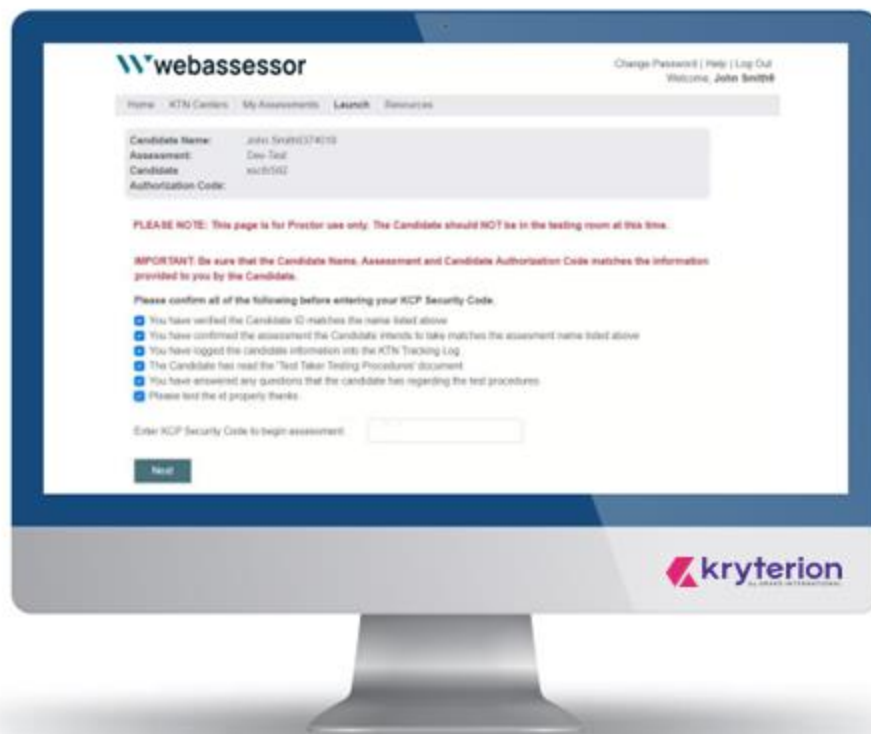# Respondus® for Webassessor™

Secure Browser Installation & Launch Guide for Client Proctored Events

Introduction

As of December 2020, the Respondus LockDown Browser® Lab (aka secure browser) application must be installed on all workstations delivering Webassessor™ exams in KRYTERION Testing Centers (KTN), in client-designated or private testing centers and at client proctored events. Administrative rights are required to download and install this application.

The secure browser should only be used with the following browsers:

- Chrome
- Edge
- Firefox
- Safari

As detailed in the following pages, the secure browser is simple to install. No additional modifications to existing PC or Mac systems are required. The following guidance was developed specifically for testing centers.

KRYTERION recommends that all testing centers launch a practice exam to confirm the successful implementation of the secure browser application before allowing candidates to launch their exams.

The Webassessor exam launch process and the launch screens Webassessor proctors are familiar with have only been slightly modified to accommodate the secure browser. A screen-by-screen launch summary is included in this document. For additional guidance see the [Respondus Video for Client Proctored Exams](#).

Since Webassessor branding varies by client, the format of the following screen shots may not match the format(s) you are familiar with.

Note that the objective in this document is to guide you through the screens that a hypothetical proctor and candidate might see at a private testing center.

KRYTERION welcomes any tips, suggestions and insights that you might want to share with us regarding this document and the processes described in it. Please send them to: [Marketing@Kryterion.com.](mailto:Marketing@Kryterion.com)

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Download the Respondus Executable File

For Windows' systems
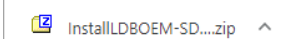
Select: https://media.webassessor.com/respondus/windows/labedition/LockDownBrowserLabOEMSetup.exe

Windows displays this exe   [LockDownBrowser....exe ^]   at the bottom of your browser. Double-click it.

File size is 97.8 MB.

For Mac OS systems

Select: https://media.webassessor.com/respondus/macos/InstallLDBOEM-SDK.zip

Your Mac displays this ZIP file   [InstallLDBOEM-SD....zip ^]   at the bottom of your browser. Double-click it.

File size is 81.6 MB.

Note: All screen shots were generated on a PC.

