 5: SHOW ID, STEP 6: ENVIRONMENT CHECK, and STEP 7: FACIAL DETECTION CHECK. The main content area is titled "Additional Instructions" and contains a text box with the following text: "During this exam, you shouldn't access other resources (a phone, tablet, notes, books, etc.) or communicate with other people. Please stay in your seat and focus on the computer screen until the exam is complete. If an interruption occurs, briefly explain what happened by speaking directly to your webcam. And, finally, remember that you cannot exit the exam until all questions are completed and the test has been submitted for grading." Below the text box is a blue "Continue" button.

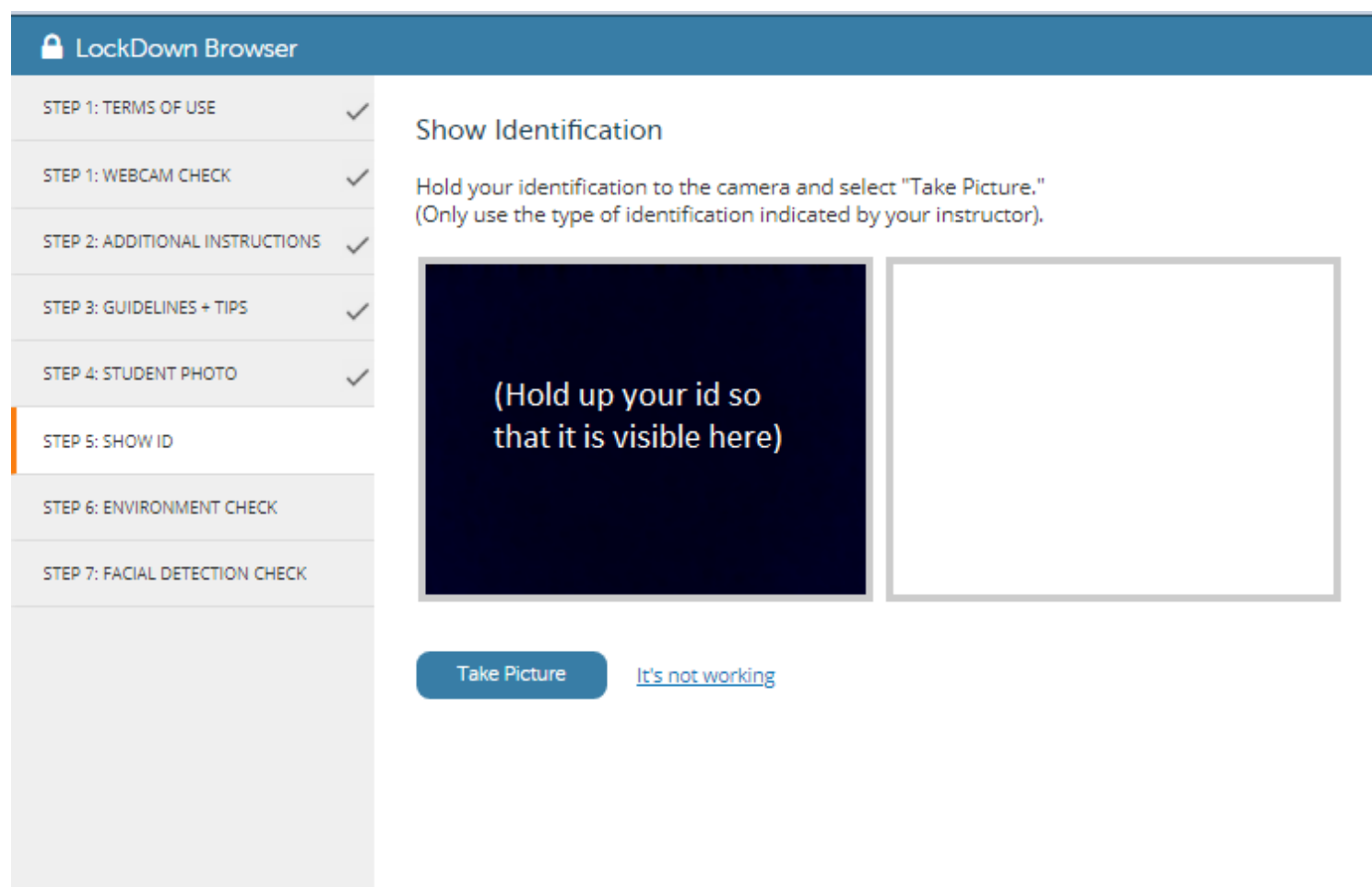


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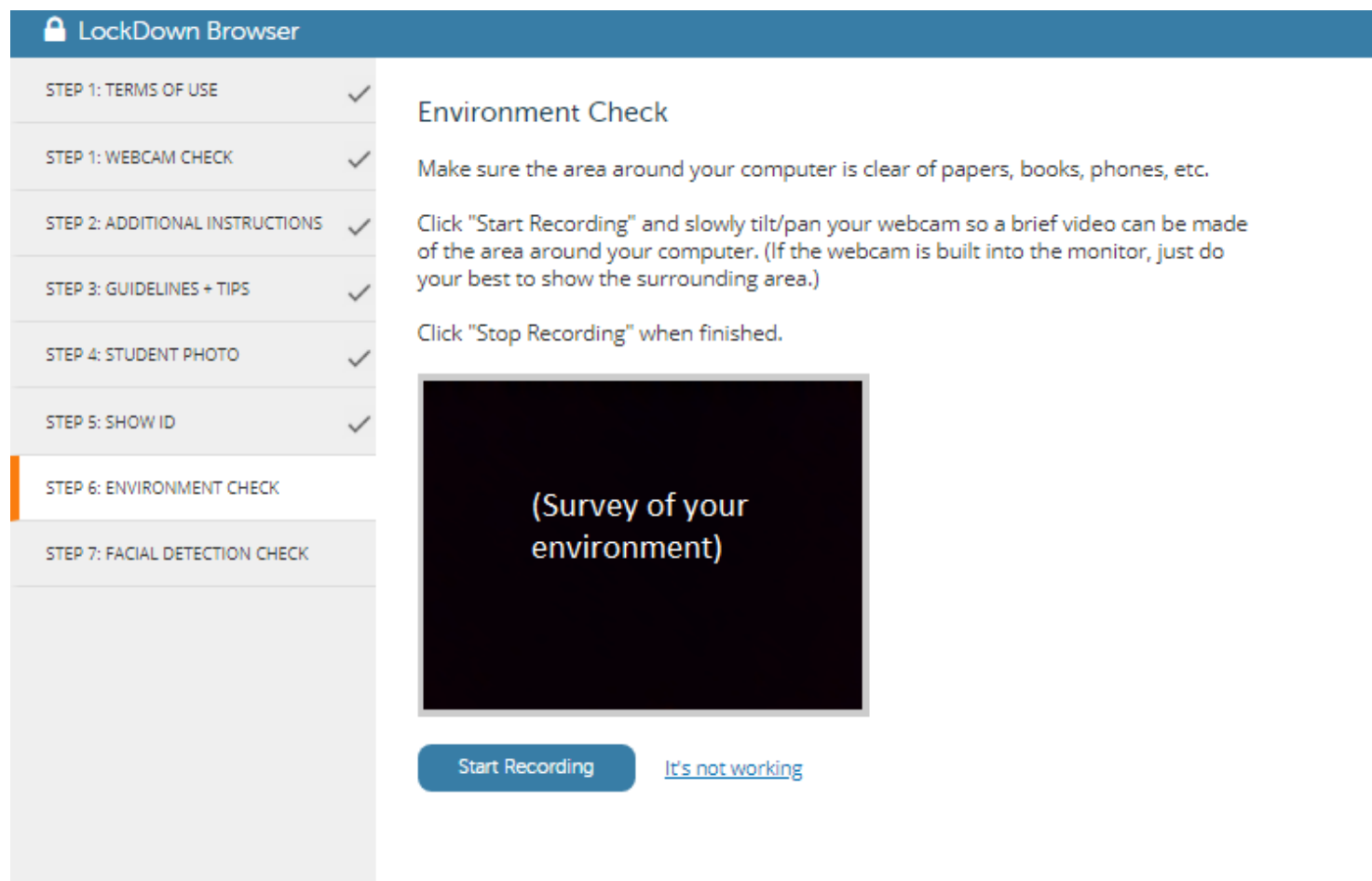
3c. Next, we need to verify that you actually are the person enrolled in the class. The next two steps involve just taking a photo of yourself, (make sure that you are in the frame correctly), and showing your id (holding it up to the camera). The software will take your picture twice -- the first picture taken will appear to the right.



