

HOW TO DOWNLOAD AND UPDATE RESPONDUS LOCKDOWN BROWSER

In order to take exams in your Canvas course, you will need to download and use Respondus Lockdown Browser, which is a secure browser that will prohibit you from using other programs on your computer while you are taking some tests. We strongly recommend you download this browser off campus, as you may have difficulties downloading it on campus.

Follow these steps to download Respondus Lockdown Browser:

Step 1: In any browser, navigate to this link:

<https://download.respondus.com/lockdown/download.php?id=448845687>

Step 2: On the screen (shown below), Push the **Install Now** button in the right column to begin the installation process.

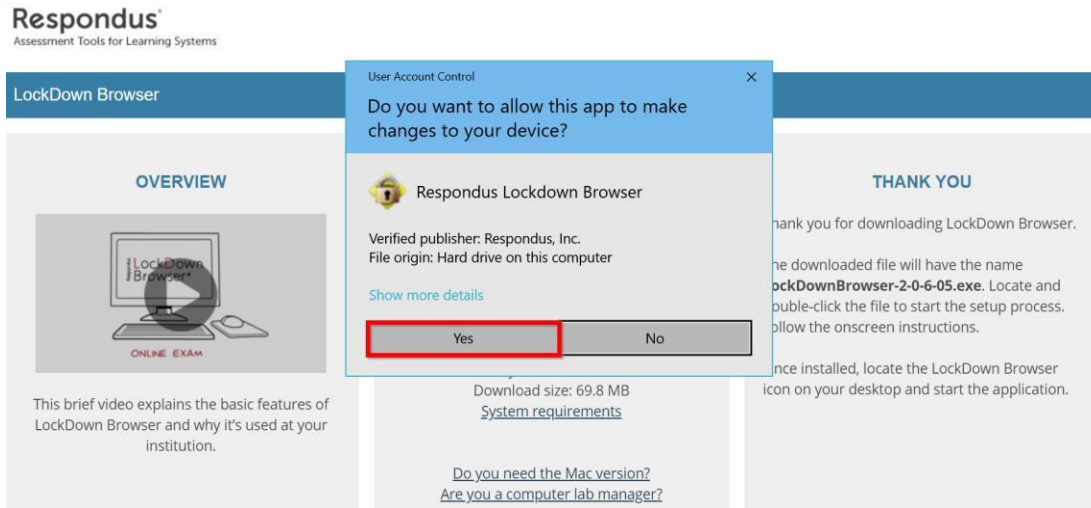
The screenshot shows the Respondus LockDown Browser download page. The page has a blue header with the Respondus logo and the text "Assessment Tools for Learning Systems". Below the header is a blue bar with the text "LockDown Browser". The page is divided into three columns: "OVERVIEW", "VERSION", and "INSTALL". The "INSTALL" column contains the text "Install LockDown Browser for: University of Texas Health Science Center at Houston" and a large yellow "INSTALL NOW" button with a red border. Below the button is a note: "Note: Your antivirus software must allow you to install software." and a line of text: "By clicking the 'Install Now' button, you acknowledge that".

Step 3: An .exe file will download. When this download is complete, open the file by clicking on it.

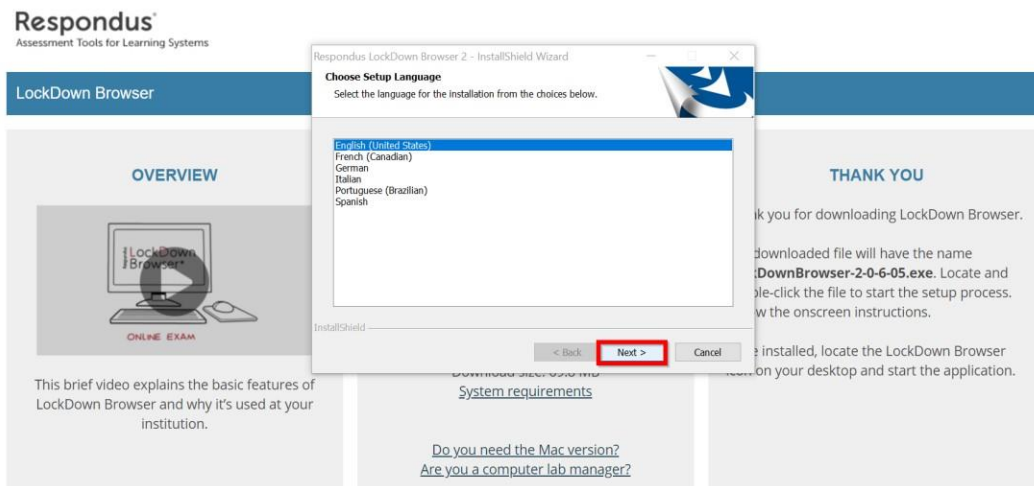
The screenshot shows the Respondus LockDown Browser download page after the installation process. The page has a blue header with the Respondus logo and the text "Assessment Tools for Learning Systems". Below the header is a blue bar with the text "LockDown Browser". The page is divided into three columns: "OVERVIEW", "VERSION", and "THANK YOU". The "THANK YOU" column contains the text "Thank you for downloading LockDown Browser." and "The downloaded file will have the name LockDownBrowser-2-0-6-05.exe. Locate and double-click the file to start the setup process. Follow the onscreen instructions." and "Once installed, locate the LockDown Browser icon on your desktop and start the application." Below the page is a taskbar notification for the file "LockDownBrowser...exe" with a red border around it.

