Respondus LockDown Browser
Run Updates and Take an Exam

HOW TO GUIDE

Respondus LockDown Browser™ is a customized browser that increases the security of online testing in SacCT. It prevents students from printing, copying, going to another website, or accessing other applications during an assessment.

If a SacCT assessment requires that Respondus LockDown Browser be used, you can install the Student Edition of Respondus LockDown Browser on your personal computer or you can access the program from Windows and Mac OS computer stations in IRT managed computer labs or from a laptop checked out through the Laptop Loan Program.

This guide will show you how to update the Respondus LockDown Browser software and how to take an assessment.

Updating Respondus LockDown Browser

It is important to keep Respondus LockDown Browser updated to ensure critical fixes to the software are applied so that exams display correctly. If Respondus LockDown Browser is not already up-to-date on your personal computer or computer station in an IRT lab, please follow the steps below to update the software.

**step 1.** Open the Respondus LockDown Browser

**step 2.** If the software is out of date, a prompt will display “Your institution requires that a newer version of Respondus LockDown Browser be used. If this computer is managed by your university or school, click “No” and inform the appropriate staff member about the issue. If this is our own computer, you can check for a new version by clicking “Yes.” Click Yes to begin the update process.
**step 3.** After clicking Yes, the **Software Update Available window** will display. Here the Update Information is displayed. Two buttons are at the bottom, Get Update and Update Later. Click the **Get Update** button.

**step 4.** A new prompt that reads **Closing program to complete update process** will display. Click the **OK** button.
step 5. Program will close and the update will take place. An Update Complete window will display. Click the OK button.

![Update Complete](image)

step 6. Next, open the Respondus LockDown Browser program from your computer again.

step 7. Upon opening the program, another prompts displays that reads “To use LockDown Browser with this learning system, a one-time exit and restart of LockDown Browser is required. Please do that now.” Click on the button labeled Restart LockDown Browser Now

![Restart LockDown Browser Now](image)

step 8. Upon completing this process, Respondus LockDown Browser will open again automatically and display the SacCT login screen.

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Take an Assessment

step 1. Close all programs on your computer.

step 2. Locate and click the LockDown Browser shortcut on your computer desktop. If a shortcut is not available:
a. **Windows Users**: Open the Start Menu, select All Programs, locate the Respondus folder and click LockDown Browser

b. **Mac Users**: Open the Applications folder and locate LockDown Browser. Alternatively, use the Finder or Launchpad to search for the program.

**step 3.** The Welcome to SacCT at Sacramento State login page will display. Enter your saclink username and password.

**step 4.** From the My SacCT Courses list, locate and click the name of the course to open it.

**step 5.** In your course, locate the exam or quiz (the assessment name will end with the phrase “Requires Respondus LockDown Browser”)

**step 6.** Read the assessment instructions and click Begin.

a. If a warning message displays that reads “This assessment requires that you use Respondus LockDown Browser. Start Respondus LockDown Browser and navigate back to this assessment to continue.” you are not using the LockDown Browser. Return to step 1 above.

**step 7.** If the password prompt “This exam requires a password. Enter the one provided by your instructor” displays, enter the password provided by your instructor into the Exam Password field. Then click Begin Exam.

**step 8.** The exam will load and display questions. Remember to click Save Answer after each question is answered.

**step 9.** Click the Save and Submit button to finish your exam.

Once an assessment is started, you cannot exit until you click the Save and Submit button.

If you attempt to take the assessment using a browser other than Respondus LockDown Browser, a warning message is displayed and prevents you from continuing.

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**Problems**

If you have questions or problems using the Respondus LockDown Browser software, you should first consult the online help at [http://www.csus.edu/atcs/tools/lockdown-browser/faqs-lockdown.stm](http://www.csus.edu/atcs/tools/lockdown-browser/faqs-lockdown.stm).

If you are still unable to resolve your problem, contact the Service Desk during business hours at 916-278-7337 or servicedesk@csus.edu.