

Before Getting Started

To ensure you will be able to complete the installation of Respondus LockDown Browser, you must meet the following requirements before you begin:

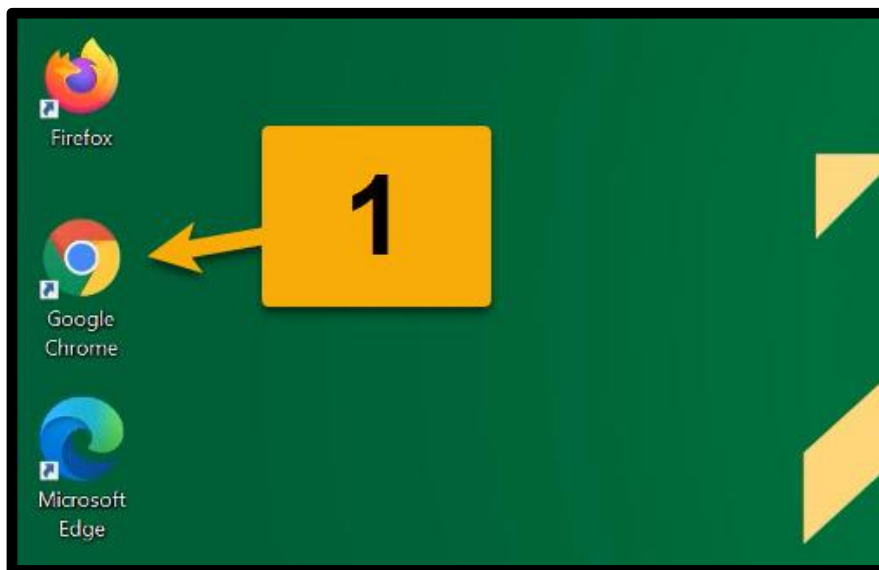
1. Local admin account required
 - a. In order to install and run the Respondus LockDown Browser, you will need to have a local admin account on the computer you are using.
 - b. If you do not have a local admin account, you will not be able to complete the installation nor will you be able to run it when it is installed.

2. Supported operating system required
 - a. This tutorial will provide instructions for the currently supported versions of Windows and Mac:
 - i. Windows: 10* and 8
*10S is not supported
 - ii. Mac: macOS 10.12 to 11.1
 - b. While older versions of Windows and Mac may work, they are not officially supported and may run into unexpected errors during use.

Open Web Browser

1. Open your preferred web browser by double-clicking the desktop icon.

*In these instructions, we will be using Google Chrome, but that specific browser is not required.



Download and Install Respondus LockDown Browser (Windows/Mac)