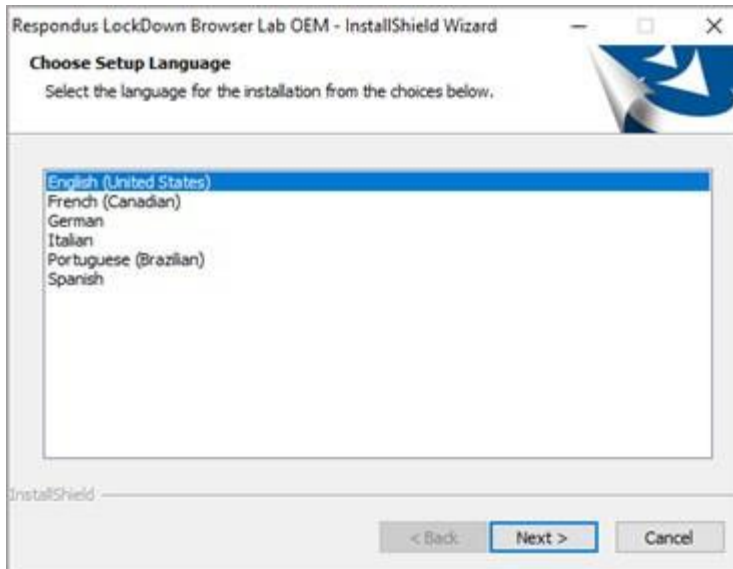## Respondus InstallShield Wizard

Respondus displays the following series of installation screens. Each of them refers to the LockDown Browser Lab OEM.
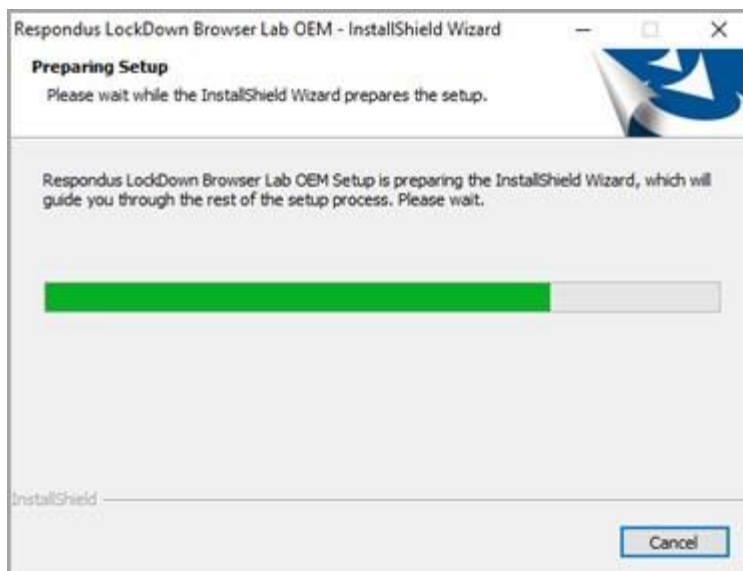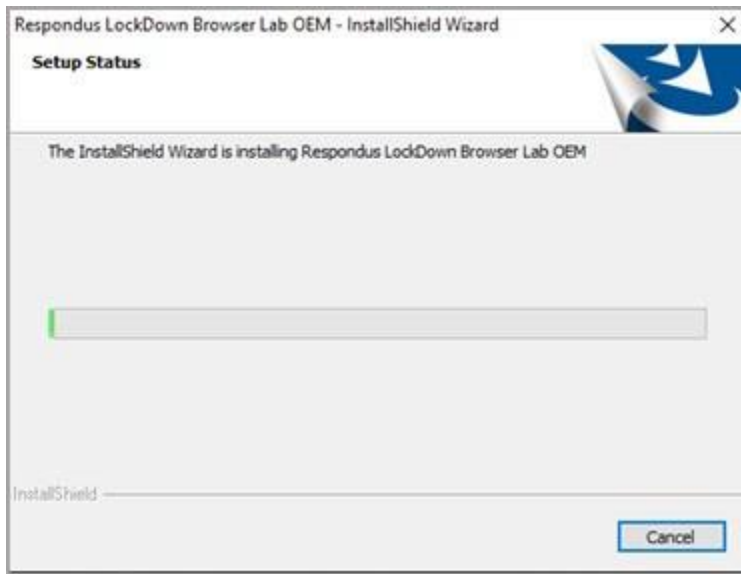
1.

The default setting is No. Select Yes.

2.

Respondus LockDown Browser Lab OEM - InstallShield Wizard

Choose Setup Language

Select the language for the installation from the choices below.

English (United States)
French (Canadian)
German
Italian
Portuguese (Brazilian)
Spanish

InstallShield

< Back   Next >   Cancel

The default setting is English. Select Next >.

3.

Respondus LockDown Browser Lab OEM - InstallShield Wizard

Preparing Setup

Please wait while the InstallShield Wizard prepares the setup.

Respondus LockDown Browser Lab OEM Setup is preparing the InstallShield Wizard, which will guide you through the rest of the setup process. Please wait.

InstallShield

Cancel

No action required. Installation is automated.