Valid ID includes your UCI ID card, driver's license, or government issued ID (such as a passport or military ID). BUT, you must make sure that the photo is visible. (The UCI card in particular can sometimes have a very faded picture. If this is the case for you, then you need to use an alternative ID.) Again, the software will take a picture of the ID twice.

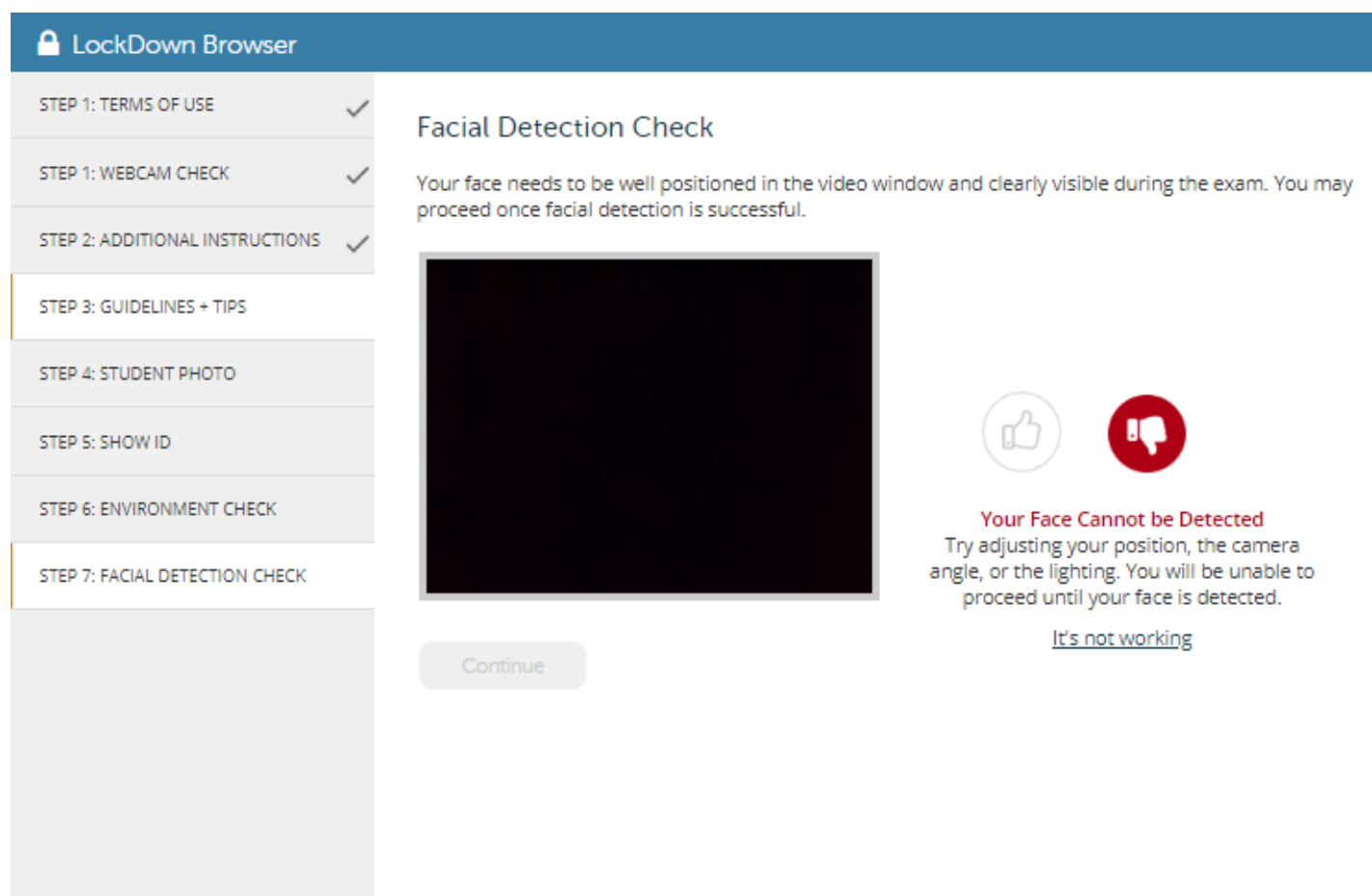


