

RESPONDUS LOCKDOWN BROWSER

Learning Technology at UBC Okanagan: Troubleshooting Guide

Most common issues



Incompatible Operating System



Not navigating to the test using the Lock-



Incorrect download link used during installation



Not letting the test page load fully



Things to know about Respondus LockDown Browser

- ⇒ Respondus LockDown Browser (RLDB) is a separate web browser to Google Chrome, Internet Explorer, Firefox, or Safari.
- ⇒ Once you have installed RLDB, open the application instead of going online in another Web browser to look for it.
- ⇒ When using RLDB, close all other applications, open the RLDB, sign into Canvas, go to the course and take the quiz.
- ⇒ Your course instructor determines whether RLDB is required, whether iPads are allowed, whether the RLDB spreadsheet and calculator are enabled, and whether specific websites are enabled.
- ⇒ Apple Catalina OS has some privacy settings that may block RLDB from properly running.
- ⇒ Technical issues can be worked out in a technical trial quiz before the online exam.



Steps for taking an online quiz requiring Respondus LockDown Browser

1. Before the exam or test, check that your computer is Windows (10, 8, 7) or Apple (macOS 10.12 to 10.15), and that you have Google Chrome browser up to date. Note that Chromebook is not supported.
 2. Check that you do not have software that automatically runs updates in the background, or pops up notifications. These might interfere with an RLDB session (virus software, etc.)
 3. Ask your instructor to set up a technical trial quiz for 0 points that requires RLDB, allows multiple attempts, and is open until the day of the online exam.
 4. In that trial quiz, download RLDB either from the Canvas quiz download weblink or from the [UBC weblink](#).
 5. Close all other applications, and disconnect any second monitor.
 6. Make sure you are plugged into power and have a good Internet connection.
 6. Run the RLDB application.
 7. In RLDB, log in to Canvas, go to the technical trial quiz in your course, and begin the quiz.
- ⇒ If you have special needs, check whether those tools work for you in RLDB.
 - ⇒ If you are unable to successfully run RLDB in the technical trial quiz, try some of the troubleshooting tips below. Inform your instructor that RLDB is not working for you.
 - ⇒ If RLDB is not starting or you get bumped out, contact your instructor and seek assistance from a [Peer Technology Assistant](#).
8. Finish and submit the quiz.



Troubleshooting tips

- ⇒ Check that the instructor required RLDB, and that the quiz is available at the time of your attempt.
- ⇒ Check your network connection. Position your computer close to your wireless router. Have whoever else is using the wireless network pause their use until you finish.
- ⇒ Check whether software updates are running in the background.
- ⇒ Disable auto popup notifications.
- ⇒ Reboot the computer and try launching RLDB again.
- ⇒ Temporarily disable the antivirus while using RLDB.
- ⇒ If it has been more than a month since RLDB was last installed, delete it and reinstall it.
- ⇒ Try using another computer.
- ⇒ Contact your [Peer Technology Assistant](#)