If Students Cannot Access Quiz Through LockDown Browser

Last Modified on 08/31/2023 3:20 pm CDT

If students have trouble accessing your quiz using LockDown Browser, check the following:

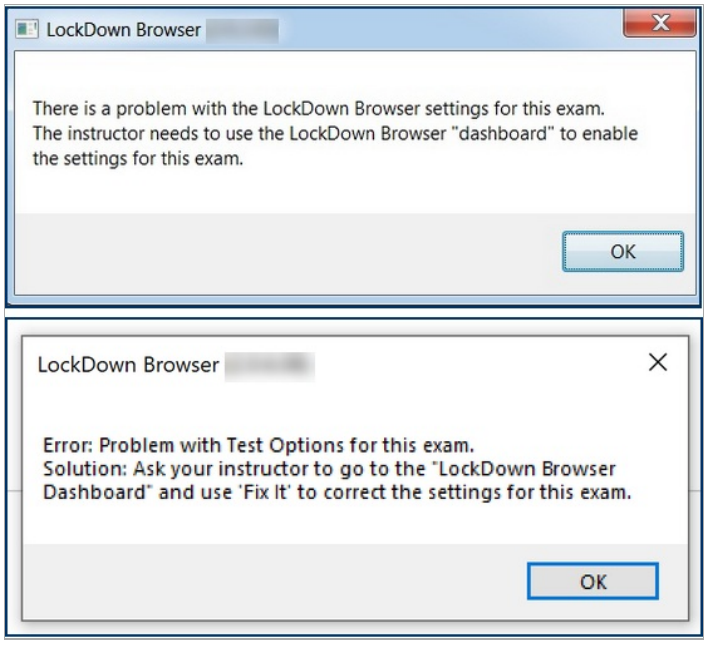
The current version of LockDown Browser will be listed on the LockDown Browser Version History (https://www.respondus.com/support/ldbverhist.php) page. Instruct students to contact the IT Service Desk (https://vlac.lonestar.edu/help/additional-technical-issues) if this is not the version you have.

1. Students should always access quizzes through either one of the following two routes:

   1) Access the quiz through the **Content module** designated by the Instructor.
   2) Access the quiz through **Course Activities > Quizzes**

   If students try to access the quiz through the link in the Update widget from the course homepage, they could get an error.

2. **After a course copy, faculty must access the LockDown Browser Dashboard to re-sync all the settings.** If you do not access the LockDown Browser Dashboard before the students take a quiz requiring LDB, your students may see the following error:



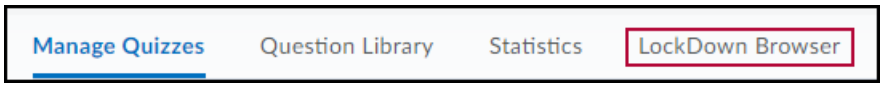
   The solution is simply to access the LockDown Browser Dashboard by going to **Course Activities** > **Quizzes** > **LockDown Browser** tab.

3. If the title of the quiz is changed after the LDB settings are established, the **[Fix It]** button will return and have to be clicked again to resolve issues.

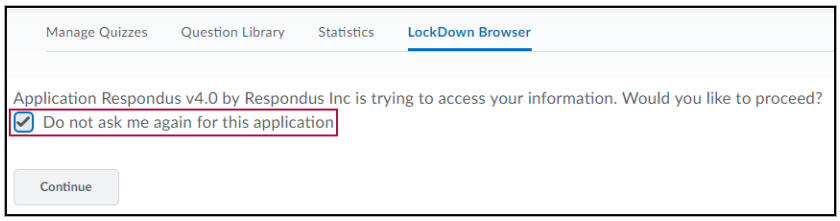
What to Try Now

1. From the **Navbar**, select **[Course Activities]**, and then select **[Quizzes]**.

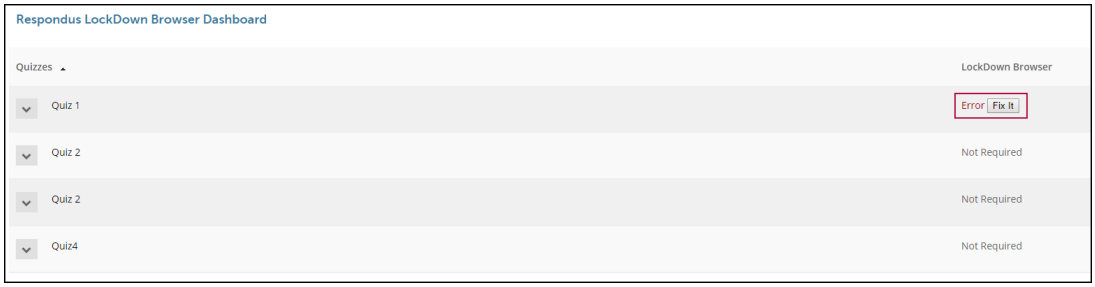
2. Select the **LockDown Browser** tab. The LockDown Browser Dashboard listing of all quizzes displays. Indicate if they have LockDown browser or Monitor enabled.



3. If you see an alert asking you *"Application Respondus v4.0 by Respondus Inc is trying to access your information. Would you like to proceed?"* select the checkbox for **[Do not ask me again for this application]**, and then click **[Continue]**.



4. If you see the **[Fix It]** button listed on a quiz, click it, as it fixes settings with errors.



5. If you see **[Required]** button in green, you are all set.

Still Having Trouble?

- Try clicking the **[Fix it]** button again.
- Try shortening the password.
- Contact **LSC-Online** through vtac@lonestar.edu () or make an appointment with a technologist (https://app.acuityscheduling.com/schedule.php?owner=12117659&appointmentType=category:Virtual+Teaching+Assistance+Center).