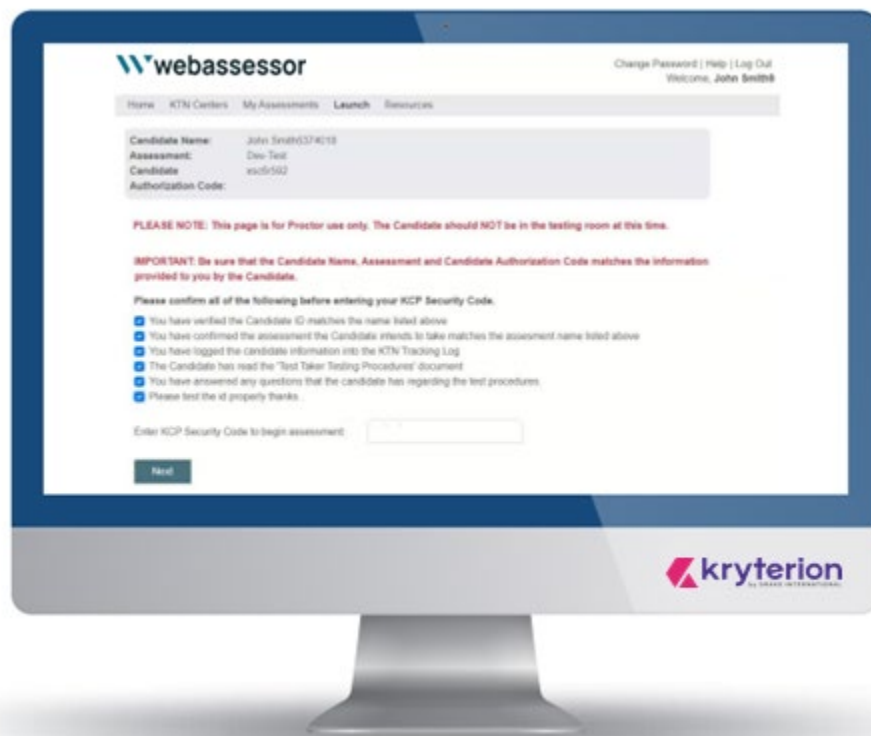


Respondus® for webassessor

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
- Firefox
- Edge
- 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 [Client-Proctored Exams Installation Video](#).

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.

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Download the Respondus Executable File

For Windows' systems

Select:

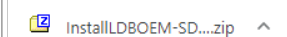
https://media.webassessor.com/respondus/windows/labedition/Respondus_LockDown_Browser_Lab_OEM.msi

Windows displays this msi at  the bottom of your browser. Double-click it.

File size is @ 116.8 MB.

For Mac OS systems

Select: <https://media.webassessor.com/respondus/macOS/InstallLDBOEM-SDK.zip>

Your Mac displays this ZIP file  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 a series of installation screens. Each of them refers to the LockDown Browser Lab OEM.

1.

