

This document provides general information about Respondus, including its purpose, supported technology and system requirements, as well as troubleshooting tips to help you prepare for your exam.

You should review this document before your exam. We strongly encourage reviewing it **at least one business day prior to your scheduled exam** so there is enough time to resolve any technical issues during normal business hours for both Axon and Fisdap. This will help prevent delays on your exam day.



Faculty Quick Start Guide

Respondus LockDown Browser + Monitor

What is Respondus LockDown Browser + Monitor?

Respondus is a locked down browser used when taking Fisdap proctored assessments. It prevents students from copying, printing, visiting another URL, or accessing other applications during a test. If a Fisdap test requires the LockDown Browser to be used, students cannot take the test with a standard web browser. The Monitor records the student during the exam. The record will only be reviewed if there is a reason to believe the test protocol has been breached.

System Requirements for Students

Windows: 10 or 11

Mac: macOS 10.15 to 14.0+

ChromeOS: LockDown Browser for Chromebook minimally requires the version of ChromeOS that Google makes available via their Long Term Support (LTS) channel. For more information, visit: Chrome Releases: [LTS](#)

Important for Chromebook Users:

- To install the LockDown Browser extension, students must use the regular LockDown Browser installation link provided by your school. This link will direct them to the Chrome web store, where they should select "Add to Chrome" to install the extension. Note that they cannot search for the app directly from the Chrome web store.
- Managed Chromebooks: Students will need the necessary permissions to install Chrome extensions, or the extension will need to be pushed to their Chromebooks via the Google Admin Suite.

ios: 15.0+ (iPad only)

- Web camera (internal or external)
- Microphone (internal or external)
- An internet connection of at least 5 Mbps (ideally 10 Mbps or more). Test internet speed using <https://www.speedtest.net/>
- Administrator rights to install Respondus If device is managed by school, please reach out to IT administrator to have Respondus installed.

Respondus Installation on School Managed Devices

Administrator rights are required to install Respondus. If students are using a device managed by the school, please reach out to your IT administrator to have Respondus installed. Even if your school already uses Respondus, you will need to download the Fisdap specific links:

Windows: <https://downloads.respondus.com/OEM/LockDownBrowserOEMSetup.exe>

Macs: <https://downloads.respondus.com/OEM/InstallLDBOEM.zip>

iPad: <https://apps.apple.com/us/app/lockdown-browser/id659101775>

Chromebook: <https://chromewebstore.google.com/detail/lockdown-browser-for-fisd/jfjapbalpanaomdmnnjjehfkchplpbpf>

Proctor Experience

Fisdap continues to recommend in-person proctoring as a best practice. Our new enhanced security is designed to supplement, not replace live proctors.

At this time, Fisdap is responsible for reviewing incidents within the videos.

Artificial intelligence from Proctorio flags possible incidents, and the Fisdap Test Security team and others review these incidents daily. If follow-up is needed, they will reach out to the test taker and faculty. Program Directors can request to review exam attempts by contacting Fisdap Support at support@fisdap.net

Your students will be the only ones to interact directly with the Respondus functionality.

Assessment Scheduling

With this new solution in place, the process for scheduling exams remains largely unchanged. The only minor update is that you can now schedule exams within a more focused two-week window.

Exam Day

If your students run into any trouble starting the exam or going through the diagnostic/security checks, they can simply close the assessment and click on the Support icon at the bottom of the screen for help.

If the students have issues with the assessment ID, the proctor should contact Fisdap Support at support@fisdap.net, on behalf of the cohort. The proctoring steps during the exam are as follows:

- Log into your faculty account at <https://fisdap-members.jblearning.com>
- Begin proctoring your selected Fisdap assessment.
- Wait for the students to complete the diagnostic and security checks, then proctor the exam as usual.
- Any abnormalities will be reviewed by the Fisdap Test Security team. The proctor will only be notified if there is substantive evidence of cheating.

Respondus LockDown Browser + Monitor features at work during an exam

Test Taker Verification and System Checks

- Desktop screen share
- Student or government-issued ID
- Webcam
- Audio
- Environment check
- Facial detection check

Recording Features

Each test taker will agree to the use of their device's audio and video. The proctor will not have access to audio or video during or after the exam. A record of the following will be kept by the Fisdap Test Security team and will be reviewed if abnormalities are detected during the exam:

- Video record of test taker during exam to ensure test environment is secure
- Audio record of test taker to ensure no verbal cues are provided
- Screen and web traffic record of device during exam

LockDown Browser Features

A student can expect the following security measures during their assessment.