Visit the Wilmington University Respondus Page

1. In the address bar, type `wilmu.edu/respondus`

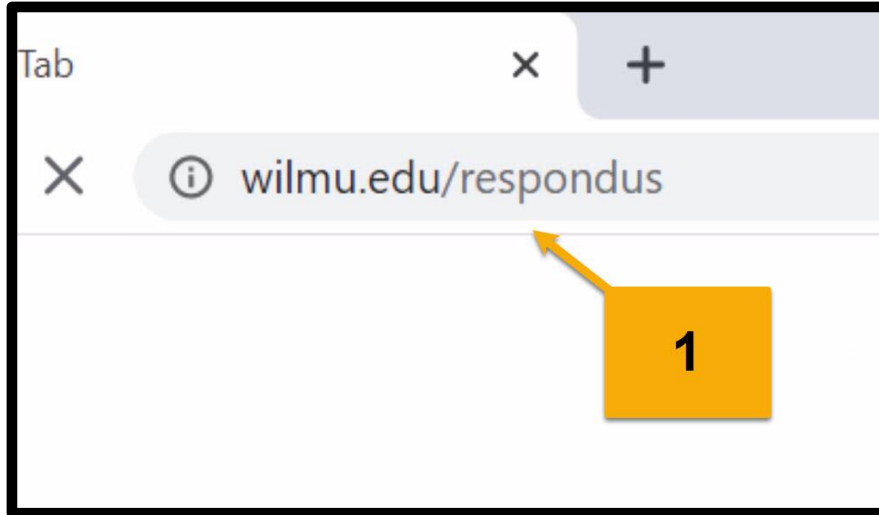
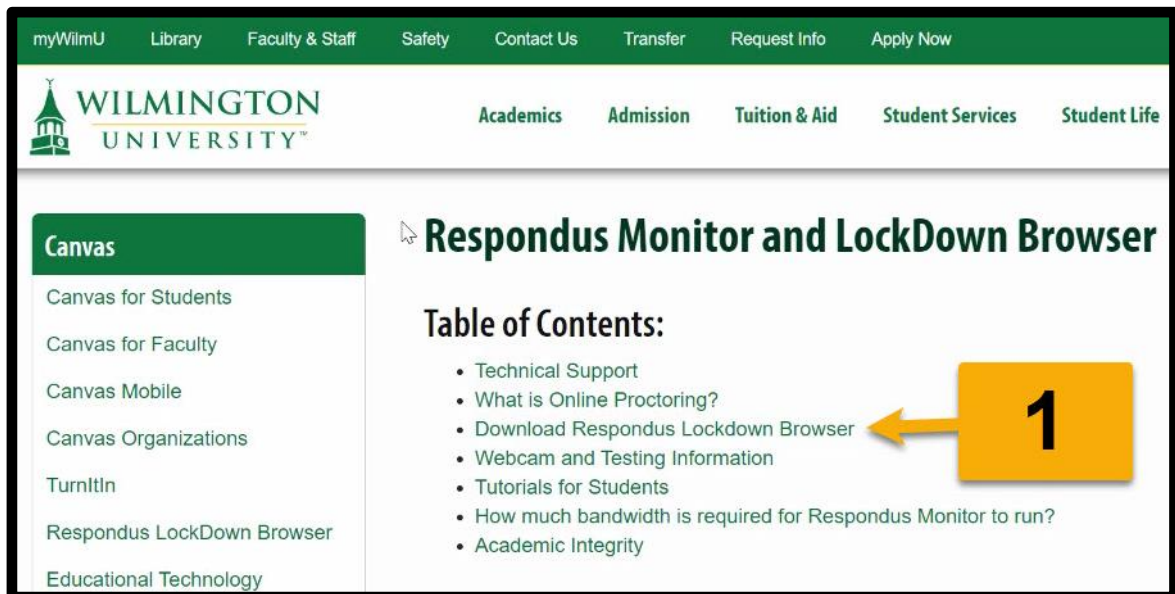


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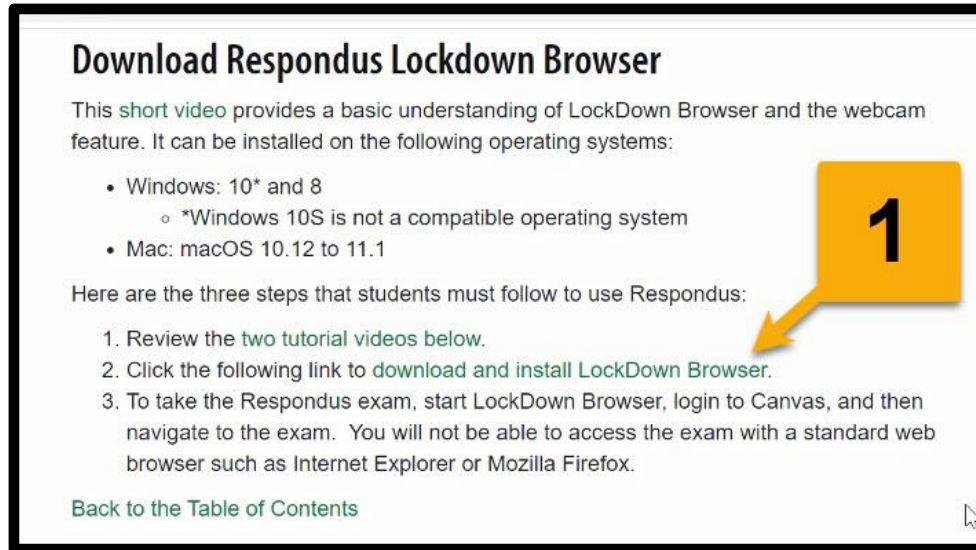
1. In the table of contents, click "Download Respondus LockDown Browser."