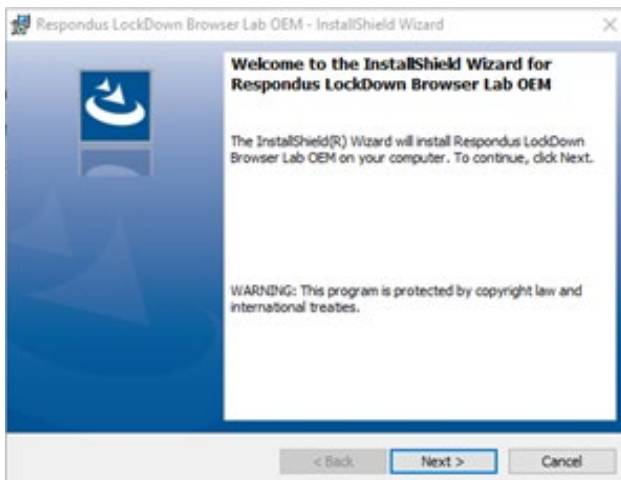


Figure 1: Select the Next button

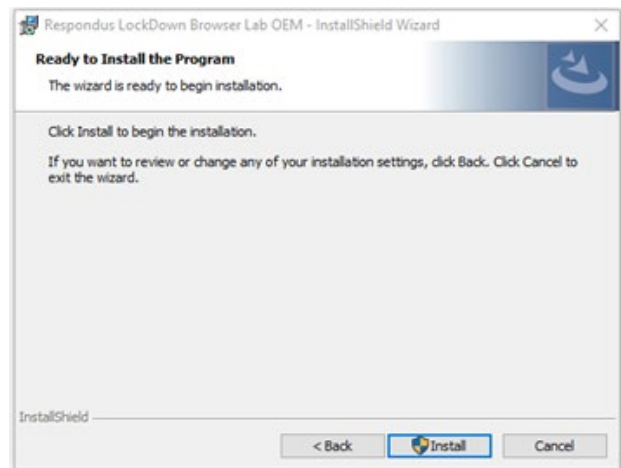


Figure 2: Select the Install button

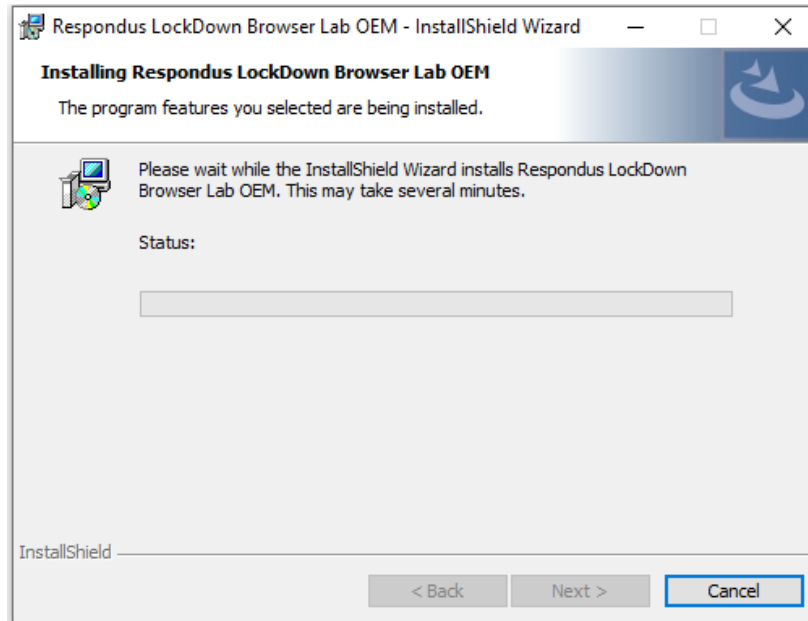


Figure 3: No action required. Installation is automated.

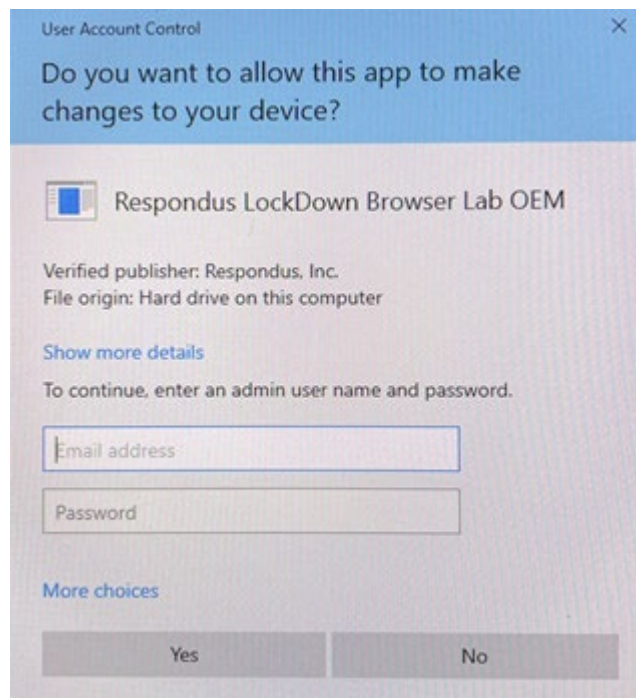


Figure 4

Enter the admin user name and password. Then, under More choices, select Yes.

2.

