Respondus Help Center

Once Respondus LockDown Browser is installed on your computer, students have access to the Respondus Help Center.

Before beginning a test, or after submitting a test using Respondus, the Help Center icon appears at the top of the Respondus Browser.

After clicking on the Help Center icon (see above) four options are available for students:

1. Webcam Check – test your webcam before beginning the test
2. System Check – Check internet connection and computer system speed
3. Knowledge Base – Answers to common problems
4. Live Chat with Respondus Tech Support – this is available 24/7/365.
If using Respondus Monitor (with webcam and microphone) and a student cannot successfully complete the webcam check, click “It’s not working” and you will be taken through some troubleshooting steps and given the option to live chat with Respondus Technical Support.