

UAHT Student Guide to Respondus + Troubleshooting

1. Refer to the UAHT Academic Honesty Respondus Cheating/Plagiarism Policy on the [UAHT Tech Support for Students](#) website for all testing procedures and expectations.
2. Click [HERE](#) for a Respondus Lockdown Browser + Monitor introduction video
3. How to Use Respondus (Click [HERE](#) for a video on how to use respondus on your device). Read carefully as the instructions are different based on the type of device from which you are testing.
 - **WINDOWS/MAC COMPUTERS or LAPTOP:**
 - a. Log into blackboard and navigate to the test.
 - b. If you do not have LockDown Browser installed, click on the link provided with the test or use this link: <https://download.respondus.com/lockdown/download.php?id=466350666>
 - c. Exit the course, then navigate back to the test. Click on the link for the test, then select Start Attempt. The Respondus system should begin the process of checking your ID and requiring an environment scan. (Note: Once respondus is loaded, you will only need to access the test and start your attempt for future tests.)
 - **CHROMEBOOK – PERSONALLY OWNED**
 - a. Log into blackboard and navigate to the test.
 - b. If you do not have LockDown Browser installed, click on the link provided with the test. It should open the Chrome Web Store. Click on ADD EXTENSION. This adds the Respondus Lockdown Browser testing extension to your Chrome Browser.
 - c. Exit the course, then navigate back to the test. Click on the link for the test, then select Start Attempt. The Respondus system should begin the process of checking your ID and requiring an environment scan. (Note: Once respondus is added as a browser extension, you will only need to access the test and start your attempt for future tests.)
 - **CHROMEBOOK – BORROWED FROM UAHT (or a high school campus)**
 - a. Your borrowed Chromebook already has the Respondus Lockdown Browser extension installed as an extension of your Chrome browser. **You do not need to use the download link.**
 - b. Navigate to the test, click on the link for the test, then select Start Attempt. The Respondus system should begin the process of checking your ID and requiring an environment scan.
 - **iPAD:**
 - a. Access the app store and search for Respondus Lockdown Browser. Load the app to your iPad. You do not need to open the app.
 - b. Open your chrome browser, log into blackboard, and navigate to the test.
 - c. Click on the link for the test, then select Start Attempt. The Respondus system should begin the process of checking your ID and requiring an environment scan.

TROUBLESHOOTING

- Update your Chrome browser (google search “update chrome browser”)
- Update your Respondus browser or app (google search “update respondus lockdown browser”)
- Swap from google chrome to another internet browser (this will only work for non-chromebook devices).
- Shut down and restart the computer.
- If none of those options work, you can uninstall and reinstall the browser.
- Contact your instructor to let them know you are having difficulty.
- If these suggestions fail, borrow a computer or laptop to take your test or take the test from a lab on campus.