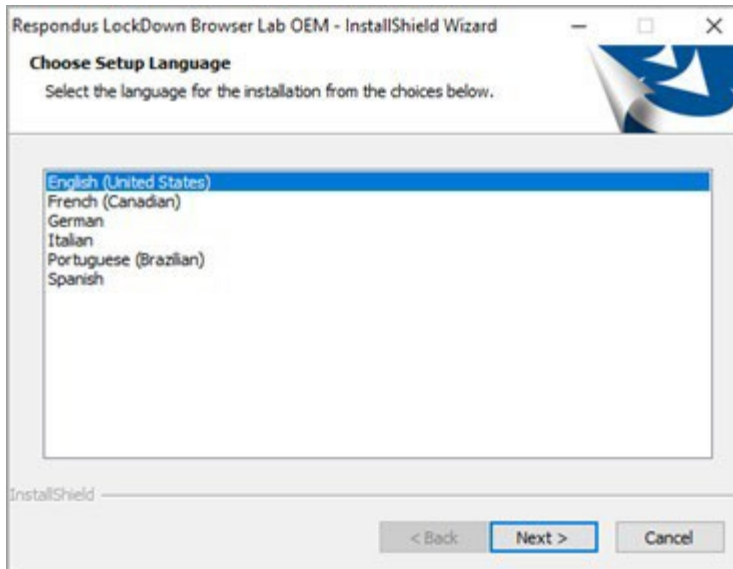


Figure 5

The default setting is English. Select Next >.

3.

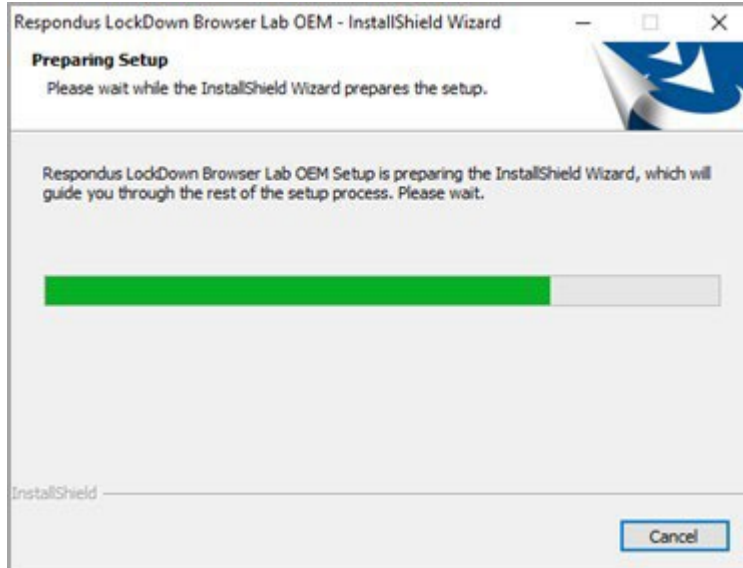


Figure 6

No action required. Installation is automated.

4.

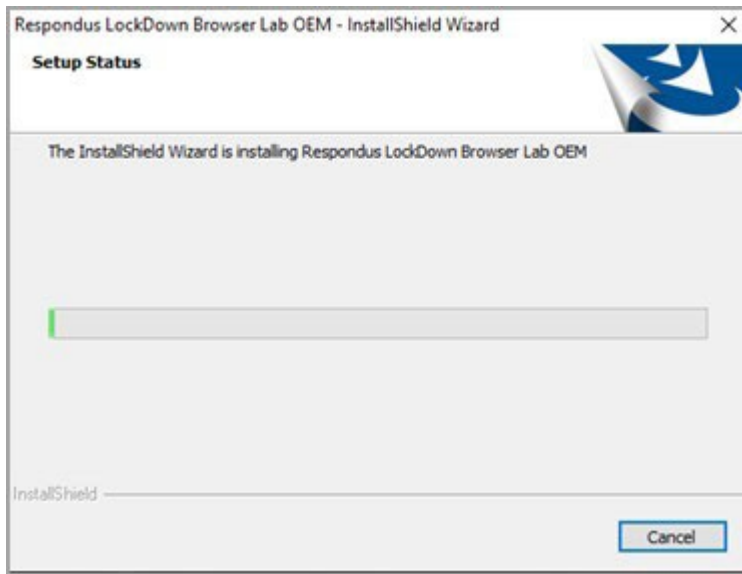


Figure 7

No action required. Installation is automated.

5.