4.
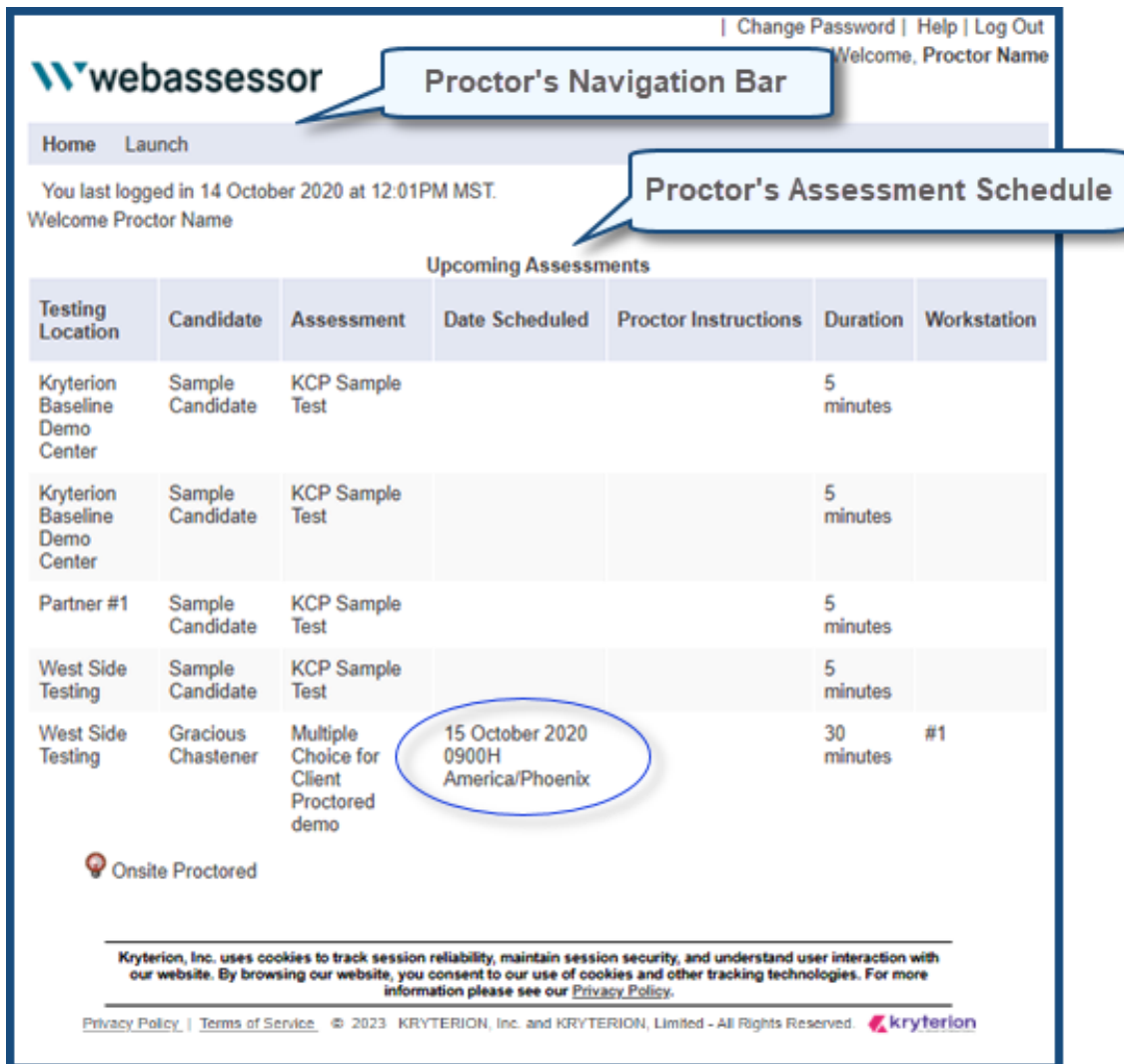

No action required. Installation is automated.

5.
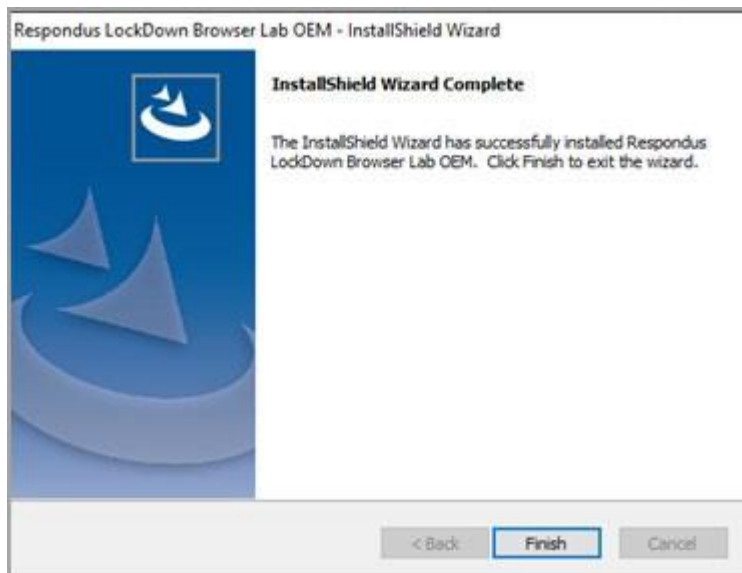
Installation is complete. Select Finish.

Launch the Candidate's Exam

1. **Proctor** greets *candidate* and obtains the candidate's authorization code.

2. **Proctor** accesses the Webassessor login page: https://www.Webassessor.com

3. **Proctor** enters an assigned proctor login and password. Proctor's Home page opens (Figure 1, below).

