**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.
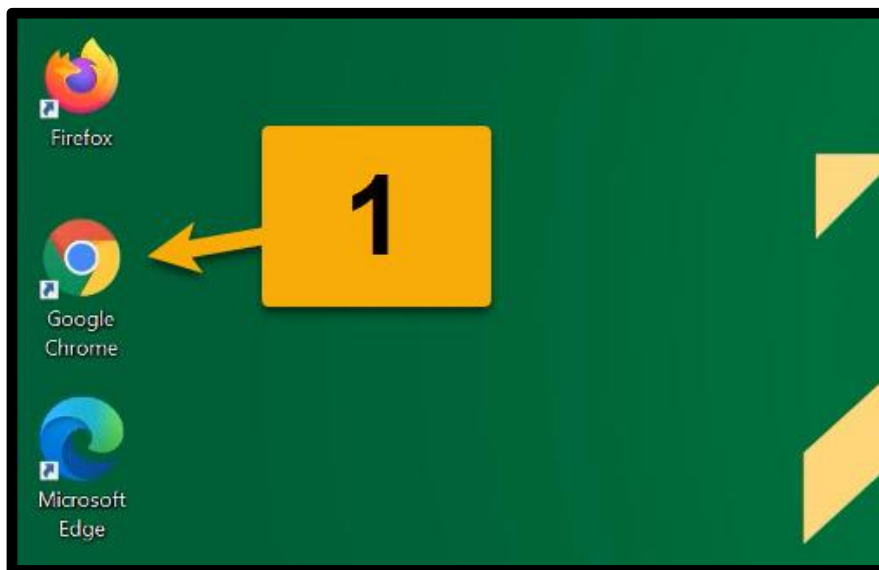
**Visit the Wilmington University Respondus Page**

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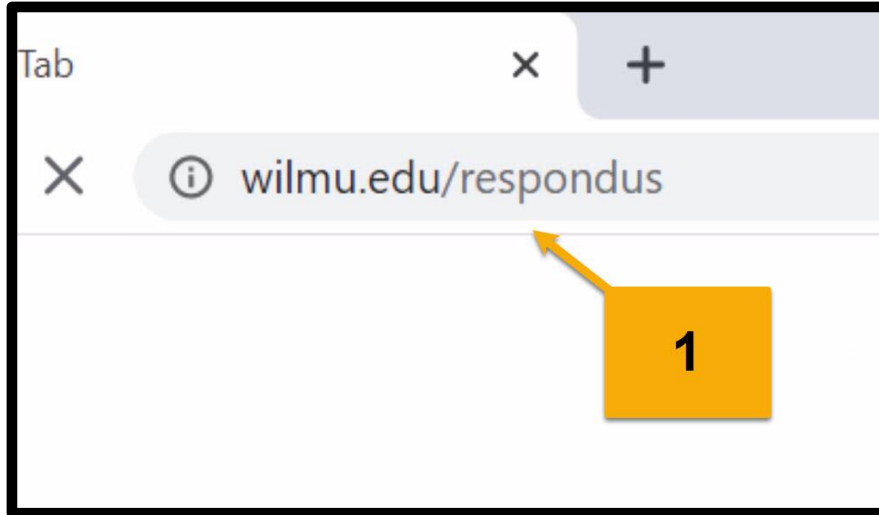