Download and Install Respondus LockDown Browser (Windows/Mac)

Download Link

1. Under the instructions, at step 2, click the link to “download and install LockDown Browser.”



Download Respondus Lockdown Browser

This [short video](#) provides a basic understanding of LockDown Browser and the webcam feature. It can be installed on the following operating systems:

- Windows: 10* and 8
 - *Windows 10S is not a compatible operating system
- Mac: macOS 10.12 to 11.1

Here are the three steps that students must follow to use Respondus:

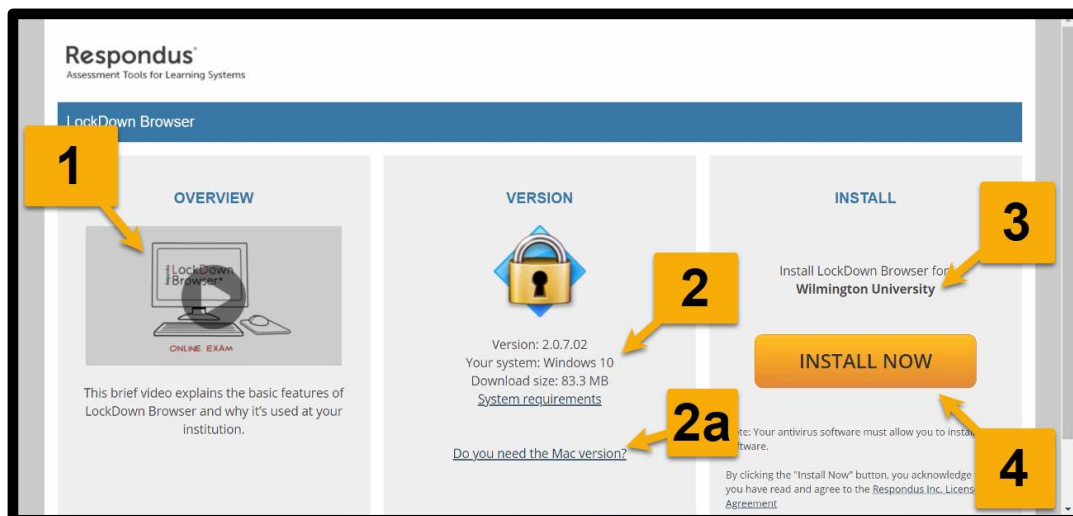
1. Review the [two tutorial videos](#) below.
2. Click the following link to [download and install LockDown Browser](#).
3. To take the Respondus exam, start LockDown Browser, login to Canvas, and then navigate to the exam. You will not be able to access the exam with a standard web browser such as Internet Explorer or Mozilla Firefox.

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Respondus LockDown Browser Installation Download Page

1. If you would like an overview of the Respondus LockDown Browser, you can click the video on the left to watch an overview.
2. Under Version, make sure the correct operating system was detected.
 - a. If not, you can click the link at the bottom of the version column to switch versions.
3. Under Install, make sure it says Wilmington University.
4. When you are ready, click “Install Now.”

*The amount of time it takes to download will depend on the speed of your Internet connection.



Respondus
Assessment Tools for Learning Systems

LockDown Browser

1 **OVERVIEW**

2 **VERSION**

2a **INSTALL**

3 **INSTALL NOW**

4

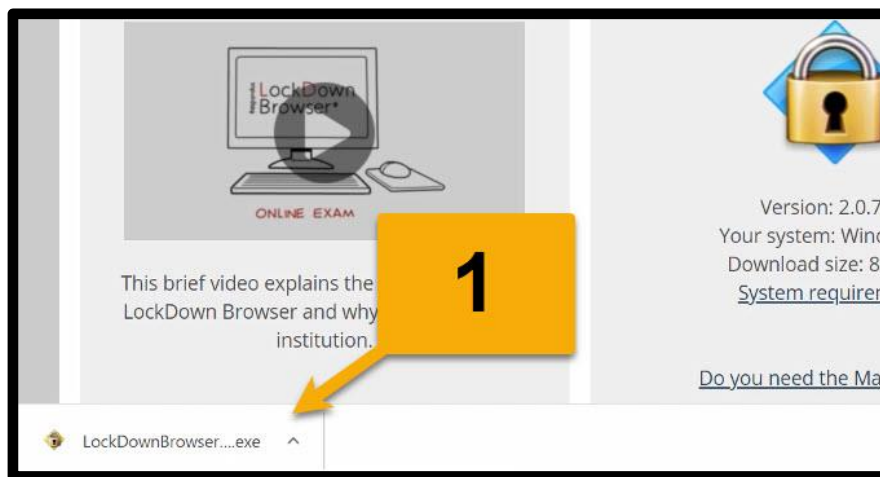
Download and Install Respondus LockDown Browser (Windows/Mac)

Launch the Installation Program

Once you see the Install column change to a Thank You message, you know the download has completed.

