Before Getting Started

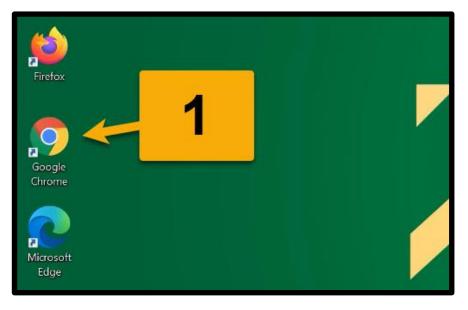
To ensure you will be able to complete the installation of Respondus LockDown Browser, you must meet the following requirements before you begin:

- 1. Local admin account required
 - a. In order to install and run the Respondus LockDown Browser, you will need to have a local admin account on the computer you are using.
 - b. If you do not have a local admin account, you will not be able to complete the installation nor will you be able to run it when it is installed.
- 2. Supported operating system required
 - a. This tutorial will provide instructions for the currently supported versions of Windows and Mac:
 - i. Windows: 11 and 10*
 - *10S is not supported
 - ii. Mac: macOS 10.13 to 13.0+
 - b. While older versions of Windows and Mac may work, they are not officially supported and may run into unexpected errors during use.

Open Web Browser

1. Open your preferred web browser by double-clicking the desktop icon.

*In these instructions, we will be using Google Chrome, but that specific browser is not required.



Visit the Wilmington University Respondus Page

1. In the address bar, type wilmu.edu/respondus



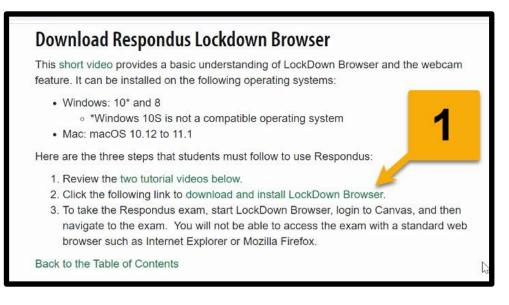
Table of Contents

1. In the table of contents, click "Download Respondus LockDown Browser."



Download Link

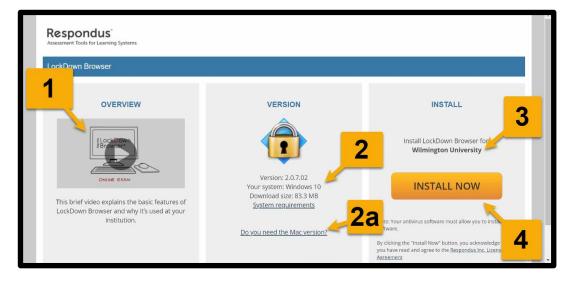
1. Under the instructions, at step 2, click the link to "download and install LockDown Browser."



Respondus LockDown Browser Installation Download Page

- 1. If you would like an overview of the Respondus LockDown Browser, you can click the video on the left to watch an overview.
- 2. Under Version, make sure the correct operating system was detected.
 - a. If not, you can click the link at the bottom of the version column to switch versions.
- 3. Under Install, make sure it says Wilmington University.
- 4. When you are ready, click "Install Now."

*The amount of time it takes to download will depend on the speed of your Internet connection.



Launch the Installation Program

Once you see the Install column change to a Thank You message, you know the download has completed.

Option 1 (Downloaded file shown in web browser):

1. Click the file to launch the installation program.



Option 2 (Downloaded file not shown in the web browser):

- 1. Open File Explorer (Finder on Mac).
- 2. Go to your Downloads folder.
- 3. Once you find the downloaded file, double-click it to launch the installation.

*The file name should begin with LockDownBrowser.

