

Respondus Troubleshooting Guide

Solutions to common issues with Respondus.



Respondus®



ST. JOHN'S
UNIVERSITY

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Updating LockDown Browser Software for Mac Operating Systems

You can update LockDown Browser within the software.

1.



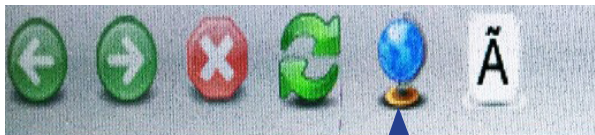
Click on the Launchpad.

2.



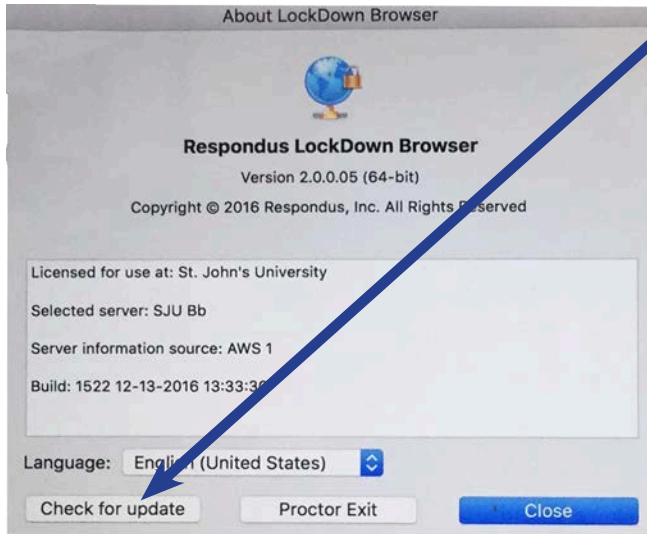
Select LockDown Browser.

3.



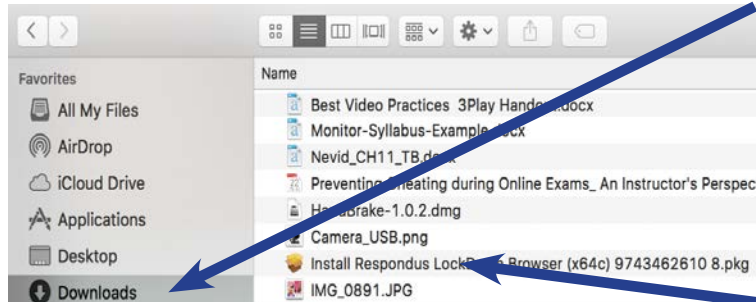
Once in LockDown Browser click on the globe icon.

4.



Click on the Check for Updates button. If you need to update, Respondus will take you through the process.

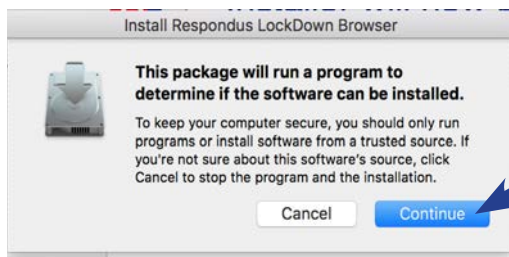
5.



If there is an update the file will go into your downloads folder which you can locate by going to the finder.

Once in downloads you will see the install file. Double click on the file to start the download.

6.



A box will pop up to confirm that you want to run the install file. Click on the Continue button. You will now be taken through the installation process.

Note: You may be asked to enter your computer (NT) username and password during the process.

Updating LockDown Browser Software for Windows

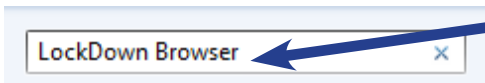
You can update LockDown Browser within the software.

1.

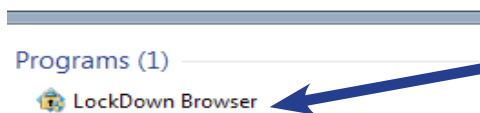


Click on the Start button.