3d. Almost done, the next thing to do is an “environment check”. Simply move your webcam (as best as you can) to survey your surroundings. We want to see that you do not have random notes lying around, other computers, people, etc.



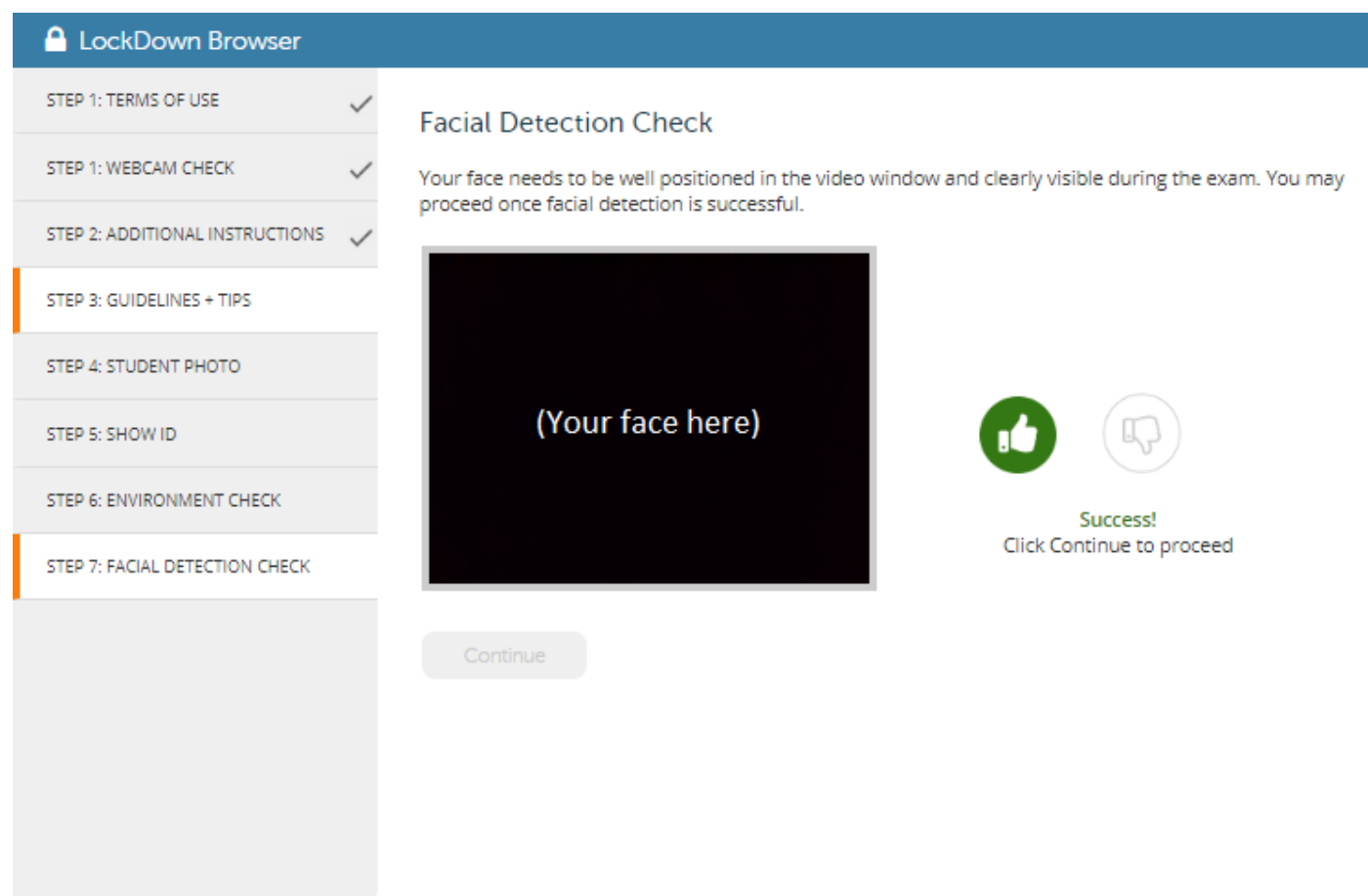
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3e. Finally, you need to pass the facial detection check. If you see something like below, then you will not be allowed to take the exam. Change the angle of your camera so that it can see you.



