

UAHT Student Guide to Respondus with Troubleshooting

Getting Started

1. Review the UAHT Academic Honesty Respondus Testing Policy on the [UAHT Tech Support for Students website](#). This will help you understand proper testing procedures to avoid percentage or point deductions on exams.
 2. Watch the [Respondus LockDown Browser + Monitor introduction video](#).
 3. Use an **external webcam** for all tests. Connect your webcam **before opening the test**.
 4. Watch the [How to Use Respondus on Your Device video](#) as each device functions differently.
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Using Respondus by Device

Windows or Mac Computers

1. Log into Blackboard and open your test.
2. If needed, install LockDown Browser using the link provided in your course or visit:
Download Respondus LockDown Browser:
<https://download.respondus.com/lockdown/download.php?id=466350666>
3. Exit the course, then return and select **Start Attempt**.
4. Follow the prompts to complete:
 - ID verification
 - Environment scan

Note: After installation, you only need to open the test and select **Start Attempt** for future exams.

Chromebook (Personally Owned)

1. Log into Blackboard and open your test.
2. If needed, install the Respondus LockDown Browser extension from the Chrome Web Store.
3. Exit the course, return, and select **Start Attempt**.
4. Complete:
 - ID verification

- Environment scan

Note: After installation, you can access future tests directly.

Chromebook (Borrowed from UAHT or High School)

- The Respondus extension is already installed.
- Open your test and select **Start Attempt**.

UAHT-managed Chromebook login:

- Email: student@student.uaht.edu
- Password: student1!

After logging in, open Chrome and access Blackboard using your **college credentials**.

iPad

1. Install **Respondus LockDown Browser** from the App Store.
 2. Open a web browser and log into Blackboard.
 3. Navigate to your test and select **Start Attempt**.
 4. Complete:
 - ID verification
 - Environment scan
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Troubleshooting

If you experience issues, try the following:

- Update your **Chrome browser**
- Update the **Respondus LockDown Browser or app**
- Use a different browser (*non-Chromebook devices only*)
- Restart your device
- Uninstall and reinstall Respondus

If problems continue:

- Contact your instructor
- Use another computer or laptop
- Take the test in an on-campus lab