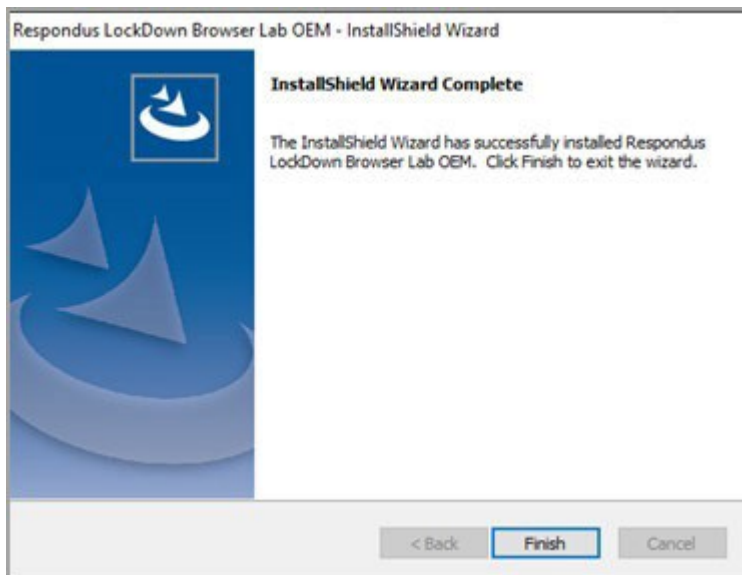
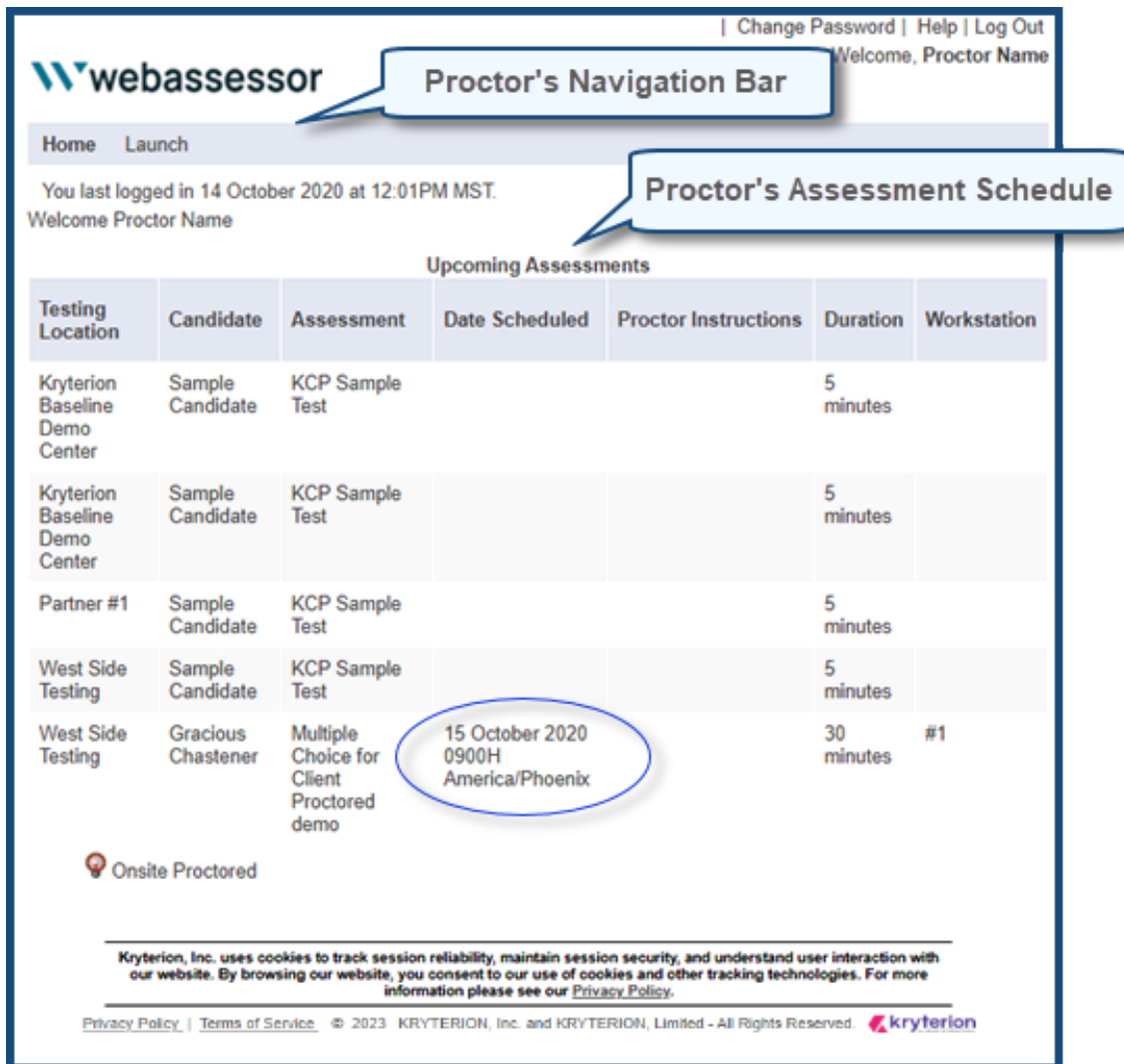


Figure 8

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 9, below).



