

Respondus for Webassessor

Secure Browser Installation & Launch Guide for Client Proctored Events



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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 <u>Respondus Video for Client Proctored Exams</u>.

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: <u>Marketing@Kryterion.com</u>.



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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 www.serum.serum.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 A 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.



The default setting is No. Select Yes.

1.



Choose Setu	ip Language	2.2.22	5
Select the la	anguage for the installation fro	m the choices below.	
English (Uni	ted States)		
French (Car German	nadian)		
Portuguese	(Brazilian)		
Spaniski			
TorrtalChield			
unsusionesio.			

The default setting is English. Select Next >.

3.

Respondus Lockbown browser Lab Oewi - Instalishield Wizard	(77)		>
Preparing Setup	1		Δ
Please wait while the InstallShield Wizard prepares the setup.	1		
Respondus LockDown Browser Lab OEM Setup is preparing the Inst guide you through the rest of the setup process. Please wait.	allShield Wiza	erd, which	will
-			
InstallShield			

No action required. Installation is automated.



Respondus LockDown Browser Lab OEM - InstallShield Wizard Setup Status	
The InstallShield Wizard is installing Respondus LockDown Browser Lab OEM	
t.	
L. J. Million and	
ITSELARS FURRE.	Cance

No action required. Installation is automated.

	InstallShield Wizard Complete
0	The InstallShield Wizard has successfully installed Respondus LockDown Browser Lab OEM. Click Finish to exit the wizard.

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).

				Change	Password	Help Log Out	
`` web	assess	sor	Proctor's Na	vigation Bar	Welcome	, Proctor Name	
Home Lau	nch				_		_
You last logge Welcome Proct	ed in 14 Octob tor Name	er 2020 at 12:01P	M MST.	Proctor's A	ssessm	ent Sched	ule
			Upcoming Assessn	nents			
Testing Location	Candidate	Assessment	Date Scheduled	Proctor Instructions	Duration	Workstation	
Kryterion Baseline Demo Center	Sample Candidate	KCP Sample Test			5 minutes		
Kryterion Baseline Demo Center	Sample Candidate	KCP Sample Test			5 minutes		
Partner #1	Sample Candidate	KCP Sample Test			5 minutes		
West Side Testing	Sample Candidate	KCP Sample Test			5 minutes		
West Side Testing	Gracious Chastener	Multiple Choice for Client Proctored demo	15 October 2020 0900H America/Phoenix	>	30 minutes	#1	
@ Onsit	e Proctored						
Kryte	rion, Inc. uses coo website. By brow	okies to track session sing our website, you inform	reliability, maintain sessio consent to our use of coo ation please see our <u>Priva</u>	on security, and understand un kies and other tracking techno acy. Policy.	er interaction of ologies. For mo	with re	
Privacy Po	licy Terms of Se	ervice © 2023 KRY	TERION, Inc. and KRYTE	RION, Limited - All Rights Res	erved. <u>《</u> kr	yterion	

Figure 1

- 4. **Proctor** selects LAUNCH option from the Navigation Bar.
- 5. The Launch Exam Step 1 screen appears. (See Figure 2, below.)



Wwebassessor	Change Password Help Log Out Welcome, Proctor Name
Home Launch	
PLEASE NOTE: This page is for Proctor use only. The Canaditation received from the candidate Authorization Code that you received from to continue. Candidate Authorization Code: Next	didate should NOT be in the the Candidate and click 'Next' puts candidate zation code.
Kryterion, Inc. uses cookies to track session reliability, maintain session securi our website. By browsing our website, you consent to our use of cookies and information please see our Privacy Police	ty, and understand user interaction with other tracking technologies. For more y
Privacy Policy Terms of Cervice @ 2023_KDVTEDION_Inc. and KDVTEDION_Lim	All Pights Passaned

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.)



webas	sessor		Change Pas V	ssword Help Log (Velcome, Proctor Na	Dut ime
ome Launch	ı				
Candidate Name: Assessment: Candidate Authorization Code:	Candidate Name Multiple Choice for Cl m2i2s7x6	lient Proctored demo			
PLEASE NOT testing room	TE: This page is for Pr at this time. Be sure that the Cano	octor use only. The Ca didate Name, Assessmi	indidate should ent and Candid	NOT be in the	
Please confi	m all of the following	before entering your K	CP Security Co	de.	
 You have Confirmed Logged Te Test Taker questions Answered Gave Test 	verified the Test Taker II I with Test Taker that as ist Taker into the Sign Ir has read Assessment I any assessment softwa Taker a calculator	D matches the name list sessment information is n/Sign Out log Procedures document ar are or assessment proce	ed above correct nd you have ans dure questions	#1 Flag all I Checklist	Proct
Enter Proctor to begin asse	Security Code ssment:		#2 E sec	nter proctor urity code.	
Next Kryterion, Inc. use	is cookies to track session re	Nability, maintain session seco	urity, and understand	d user interaction with	
our website. By	browsing our website, you co informat	unsent to our use of cookies an tion please see our Privacy Pol	nd other tracking tec licy	hnologies. For more	

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 NEXT button to open the Launch Exam Step 3 screen. (See Figure 4, below.)

