

LockDown Browser Help Center

The Help Center is a new feature for LockDown Browser and Respondus Monitor that helps troubleshoot technical issues with a student's computer. The Help Center includes a *Webcam Check*, a comprehensive *System Check* and *Knowledge Base* area. Instructors should have students run the Webcam Check and System Check before taking each exam in LockDown Browser. If there are any issues found, the student can have the results emailed to them, contact the KSU Student Help Desk, and forward a copy of the results.

The Help Center is found on the toolbar of LockDown Browser after logging into the LMS (D2L or Moodle).



Figure 1 - LockDown Browser Help Center

The Help Center contains three areas: *Pre-exam Webcam Check*, *System & Network Check*, and *Knowledge Base*.

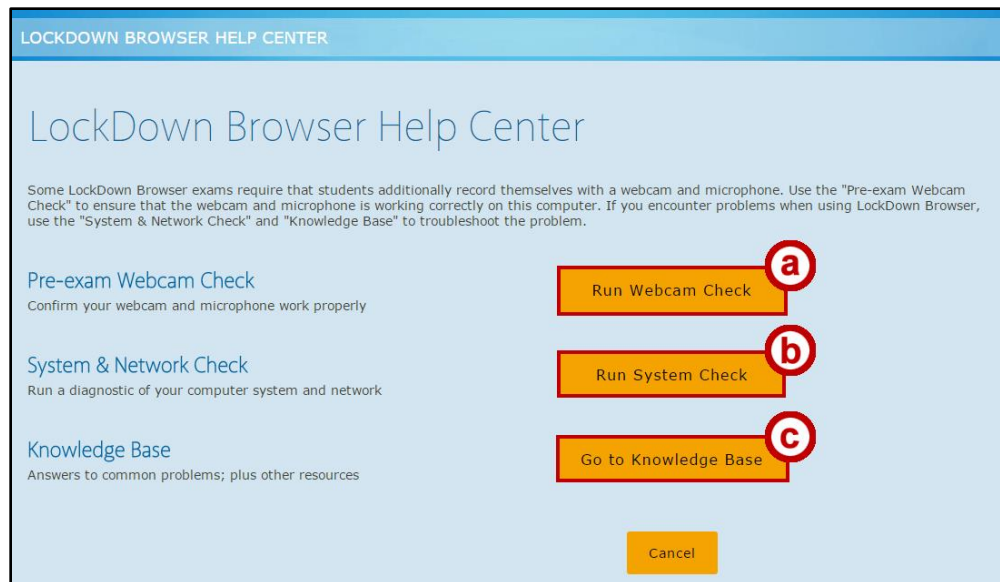


Figure 2 - LockDown Browser Help Center

- Pre-Exam Webcam Check** – Enables students to check their webcam functionality (See Figure 2).
- System & Network Check** – Runs a series of diagnostic checks to make sure the student's computer is functioning properly and meets the minimum system requirements. The results of the system check can be emailed to a help desk for further troubleshooting (See Figure 2).
- Knowledge Base** – Provides answers to the top questions or issues that relate to using LockDown Browser and a webcam (i.e. Respondus Monitor) (See Figure 2).