If your instructor is requiring you use Respondus LockDown Browser for your test and you have installed Respondus LockDown on your computer:

1. Close all programs, except for one web browser
2. Log into your instructor’s class site
3. Click on the link for quiz
4. Click on the **Launch LockDown Browser** button

5. A popup will appear at the top, click on the **Open LockDown Browser** button

6. LockDown Browser will launch from your computer. If prompted, choose Yes to close any blocked programs (e.g. screen capture, instant messaging). Or, exit LockDown Browser and then close the blocked program before restarting.
7. Click **Start Quiz** to begin

Once a quiz has been started within LockDown Browser, you cannot exit until the **Submit all and finish button** is clicked. Once you have clicked **Submit all and finish**, you can close Respondus LockDown Browser.

**TIP: SAVE OFTEN** during this exam in the event of computer hiccups, power outages, etc.

1. Click on the **Next** button at the bottom of the page, you will be taken to the next page
2. Click on numbers that appear under the **Quiz navigation** at the top right of the exam to return to the response you were completing
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The system is not responsible for lost responses, so **SAVE OFTEN.**

**Respondus Monitor**

You may be required to use LockDown Browser with a webcam, which will record you during an online, non-proctored exam. (The webcam feature is sometimes referred to as “Respondus Monitor.”)

Please note the following:

- Your computer must have a functioning webcam and microphone.
- Be on a reliable internet connection. Keep in mind that wireless connections can fluctuate in strength and connectivity, it is highly recommended that you use a wired connection.
  - If you can only be on a wireless connection, **avoid** using UCLA_WEB which is the public wifi on campus. This wifi connection isn't secure and anyone can connect to it, so you might notice some slowness while using this wifi network. We recommend that you **use UCLA_Wifi or eduroam** instead. Both require you to log into the network with your UCLA logon. If you are in the dorms, we recommend that you use UCLA_SECURE_RES or eduroam.
- Ensure you’re in a location where you won’t be interrupted.
- Turn off all other devices (e.g., phones).
- Clear your desk of all external materials not permitted (e.g., books).
- Close all open programs on your computer except for CCLE.
- Remain at your computer for the duration of the test.
- To produce a good webcam video, do the following:
  - Avoid wearing hats with brims;
  - Ensure your computer's on a firm surface— not on your lap, a bed, or other surfaces that might move;
  - If using a built-in webcam, avoid tilting the screen after the webcam setup is complete; and
  - Take the exam in a well-lit room and avoid backlighting, such as sitting with your back to a window.

If a quiz requires LockDown Browser and a webcam, follow steps 1-5 in the previous section. At this point the Startup Sequence for the webcam begins.

1. You will first need to review and agree to the Terms of Use.
2. The Webcam Check will confirm that your webcam and microphone are working properly. The first time the Webcam Check is performed on a computer, Adobe Flash Player will require you to select Allow and Remember.
3. The remaining steps of the Startup Sequence will depend on settings chosen by your instructor. Follow the instructions and note your progress along the top of the screen.
4. If you encounter a problem, select the **It’s not working link** for troubleshooting tips. The quiz will begin after the Startup Sequence is complete. You cannot exit LockDown Browser until the quiz is submitted for grading.

**Problems?**
If the links inside the quiz are not responding:
1. Click on the red X to close the program
2. Respondus will warn you that you are leaving with the message "Do NOT close the browser until the exam is complete. Your instructor will be notified if you exit the exam early."

3. Click **Close the browser** to continue
4. Provide a reason why you are closing the browser and click **Submit and close the browser**

5. If there is still time during the exam, launch LockDown Browser again

If the system is not responsive, the only option is a power down restart:

1. Start the system from a power down (not suspension).
2. Start LockDown Browser and let it navigate to the class site login page. A login is not necessary.
3. Once you're at the login page, shut down LockDown Browser.

If this is during regular business hours and you have problems downloading, installing, or taking an assessment with Respondus, please **contact the SSC CCLE Helpdesk immediately**: (310) 206-2821 or help@ssc.ucla.edu.