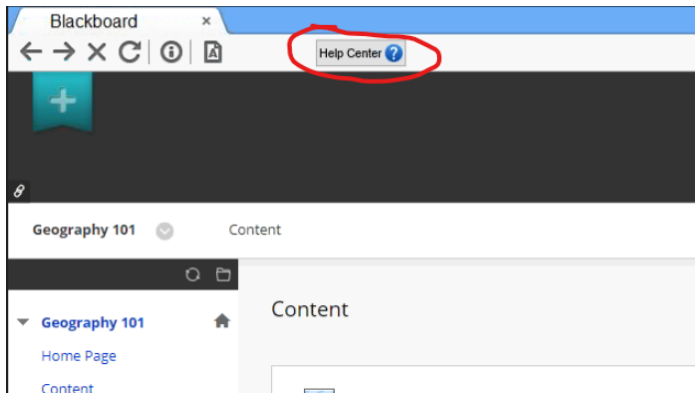


Respondus Help Center


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.

 LockDown Browser

Respondus Monitor Help Center

Use the pre-exam Webcam Check to ensure that the webcam and microphone are working correctly on this computer. If you encounter problems when using LockDown Browser, use the "System Check" and Knowledge Base to troubleshoot the problem.

-  **Webcam Check**
Run a pre-exam webcam check to confirm your webcam and microphone work properly.
-  **System Check**
Run a diagnostic of your computer system and network.
-  **Knowledge Base**
Visit the Knowledge Base for answers to common problems and other resources.

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.

LockDown Browser

STEP 1: TERMS OF USE ✓

STEP 2: WEBCAM CHECK

STEP 3: ADDITIONAL INSTRUCTIONS

STEP 4: GUIDELINES + TIPS

STEP 5: STUDENT PHOTO

STEP 6: SHOW ID

STEP 7: ENVIRONMENT CHECK

STEP 8: FACIAL DETECTION CHECK

STEP 9: BEGIN EXAM

Webcam Check

Watch the five second video to ensure the video and audio was recorded properly. Then click "Continue."

If necessary, adjust your camera and/or microphone settings and select "Try Again" to record another five second video.

Continue Try Again **It's not working**