Option 1 (Downloaded file shown in web browser):

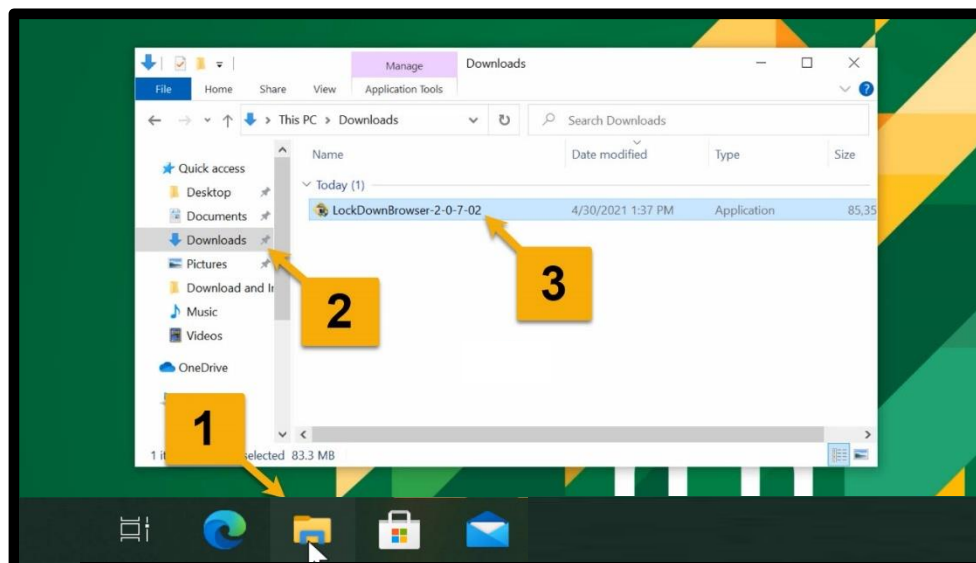
1. Click the file to launch the installation program.



Option 2 (Downloaded file not shown in the web browser):

1. Open File Explorer (Finder on Mac).
2. Go to your Downloads folder.
3. Once you find the downloaded file, double-click it to launch the installation.

*The file name should begin with LockDownBrowser.



Download and Install Respondus LockDown Browser (Windows/Mac)

Admin Approval for Installation

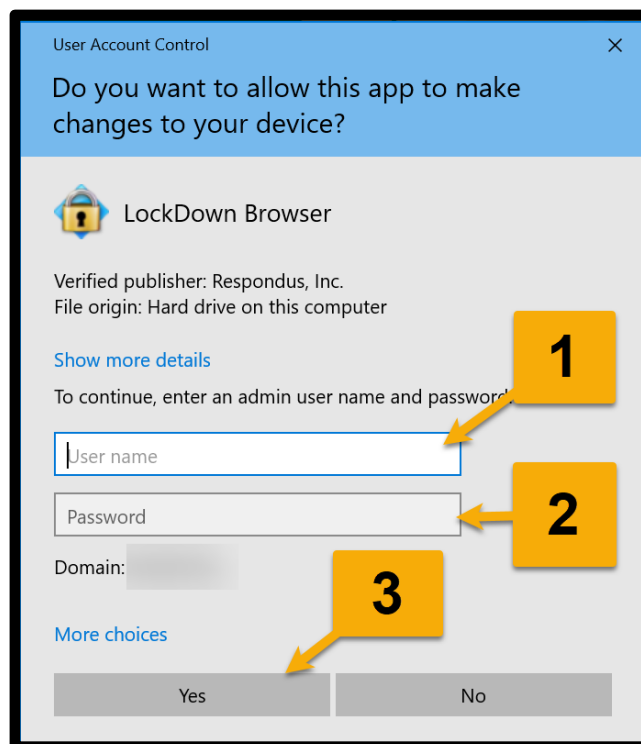
Option 1 (Signed in as a local admin):

1. Click “Yes” to approve running the installation program.



Option 2 (Not signed in as a local admin):