Figure 1

4. **Proctor** selects LAUNCH option from the Navigation Bar.

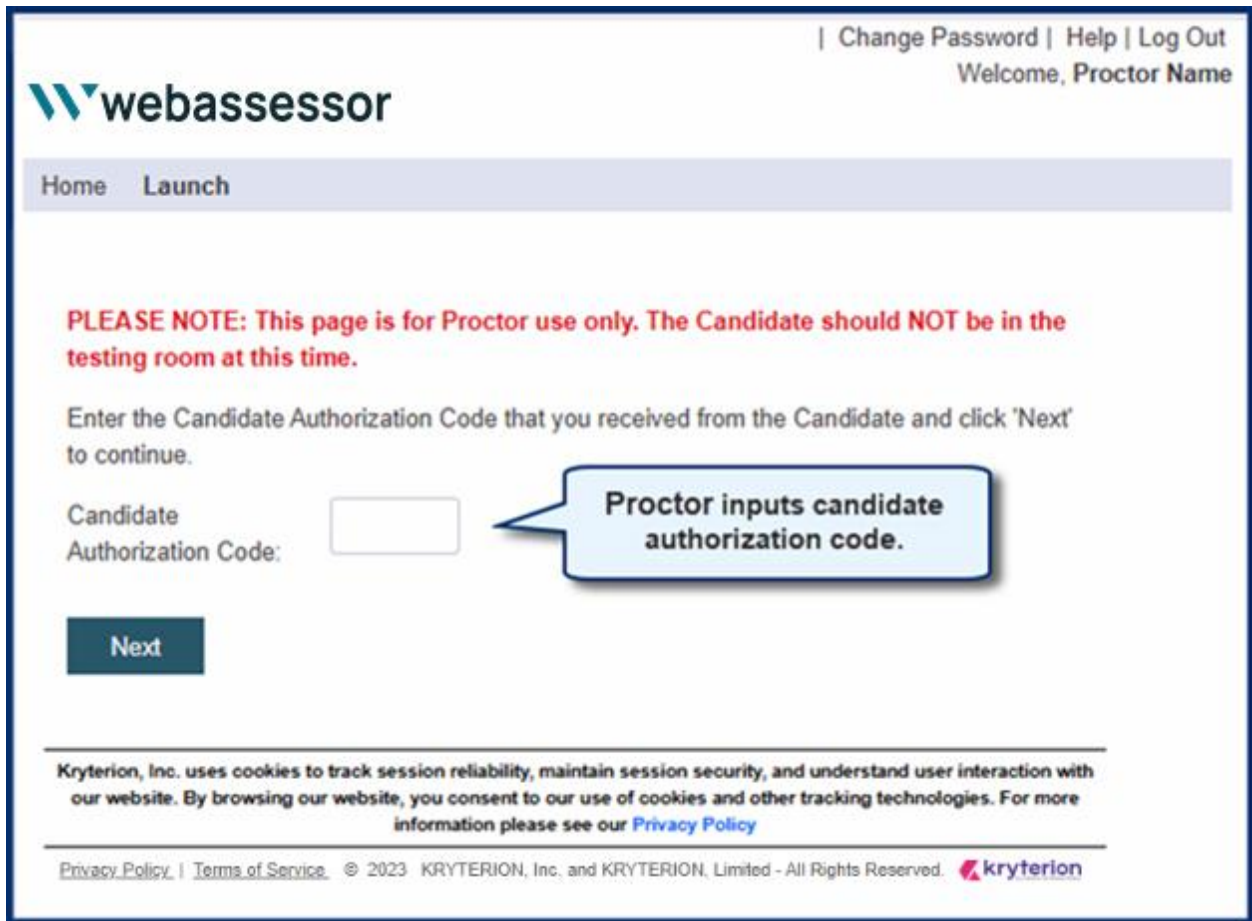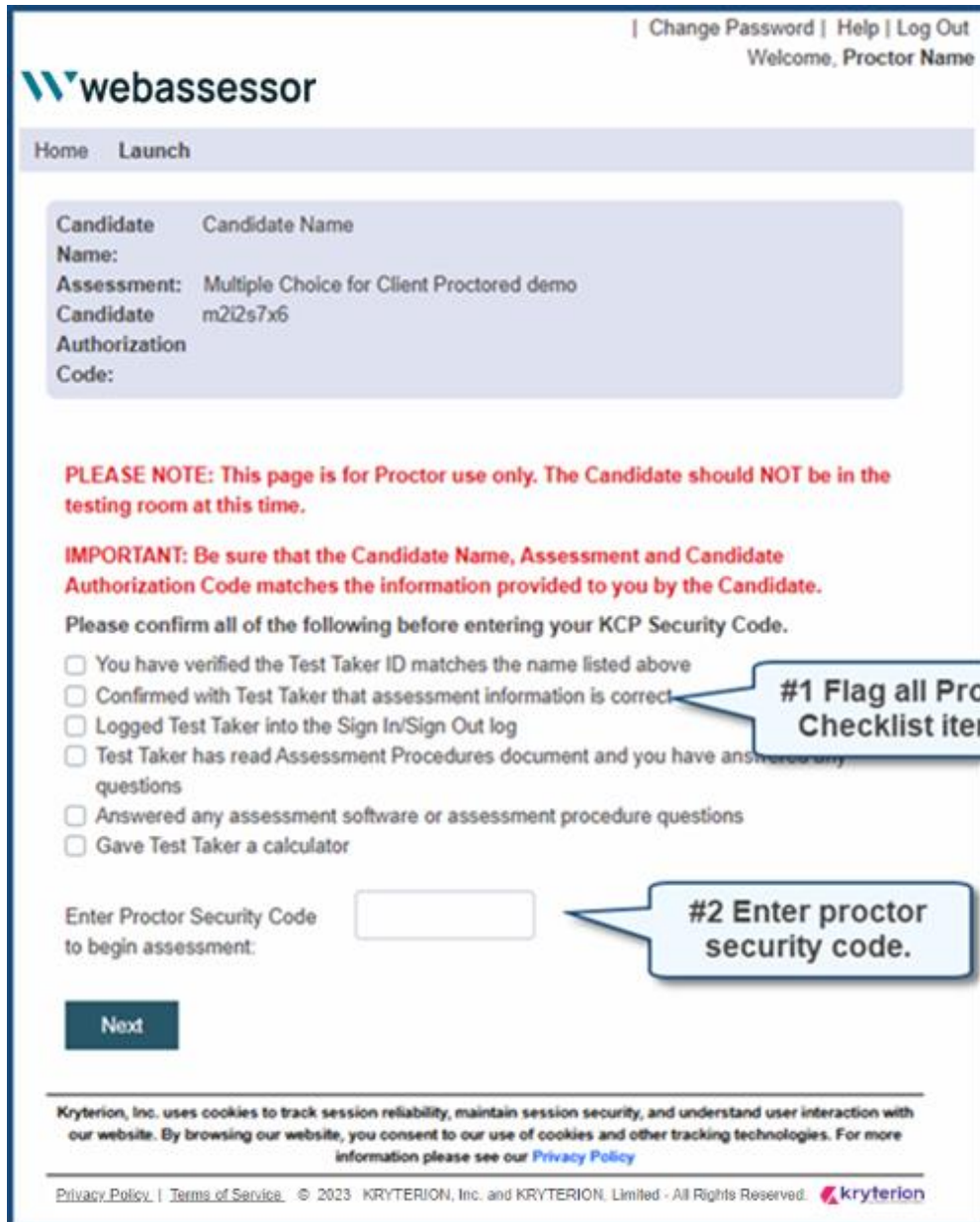5. The Launch Exam – Step 1 screen appears. (See Figure 2, below.)