2.



Search for LockDown Browser and when it appears click on it.

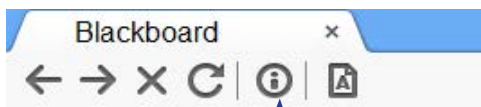


3.



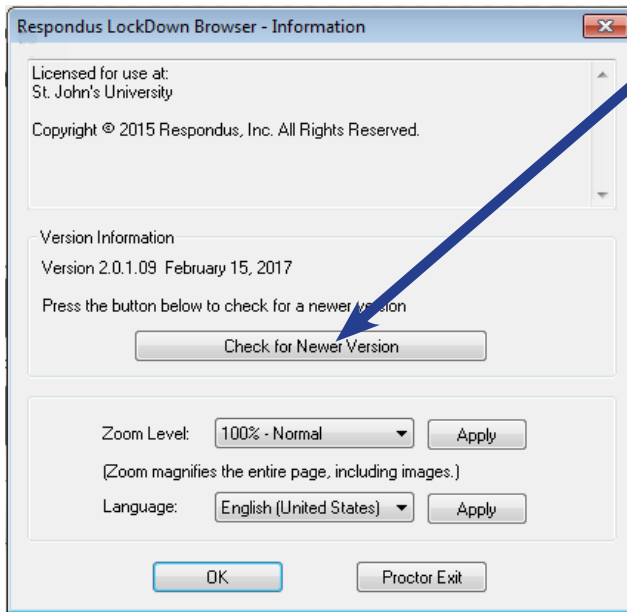
If you see this message click on the yes button.

4.



Once in LockDown Browser click on the Information icon.

5.



Click on the Check for Newer Version button. Respondus will let inform you if you need to update or not.

6.



If there is an update the file will go into your downloads folder which you can locate by going to My Computer.

Once in downloads you will see the install file. Double click on the file to start the download.

7.



A box will pop up to confirm that you want to allow the program to make changes to your computer. Click on the Yes button. You will now be taken through the installation process.


Note: You may be asked to enter your computer (NT) username and password during the process.

Enter Password

Issue: Exam Asks for a Password

ENTER PASSWORD: TEST (**WEBCAM**) - REQUIRES RESPONDUS LOCKDOWN BROWSER

Enter the Password to take the test.

Password  This assessment requires that you use Respondus LockDown Browser. Start Respondus LockDown Browser and navigate back to this assessment to continue.

Friday, February 17, 2017 11:37:54 AM EST

If you receive the error message above it means that you did not open the exam in Respondus LockDown Browser.

Resolution for This Issue



Windows Icon



Mac Icon

Close the web browser you are in and open LockDown Browser. If you are using a PC with Windows as your operating system open LockDown Browser from the programs menu. If you are using a Mac click on the Launchpad to access LockDown Browser. Try accessing the exam again.

Note

Sometimes your professor will add a password to an exam. If so you will see a screen that looks like the one to the left. Note how it is different than the Respondus error screen at the top of this page.

ENTER PASSWORD: MODULE ONE QUIZ

Enter the Password to take the test.