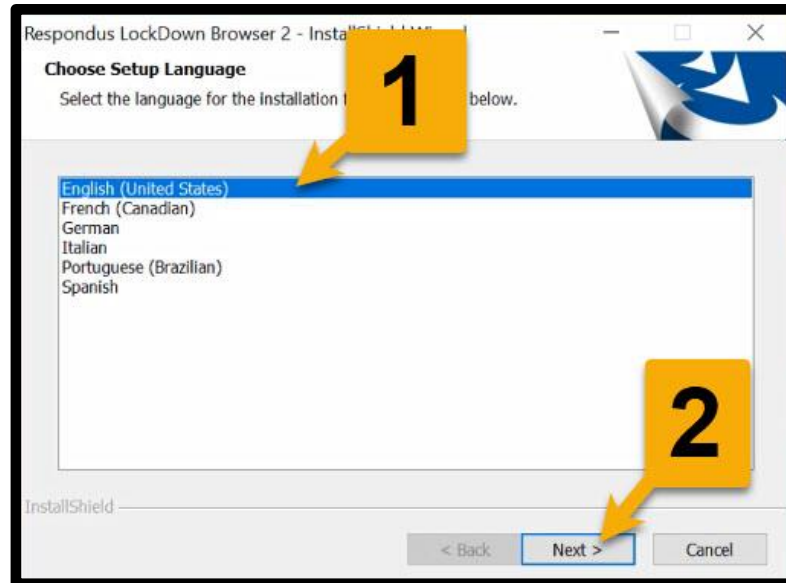
1. Enter the user name of the local admin.
2. Enter the password of the local admin.
3. Click “Yes” to approve running the installation program.



Download and Install Respondus LockDown Browser (Windows/Mac)

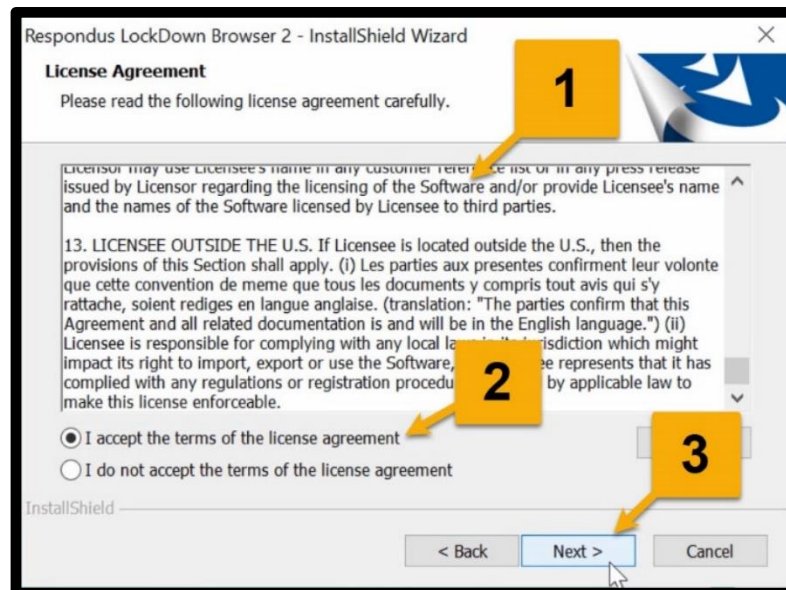
Set the Installation Language

1. Click on the language you want to use for the installation process.
2. Click "Next."



License Agreement

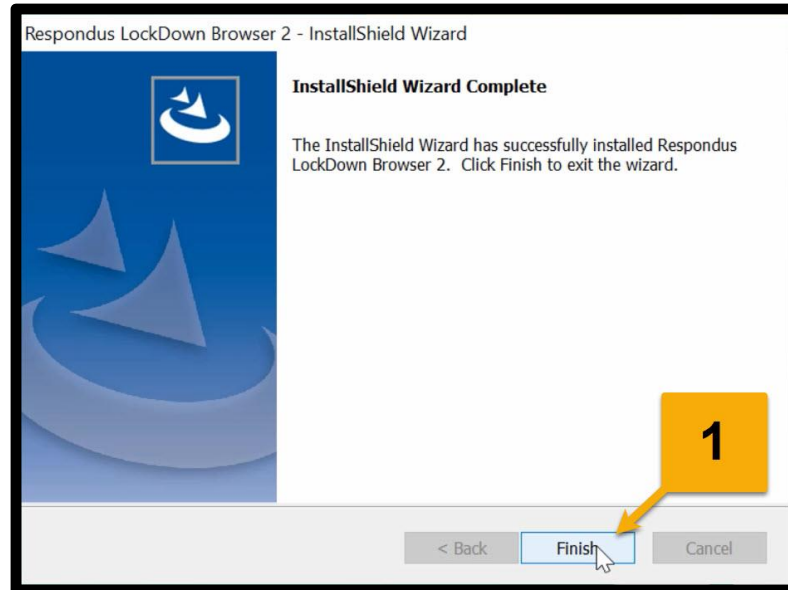
1. Read the License Agreement.
2. Click "I accept the terms of the license agreement."
3. Click "Next."