Figure 2: Step 1

6. **Proctor** populates the *Candidate Authorization Code* field with the authorization code provided by the candidate and selects NEXT button.

7. The Launch Exam – Step 2 screen appears. (See Figure 3, below.)

Figure 3: Step 2

8. Webassessor displays the candidate's name, assessment name and authorization code in the screen header. **Proctor** verifies that this information is correct.

9. A checklist appears below the screen header. **Proctor** must complete each task or verify the intent to do so by flagging the adjacent check boxes. (See Figure 3, Step 2 above.)

10. **Proctor** then enters a personal proctor security code in the *Enter Proctor Security Code* field.

11. **Proctor** selects Nᴇxᴛ button to open the Launch Exam – Step 3 screen. (See Figure 4, below.)
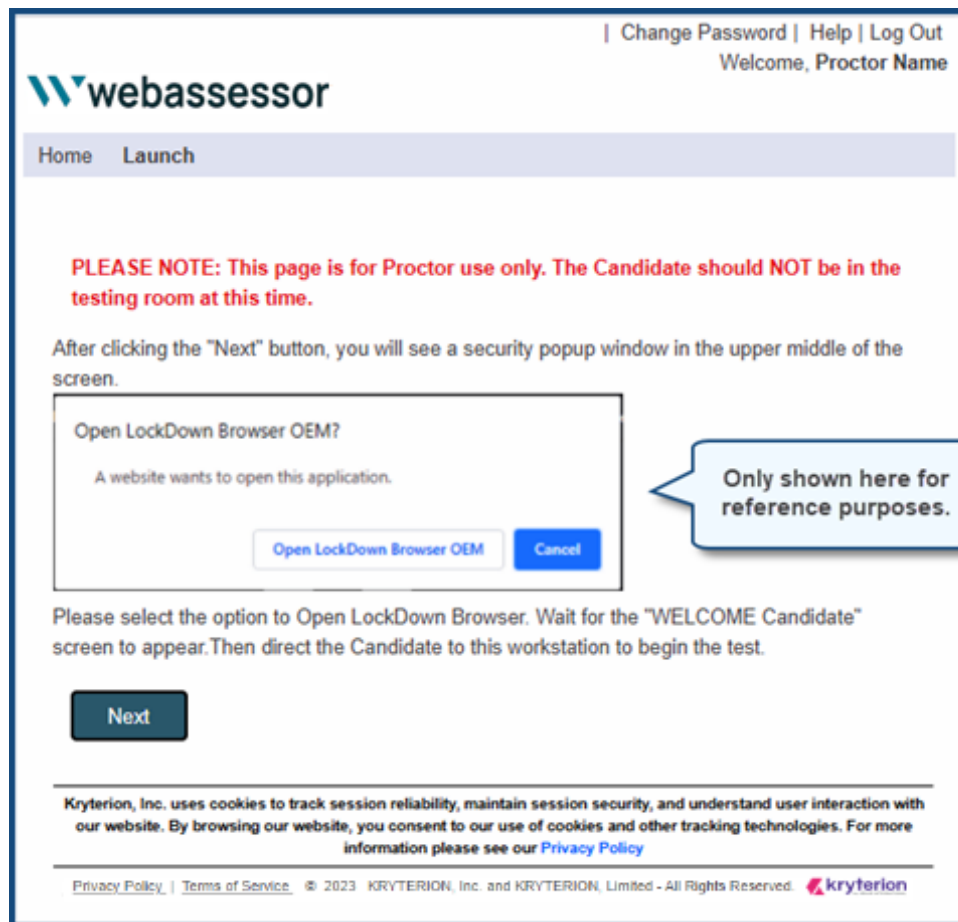
Figure 4: Step 3

