

# Respondus

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# Lockdown Browser on Chromebooks

## Overview

These are troubleshooting steps for installing the Respondus Lockdown browser on Chrombooks.

## Getting Started

### Lockdown Browser not working

- Uninstall the **LockDown Browser**.
- **Clear** cache/cookies for All Time, temp files and browsing history.
  - Backup all local data to ensure that no files are deleted from your device before clearing your data.
- Restart the device.
- Reinstall the **Lockdown Browser** from the link in Brightspace.
  - If the Lockdown Browser continues to not load, disable the **Popup Blocker**. See instructions below.

### Disable Popup Blocker

- Select the three dots (top, right side of the screen) and click settings > Security and Privacy > Site Settings > Pop-ups and redirects.
- Under **Default behavior** allow sites to send pop-ups and redirects.
- After your quiz is complete, you can disable pop-ups and redirects again.

### Can't add Chrome to Browser

- If the **Add to Chrome** button is missing, verify you are not signed into the Chromebook as a Guest or using a managed device (e.g. corporate or high school-owned).
  - Guest accounts and managed devices may be unable to install apps/extensions.

## McGraw-Hill Lockdown Browser

The McGraw-Hill Connect LockDown Browser does NOT support Chromebooks.

# Lockdown Browser lost internet connection

## Overview

These instructions are for what to do when the Lockdown Browser lost an internet connection during a exam or quiz. Help Desk is not able to restart the exam or quiz or recover any information like questions already answered.

## Getting Started

- If disconnections to the Internet are brief, Respondus Monitor will attempt to re-establish the connection every 5 seconds.
  - You will likely be unaware of a brief interruption.
- If the Internet (or wi-fi) connection is lost for an extended period of time, you will not be able to continue with the exam.
- Please restart the LockDown Browser and attempt the exam again.

## Internet Connection Type

Respondus recommends using a wired connection during exams to help prevent disruptions.

## Exam data after extended loss of internet connection

Help Desk is not able to restart the exam or quiz and is not able to recover any information like questions already answered.

# Lockdown Browser will not install on Windows S-Mode

## Overview

These instructions are for removing S-Mode from your Windows 10/Windows 11 computer to allow the installation of the lockdown browser. S-Mode is a more limited, locked-down version of Windows and only allows installing applications/software from the Microsoft Store. Once the device is switched out of S mode, it cannot be switched back.

## Getting Started

**Proceed with caution.** Once the device is switched out of S-Mode, it cannot be switched back. S-Mode can be removed in two ways, via the About Pane or the Activation Pane. Both options are included below.

### Remove S-Mode 'About Pane' Instructions

- Go to Settings > System > About pane.
- Scroll down to the Windows Specification section.
- Look for the Edition entry. If it says Windows 10 in S Mode or Windows 11 in S Mode the operating system is in S Mode.
- To leave S Mode, go the Microsoft Store app. In the search box, type in **Switch out of S Mode** and press **Enter**. This should take you to the S Mode page.
- Press the blue **Get** button and restart the computer.
  - The computer should now be out of S Mode and the LockDown Browser should install normally using the link provided in Brightspace.

### Remove S-Mode 'Activation Pane' Instructions

- Go to Settings > System > Activation pane.
- In the Switch to Windows 10 Home section, select Go to the Store.
  - (If you also see an **Upgrade your edition of Windows** section, be careful **not** to click the **Go to the Store** link that appears there.)

- On the Switch out of S mode (or similar) page that appears in the Microsoft Store, select the **Get** button.
- You see a confirmation message on the page.
  - you will be able to install apps from outside of the Microsoft Store (including the LockDown Browser) if not prompted to restart your device.
- Restart the computer, if prompted, to apply the change.

## Unable to switch out of S-Mode

If you are attempting to disable S-Mode on your personal-owned computer but are getting a message indicating that you need to check with IT or System Admin, despite being signed into your personal account or am an admin on the device, you may be signed into the Microsoft Store with a work or school account with app install restrictions in place (as with our MCC accounts). Follow the instructions below to verify you are signed into such an account on your device and remove it:

- Open the Start Menu and then click on the gear icon on the left for Settings.
- Select Accounts.
- Select the Access work or School tab on the left-hand side.
- Click on the businesses account (school or work), then click on Disconnect or Remove.
  - Removing these accounts will not actually remove your organization email from individual apps. It will only remove it from the operating system. Make sure to remove all organization accounts, as these may have the install restrictions associated with them.
- Close out of the Microsoft Store, where the button is greyed out.
- Go back to the article, and click on the Open Microsoft Store button again. 'Get' should be enabled now.

## Resources

- Microsoft Support- <https://support.microsoft.com/en-us/help/4456067/windows-10-switch-out-of-s-mode>
- S-Mode FAQ- <https://support.microsoft.com/en-us/windows/windows-10-and-windows-11-in-s-mode-faq-851057d6-1ee9-b9e5-c30b-93baebee85>

# Lockdown Browser on iPad

## Overview

This article covers accessing the Lockdown browser on iPads.

## Getting Started

The Brightspace Orientation exam or other Brightspace exams can be taken on an iPad.

- Click the link to read the instructions for [accessing your quiz on an iPad](#).
- Note in step 2 to use the instructions listed For Brightspace, Moodle, Blackboard Ultra, Canvas New Quizzes, Schoology and ALEKS users.

## Exam not enabled on iPad

Each instructor controls for each class and quiz or exam if an iPad can be used.

- Contact your instructor about if you can use an iPad for the quiz or exam.
- IT Help Desk will not be able to enable exams to be used on iPads.

# Respondus Lockdown Browser Support

## Overview

Respondus is a third party company that develops the Respondus LockDown Browser used for quizzes and exams at MCC.

## Getting Started

Respondus has a separate process for technical support

- Go to [Respondus Request Support](#) to submit a form for assistance.
- Select system you are using.
  - For the Learning Management System drop-down on the form, please select 'D2L Brightspace'.
  - For LMS Web URL, enter the following: <https://brightspace.mclennan.edu/>
- Support is available on weekdays with a typical response time of within 24 hours.

## Respondus Knowledge Base

Respondus recommends searching their knowledge base before opening a ticket.

- <https://support.respondus.com/hc/en-us/categories/4409595254811-LockDown-Browser-Respondus-Monitor>

## On Campus Resources

While you await their response or if they determine your device is not compatible with the browser, we do have workstations in the library with the LockDown Browser already installed that you may use to complete your exam/quiz.

- If a web cam is required for the test, the library also has web cams available for checkout.
- When using these workstations, select the link from within Brightspace to launch the browser (do not click the link to download/install the browser).
- Click here to find the [library's current business hours](#).

# Checkout Laptop

If Respondus technical support determines your device to be incompatible with their browser, we do have checkout laptops available through a grant program. Your instructor would need to submit a form on your behalf requesting one and if approved, and if there are laptops available in inventory, you would be able to check it out for one semester (the process may be repeated each semester if needed).