**LockDown Browser + Webcam Requirement**  
This course requires the use of LockDown Browser and a webcam for online exams. The webcam can be the type that's built into your computer or one that plugs in with a USB cable.

Watch this brief video to get a basic understanding of LockDown Browser and the webcam feature.

<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:

* Select a location where you are comfortable having a video recording taken of yourself and your workspace environment. This area should be free of distractions and interruptions.
* Turn off all other devices (e.g. tablets, phones, second computers) and place them outside of your reach
* Before starting the test, know how much time is available for it, and also that you've allotted sufficient time to complete it
* Clear your desk or workspace of all external materials not permitted - books, papers, other devices
* Remain at your computer for the duration of the test
* If the computer, Wi-Fi, or location is different than what was used previously with the "Webcam Check" and "System & Network Check" in LockDown Browser, run the checks again prior to the exam
* To produce a good webcam video, do the following:
  + Avoid wearing baseball caps or hats with brims
  + Ensure your computer or device is on a firm surface (a desk or table). Do NOT have the computer on your lap, a bed, or other surface where the device (or you) are likely to move
  + If using a built-in webcam, avoid readjusting the tilt of the screen after the webcam setup is complete
  + Take the exam in a well-lit room, but avoid backlighting (such as sitting with your back to a window)
* Remember that 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
* 24/7/365 Live Chat Support is also available from the Help Center, or from within the "it's not working" troubleshooter.
* 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