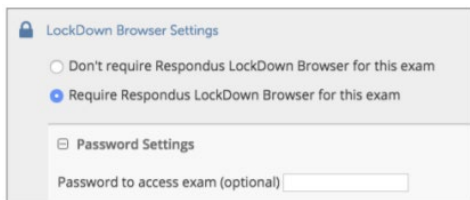# Respondus Support Triage and Troubleshooting: Instructors

1. How to setup Respondus RLDB/Monitor
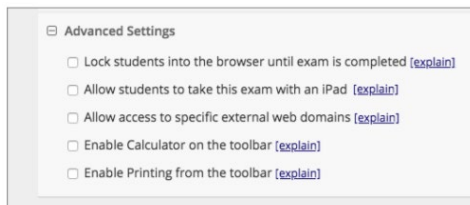
To set up a test in Blackboard that requires students to use LockDown Browser, follow these steps:

A) Make sure the test has been deployed in the Blackboard course.

B) From the Control Panel in Blackboard, locate the Course Tools section and select the link Respondus LockDown Browser.

C) A list of deployed tests will be displayed. › Tests labeled with "Required" require students to use LockDown Browser › Tests labeled with "Not Required" don't require LockDown Browser.

D) To change the settings for the test, select Settings from the context menu to the left of the test title and select the desired option Optionally you may enter a test password that students must enter to start the test. LockDown Browser will prompt students to enter the instructor provided password before proceeding with the test.

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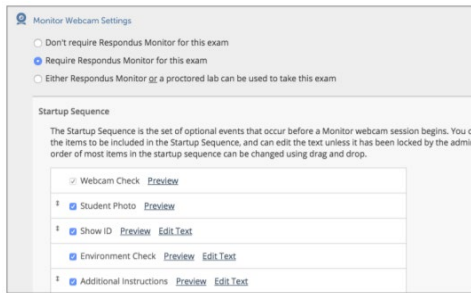
E) Several Advanced Settings are available:

› The first setting will prevent students from exiting the browser until the exam is completed. This is sometimes used in testing centers where a proctor can enter a password to exit an exam early.

› The second setting will allow students to take the exam with an iPad, using the free LockDown Browser app. › The third setting will allow students to access a list of specified web domains during the test.

› The fourth and fifth settings allow instructors to provide students with a calculator or print function in the LockDown Browser toolbar. › For additional information, select the [explain] link that follows each setting.

F) Click Save and Close to apply settings.

To require all students use a webcam during the exam, select Require Respondus Monitor for this exam.

To give students the option to either take the exam with a webcam or in a proctored testing lab, select **Either Respondus Monitor or a proctored lab can be used to take this exam**. A test password will then be required to access the test (for use in proctored settings). Now select the items to be included in the Startup Sequence, the steps a student must complete prior to the start of an exam. Most settings are optional and can be reordered by dragging and dropping them to the desired order.

Quick Start Guide: https://web.respondus.com/wp-content/uploads/2019/08/RLDB-QSG-Bb-Instructor.pdf

2. Students are prompted for a password

In order to take the test, the student must download, install and launch Respondus Lockdown Browser. If you attempt to open Blackboard with a standard browser (Chrome, Firefox, etc.) and take the test, then you will get a password error. The test can only be taken using Lockdown Browser.

Here is the link for downloading the GVSU version of Respondus Lockdown Browser.

https://download.respondus.com/lockdown/download.php?id=936312756

Once Installed:

- Start the LockDown Browser application

- Close any/all applications when prompted

- In the window that opens, log into Blackboard Learn

- Navigate to the test and click to begin

Note: Students will not be able to access tests with a standard web browser. If this is tried, an error message will indicate that the test requires the use of LockDown Browser. Simply start LockDown Browser and navigate back to the exam to continue.

3. Fix it button

A) Navigate to the course Control Panel, expand the Course tools and select "Respondus Lockdown Browser".

