LockDown Browser Issue: Continually Prompting for a Password

This article is for students who are unable to access an exam through LockDown Browser because they are prompted over and over again to enter in a password. There are two scenarios in which this issue arises, a) when the instructor has set a password for the exam, or b) you are using a different browser (like Edge, or Chrome) to access the exam. This article provides two approaches, indicated below, to resolving this issue.

Resolution 1

1. Verify that you have accessed the exam using **Respondus LockDown Browser**.
    1. If you do not have LockDown Browser on your computer, you will need to download and install it.

        It is very important that you download using only the link below:

        - LockDown Browser Download

    2. Once you have downloaded LockDown Browser, you can install it, following the directions below:
        1. What is Respondus LockDown Browser?
            1. **Respondus LockDown Browser** is a locked browser for taking tests in Canvas. It prevents you from printing, copying, going to another URL, or accessing other applications during a test. If a Blackboard test requires that Respondus LockDown Browser be used, you will not be able to take the test with a standard web browser.
            Respondus LockDown Browser **should only be used for taking Blackboard tests**. It should not be used in other areas of Blackboard.
        2. Download link for Respondus LockDown Broswer
        3. Installing Respondus LockDown Broswer
            1. Windows computers
                1. During the installation, Select Yes if prompted to accept programs from Respondus.
                2. Follow the onscreen instructions to complete the install.
            2. Mac computers
                1. Be sure that OSX 10.5 or higher is being used (512K RAM minimum).

2. Follow the download page instructions to obtain the correct installation program.
3. Start the LockDown Browser installation program and follow the onscreen instructions to complete the installation.

4. Taking a test
   1. The link to a test in Canvas will indicate whether it requires LockDown Browser
   2. Close all programs, unless one is used to connect you to the Internet
   3. Locate the "LockDown Browser" shortcut on the desktop and double-click it. (For Mac users, launch "LockDown Browser" from the Applications folder.)
   4. If prompted, either close a blocked program (e.g. screen capture, instant messaging) by choosing Yes OR close LockDown Browser and close the blocked program before restarting.
   5. Login to your Blackboard course.
   6. Navigate to the test and select it.
   7. If the instructor requires a test password, a new window will appear asking for the Exam Password
      1. Obtain the correct password from your instructor.
      2. Enter the password provided by the instructor into the password field.
   8. Click Begin Exam.
   9. The test will then start.
   10. Once a test has been started with Respondus LockDown Browser, you cannot exit until the Submit button is clicked.

You should be able to access the exam from here. If you are still being prompted to enter in a password, proceed to **Resolution 2.**

Resolution 2

You may not have the correct password or you may be entering it incorrectly.

- Verify that the password you are using is the correct one.
  - Verify that you have entered the password in correctly.
    - If the password is incorrect, you will need to obtain the correct one from your instructor.