Change Password | Help | Log Out
Welcome, Proctor Name

webassessor Proctor's Navigation Bar

Home Launch

You last logged in 14 October 2020 at 12:01PM MST.
Welcome Proctor Name

Proctor's Assessment Schedule

Upcoming Assessments

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

Onsite Proctored

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Figure 9

4. **Proctor** selects LAUNCH option from the Navigation Bar.
5. The Launch Exam – Step 1 screen appears. (See Figure 10, below.)

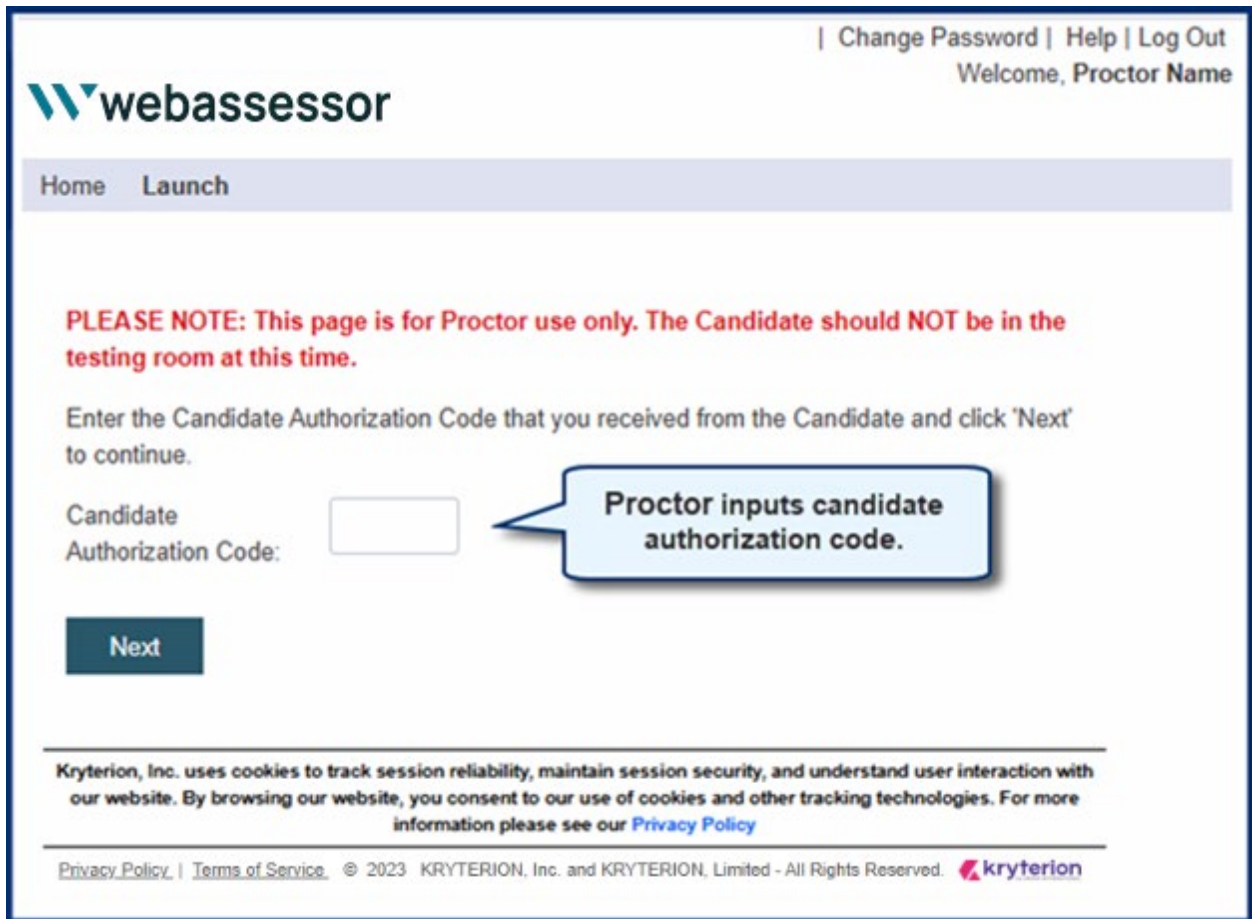


Figure 10: Step 1

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 11, below.)