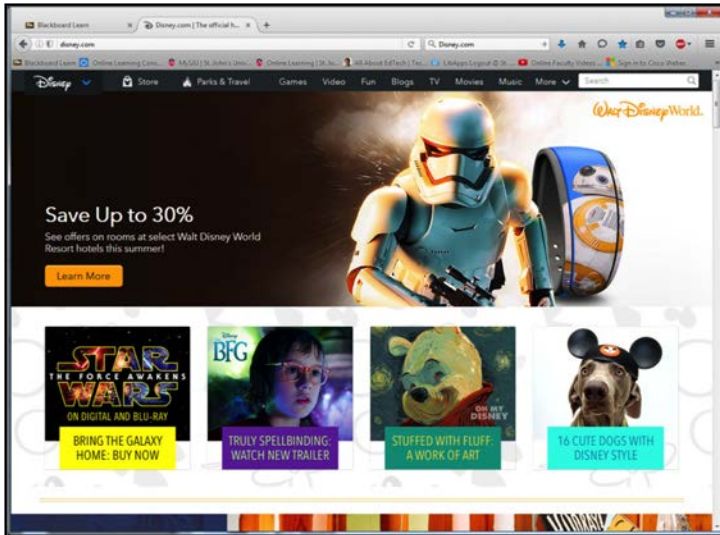
Password

Friday, February 17, 2017 11:48:31 AM EST

Click Submit to proceed. Click Cancel to go back.

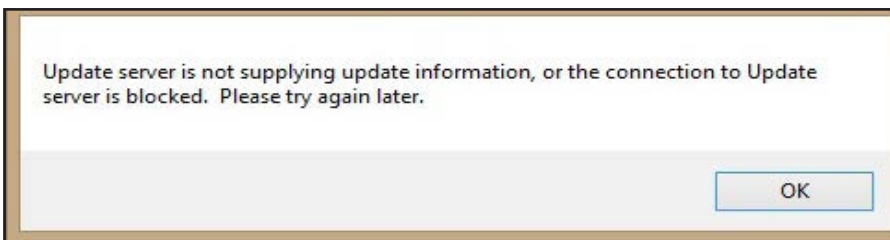
Network Issues

Issue 1: Disney Site



You try to access Respondus LockDown Browser and you are brought to the Disney website.

Issue 2: Update Server Error Message

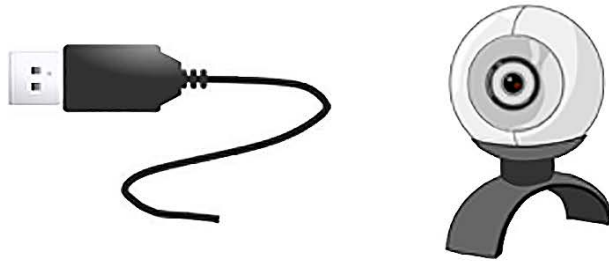


You try to access Repondus LockDown Browser and you receive this error message.

Resolution for these Issues

These are networking issues that needs to be resolved at the university level. Call 718-990-5000 and report this.

Detect Webcam



We're unable to detect a webcam with your computer. If using an external webcam, plug it in now and select "Try Again."

[Try Again](#) [It's not working](#)

If you receive the message shown above there are three steps you should try to resolve it:

- Update Respondus software
- Update Flash Player
- Disable McAfee Virus Scan


Try the steps in this order and test out Respondus before moving on to the next step.

The tutorials on the next pages will walk you through the process for each resolution.

Updating LockDown Browser Software

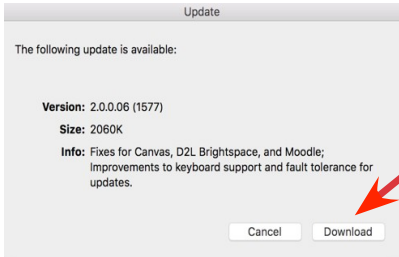
You can update LockDown Browser within the software.

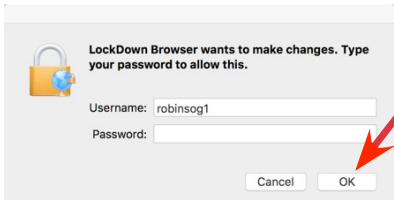
1.  Click on the launch pad.

2.  Select LockDown Browser

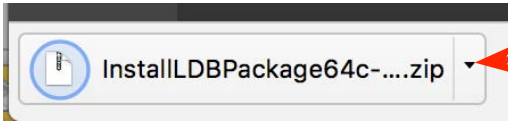
3.  Once in LockDown Browser click on the globe icon.

