RESPONDUS LOCKDOWN BROWSER HELP

Use these steps to help fix your issues when trying to launch Respondus Lockdown Browser

STEPS

- ☐ Check to see if you have an old version of Lockdown Browser installed on your computer. You must install the software that is specific to Wesleyan College. Here is the link. You will need to uninstall any old versions.

- ☐ Check to make sure you are clicking on the Lockdown Browser program and not the install file. You should be clicking on the one on your desktop.

- ☐ Make sure all startup programs are closed. Go to the task manager and stop any programs that may cause Lockdown Browser not to launch. The programs may appear to be closed but could still be running in the background. Programs like Skype can cause an issue running in the background.

- ☐ Respondus has a built-in checker that may help to resolve your issue and they have 24/7 chat support. The link below will show you how to open the environment check and request assistance.

  https://web.respondus.com/student-help-livechat/

If you are still having issues, please contact your ITA in the residence hall or enter a helpdesk ticket. You may also call 478-757-5239.