**LockDown Browser Requirement**  
This course requires the use of LockDown Browser for online exams. Watch this video to get a basic understanding of LockDown Browser:

<https://www.respondus.com/products/lockdown-browser/student-movie.shtml>

**Download Instructions**

* Select a quiz from the course
* If you have not already installed LockDown Browser, select the link to download the application and follow the installation instructions
* Return to the quiz page in a standard browser
* LockDown Browser will launch and the quiz will begin

Note: LockDown Browser only needs to be installed once per computer or device. It will start automatically from that point forward when a test requires it. LockDown Browser can also be downloaded directly from the [unique Respondus LockDown Broswer URL for Ramapo College](https://download.respondus.com/lockdown/download.php?id=931936966).

**Guidelines**  
When taking an online exam follow these guidelines:

* [If testing is to occur at a designated location, such as a testing center, add those instructions here.]
* [If applicable] Select a location where you won't be interrupted
* Before starting the test, know how much time is available for it, and also that you've allotted sufficient time to complete it
* Turn off all mobile devices, phones, etc. and don't have them within reach
* Clear your area of all external materials - books, papers, other computers, or devices
* Remain at your desk or workstation for the duration of the test
* LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted

**Getting Help**  
Several resources are available if you encounter problems with LockDown Browser:

* The Windows and Mac versions of LockDown Browser have a "Help Center" button located on the toolbar. Use the "System & Network Check" to troubleshoot issues. If an exam requires you to use a webcam, also run the "Webcam Check" from this area
* If you are having issues with downloading/issue the software, please contact the Help Desk at helpdesk@ramapo.edu.
* Respondus has a Knowledge Base available from support.respondus.com. Select "LockDown Browser & Respondus Monitor" as the product to view helpful articles.
* If you're still unable to resolve a technical issue with LockDown Browser, go to support.respondus.com and select "Submit a Ticket". Provide detailed information about your problem and what steps you took to resolve it