4.  Click on the “Check for Updates” button. If you need to update Respondus will take you through the process.

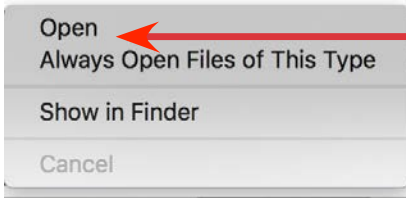
5.  If an update is available it will show up. Click on the download button.

6.  You may have to enter your computer’s username and password to proceed.

7.



The file will start downloading at the bottom of the screen. When it is finished downloading click on the arrow to bring up an options menu.



This menu will allow you to select open and open up the downloads folder.

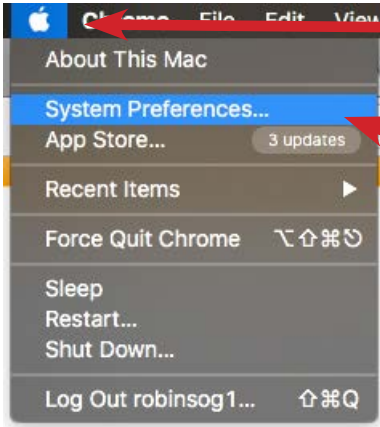
8.



Double click on the Respondus installation file to start the installation. Respondus will take you through the installation process.

Updating Flash Player

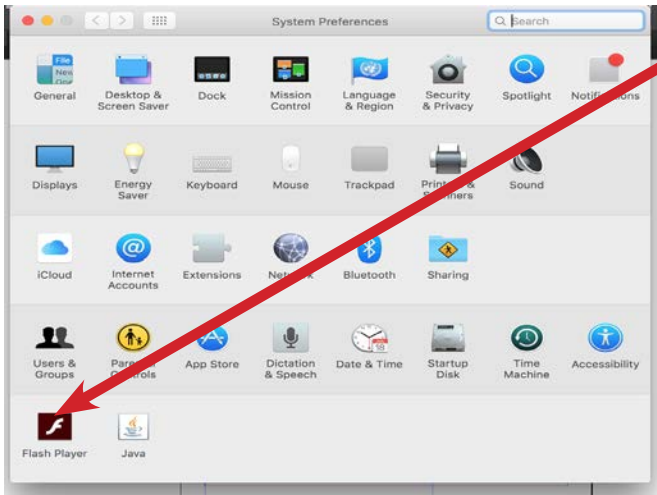
1.



Click on the Apple icon located on the top left side of your screen.

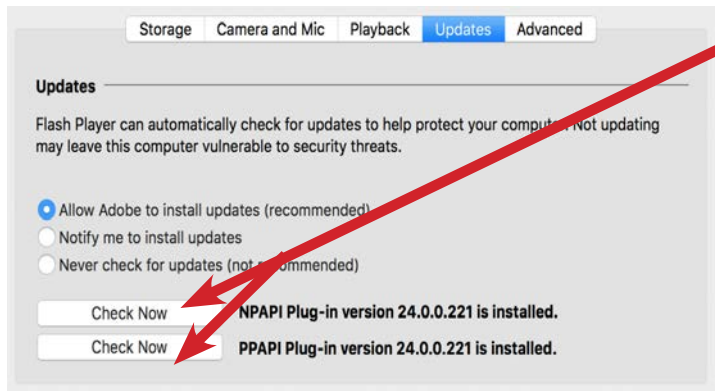
Select System Preferences.

2.