**Table of Contents**
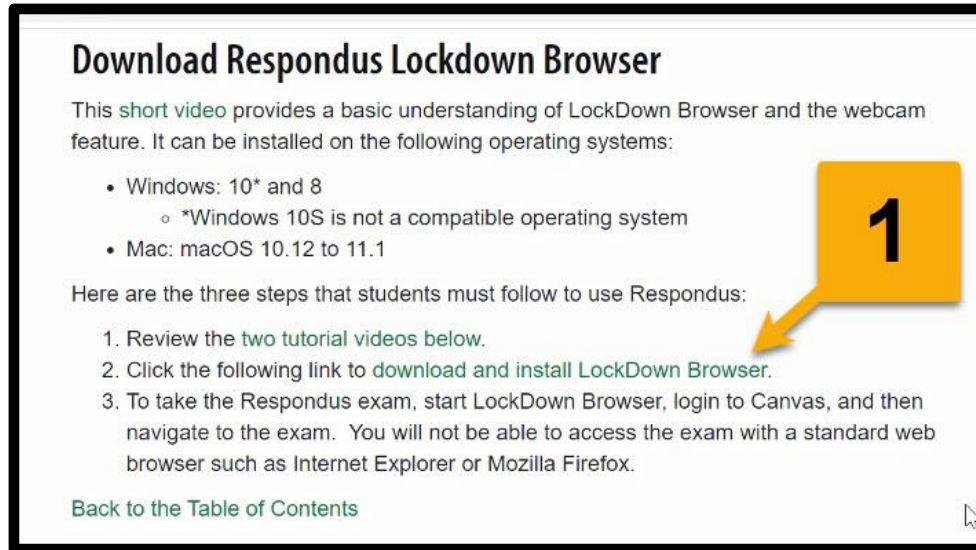
1. In the table of contents, click "Download Respondus LockDown Browser."
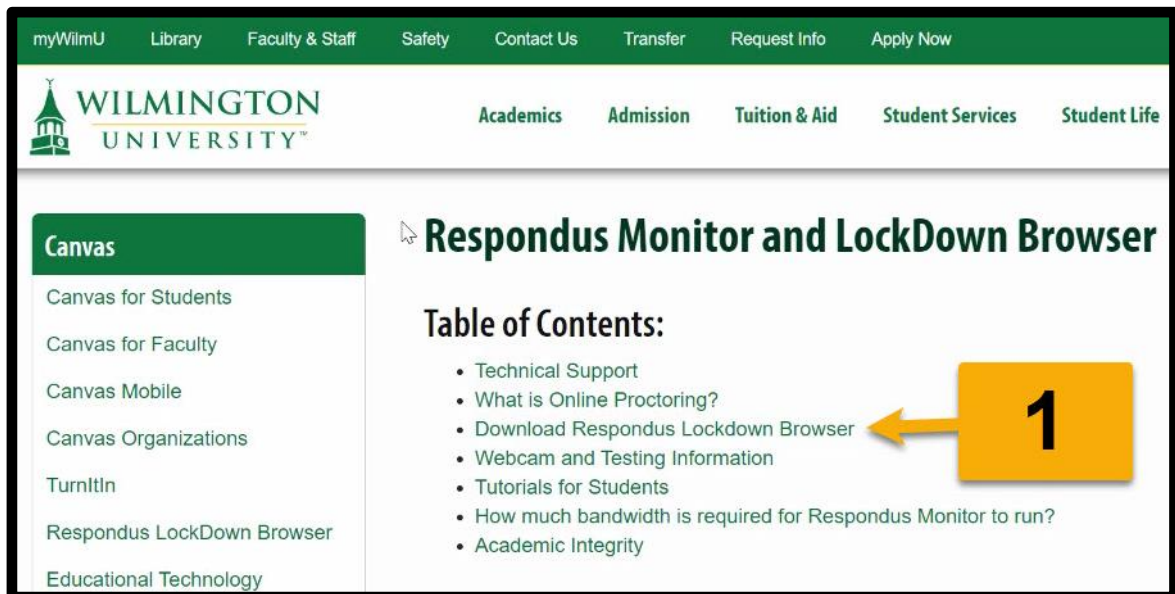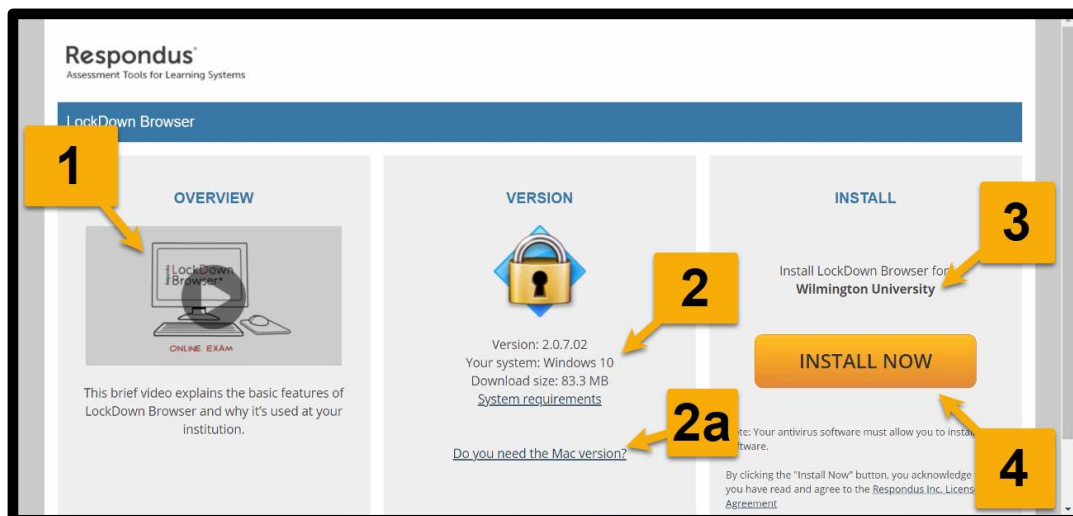
**Download Link**

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



**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.

### Launch the Installation Program

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

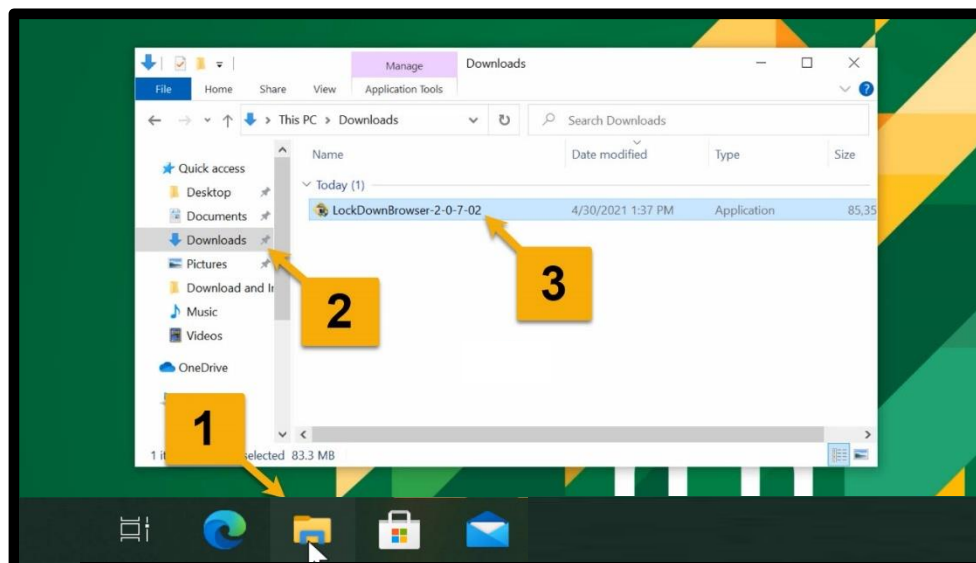Option 1 (Downloaded file shown in web browser):

1. Click the file to launch the installation program.
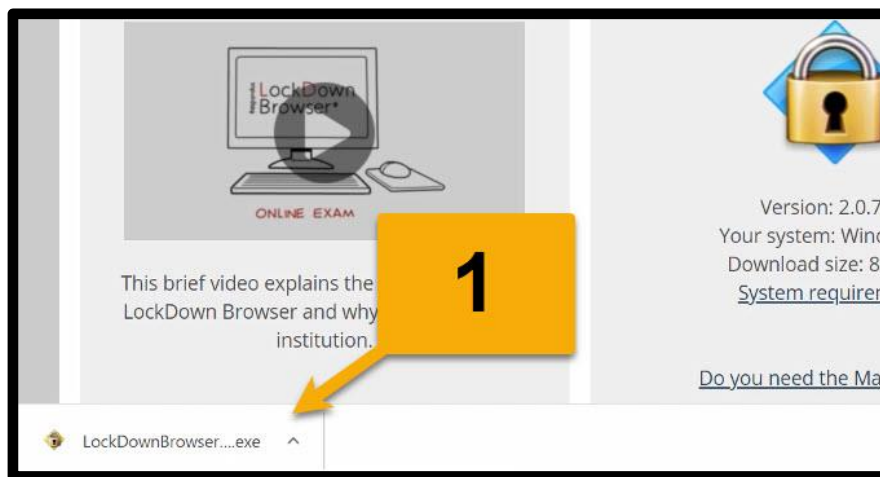


Option 2 (Downloaded file not shown in the web browser):