B) Click the "Continue to Lockdown Browser" button.

C) Locate the test and check to see if an "Error" is displayed.

D) If so, then you can "fix" the error by clicking on the "Fix It" button.

E) The exam has been repaired and the students can once again access the test for completion.

4. Adding a "scratch paper" for students use during an RLDB exam

Option #1

A) Deploy a test using Lockdown Browser and Monitor.

B) During the Monitor start-up sequence have each student display a blank sheet of paper, front and back, to the camera during the "Environment Check". Also, have the student perform a slow and deliberate pan of the area around their computer to ensure they are not trying to use more than one sheet of paper or other resources.

C) After completing the exam and prior to submitting it, have the student display their sheet of paper to the camera, front and back, to confirm its contents. Then, have the student tear up the paper in front of the camera.
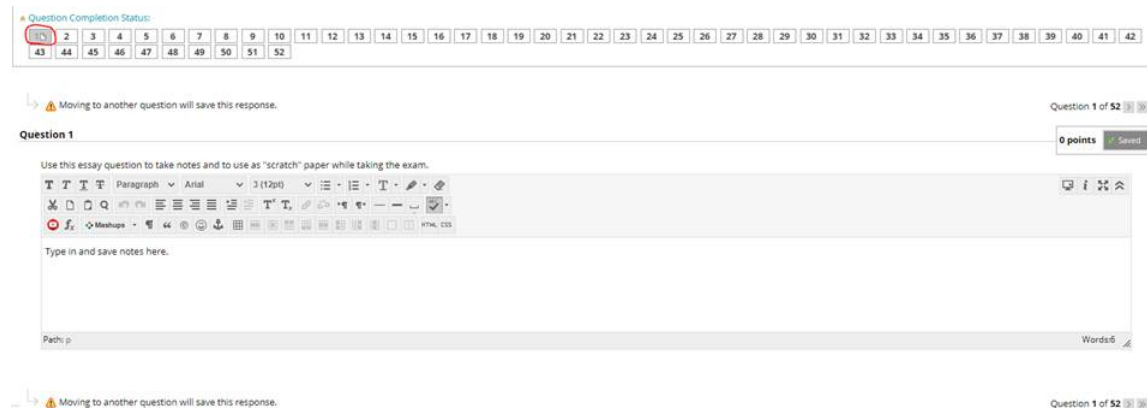
NOTE: Optionally, the student could scan the paper, front and back, and email it to the instructor.

Option #2

A) Add an essay question as the first question in the exam that students can use for typing in notes as they take the exam. Set the point value to "0". Here is how the question will appear on the test canvas.

If the test questions are presented one at a time, students can easily navigate back to question #1 at any time to add notes by clicking on question 1 in the "Question Completion Status" window. Notes can be typed into the window and will be automatically "saved" when they navigate to another question.

5. Flag concerns
Some things to keep in mind when reviewing your students reports.

A) Flags aren't cheating. Flagged events and the Review Priority value don't determine whether a student has cheated or not. Rather, they are tools to help identify suspicious activities, anomalies, or situations where the data is of too low of a quality to analyze.

B) Facial detection is important. Several flagging events rely heavily on facial detection technology. If the face cannot be detected in the video, it isn't possible to determine if the test taker is "missing" or "different". If a student's face is turned away from the webcam or heavily cropped in the video (e.g. you can only see the student's eyes and forehead), facial detection rates will drop. Other things that affect facial detection rates are baseball caps, backlighting, very low lighting, hands on the face, and certain eye glasses.

C) There are more false positives than true positives. Flags that rely on facial detection technology are often incorrect (known as a false positive). If a student is flagged as missing but he/she is still visible in the frame, this would be considered a false positive. A true positive is a suspicious behavior that is correctly identified by the flagging system. Our goal is to reduce the false positive flags as much as possible, without missing the "true positive" events. It's not a perfect science — yet.