12. **Proctor** selects the Launch Exam – Step 3 screen > Nᴇxᴛ button. This prompts the computer operating system to display an Open LockDown Browser OEM? dialog in the active browser. (See Figure 5, below.)

    Simultaneously, the secure browser logs proctor out of Webassessor. When Webassessor reopens, it displays the candidate's Webassessor account.

Figure 5

13. **Proctor** selects OPEN LOCKDOWN BROWSER OEM? button. (See Figure 5, above.)

14. The LockDown Browser automatically loads and briefly displays a corresponding confirmation (Figure 6). Then it closes.

Figure 6

15. A new LockDown Browser dialog opens on top of the Your Assessment Is Loaded screen. (See Figure 7, below.) *PLEASE NOTE: Custom branding may change the appearance and verbiage of this screen.*

Figure 7

16. **Proctor** selects the CLOSE PROCESS button for each program or process that appears in the LockDown Browser dialog (Figure 8, below). Once all active programs have been closed, this dialog closes as well.

Figure 8

17. The Your Assessment Is Loaded screen remains open and is enabled. (See Figure 7, above.) *PLEASE NOTE: Custom branding may change the appearance and verbiage of this screen.*

18. **Proctor** brings *candidate* into the testing area.

19. **Proctor** instructs *candidate* to read screen instructions carefully before selecting the START TEST button.
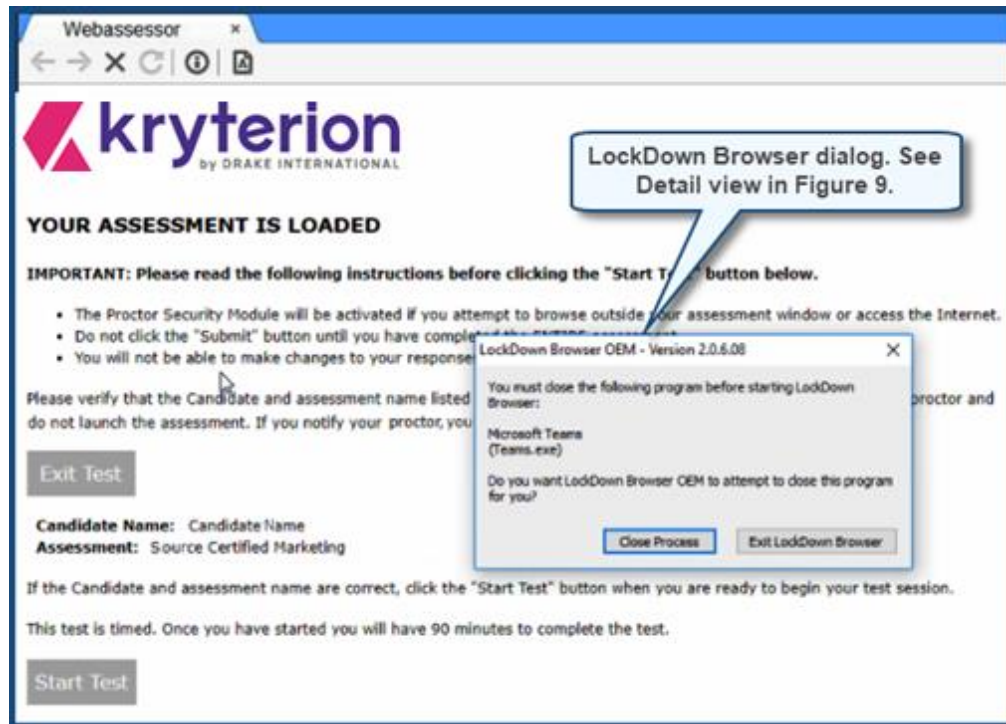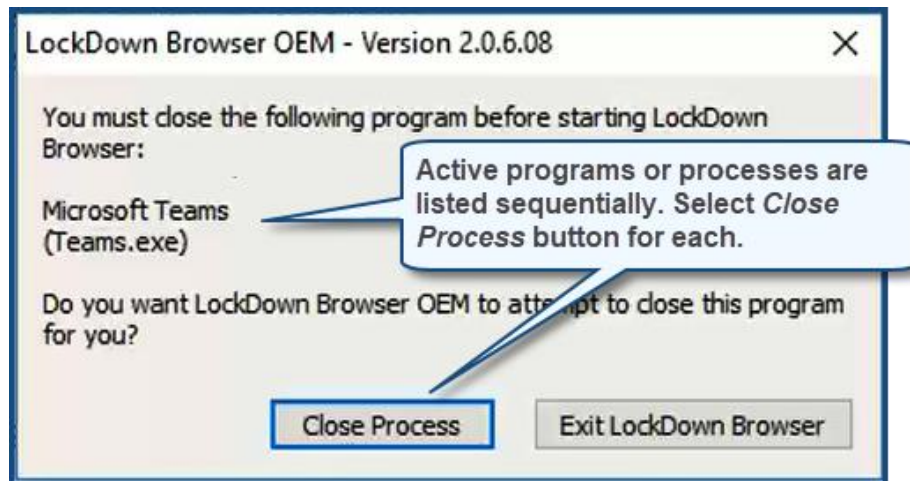
20. **Proctor** advises *candidate* to notify proctor <u>if the assessment listed in the screen is NOT correct</u>, per the guidance in the Your Assessment Is Loaded screen (Figure 7, above).