The screenshot shows the 'webassessor' interface. At the top right, there are links for 'Change Password', 'Help', and 'Log Out', along with a 'Welcome, Proctor Name' message. Below the header, there are 'Home' and 'Launch' navigation options. A central box displays candidate information: 'Candidate Name', 'Assessment: Multiple Choice for Client Proctored demo', and 'Candidate m2i2s7x6'. Below this, a red note states: 'PLEASE NOTE: This page is for Proctor use only. The Candidate should NOT be in the testing room at this time.' An important instruction follows: 'IMPORTANT: Be sure that the Candidate Name, Assessment and Candidate Authorization Code matches the information provided to you by the Candidate.' A checklist of six items is provided for confirmation, with a callout box pointing to it that says '#1 Flag all Proctor Checklist items.' Below the checklist is a text input field for the 'Proctor Security Code' and a 'Next' button. A second callout box points to the input field with the text '#2 Enter proctor security code.' At the bottom, there is a privacy policy notice and footer information including '© 2023 KRYTERION, Inc. and KRYTERION, Limited - All Rights Reserved.' and the Kryterion logo.

Figure 11: 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 11, 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 12, below.)

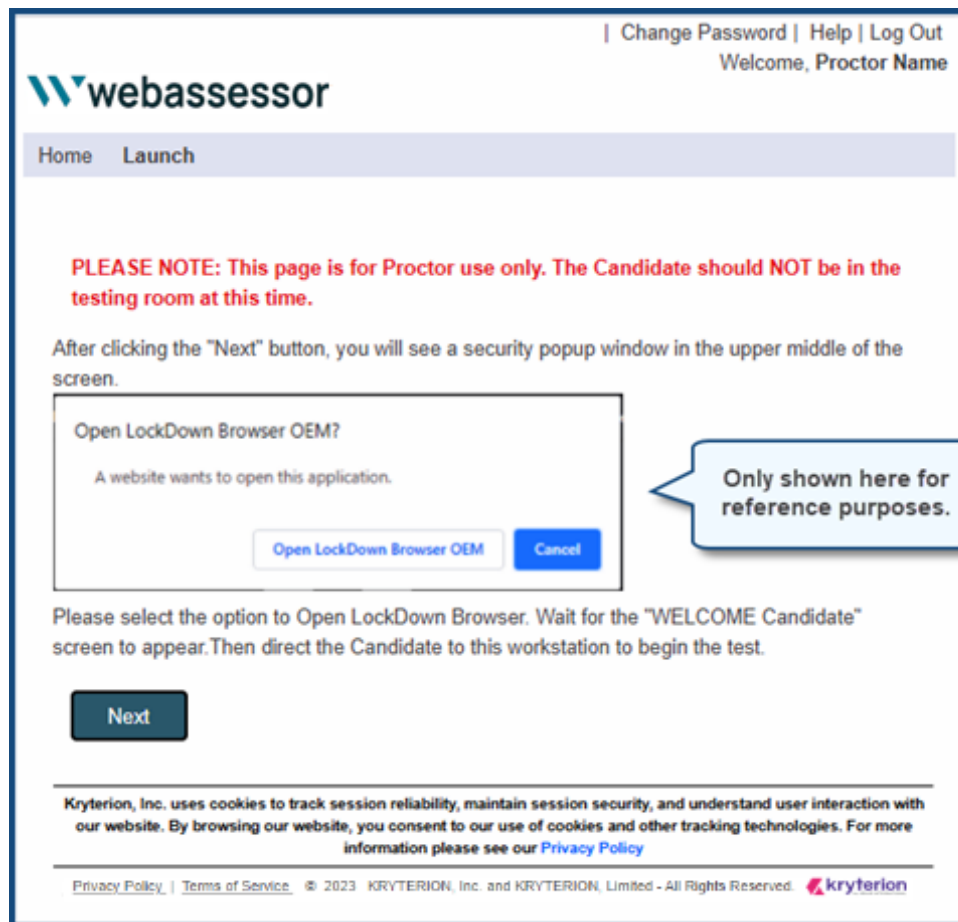


Figure 12: Step 3

12. **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 13, below.)

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



Figure 13

13. **Proctor** selects OPEN LOCKDOWN BROWSER OEM? button. (See Figure 13, above.)
14. The LockDown Browser automatically loads and briefly displays a corresponding confirmation (Figure 6). Then it closes.



