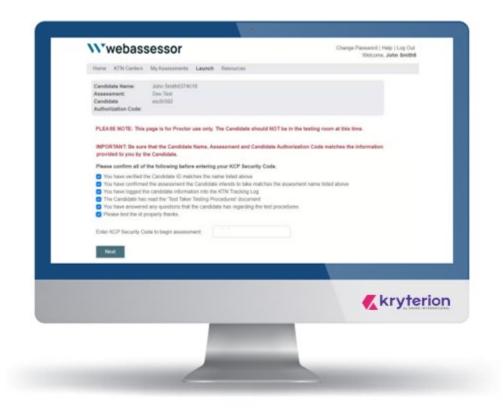


Respondus[®] for **Webassessor**

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>Client-Proctored Exams Installation Video</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/r	espondus/windows/labe	dition/Respondus_LockDown_Browser_Lab_OEM.msi	
Windows displays this msi at	😰 Respondus_LockDmsi \land	he 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	InstallLDBOEM-SDzip	at the bottom of your browser. Double-click it.	

Note: All screen shots were generated on a PC.

Respondus InstallShield Wizard

File size is 81.6 MB.

1.

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

21	Welcome to the InstallShield Wizard for Respondus LockDown Browser Lab OEM	Ready to Install the Program The wizard is ready to begin installation.
ی ا	The InstallShield(R) Wizard will install Respondus LockDown Browser Lab OEM on your computer. To continue, click Next.	Click Install to begin the installation. If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
	WARNING: This program is protected by copyright law and international treaties.	
		InstalShield

Figure 1: Select the Next button

Figure 2: Select the Install button



🖟 Respond	lus LockDown Browser Lab OEM - InstallShield Wizard $ \Box$ X
Installing	Respondus LockDown Browser Lab OEM
The prog	gram features you selected are being installed.
13	Please wait while the InstallShield Wizard installs Respondus LockDown Browser Lab OEM. This may take several minutes.
	Status:
InstallShield –	
	< Back Next > Cancel

Figure 3: No action required. Installation is automated.

User Account Control	×
Do you want to allow this app t	o make
changes to your device?	
Respondus LockDown Brows	er Lab OEM
Verified publisher: Respondus. Inc. File origin: Hard drive on this computer	
Show more details	
To continue, enter an admin user name and p	bassword.
Email address	
Password	
More choices	
Yes	No

Figure 4

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



Respondus LockDown Browser Lab OEM Choose Setup Language	 InstallShield Wizard 	_	
Select the language for the installation fi	rom the choices below.		
English (United States) French (Canadian) German Italian Portuguese (Brazilian) Spanish			
InstallShield			
	< Back	Next >	Can

Figure 5

The default setting is English. Select Next >.

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

Figure 6

No action required. Installation is automated.



Λ	
ч.	

Respondus LockDown Browser Lab OEM - InstallShield Wizard	×
Setup Status	Z
The InstallShield Wizard is installing Respondus LockDown Browser Lab OEM	
t.	
InstallShield	
	Cancel

Figure 7

No action required. Installation is automated.

R	espondus LockDown Browser	Lab OEM - InstallShield Wizard
	4.	InstallShield Wizard Complete
		The InstallShield Wizard has successfully installed Respondus LockDown Browser Lab OEM. Click Finish to exit the wizard.
		< Back Finish Cancel

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's Navigation Bar							
Home Lau	inch						
You last logged in 14 October 2020 at 12:01PM MST. Welcome Proctor Name						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	
Onsite Proctored							
Kryterion, Inc. uses cookies to track session reliability, maintain session security, and understand user interaction with our website. By browsing our website, you consent to our use of cookies and other tracking technologies. For more information please see our <u>Privacy Policy</u> .							
Privacy Policy Terms of Service © 2023 KRYTERION, Inc. and KRYTERION, Limited - All Rights Reserved. 《 kryterion							

Figure 9

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



Wwebassessor	Change Password Help Log Out Welcome, Proctor Name
Home Launch	
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	and other tracking technologies. For more
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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.)



webas	sessor			ssword Help Log Welcome, Proctor N	
me Launch					
Candidate Name: Assessment: Candidate Authorization Code:	Candidate Name Multiple Choice for C m2i2s7x6	lient Proctored demo			
PLEASE NOT testing room	E: This page is for Pa at this time.	octor use only. The	e Candidate should	d NOT be in the	
	Be sure that the Can Code matches the in				
Please confin	m all of the following	before entering yo	ur KCP Security C	ode.	
Confirmed Logged Te: Test Taker questions Answered	erified the Test Taker I with Test Taker that as st Taker into the Sign I has read Assessment any assessment softw Taker a calculator	sessment informatio n/Sign Out log Procedures docume	n is correct		
Enter Proctor : to begin asses				inter proctor curity code.	
	anting to track surging of	liability, maintain sessior	n security, and understar	nd user interaction with	

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.)

Wwebassessor	Change Password Help Log Out Welcome, Proctor Name
Home Launch	
PLEASE NOTE: This page is for Proctor use only. The testing room at this time. After clicking the "Next" button, you will see a security popul screen.	
Open LockDown Browser OEM? A website wants to open this application. Open LockDown Browser OEM Cancel Please select the option to Open LockDown Browser. Wait screen to appear.Then direct the Candidate to this workstat	for the "WELCOME Candidate"
Next Kryterion, Inc. uses cookies to track session reliability, maintain session our website. By browsing our website, you consent to our use of cook information please see our Privac	ties and other tracking technologies. For more
Privacy Policy Terms of Service © 2023 KRYTERION, Inc. and KRYTERIO	DN, Limited - All Rights Reserved. <u> kryterion</u>

Figure 12: 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 13, 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 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.*



	LockDown Browser dialog. See Detail view in Figure 8.
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	empt to browse outside over 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
Candidate Name: Candidate Name Assessment: Source Certified Marketing	Close Process Exit LockDown Browser
If the Candidate and assessment name are correct, click the " This test is timed. Once you have started you will have 90 min Start Test	Start Test" button when you are ready to begin your test session. nutes to complete the test.

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.

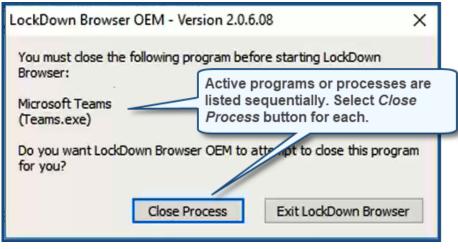


Figure 16

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 <u>if the assessment listed in the screen is NOT correct</u>, 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.

Sample Test	The exam name candidates see will correspond to the exam for which they registered.
CANDIDATE INSTRUCTIONS	
Do not click the " Submit Exam " button until you have completed the entire Assessment. Y changes to your responses once the Assessment has been submitted.	ou will not be able to make
Depending on your Assessment, you may be able to review your responses by clicking the " button is not available for all Assessments. Please click the "Launch" button to proceed.	Review All" button - this
	Launch
Figure 17	

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

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
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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: 100 Respondus LockDown Browser OEM

- Download and install the "lab version" of Respondus:
- o 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.

- <u>To Allow Pop-Ups in Safari:</u>
 - 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.
 - o 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.
 - o 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: <u>https://support.respondus.com/hc/en-us/categories/4409595254811-LockDown-Browser-Respondus-Monitor</u>
- No result after selecting "Open Lockdown Browser OEM" button:
 - <u>https://support.respondus.com/hc/en-us/articles/4409595601179-Clicking-on-the-Launch-LockDown-Browser-Button-Has-No-Result</u>