

Frequently Asked Questions: Administering Exams in Blackboard Ultra with Respondus LockDown Browser

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OVERVIEW AND SETUP

What is Respondus LockDown Browser, and why is it required for exams?

- Respondus LockDown Browser is a secure web browser that prevents students from accessing other websites, applications, or files while taking exams in Blackboard Ultra.
- When a test is launched in LockDown Browser, students cannot copy, print, or navigate away until they submit their work.

How do I enable Respondus LockDown Browser for a test in Blackboard Ultra?

- In your Blackboard Ultra course, open the Details & Actions panel.
- Under Books & Tools, select View Course and Institution Tools.
- Select Respondus. This opens the Respondus LockDown Browser Dashboard, where all course tests are listed.
- Select the chevron next to the test name, then select Settings.
- Choose Require Respondus LockDown Browser for this exam and continue to configure any additional settings.
- Click Save and Close.

Can students use Respondus LockDown Browser on all devices?

- Respondus LockDown Browser is not supported on smartphones. Limited tablet support is available for iPads when enabled by the instructor.
- Students should generally use a Windows or Mac computer with a reliable internet connection and the latest version of Respondus LockDown Browser.
- Chromebook use is supported only through the Montgomery College Virtual Desktop. Direct students to the IT Service Desk or the Virtual Desktop support page for setup instructions.

Why can't I find the Respondus LockDown Browser settings in my course?

- Ensure that Respondus LockDown Browser is enabled in your Blackboard Ultra course.
- If the LockDown Browser Dashboard does not appear under Books & Tools, contact the IT Service Desk (240-567-7222) for assistance.

STUDENT ACCESS AND ACCOMMODATIONS

Students report that they can't access the test. What could be the issue?

- Confirm the following:
 - The exam is set to require Respondus LockDown Browser.

- Students have downloaded and installed the latest version of Respondus LockDown Browser.
- Test availability settings (date, time, and password) are correct.
- If students still cannot access the test, advise them to restart their computer and reopen the LockDown Browser.
- If problems continue, contact the IT Service Desk (240-567-7222).

How do I allow specific accommodations (extra time) for students using Respondus LockDown Browser?

- Open the test in Blackboard Ultra and go to Test Settings.
- Use the Exceptions feature to grant extended time or alternate due dates for specific students.
- Save the settings before a student begins the exam.
- Once a single student starts a test, the settings are locked and cannot be changed.
- Major changes should be avoided after testing starts.

How do I handle students with outdated or unsupported devices?

- Students should be encouraged to use a college-provided device when possible.
- If their device does not meet Respondus LockDown Browser's requirements, offer an alternate testing location (such as a campus computer lab) or an alternative assessment format that meets accessibility and integrity standards. Consult with the [Assessment Center](#).

Can I enable additional tools or resources (such as calculators) during the test?

- Yes. Within the LockDown Browser Dashboard, open your exam settings and select Advanced Settings.
- You may enable specific tools such as calculators or spreadsheets when appropriate. Printing should be enabled only in rare cases and with careful consideration of assessment security.

TECHNICAL TROUBLESHOOTING

What should I do if a student's LockDown Browser freezes or crashes during an exam, and how can I recover their responses?

- If a student's LockDown Browser freezes or crashes, the student should restart their computer and reopen the LockDown Browser to resume the test. If the issue persists, use a test exception to allow the student to restart the attempt or extend the time.
- Blackboard Ultra automatically saves responses every few seconds.
- To verify what was saved:
 - Go to the Gradebook and locate the test.

- Open the student's submission to view recorded responses.
 - Review the available activity log to confirm submission timing and saved responses.
- If responses are missing due to a verified technical issue, contact the IT Service Desk (240-567-7222) for further support.

Students report an error message stating “Cannot open the page” or “Session Expired.” What does this mean?

- This error usually indicates a network interruption or inactivity timeout. If this happens, have students:
 - Check their internet connection.
 - Close unnecessary programs to improve performance.
 - Restart the LockDown Browser and log back into Blackboard Ultra.
- If the problem continues, advise students to reboot their device and re-enter the exam. Persistent issues should be reported to the IT Service Desk (240-567-7222).