21. **Proctor** warns *candidate:* **Do Not Use** the Ctrl, Alt or F5 keys during the exam. They may suspend the exam and require the **proctor** to restart or relaunch the exam.

22. If candidate name and assessment title listed in the Your Assessment Is Loaded screen (see Figure 7, above) **ARE CORRECT**, *candidate* selects START TEST. A screen similar to Figure 9 (below) appears. It includes a LAUNCH button.
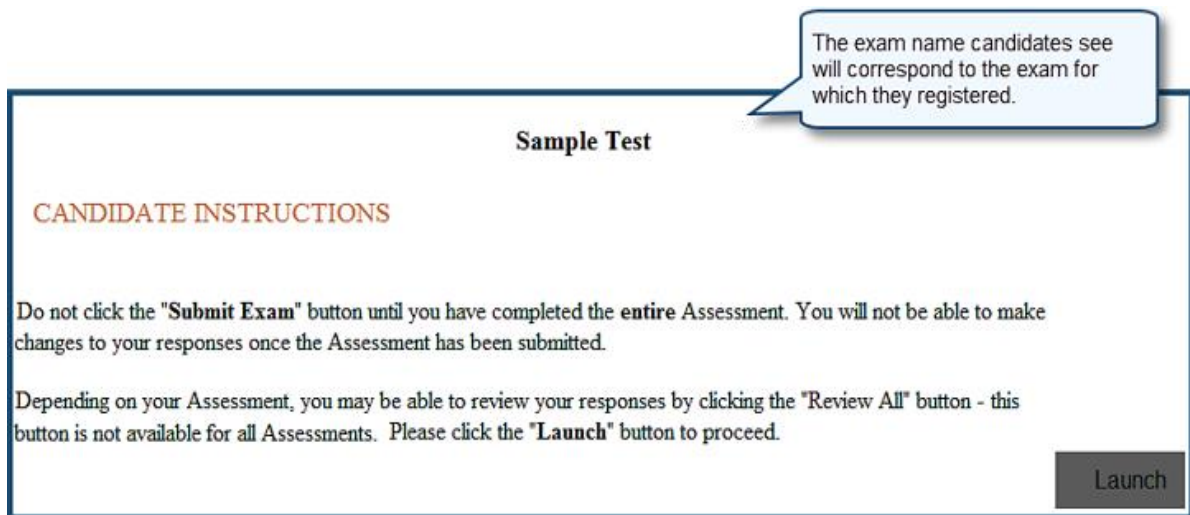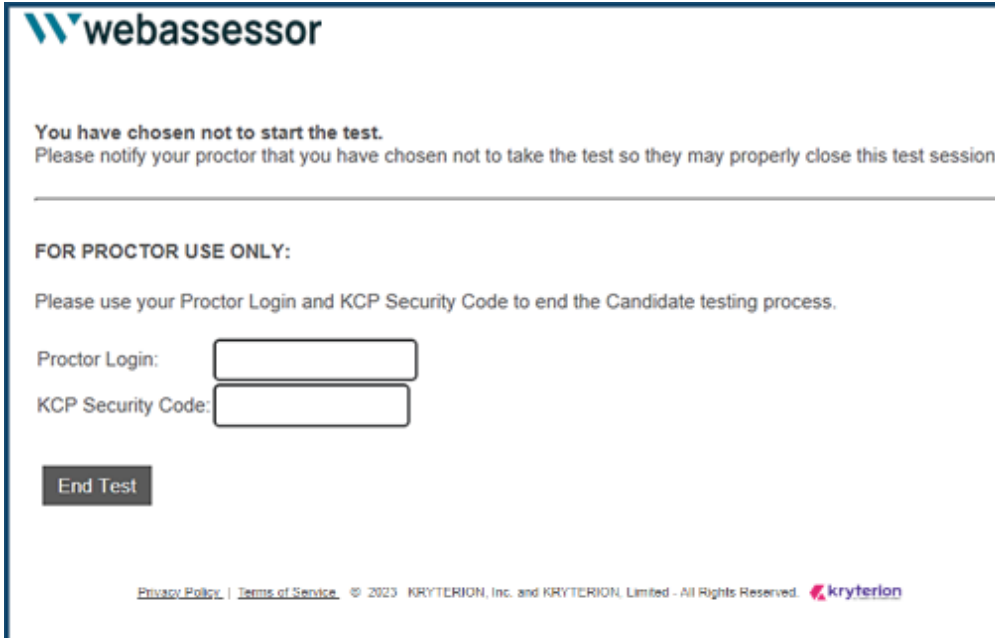
Figure 9