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.
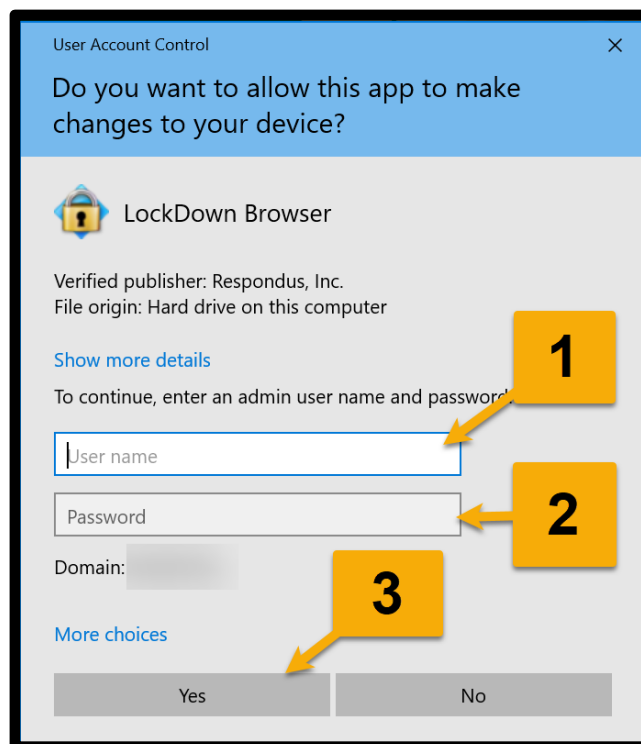
**Admin Approval for Installation**

Option 1 (Signed in as a local admin):

1. Click "Yes" to approve running the installation program.



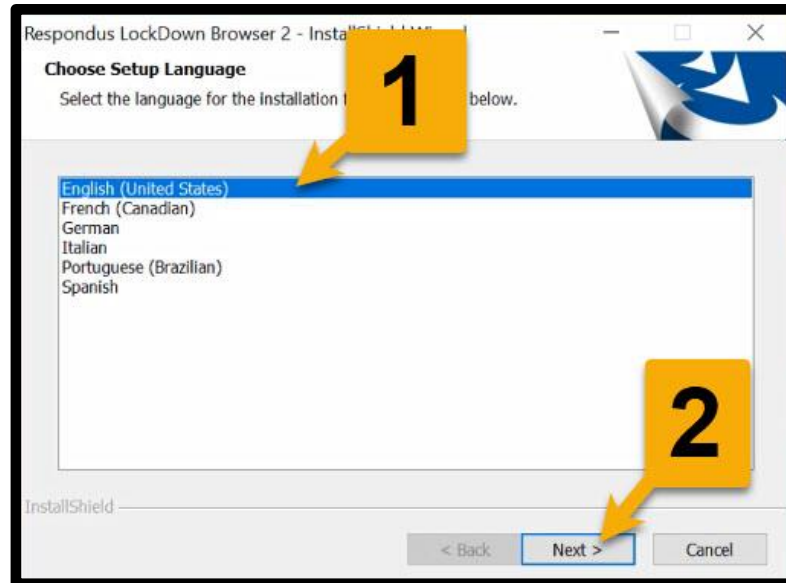Option 2 (Not signed in as a local admin):

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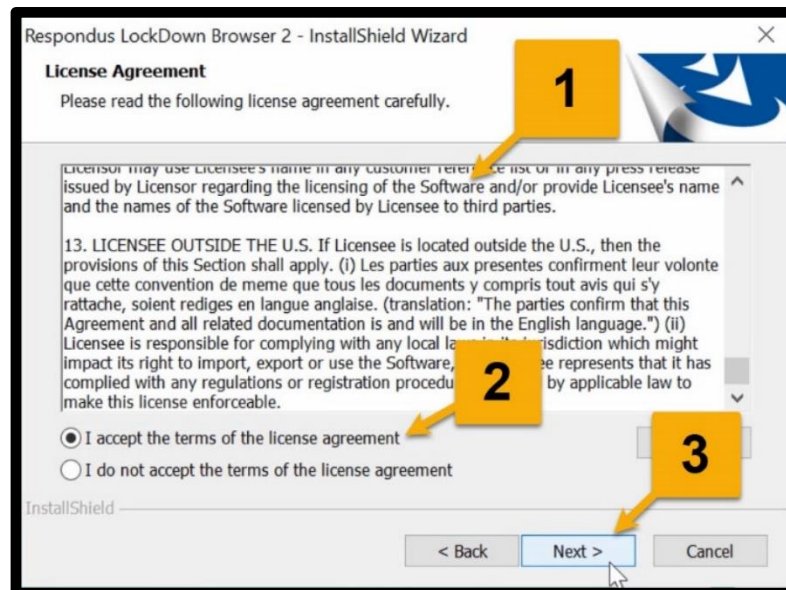3. Click "Yes" to approve running the installation program.

## Set the Installation Language

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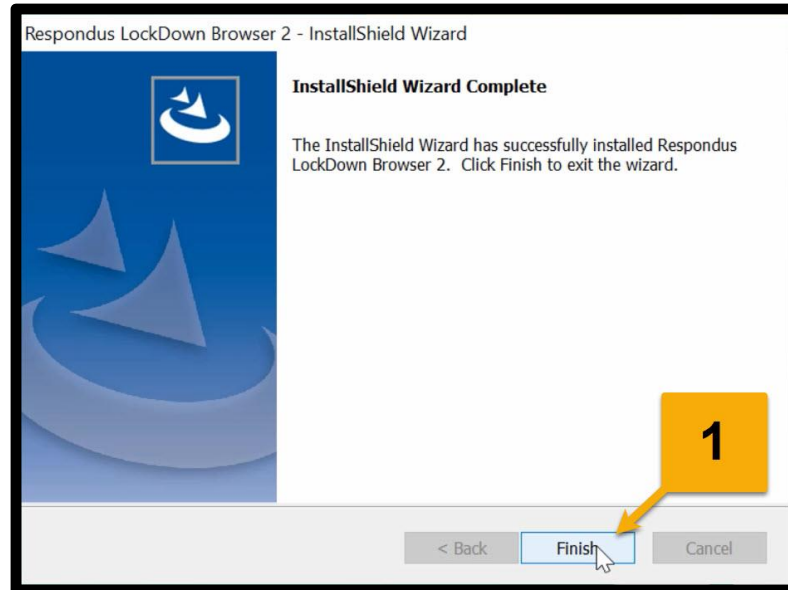2. Click "Next."



## License Agreement

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

**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.
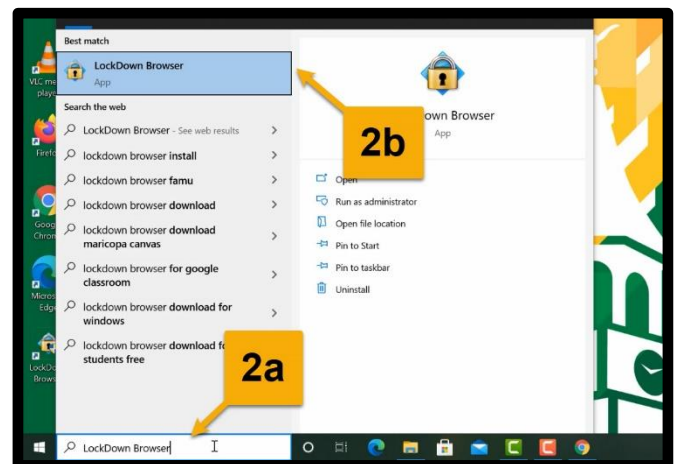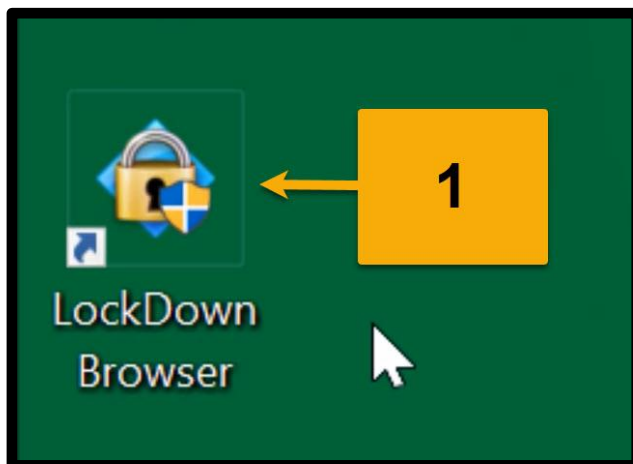
## Additional Technical Support

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.