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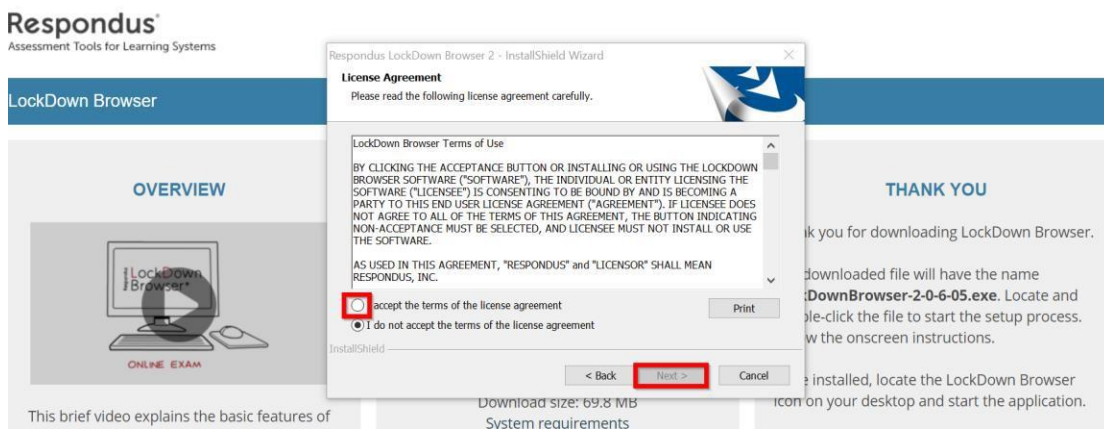
Step 4: A window will appear, asking if you want to allow this app to make changes to your device. Select **Yes**.



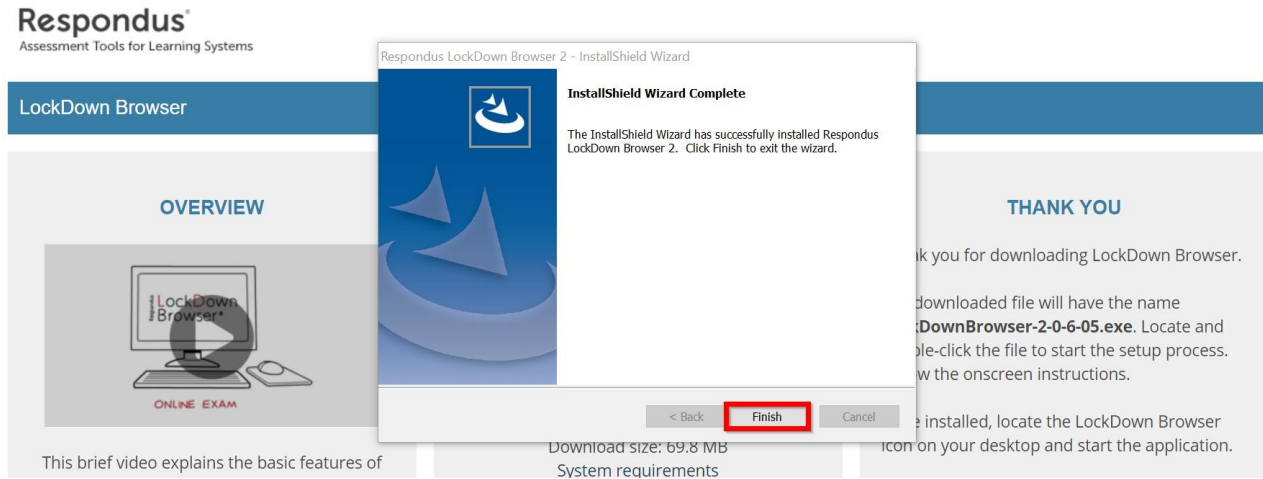
Step 5: You will select your language (English is the default) and select **Next**.



Step 6: You will be asked to agree to the terms. Select **I agree to terms**, then **Next**.



Step 7: Select **Finish** to complete installation.



To use Respondus Lockdown Browser, launch it from the desktop icon. You can login to Canvas and complete your exam through the browser.



Note:

Respondus Lockdown Browser will force you to close certain types of programs, such as email and chat, in order to use it to take your exam. You can allow the browser to close these for you or close them yourself.

INSTRUCTIONS FOR UPDATING RESPONDUS LOCKDOWN BROWSER

How to update LockDown Browser:

<https://support.respondus.com/hc/en-us/articles/4409607243035-How-to-update-LockDown-Browser>

If the update fails, follow the instructions below to uninstall/re-install the software:

1. Uninstall the Respondus Lockdown Browser.
2. Go to the installation page at the following link and click on **Install Now**:
<http://www.respondus.com/lockdown/download.php?id=448845687>

NOTE: If you are installing over the secured wireless at the SON, you need to click **Click this link** in step 2 of the install process and you must do so quickly because the page will update and the link will disappear. Once you click the link, the University warning page regarding the potential dangers of downloading executables will display and you should click the **Continue** button to download the install file.

Once you have downloaded the installation file and successfully ran it, verify that you can open the Respondus LockDown Browser without any issues and successfully login to Canvas from it.