↓ ↓ ↓ File Home Share	manage	ownloads		-	□ × ~0
$\leftrightarrow \rightarrow \uparrow \uparrow \downarrow$ > This PC >		Q U	Search Downloads		
★ Quick access ▲ Name Of the second seco			Date modified	Туре	Size
	ockDownBrowser-2-0-7-02	2	4/30/2021 1:37 PM	Application	85,35
Download and It Music Videos OneDrive	2	3			,
1 it selected 83.3 MB					

Admin Approval for Installation

Option 1 (Signed in as a local admin):

1. Click "Yes" to approve running the installation program.



Option 2 (Not signed in as a local admin):

- 1. Enter the user name of the local admin.
- 2. Enter the password of the local admin.
- 3. Click "Yes" to approve running the installation program.

User Account Control	×
Do you want to allow this app to make changes to your device?	
LockDown Browser	
Verified publisher: Respondus, Inc. File origin: Hard drive on this computer	
Show more details To continue, enter an admin user name and password	
to continue, enter an admin user hame and passwork.	_
User name	
Password C	
Domain:	_
More choices	
Yes No	



Set the Installation Language

- 1. Click on the language you want to use for the installation process.
- 2. Click "Next."

Respondus LockDown Browser 2 - Insta ^u ct Choose Setup Language Select the language for the installation t	1 below.	Ń	K	×
English (United States) French (Canadian) German Italian Portuguese (Brazilian) Spanish			2	
InstallShield	< Back	Next >	Cancel	

License Agreement

- 1. Read the License Agreement.
- 2. Click "I accept the terms of the license agreement."
- 3. Click "Next."

espondus LockDown Browser 2 - InstallShie	ld Wizard	_	>
License Agreement		4	
Please read the following license agreement of	carefully.		
			IN ALL
issued by Licensor regarding the licensing of and the names of the Software licensed by Li	the Software and	/or provide Licensee	
13. LICENSEE OUTSIDE THE U.S. If Licensee provisions of this Section shall apply. (i) Les que cette convention de meme que tous les c rattache, soient rediges en langue anglaise. (i) Agreement and all related documentation is a Licensee is responsible for complying with ar impact its right to import, export or use the S complied with any regulations or registration make this license enforceable.	parties aux presen documents y com translation: "The and will be in the hy local law in the Software,	ntes confirment leur pris tout avis qui s'y parties confirm that	volonte this (ii) night it it has
• I accept the terms of the license agreemer	nt		2
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stallShield			

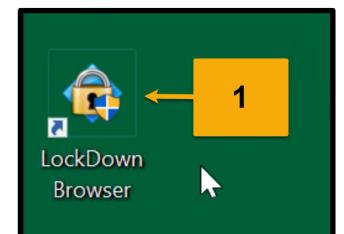
Finish the Installation

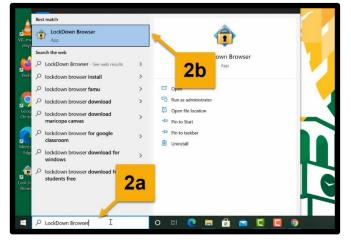
1. Once it says that the installation is complete, click "Finish."



Verify App is Installed

- 1. If you see the LockDown Browser desktop icon, then you know it is installed.
- 2. If you do not see the desktop icon, you can search the apps on your computer.
 - a. Search for "LockDown Browser"
 - i. Windows use search box.
 - ii. Mac use Spotlight.
 - b. If you see the LockDown Browser app, then you know it is installed.





Additional Technical Support

If you are having difficulty with completing the installation, you can contact the Wilmington University IT Help Desk. Contact information and support hours are available at wilmu.edu/techres

- 1. It is recommended that you call 1-877-708-2905 or use the live chat.
- 2. Be sure to contact during the support hours.

*Make sure you have a local admin account in order for them to be able to provide you with support.

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To Login Errors	Top Issues									
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Web Browser Issues with (ļ		. <u>.</u>					
Spring 202	Spring 2021 Support Hours		Student Technology Resources		Services for Faculty and Staff					
Monday – Friday	8:00 AM - 8:00	0)n-Campus Technolo	gy Access	>	Classroom Tec	hnology			>
Saturday	8:30 AM - 2:30	PM (Inline Software Acce	SS	>	Technology Training				>
Sunday	12:00 PM - 10:0	РМ	Purchasing Options		>	Multimedia Se	ervices			>