[**NOTE TO INSTRUCTOR: create a brief practice quiz to ensure your first exam runs smoothly using Respondus Monitor. Have students take an ungraded practice quiz that requires using LockDown Browser and Respondus Monitor before taking a graded exam. This is also an opportunity for students to make the one-time payment for Respondus Monitor – this will eliminate the payment step when ready to take their first graded quiz/test/exam.]**

# Respondus LockDown Browser (Free) and Monitor ($15 fee) Requirement

This course requires using LockDown Browser and Respondus Monitor (webcam) for online exams. The webcam can be built into your computer or can be the type that plugs in with a USB cable.

Watch this [short video](http://www.respondus.com/products/lockdown-browser/student-movie.shtml) to get a basic understanding of what LockDown Browser and Respondus Monitor (the webcam feature) are. A student [Quick Start Guide (PDF)](https://web.respondus.com/wp-content/uploads/2020/04/RLDB-Quick-Start-Guide-BbUltra-Student.pdf) is also available.

## Download Instructions

Click the *Assist* navigation link in Blackboard or visit [TAMIU’s Respondus LockDown Browser and Respondus Monitor web page](https://www.tamiu.edu/distance/technology/respondus-ldb-and-monitor.shtml). Scroll down to the section on the *Respondus LockDown Browser*. Click the link to access the webpage for the software and additional information.

## To Access Your Test

1. First, be sure the Respondus LockDown Browser software is full installed on your computer.
2. Open a regular web browser (Google Chrome, Mozilla Firefox, MS Edge, Safari)
3. Log into Blackboard Learn.
4. Navigate to the course and test.
5. Start your attempt.
6. This will launch the Respondus LockDown Browser software.
7. Complete the Respondus Monitor wizard, and begin your test.

Note: You won't be able to access tests with a standard web browser. If this is tried, an error message will indicate that the test requires the use of LockDown Browser. Simply start LockDown Browser and navigate back to the exam to continue.

## Cost for Respondus Monitor

There is a **$15 fee** for the webcam feature used by LockDown Browser (called *Respondus Monitor*). This one-time fee is valid for 12 months (365 days) for all courses or exams that use Respondus Monitor. You will be prompted to purchase a Respondus Monitor license the first time an exam requires using LockDown Browser's webcam feature. Payment can be made with PayPal, Visa, or Mastercard.

To pay for Respondus Monitor:

* 1. Start [Respondus LockDown Browser](http://www.jsu.edu/online/current-students/resp_lock_browser_students.html).
  2. Navigate to your test.
  3. Complete the set-up process, which includes a payment screen for entering credit card information.
  4. Payment and entering credit card information is only necessary one-time per course.

## Guidelines

When taking an online exam that requires LockDown Browser and a webcam, remember the following 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 another 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 on the toolbar. Use the "System & Network Check" to troubleshoot issues.
* If you have problems downloading, installing, or taking a test with Respondus LockDown Browser, email the TAMIU eLearning Team at [elearning@tamiu.edu](mailto:elearning@tamiu.edu).

## Webcam Checkout for Personal Computer

If students cannot use personal or borrowed computers and equipment, students may stop by the Instructional Technology and Distance Education Services office to check out webcams (with built-in microphones). The office is located at **Dr. Billy F. Cowart Hall 208** and is open **Monday through Friday from 8 a.m. to 6 p.m**. Checkout for a webcam is on a first-come, first-service basis. Speak with an eLearning staff member to check out a camera. Students will sign an Equipment Loaner Agreement, making them responsible for the care of the camera. Webcams checked out must be returned within five business days of the checkout date.