- Download capability blocked
- Right click disabled
- Browser lock down (force full screen, no additional applications open, no secondary monitor, print/print screen disabled, clipboard disabled)
- Validation and authorization from proctor required for re-entry if kicked out of exam

Need Support?

- If you or your student experiences technical difficulties, please contact Fisdap Support at support@fisdap.net for assistance.
- Please note that if you are administering an exam outside of Fisdap Support hours, live assistance will not be available.
- Find the answers you need in our Support section by visiting <https://www.fisdap.net/support>



This document contains detailed instructions for preparing your device for your exam. It includes guidance on choosing a recommended device, testing your internet speed, installing Respondus LockDown Browser, and preparing for exam day. It also provides comprehensive troubleshooting tips and resources for both you and your system administrator if you are using an employer-issued device, as organizational security settings may limit Respondus functionality.

You should review this document before your exam. We strongly encourage reviewing it **at least one business day prior to your scheduled exam** so there is enough time to resolve any technical issues during normal business hours for both Axon and Fisdap. This will help prevent delays on your exam day.

Steps to complete before the exam (recommend at least a day prior to the exam)

- Confirm that your device is up to date and supported by the manufacturer.
 - If an update is available, install it before taking the exam.
 - If your device, operating system, or browser is out of date, Respondus may not function correctly.
 - To confirm Windows support status, review Microsoft's product lifecycle information:
<https://learn.microsoft.com/lifecycle/products/?terms=windows>.
 - To confirm macOS support status, review Apple's macOS compatibility information: <https://support.apple.com/en-us/109033>.
 - On iPad: Settings > General > About.
 - On Chromebook: Settings > About ChromeOS.
- Test your internet speed at the location where you will take the exam.
 - Minimum speed: 5 Mbps upload and 5 Mbps download (10 Mbps recommended). Ping should be under 100 ms across the reported categories to support a smooth testing experience.



- A wired Ethernet connection is strongly recommended, particularly if your Wi-Fi connection is unstable.
- Verify that your webcam and microphone are working properly.
 - If your webcam has a privacy shutter, confirm that it can be opened.
- Install Respondus before exam day whenever possible. Fisdap Enhanced Security exams require the Fisdap version of Respondus on Windows and macOS. If a different version is installed, download and install the Fisdap version.
 - **Windows:**
<http://downloads.respondus.com/OEM/LockDownBrowserOEMSetup.exe>
 - **Macs:** <http://downloads.respondus.com/OEM/InstallLDBOEM.zip>
 - **iPads:** <http://apps.apple.com/us/app/lockdown-browser/id659101775>

- **Chromebooks:** <http://chromewebstore.google.com/detail/lockdown-browser-for-fisd/jfjapbalpanaomdmnnjehfkchplpbpf>
- **Note:** If you are using a school-managed device and are prompted for administrator credentials, contact your school's IT department to install Respondus.
- Completing these steps before exam day allows time to make any necessary adjustments or arrange an alternative device.

On the day of the exam

- Confirm you are using the latest version of Respondus.
- Verify your internet speed.
- Use a stable, reliable internet connection (wired Ethernet is strongly recommended).
- Verify that your webcam and microphone are working properly.
 - Avoid using multiple connected webcams or audio devices.
 - Bluetooth headphones and other audio devices with microphones can cause conflicts.
- Plug in your computer or ensure the battery will last for the entire session.
- Disable notifications, screen savers, sleep mode, and automatic updates.
- **Close all other applications** before launching LockDown Browser (e.g., Zoom, Teams, Discord, screen recorders, cloud backup tools, VPNs). LockDown Browser prevents other programs from running.
 - If you use a VPN, disable it during the exam. Some antivirus products (e.g., McAfee) include built-in VPN features that may also need to be turned off.

Supported devices

- **Respondus supported devices (as of March 2026)**
 - Note: Supported Respondus devices may differ from Fisdap supported devices
 - Windows: Windows 10 or 11 (S Mode and SE are not supported)
 - macOS: macOS 12 or newer

- Chromebook: ChromeOS version supported by Google's Long Term Support (LTS) channel
- iPad (iPadOS): iPadOS 15 or newer
- For the most up-to-date operating system and browser requirements, refer to the Respondus support page: <https://support.respondus.com/hc/en-us/articles/4409607170459-What-are-the-computer-requirements-for-installations-of-Respondus-LockDown-Browser>
- **Unsupported devices**
 - Devices that are not supported by Respondus
 - Android Tablets
 - Remote desktops
 - Linux operating systems

Troubleshooting

To install a newer version of Respondus, first uninstall the existing version:

- Windows: Control Panel > Programs and Features
- macOS: In Finder, open Applications, drag the LockDown Browser app to the Trash, and then empty the Trash.