What should I do if a student has a technical issue right before the test?

- Ask the student to restart their computer to ensure all updates are complete.
- Confirm they are using the most recent version of the LockDown Browser.
- If they still cannot launch the test, direct them to contact the IT Service Desk (240-567-7222) immediately for troubleshooting assistance.

REVIEWING AND MANAGING EXAM DATA

How can I view or generate reports of student test attempts in Blackboard Ultra?

- Open your course and navigate to the Gradebook.
- Locate the assessment and select a student's name.
- Click View Attempt to review answers, time spent, and submission details.
- Review the activity log for submission timing and saved responses.
- To export grades or data, select Download Grades to generate a spreadsheet report.
- For additional details or question analysis, open Test Settings and review the Question Analysis.

Can I access incomplete test attempts?

- Yes. In the Gradebook, open the test and select View Attempts for the student.
- If the attempt is incomplete, Blackboard Ultra will display all responses saved before disconnection.
- You may allow the student a new attempt using the Exceptions feature if necessary.

How can I download a copy of the test questions and answers from Blackboard Ultra?

- To create a printable copy of a test, instructors may use Blackboard Ultra printing options when available or retrieve the assessment through Respondus 4.0 for exporting and printing.
 - Go to the Tests area of your course>Select the test>Settings>Export
If you need a printable version, use Print from within the test settings.

How can I print a copy of the test from Blackboard without the answer key?

- The Print option is available from within the test interface and allows you to choose a version with or without answers.

SUPPORT AND RESOURCES

What resources are available for additional support?

- For time-sensitive technical issues, contact the IT Service Desk.
For help with Respondus LockDown Browser or Blackboard Ultra:
IT Service Desk: itservicedesk@montgomerycollege.edu or 240-567-7222 (24/7 support).
- Center for Teaching and Learning (CTL): Faculty can access Respondus guides, video tutorials, and training through the MC Faculty Resource Center.
Refer students to the Student Quick Start Guide for download and usage instructions.

Tips for Smooth Exam Administration

- When planning to use Respondus LockDown Browser, inform your students early, ideally at the start of the semester, that they will need to download and install a special program for certain exams.
- Setting clear expectations up front reduces stress later and ensures that everyone has time to prepare.
- A great way to get students comfortable with the software is to create a low-stakes quiz or practice assessment during the first few weeks of class. Many instructors like to make this a simple syllabus quiz, which helps students test their setup before any high-stakes exams begin. This small step gives you a chance to identify potential issues with installation, compatibility, or device requirements before they impact a major assessment.
- To support your students, walk them through installation and setup. Detailed instructions are provided for the students within the Respondus LockDown Browser's testing page.
- Share the Student Quick Start Guide with them. The guide walks students through installation, setup, and use, and can be added as a link directly in your Blackboard course.

Suggestions for Instructors

- Once students begin an exam in Respondus LockDown Browser, the test will open in full-screen mode and stay that way until they click Finish. This secure environment prevents students from accessing other applications, browsers, or files.
- If you plan to include audio or video questions, make sure that the media player is embedded directly in the question itself. This is the only way students can control playback (play, pause, or stop) while the browser is locked down.
- If you add a link to another web page inside a question, Respondus LockDown Browser will allow students to open that one page in a secure window; however, any links beyond that page will be blocked. To avoid confusion, double-check that any linked page contains all the information students need right there, without requiring further navigation.
- Finally, it is a good idea to remind students of a few simple best practices before the test day. Encourage them to restart their computers, close unnecessary programs, and make sure they are using the latest version of Respondus LockDown Browser.
- If students experience technical difficulties, they should contact the Montgomery College IT Service Desk at 240-567-7222 or email itservicedesk@montgomerycollege.edu for immediate support.

CLOSING REMINDER

By preparing students early, offering a practice quiz, and designing your tests thoughtfully, instructors can make the Respondus experience smooth and stress free for both you and your students.