Figure 14

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

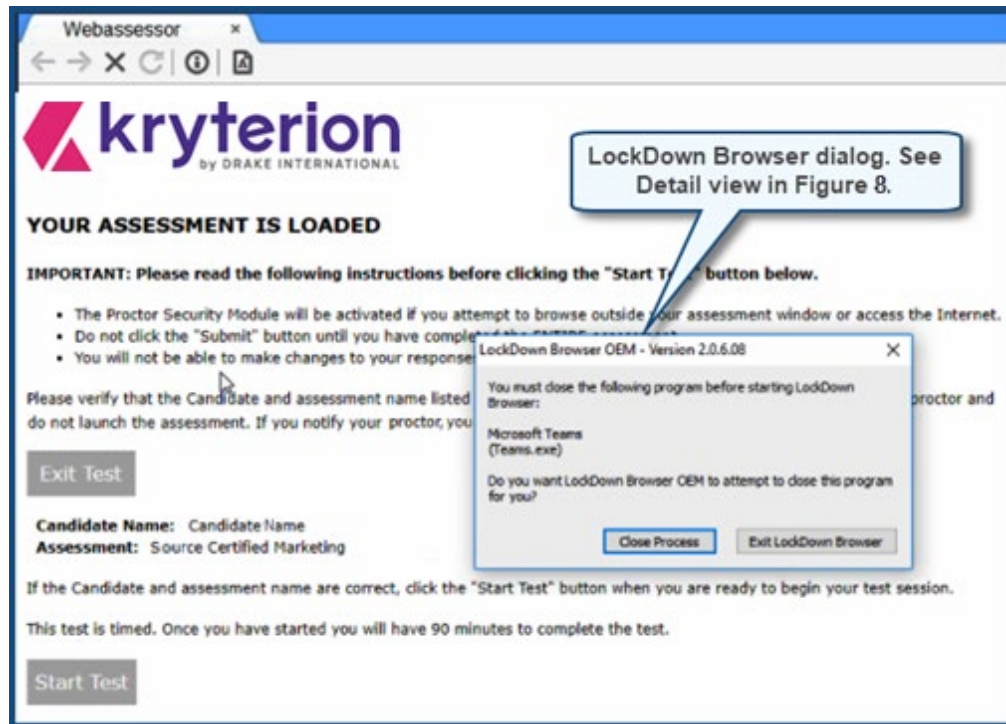


Figure 15

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

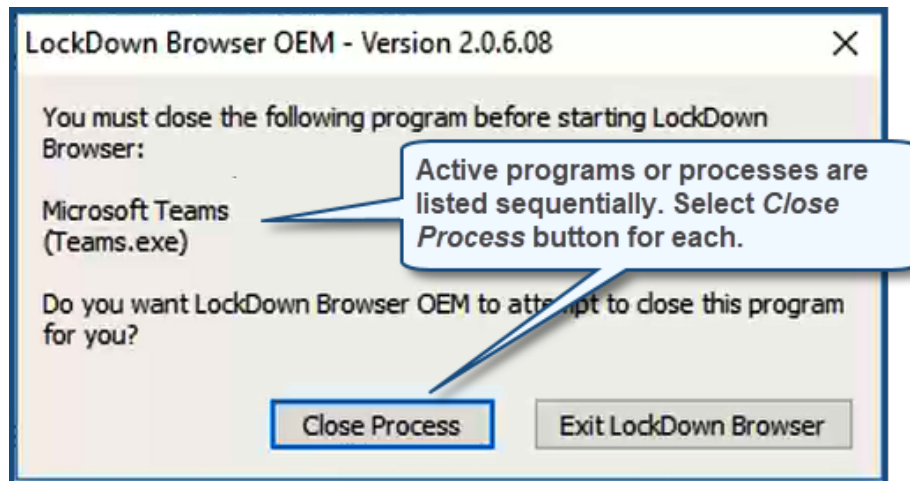


Figure 16

17. The Your Assessment Is Loaded screen remains open and is enabled. (See Figure 15, 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 if the assessment listed in the screen is NOT correct, per the guidance in the Your Assessment Is Loaded screen (Figure 15, 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 15, above) **ARE CORRECT**, *candidate* selects START TEST. A screen similar to Figure 17 (below) appears. It includes a LAUNCH button.