How do I know when a new version of Respondus is available?

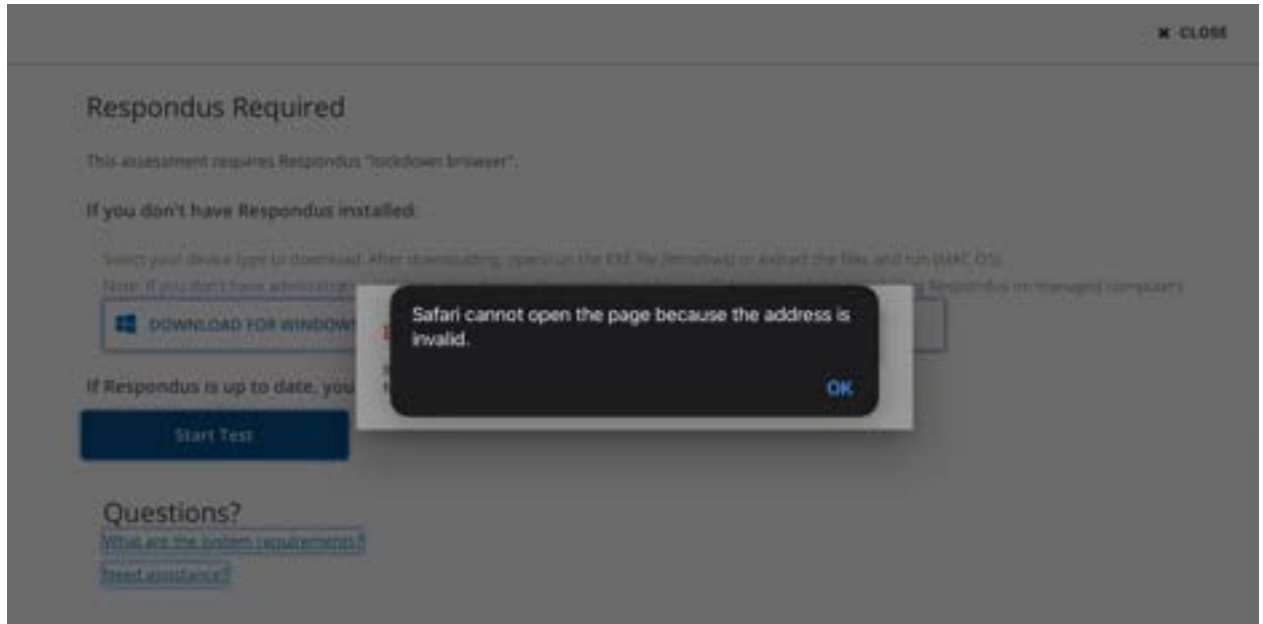
- Sign up to receive email alerts for new versions of Respondus: <https://go.respondus.com/l/710093/2019-10-22/731rv>
- Track new versions of Respondus: <https://support.respondus.com/hc/en-us>

If you see a message like the examples below, you are likely launching the exam from the LockDown Browser. Exams must be launched directly through Fisdap.

- Asking for college account
- Defaulting to a college or another institution account

iPad

- If you see the error “Safari cannot open the page because the address is invalid” on an iPad, the Respondus app is likely not installed. Download and install LockDown Browser from the Apple App Store (either by selecting “Download for iPad” or by installing the “LockDown Browser” app directly).



- If you have issues completing the Environmental Check in LockDown Browser, refer to: <https://respondus.knowledgeowl.com/home/webcam-hangs-at-environment-check>.

IT administrator information

- In a classroom setting, the minimum bandwidth should be available per student. For example, for 10 students, plan for at least 50 Mbps.
- IP allow list:
 - *.jblearning.com
 - *.cloudflare.com
 - *.cloudfront.net
 - *.respondus.com
 - *.respondus2.com
 - help-center-respondus-com.s3.amazonaws.com
 - server-profiles-respondus-com.s3-external-1.amazonaws.com

Respondus IP allow list - <https://support.respondus.com/hc/en-us/articles/29456577007003-Firewalls-Content-Filters-and-Proxy-Servers>

- Contact Support for Respondus Lab Installer details.
 - This option supports installation on school-managed devices and can help avoid prompts for administrator credentials during installation.