The screenshot shows the LockDown Browser interface. The sidebar on the left is the same as in the previous screenshot, but now STEP 7: FACIAL DETECTION CHECK is highlighted with an orange bar. The main content area is titled "Facial Detection Check" and contains the text: "Your face needs to be well positioned in the video window and clearly visible during the exam. You may proceed once facial detection is successful." Below this text is a large black video window. To the right of the video window are two circular icons: a thumbs-up icon in a white circle and a thumbs-down icon in a red circle. Below these icons is the text: "Your Face Cannot be Detected" in red, followed by "Try adjusting your position, the camera angle, or the lighting. You will be unable to proceed until your face is detected." At the bottom of the main area are two buttons: "Continue" and a link "It's not working".

Once the camera can see your face, then it will give you the green light.



4. Once you finish the startup sequence, you can start taking the exam. Make sure that you go over this process at least once before the actual final exam starts. (We have provided a practice quiz called "Final Exam Respondus Practice" just for this purpose; you are able to take this practice for however many times as you would like). **IMPORTANT: We will not be giving extra time on the exam for hardware issues if we see that you have not attempted this entire process at least one time before taking the final.**

5. The following lists other guidelines that Respondus requires:

Guidelines

When taking an online quiz (but in our case, final), follow these guidelines:

- Ensure you're in a location where you won't be interrupted
- Turn off all other devices (e.g. tablets, phones, second computers) and place them outside of your reach
- Before starting the test, know how much time is available for it, and also that you've allotted sufficient time to complete it
- Clear your desk or workspace of all external materials not permitted - books, papers, other devices
- Remain at your computer for the duration of the test
- If the computer, Wi-Fi, or location is different than what was used previously with the "Webcam Check" and "System & Network Check" in LockDown Browser, run the checks again prior to the exam
- To produce a good webcam video, do the following:
 - Avoid wearing baseball caps or hats with brims
 - Ensure your computer or device is on a firm surface (a desk or table). Do NOT have the computer on your lap, a bed, or other surface where the device (or you) are likely to move

- If using a built-in webcam, avoid readjusting the tilt of the screen after the webcam setup is complete
- Take the exam in a well-lit room, but avoid backlighting (such as sitting with your back to a window)
- Remember that LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted

Getting Help

Several resources are available if you encounter problems with LockDown Browser:

- The Windows and Mac versions of LockDown Browser have a "Help Center" button located on the toolbar. Use the "System & Network Check" to troubleshoot issues. If an exam requires you to use a webcam, also run the "Webcam Check" from this area
- **Respondus has a Knowledge Base available from support.respondus.com**. Select the "Knowledge Base" link and then select "Respondus LockDown Browser" as the product. If your problem is with a webcam, select "Respondus Monitor" as your product
- If you're still unable to resolve a technical issue with LockDown Browser, go to **support.respondus.com** and select "Submit a Ticket". Provide detailed information about your problem and what steps you took to resolve it

6. TLDR: Download the Lockdown Browser and take the Final Exam Respondus Practice as soon as possible.