D) Garbage in, garbage out. You can achieve immediate improvement with automated flags that rely on facial detection by having students produce better videos. Provide these simple guidelines to students to help them create higher quality videos so the flagging system works better.
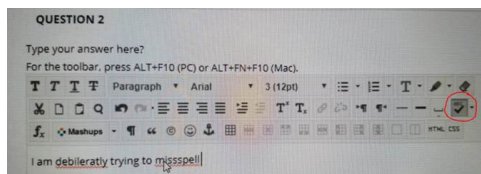
- Avoid wearing baseball caps or hats that extend beyond the forehead

- If using a notebook computer, place it on a firm surface like a desk or table, not your lap.

- If the webcam is built into the screen, avoid making screen adjustments after the exam starts. A common mistake is to push the screen back, resulting in only the top portion of the face being recorded.

- Don't lie down on a couch or bed while taking an exam. There is a greater chance you'll move out of the video frame or change your relative position to the webcam.

- Don't take an exam in a dark room. If the details of your face don't show clearly during the webcam check, the automated video analysis is more likely to flag you as missing.

- Avoid backlighting situations, such as sitting with your back to a window. The general rule is to have light in front of your face, not behind your head.

- Select a distraction-free environment for the exam. Televisions and other people in the room can draw your attention away from the screen. Other
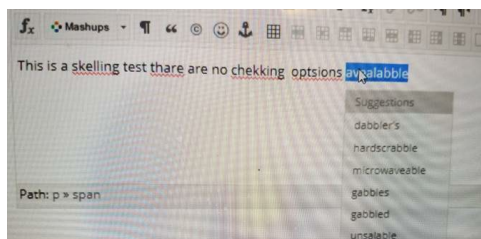
6. Spellcheck concerns

Respondus Lockdown Browser does not have a built-in spell checker.

However, some Blackboard test questions feature a spell checker. Any test question that displays the "text editor" (short answer, essay, etc.) for typing in the answer includes Blackboard's Spell Check tool.
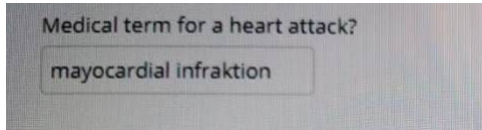
In this example, the "Spell Check" tool is turned on and any words that have been misspelled are displayed with a red line below the text.

In this example, when a user right clicks on one of the misspelled words, it generates a list of suggestions for correcting the spelling error.

Certain Blackboard test questions (fill in the blank, etc.) that require a typed answer do not display the text editor. These typed answers do not display any red lines below the text indicating a misspelled word. Right-clicking on the text will also not open a list of spelling suggestions.
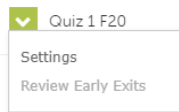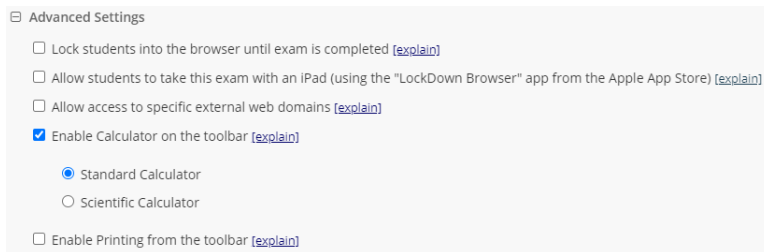

6. How to enable the calculator on the toolbar

A) In the course Control Panel select Respondus Lockdown Browser.

B) Click the "Continue to Lockdown Browser" button.

C) In the Lockdown Browser Dashboard, click the dropdown menu next to the name of the test that you want to configure and select "Settings".

D) Click "Advanced Settings" and check the box for "Enable Calculator on the toolbar," then choose from either the Standard Calculator or the Scientific Calculator.

Once a calculator has been enabled for an exam, students can access the calculator via an icon on the LockDown Browser toolbar:

The standard calculator: