**Respondus Help Center for LockDown Browser**

Respondus Help Center is a feature within LockDown Browser that enables students and help desks to more easily troubleshoot technical issues with a student's computer. Help desks can use the information below to guide students using Help Center.

- Help Center is currently only available to users of the Windows and Mac editions of LockDown Browser
- Students will not see the Help Center button until they log in to the LMS with LockDown Browser and select a course.

**Using Help Center**

If you are having a problem with LockDown Browser or the webcam part of the application (i.e. Respondus Monitor), follow these steps:

1. Start LockDown Browser: log in to GeorgiaVIEW and select a course in which you have to take a test/quiz.
2. Select the "Help Center” button from the toolbar in LockDown Browser
3. The Help Center screen now appears:
4. Select Run Webcam Check to ensure the webcam is working properly (this step can be skipped if the student isn't required to record themselves during an exam with a webcam)
5. Click the “Run System Check” button. 
On the system check screen, you will see a set of images the top of the screen. A green mark indicates that the item meets the system requirements; a red X may indicate a problem for that item.

![System Check Screen](image)

5a. Scroll downward to see detailed results of the network and system check, including bandwidth and latency tests, OS information, a list of applications that are running, etc.

6. Select “Email results” to send the System Check results to your email address and optional to GeorgiaVIEW help desk gaview@gsw.edu

7. The best way to resolve your issue during the exam is to click the “Report an Issue” button, so it will be send directly to Respondus Support by opening a ticket at [http://support.respondus.com/support/](http://support.respondus.com/support/)

7a. BE SURE to include the original LockDown Browser System Check Results email with System Check ID that appears whenever a System Check is run in LockDown Browser:

HELP CENTER SESSION:
Date: 10 Mar 2016
Time: 08:34:40
System Check ID: 72XX49QTGD
Name: Student

b. When submitting the ticket, provide as much detail as possible about the problem.