Wwebassessor	Change Password Help Log Out Welcome, Proctor Name
Home Launch	
PLEASE NOTE: This page is for Proctor use only. The C testing room at this time. After clicking the "Next" button, you will see a security popup v screen.	andidate should NOT be in the
Open LockDown Browser OEM? A website wants to open this application. Open LockDown Browser OEM	Only shown here for reference purposes.
Please select the option to Open LockDown Browser. Wait for screen to appear. Then direct the Candidate to this workstation	the "WELCOME Candidate" to begin the test.
Kryterion, Inc. uses cookies to track session reliability, maintain session se our website. By browsing our website, you consent to our use of cookies information please see our Privacy P	curity, and understand user interaction with and other tracking technologies. For more olicy
Privacy Policy Terms of Service @ 2023 KRVTERION, Inc. and KRVTERION,	Limited - All Rights Reserved. <u> kryterion</u>

Figure 4: Step 3

 Proctor selects the Launch Exam – Step 3 screen > NEXT 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.



This LockDown Browser dialog opens in your browser. Select the Open LockDown Browser OEM button.



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.*



	LockDown Browser dialog. See Detail view in Figure 9.
YOUR ASSESSMENT IS LOADED	
IMPORTANT: Please read the following instructions before The Proctor Security Module will be activated if you atter Do not click the "Submit" button until you have complet You will not be able to make changes to your response Please verify that the Candidate and assessment name listed do not launch the assessment. If you notify your proctor, you Exit Test	to browse outside your assessment window or access the Inter- LockDown Browser OEM - Version 2.0.6.08 × You must dose the following program before starting LockDown Browser: Microsoft Teams (Teams .exe) Do you want LockDown Browser OEM to attempt to dose this program for you?
Candidate Name: Candidate Name Assessment: Source Certified Marketing	Close Process Exit Lod/Down Browser
f the Candidate and assessment name are correct, click the "	Start Test" button when you are ready to begin your test session.
his test is timed. Once you have started you will have 90 min	nutes to complete the test.

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.

	The exam name candidates see will correspond to the exam for which they registered.
Sample Test	~
CANDIDATE INSTRUCTIONS	
Do not click the "Submit Exam" button until you have completed the entire Assess changes to your responses once the Assessment has been submitted.	ment. You will not be able to make
Depending on your Assessment, you may be able to review your responses by clickin button is not available for all Assessments. Please click the "Launch " button to proce	ng the "Review All" button - this eed.
	Launc
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) <u>ARE NOT CORRECT</u>, 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.

Wwebassessor
You have chosen not to start the test. Please notify your proctor that you have chosen not to take the test so they may properly close this test session.
FOR PROCTOR USE ONLY:
Please use your Proctor Login and KCP Security Code to end the Candidate testing process.
Proctor Login: KCP Security Code:
End Test
Privacy Policy Terms of Service © 2023 KRYTERION, Inc. and KRYTERION, Limited - All Rights Reserved. Kryterion

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: <u>https://media.webassessor.com/respondus/windows/labedition/LockDownBrowserLabOEMSetup.exe</u>
- 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

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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.
- <u>To Allow Pop-Ups in Chrome:</u>
 - 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.
 - o Admin permissions required for the first-time installation of Lab OEM.
 - Admin permissions not required for exam launch.
- If preceding steps unsuccessful:
 - 0 Re-start your device. Attempt to launch again.
 - Admin permissions not required for exam launch. 0
 - If unsuccessful, open Task Manager. 0
 - Close/disable all other active .exe programs. 0
 - Re-launch exam. 0

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.

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- If so, you may need to re-start the test from a corresponding screen or relaunch the exam. 0
- 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/enus/categories/4409595254811-LockDown-Browser-Respondus-Monitor
- No result after selecting "Open Lockdown Browser OEM" button: •
 - o https://support.respondus.com/hc/en-us/articles/4409595601179-Clicking-on-the-Launch-LockDown-Browser-Button-Has-No-Result