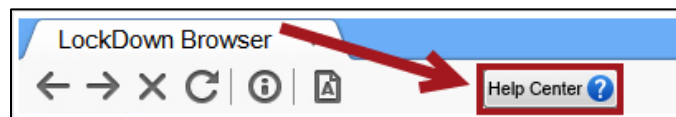


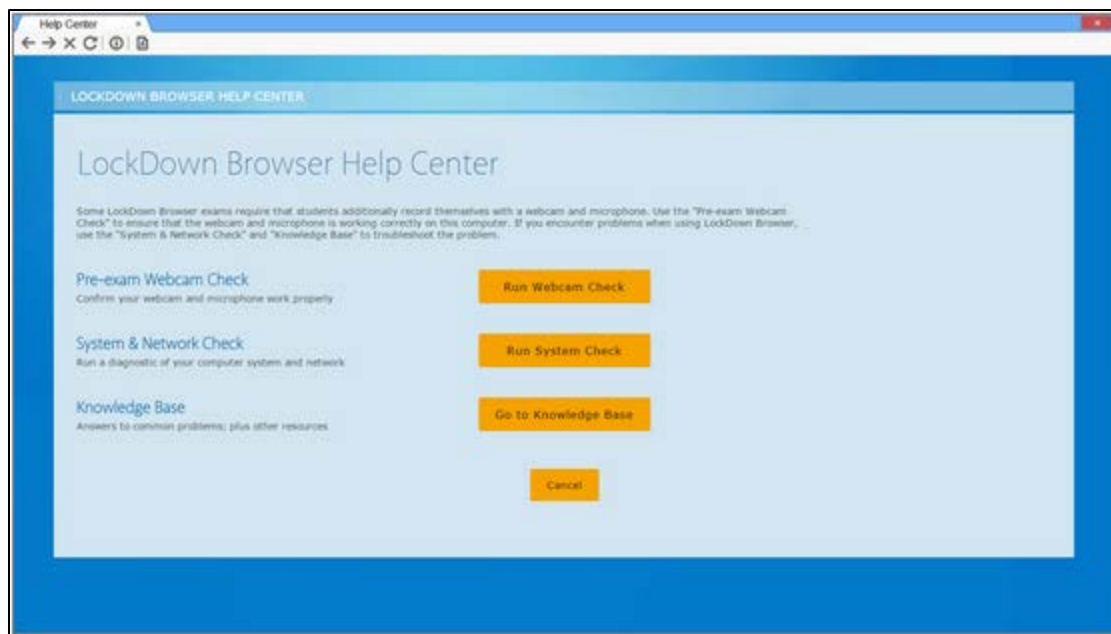
LockDown Browser Help Center

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. ***NOTE:** 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 then forward a copy of the results. See below for more information about the Help Center.

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



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



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