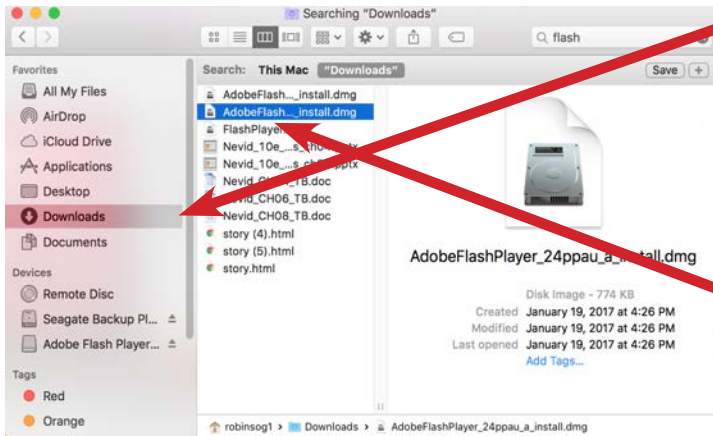
On the System Preferences screen Select Flash Player.

3.



Under the Updates tab click on the Check Now boxes next to the NPAPI plug-in and the PPAPI plug-in.

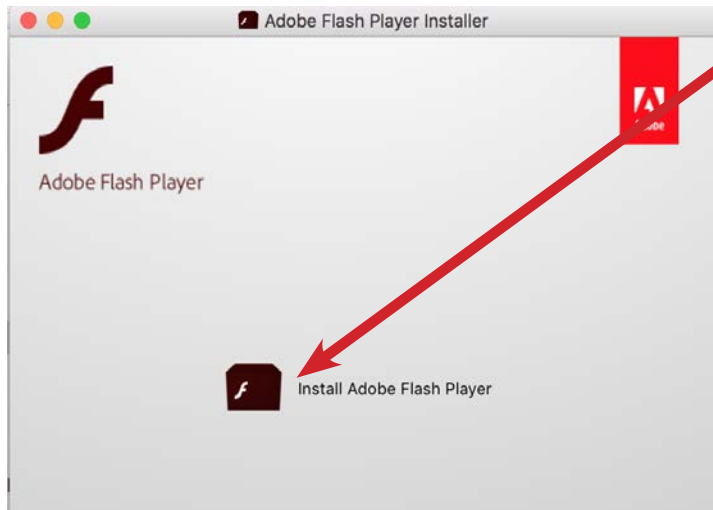
4.



If there is an update the file will go into your downloads folder which you can locate by going to the finder.

Once in downloads you will see the install file. Double click on the file to start the download.

5.



The Adobe Flash Player Installer will now pop up. Click on Install Adobe Flash Player to continue.

6.



A box will pop up to confirm that you want to open the install file. Click on the Open box. You will now be taken through the installation process.

Note: You may be asked to enter your computer (NT) username and password during the process.

Information Bar

Issue: Info Bar Covers Exam Content

*** Test Information**

Description This is a 10 question quiz designed to measure your recall and comprehension of key terms and concepts of this learning module on goals, objectives, and alignment. Questions will be in multiple-choice, multiple answer, true/false and fill in the blank styles.

Some important things to note before you begin this quiz;

1. The quiz is timed: You will have 30 minutes to complete the 10 questions.
2. If you have not completed the quiz at the end of 30 minutes, the quiz will be submitted automatically.
3. This quiz is graded on a pass/fail basis. You must score 7/10 to earn a 'pass'.
4. You may take this quiz up to three times. Feedback will be given on incorrect answers directing you to material which will help resolve any confusion.
5. Questions will be displayed one at a time. You may backtrack to revisit questions or to review your answers.
6. Remember to hit 'Submit' once you have finished. If you do not submit the quiz, it will not be registered by the system as completed.

Instructions This is a 10 question quiz designed to measure your recall and comprehension of key terms and concepts of this learning module on goals, objectives, and alignment. Questions will be in multiple-choice, multiple answer, true/false and fill in the blank styles.

Multiple Attempts Not allowed. This test can only be taken once.

Force Completion This test can be saved and resumed later.

Respondus Information Bar

While you are taking the exam the Respondus Information Bar is covering the exam content. This happens if your professor has included a lot of instructions.

Resolution for This Issue



Click on the arrows next to Test Information to minimize the instructions.