Download and Install Respondus LockDown Browser (Windows/Mac)

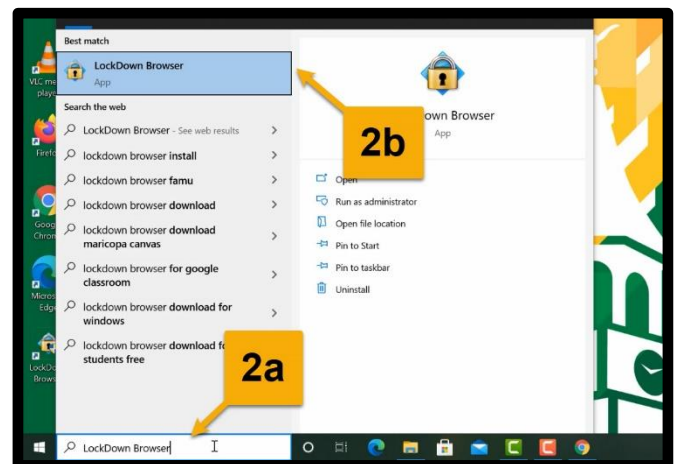
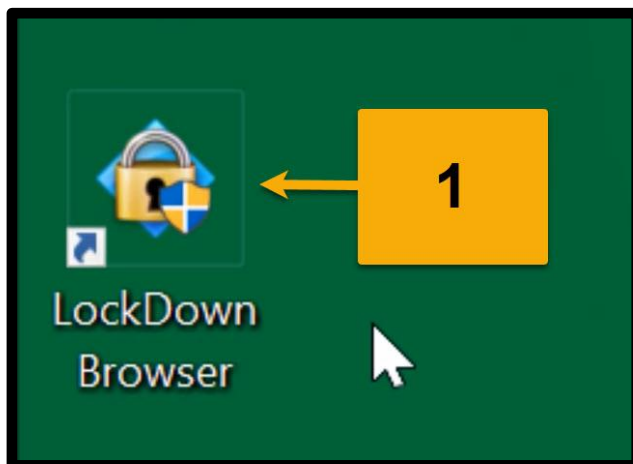
Finish the Installation

1. Once it says that the installation is complete, click “Finish.”



Verify App is Installed

1. If you see the LockDown Browser desktop icon, then you know it is installed.
2. If you do not see the desktop icon, you can search the apps on your computer.
 - a. Search for “LockDown Browser”
 - i. Windows use search box.
 - ii. Mac use Spotlight.
 - b. If you see the LockDown Browser app, then you know it is installed.



Download and Install Respondus LockDown Browser (Windows/Mac)

Additional Technical Support

If you are having difficulty with completing the installation, you can contact the Wilmington University IT Help Desk. Contact information and support hours are available at wilmu.edu/techres

1. It is recommended that you call 1-877-708-2905 or use the live chat.
2. Be sure to contact during the support hours.

*Make sure you have a local admin account in order for them to be able to provide you with support.



Technology Resources & Support

Get Help

- Help Desk Online
- (877) 708-2905
- Chat Now
- Email Tech Support
- Canvas Help

Top Issues

- Login Errors
- Chromebooks Not Supported
- Web Browser Issues with Canvas

Spring 2021 Support Hours

Day	Support Hours
Monday – Friday	8:00 AM – 8:00 PM
Saturday	8:30 AM – 2:30 PM
Sunday	12:00 PM – 10:00 PM

myWilmU

myWilmU is your hub for online services, courses, and communications.

Email

Stay in touch with your university email.

Student Email | Faculty & Staff Email

CANVAS

Management of courses.

zoom

Live web conferencing for learning activities and more.

kaltura

Record and manage video for courses and more.

Student Technology Resources

- On-Campus Technology Access
- Online Software Access
- Purchasing Options

Services for Faculty and Staff

- Classroom Technology
- Technology Training
- Multimedia Services