23. *Candidate* selects LAUNCH button when ready to proceed with the exam (Figure 9, above).

24. If candidate name and assessment title listed in the Your Assessment Is Loaded screen (see Figure 7, above) **ARE NOT CORRECT**, **proctor** is responsible for selecting EXIT TEST in the Your Assessment Is Loaded screen.

25. Webassessor then displays the screen shown in Figure 10, below. **Proctor** must enter the assigned Proctor Login and KCP (Proctor) Security Code in the corresponding fields. **Proctor** selects END TEST button to terminate test session.

Figure 10

Troubleshooting Tips

Candidate is asked to confirm Sys Admin rights to start the exam

Issue: In some circumstances, candidates are prompted to enter system administrator credentials in order to start their exam.

Solution:
- Uninstall the current version of Respondus: 🔒 Respondus LockDown Browser OEM
- Download and install the "lab version" of Respondus:
  - https://media.webassessor.com/respondus/windows/labedition/LockDownBrowserLabOEMSetup.exe
- Note that the installation and exam launch process, managed by the proctor, will still require Administrator permission rights.
- KRYTERION recommends launching a practice test to confirm the secure browser installation now allows the candidate to open the exam without the need for system administrator credentials.

Launch Dialog Pop-up does not appear

Issue: Pop-up may have been blocked by the browser.

Solution: Unblock pop-up.
- To Allow Pop-Ups in Safari:
  - Choose Preferences.
  - Select the Security tab.
  - If the Block pop-up windows option is checked, remove the checkmark. This allows pop-ups.

- To Allow Pop-Ups in Chrome:
  - At the top right, click More ⋮ ❯ Settings
  - Under "Privacy and security," open Site Settings.
  - If "Pop-ups and redirects" shows Allowed, open it.
  - At the top, switch the setting to Blocked.

No result when clicking on the "Open Lockdown Brower OEM"

Issue: *Open Lockdown Brower OEM* doesn't launch the secure browser enabled exam.

Solution(s):   Open your Control Panel to verify Respondus is installed on your device.
- If it is, re-start your device.

- If not, is *Respondus LockDown Browser OEM* installed?
- If it is, uninstall it.
- Re-install [LockDownBrowserLabOEMSetup.exe.](#)
  - Admin permissions required for the first-time installation of *Lab OEM.*
  - Admin permissions not required for exam launch.
- If preceding steps unsuccessful:
  - Re-start your device. Attempt to launch again.
  - Admin permissions not required for exam launch.
  - If unsuccessful, open Task Manager.
  - Close/disable all other active .exe programs.
  - Re-launch exam.

Other .exe (executable) programs are interfering with Respondus

Issue: Other executable programs are preventing Respondus from opening.

Solution:
- Open the Task Manager
- Identify other exe files that may be interfering with Respondus
- Right-click them and select *End Task* from the local menu for each one

Important Tips for Proctors

- Warn candidates: DO NOT use the Ctrl, Alt or F5 keys while taking an exam inside the secure browser.
  - Exam may be suspended.
  - If so, you may need to re-start the test from a corresponding screen or relaunch the exam.
- The F1 key opens a candidate-controlled screen magnification function inside the LockDown Browser.

Additional Resources

- Respondus General Support Knowledge Base: https://support.respondus.com/hc/en-us/categories/4409595254811-LockDown-Browser-Respondus-Monitor
- No result after selecting "Open Lockdown Browser OEM" button:
  - https://support.respondus.com/hc/en-us/articles/4409595601179-Clicking-on-the-Launch-LockDown-Browser-Button-Has-No-Result