

ENSURING A SMOOTH TEST-TAKING EXPERIENCE WITH RESPONDUS MONITOR (webcam) + LOCKDOWN BROWSER

Here are a few tips to improve less-than-perfect internet connections when taking online exams.

1. Always take a practice quiz that requires the use of LockDown Browser and Respondus Monitor, before taking a graded exam. (This would be provided by your instructor, so if you don't see one, ask for it!)
2. Use the Help Center in the browser itself to test your connection prior to starting an exam.



Or use the stand-alone Startup Sequence, to test all the pre-exam steps:
respondus.com/webcamcheck

3. Make sure you are always using the current version of the browser (open the browser and click (i) to update).



4. If you have an inconsistent or unreliable internet connection, here are some additional steps to take:

- If possible, plug an Ethernet cable into the computer to ensure the best possible network connection/speed. (Don't have an Ethernet port? It may be worthwhile to purchase an Ethernet to USB cable.)
- If an Ethernet connection is not possible, move as close to the wifi router as possible.
- When using wifi, avoid networks that have heavy traffic, such as libraries, bookstores and cafes.
- Shut down all other applications on your computer other than LockDown Browser. This will help reduce the bandwidth being used by other applications running in the background. You may want to restart your computer.
- Shut down (or put in "airplane mode") all other devices, such as smartphones and tablets, if they are using the same wifi network.
- Avoid repeated saving of questions. A request is sent to your learning system every time a question is saved. If there are multiple requests in a short time and you don't have a strong connection, all those requests could consume the available bandwidth, resulting in an interruption.
- If using shared WiFi, request that others using the same network (such as family members or roommates) not engage in bandwidth-heavy activities, such as streaming video (Netflix), playing games, etc.