LockDown Browser

Faculty - User Manual

LockDown Browser is a browser which increases the security of exam delivery in Moodle. When students use LockDown Browser to access an exam, they are unable to print, copy, go to another URL, or access other applications. Once an assessment has started, students are locked into the assessment until it is submitted for grading. This e-Service supports the integrity and invigilation of a student taking an online exam.

The Office of Information Technology

✉ helpdesk@ajman.ac.ae

📞 06-7056500, or Ext.: 6500

2019-2020

Release Date: Wednesday, April 29, 2020
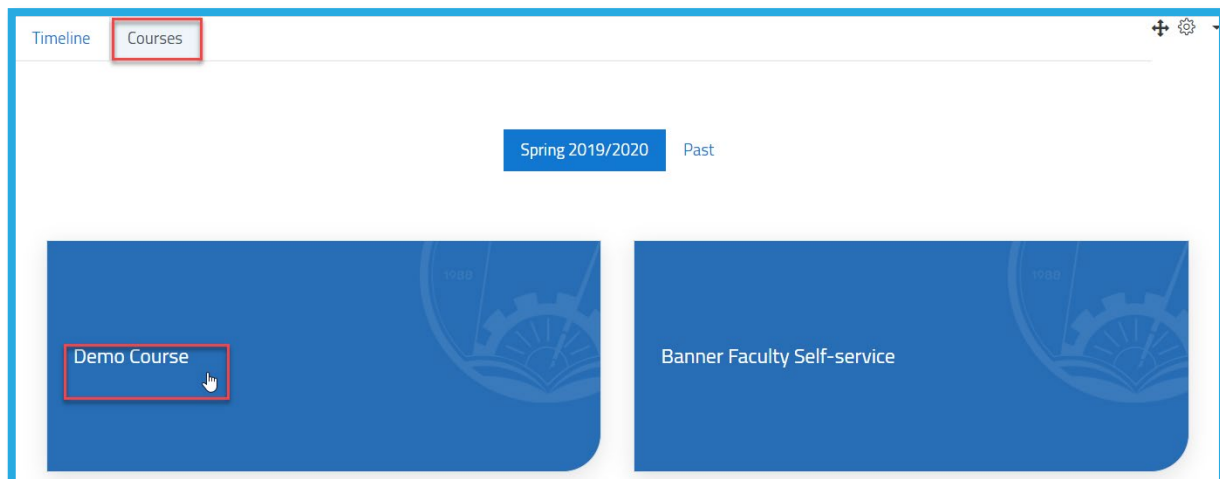Version # 1.0

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1. Create a quiz

In order to specify using LockDown browser for your online quiz, follow the below steps:

1- Log in to [Moodle](#) using your username without the domain (example: x.lastname, and **not** x.lastname@ajman.ac.ae) and password.
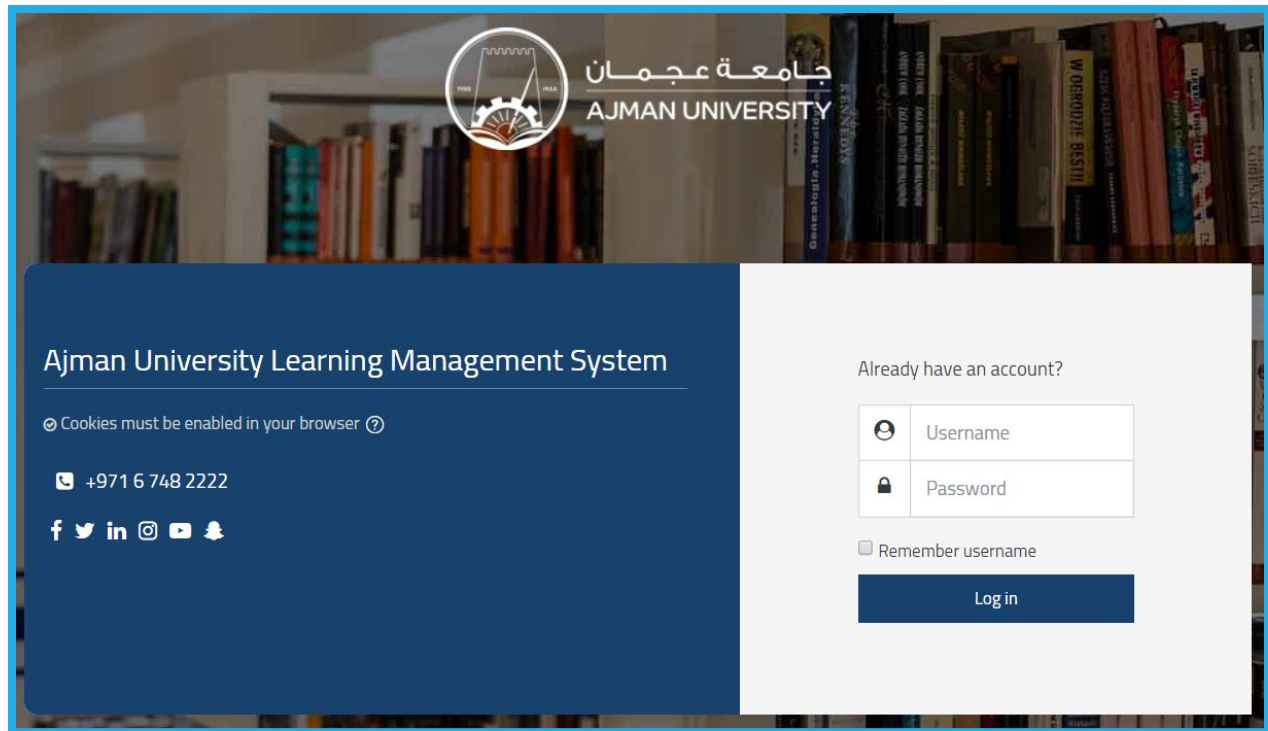
2- Select the course from the Dashboard, as illustrated below:

3- Create an Online Quiz. For more details, please refer to the **Online Quiz manual** in the Collection section of Moodle.

2. Control the LockDown Browser and web monitor settings

After creating the online quiz with the LockDown Browser, control the browser's settings by following the below steps:

1- Inside the course in Moodle, click on the **arrow** on the right side of the screen, as illustrated below:
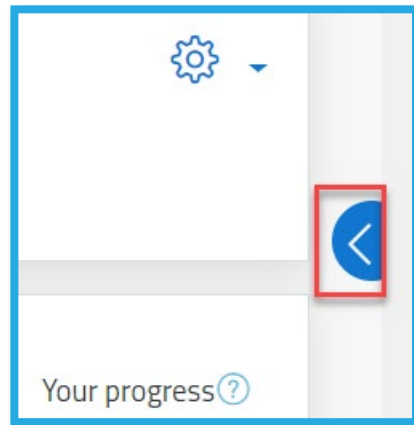

2- A side menu will appear and it includes the Respondus LockDown Browser. Click on the **Dashboard** button as illustrated below:
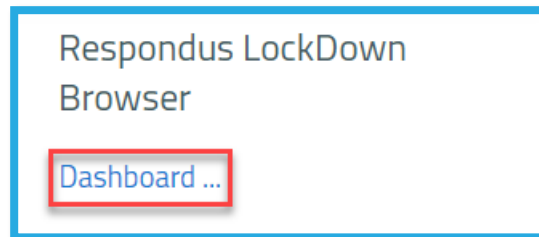
3- You will be presented by a welcome video, you may tick **the Don't show this page again** box if you want, and then click on the **Continue to LockDown Browser** button, as illustrated below:
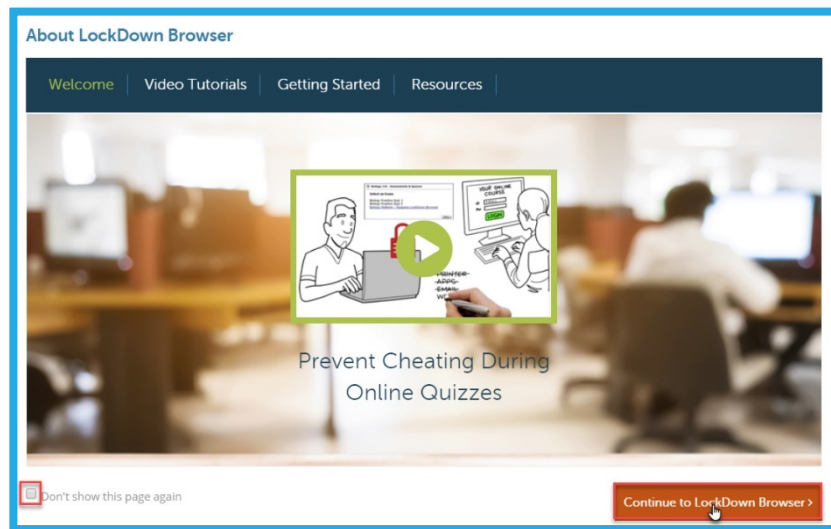

4- You will be able to view the list of quizzes that were created in your course. Find your quiz and click on its drop-down and then on **Settings**, as illustrated below:
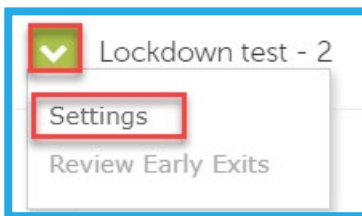
2.1 LockDown Browser settings

In this section you will be able to control the browser's setting by following the below steps:

1- In the LockDown Browser Settings, click on the **Require Respondus LockDown Browser for this exam** option, as illustrated below:
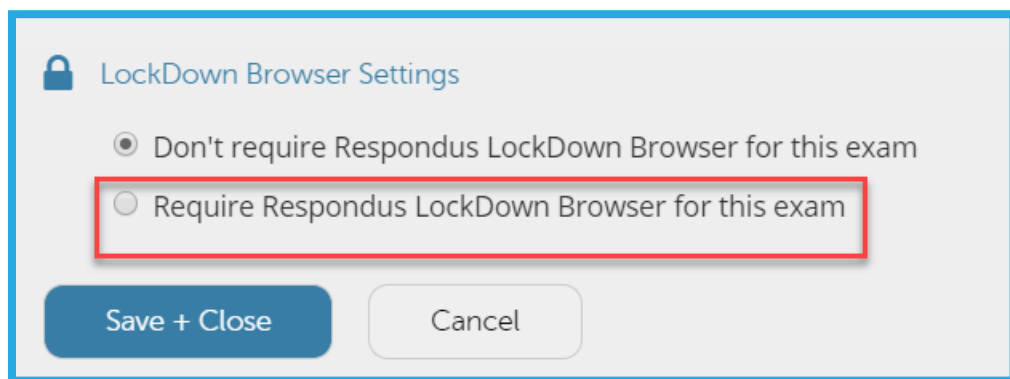
2- Maximize the **Advanced Settings** and choose the following:

1. Lock students into the browser until exam is completed: This option prevents the students to exit the browser before submitting the exam.
2. Allow students to take exam with an iPad (using the lockdown Browser app from Apple App Store): This option allows the student to take the exam using his/her iPad. However, the LockDown Browser app should be installed on the iPad to allow him/her to access the exam though the iPad.
3. Allow access to specific external web domain: If you wish to allow the students to view a webpage during the exam, enable this option and enter the link; noting that the students will be able to view the exact web page without navigating to other webpages of the same website (links in the webpage will be disabled).

Note: In order to allow the student to access the webpage, the link should be inserted as a link in the question.

4. Enable calculator on the toolbar: If you wish the students to use a calculator during the exam, enable this option, and you will be able to choose a standard or a scientific calculator.
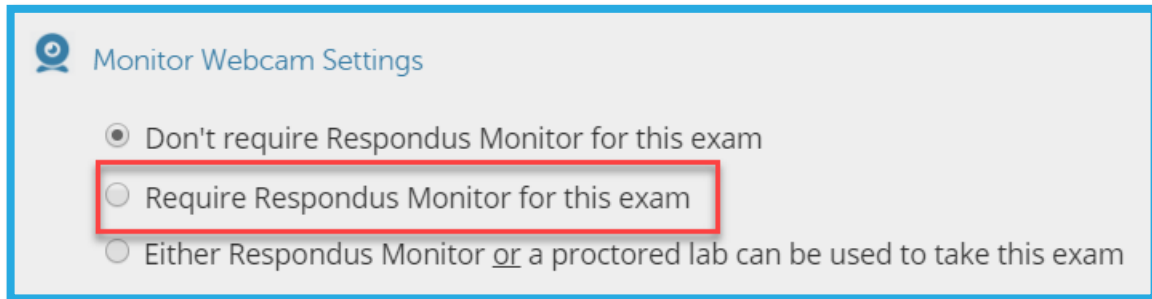
These options are illustrated below:

2.2 Monitor Webcam settings

In this section you will be able to control the webcam setting by following the below steps:

1- In the Monitor Webcam Settings, click on the **Require Respondus Monitor for this exam** option, as illustrated below:

2- You need to set the exam startup sequence as the following:

1. Webcam Check: By default, the webcam of the student will be monitored.
2. Additional Instructions: Enable this option to direct students to not access any resources or communicate with other people during the exam, etc.
3. Guidelines + Tips: Enable this option to present students with tips to follow during the exam.
4. Student photo: **This option must be enabled**, where the students will take a photo of themselves using the webcam.
5. Show ID: **This option must be enabled**, where the students will take a photo of their ID using the webcam.
6. Environment Check: Enable this option to have the students take a short video of their surroundings during the exam.
7. Facial Detection Check: This is by default enabled to detect the facial features of the students during the exam.

These options are illustrated next page:

3- Facial Detection Options must be enabled, as illustrated below:

4- Click on the **Save + Close** button.

5- You will be able to view the quiz test settings as illustrated below:

> **Note:** If there is an error in one of the columns above, click on Fix Now button and it will be fixed automatically. If that did not work, contact the HelpDesk on Helpdesk@ajman.ac.ae (with a screenshot of the error) or by calling 06-7056500.

3. View the class results

The class results allow you to review the student photo, ID, exam environment (if applicable), and the exam session video. It also allows you to view any flags during the exam session.

Once your students have completed the exam you will be able to view the class results by following the first three steps of section 2 and then click on the drop-down next to the exam title and then on **Class results**, as illustrated below:
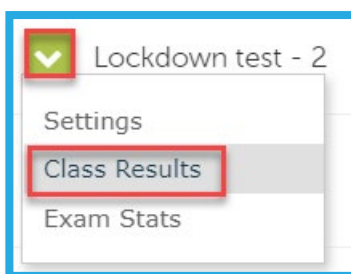
You will be presented by the list of students and several statistics in terms of number of students who completed the exam and who did not attempt it yet, and number of students for each review priority.

Note: Review Priority is a comprehensive measure that conveys whether a student's exam session warrants a closer look by the instructor. Results appear in Low, Medium, and High categories with a green-to-red bar graph conveying the risk level.

Below is an example of the class results:

As illustrated below, you can sort the students based on the name, ID, review priority, score, duration, etc.

You can expand the details of a student's exam session by clicking on the **+** sign next to their name, as illustrated below:
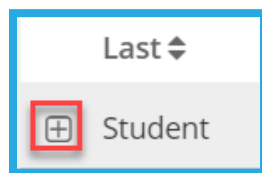
Below is an explanation of a student's exam session:

① Summary of Key data

② List of flags and milestones

③ Video playbacks and controls

④ Timeline with flags (red) and milestones (blue)

⑤ Thumbnail images from video

Below is the list of possible flags that you might encounter:

- **Missing from Frame** – the student could not be detected in the video frame for a period of time.

- **Different person in Frame** – a different person from whom started the exam may have been detected in the video frame for a period of time.

- **Multiple persons in Frame** – multiple faces are detected in the video for a period of time.

- **An Internet interruption occurred** – a video interruption occurred as a result of an internet failure.

- **Video frame rate lowered due to quality of internet connection** – if a poor upload speed is detected with the internet connection, the frame rate is automatically lowered for the webcam video.

- **Student exited LockDown Browser early** – the student used a manual process to terminate the exam session early; the reason provided by the student is shown.

- **Low Facial Detection** – facial detection could not be achieved for a significant portion of the exam.

- **A webcam was disconnected** – the web camera was disconnected from the computing device during the exam.

- **A webcam was connected** – a web camera was connected to the computing device during the exam.

- **An attempt was made to switch to another screen or application** – indicates an application-switching swipe or keystroke combination was attempted.

- **Video session terminated early** – indicates the video session terminated unexpectedly, and that it didn't automatically reconnect before the exam was completed by the student.

- **Failed Facial Detection Check** – facial detection could not be achieved during the Facial Detection Check portion of the startup sequence.

- **Student turned off facial detection alerts** – the student selected "Don't show this alert again" when the facial detection alert appeared during the assessment. The student did not receive alerts after this.

Below is the list of possible milestones that you might encounter:

- **Question X Answered** – an answer to the question was entered (or changed) by the student.

- **Pre-Exam** – the webcam recording that occurs between the environment check and the start of the exam.

- **Exam Start** – the start of the exam.

- **End of Exam** – the exam was submitted.