Lockdown Browser lost internet connection

Overview

These instructions are for what to do when the Lockdown Browser lost an internet connection during an 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. A cellular connection is not recommended. If using a WiFi connection, move as close to the router or access point as possible.

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.