

Respondus Help Center for LockDown Browser

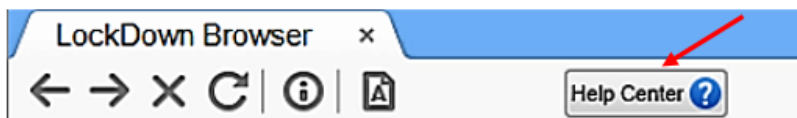
Respondus Help Center is a feature within LockDown Browser that enables students and help desks to more easily troubleshoot technical issues with a student's computer. Help desks can use the information below to guide students using Help Center.

- 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.

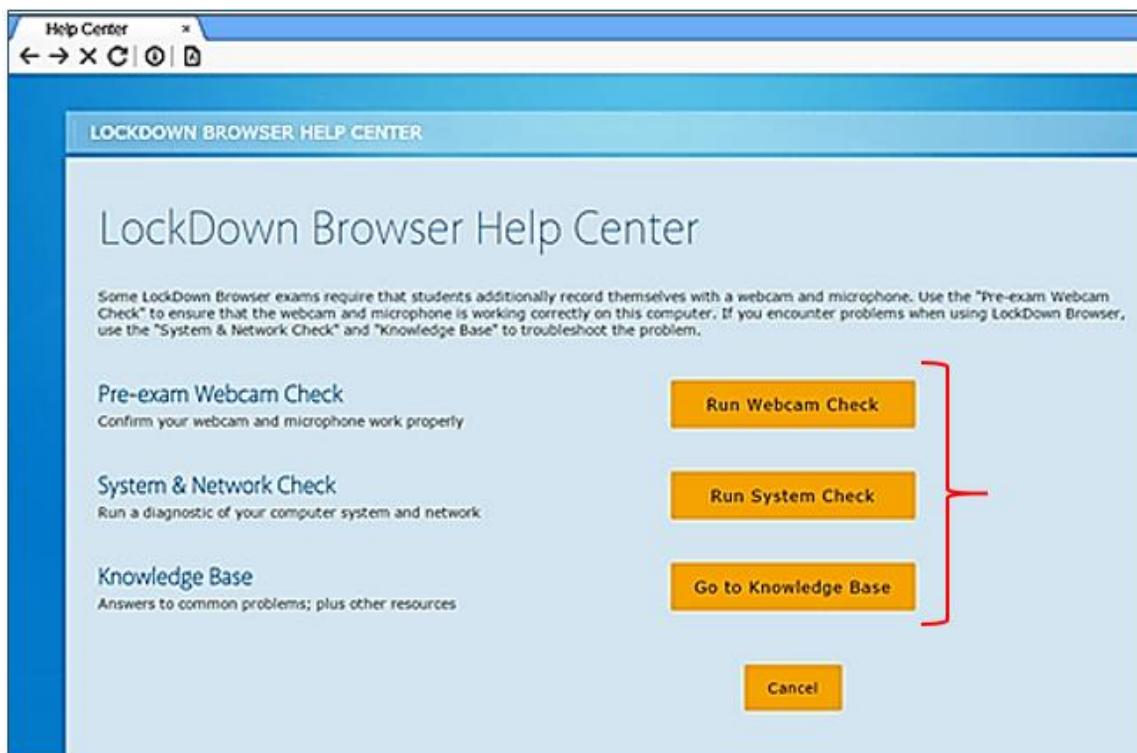
Using Help Center

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



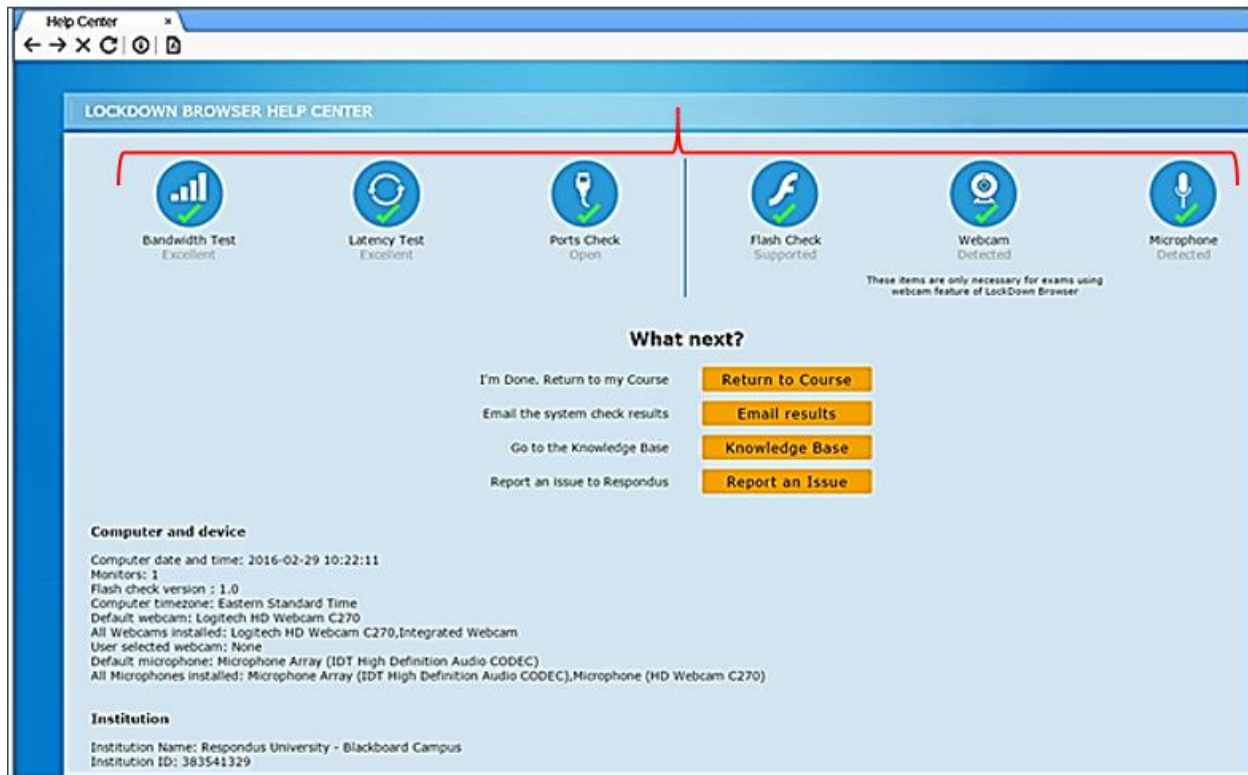
3. The Help Center screen now appears:



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.



- a. 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/>**
 - a. **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.**