

Guide for Students: Online Assessments and Exams Using Respondus LockDown Browser and Respondus Monitor

The University of Canterbury will be using software, called Respondus LockDown Browser and Respondus Monitor, in order to deliver assessments and examinations online for distance students (where appropriate) in order prevent breaches of academic integrity.

How the software works:

Respondus LockDown Browser and Respondus Monitor function as a restricted web browser, which interacts with AKO|LEARN to deliver assessments and examinations in order to prevent breaches of academic integrity.

Respondus LockDown Browser by itself creates a locked down machine environment; whereas **Respondus Monitor** adds an additional layer of invigilation to the locked down machine by recording the assessment/exam session using the web camera and microphone of the device, which is then made available at the end of the examination to the course instructor to review.

Please note: the recordings made by Respondus Monitor are generally only visible to staff of the University of Canterbury. You can read more about the Respondus Privacy Policy [here](#) and [here](#).



VPN: If you are using Respondus LockDown Browser and/or Respondus Monitor from a location with restricted internet access, then installing and using VPN software is strongly advised.

It is not required for Students based in New Zealand

Getting ready for the use of Respondus LockDown Browser and Monitor:

You should watch the short student overview video here:

<https://web.respondus.com/lockdownbrowser-student-video/>

and review the device system requirements and check them against your own device (please note that Chromebooks are now able to be used also):

- **Windows:** 10 and 8. [Details](#)
- **Mac:** OS X 10.12 or higher.
- **iOS:** 10.0+ (iPad only). Must have a compatible LMS integration. [Details](#)
- Web camera (internal or external) & microphone
- A broadband internet connection

Download LockDown Browser onto your device by completing the Practice Quiz – see *Step 3 below*.

In summary:

Where an exam is an invigilated, paper-based exam for on-campus students, Respondus Monitor will be used for Distance/Offshore students in order to provide virtual invigilation (this may replace Zoom invigilation, depending on the scenario – but Zoom is still an invigilation option); whereas Respondus LockDown Browser can be used for certain courses where the whole class is sitting a computer-based exam.

Below are some quick tips to prepare you for the use of Respondus LockDown Browser and Monitor, and some troubleshooting information if you experience technical issues before, during or after your assessment/exam:

1. Make sure you are aware (by checking with your course co-ordinator) of the format of your assessment/examination – e.g. an AKO|LEARN quiz via Respondus LockDown Browser or Zoom invigilation.
2. Make sure that you know the date and time of your assessment/examination that will be using Respondus LockDown Browser and Monitor.
3. You must attempt the Practice Quiz which will be loaded and clearly marked in your AKO|LEARN site, so you can get a feel for what the Respondus interface is like, and to test that your device is compatible with the Respondus software. You will be able to do this Practice Quiz as many times as you like.

You can also access a practice quiz on the following LEARN site

<https://learn.canterbury.ac.nz/course/view.php?id=12366>

Attempting to complete this Practice Quiz will also prompt you to download the LockDown Browser onto your device – any time it needs to be launched after that it can be done either via the icon on your device or through AKO|LEARN itself.

LEARN will provide a unique download link for LockDown Browser. (Don't Google for a download link -- it will be for the wrong site!)

Please note: If you are allowed to have additional materials in your exam (e.g., a calculator or notes) you must show these to the camera during the start-up phase of your exam (in the "Environment Check" step). You can also check the conditions of your assessment/exam by contacting your course coordinator.

4. If your assessment/exam is being delivered as an AKO|LEARN quiz, you will answer questions in the normal manner (selecting correct options; typing in answers etc) until it is submitted for marking.

ADDITIONAL SUPPORT | TROUBLESHOOTING:

Your Course Coordinator or Lecturer is usually your first point of contact for any issues. During Exams the Exams Office will let you know who to contact.

If your connection is lost during the assessment/exam itself, you should reboot Respondus LockDown Browser and resume your assessment/exam, if possible. After your assessment/exam, you should let your Course Coordinator know what happened as soon as possible.

If you have technical issues with the Respondus software itself during the use of the Practice Quiz or the onboarding process for your assessment/exam itself, there is also 24/7 chat help available from the Respondus Team via the Respondus LockDown Browser interface (this is accessed by clicking the (i) icon in the panel at the top left of the Respondus screen while it is open).