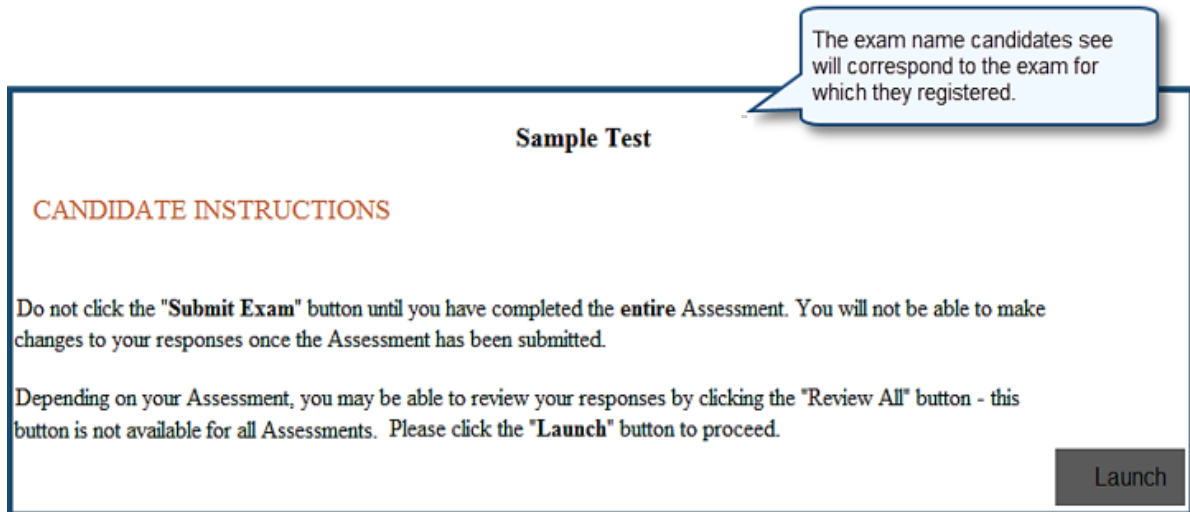
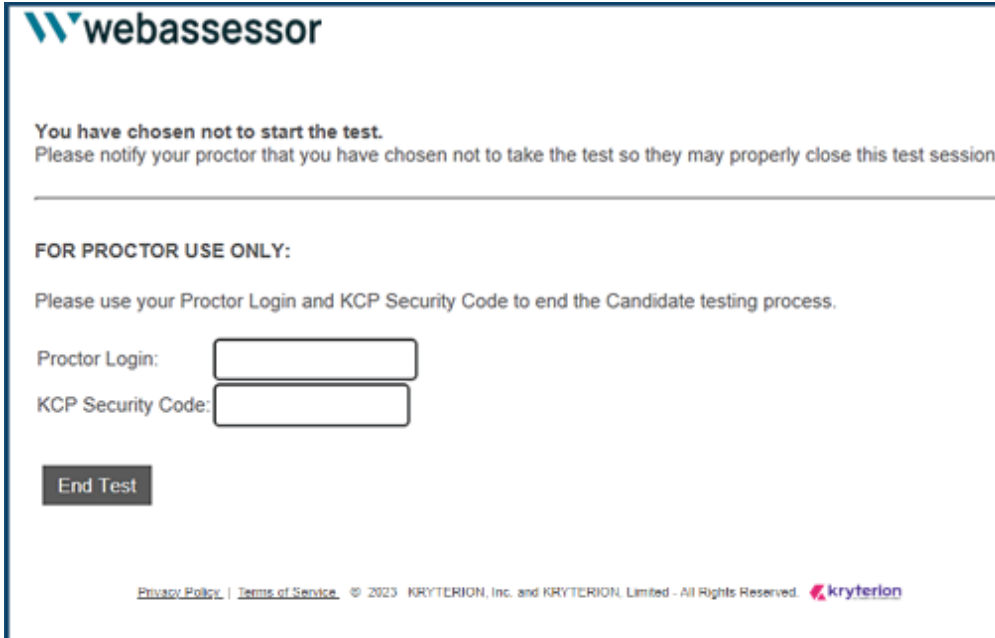


Figure 17

23. *Candidate* selects LAUNCH button when ready to proceed with the exam (Figure 17, above).
24. If candidate name and assessment title listed in the Your Assessment Is Loaded screen (see Figure 15, 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 18, 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.



webassessor

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


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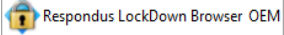
Figure 18

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: 
- Download and install the “lab version” of Respondus:
 - https://media.webassessor.com/respondus/windows/labedition/Respondus_LockDown_Browser_Lab_OEM.msi
- 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 [Respondus_LockDown_Browser_Lab_OEM.msi](#).
 - 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>