

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 at <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).

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