

NSCC Faculty Online Proctoring Guide

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Overview

Online proctoring can prevent cheating on exams that are given remotely through D2L/NS Online. Online proctoring takes the place of the classic human proctor, who might physically watch students taking a paper exam in a classroom.

Online proctoring tools are fully automated and use a student’s webcam to record exam sessions. This allows students to take exams when and where they choose, without the direct supervision of an instructor. Online proctoring can help to preserve the integrity of exams, while allowing students the flexibility they need from online learning.

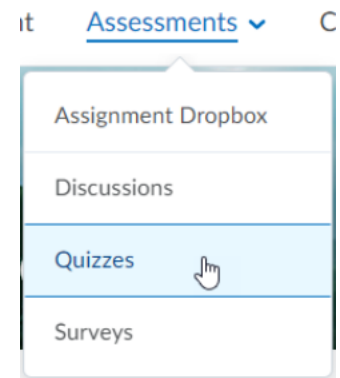
Nashville State’s Office of Online Learning supports LockDown Browser & Respondus Monitor for online proctoring. It is the responsibility of the instructor to establish expectations and protocols for students during exams. If students have difficulty with access, they should contact the instructor immediately.

LockDown Browser prevents students from opening external websites or software during an exam. Adding Respondus Monitor also records students’ screens and their webcam to document their actions and behavior during exams. Instructors will have access to these recordings, but only incidents that the software detects might involve a potential violation will be flagged for the instructor to review.

Setting up LockDown Browser and Respondus Monitor

Setting up online proctoring is easy! LockDown Browser + Respondus Monitor is freely available for instructors in NS Online/D2L.

1. Create or access an exam in D2L Quizzes.
2. Select the LockDown Browser link in the secondary navigation.
 - a. Review if LockDown Browser is currently enabled for any quizzes. If you see any errors in the test list, select the Fix Errors icon to update.
 - b. If you are using a publisher third-party with Respondus, these proctoring options need to be set up in individual course sections, and not through a prime course. Navigate to the designated [third-party section](#) below.
3. Students should be informed of any requirements before taking a proctored exam. We recommend having students take an openly available unlimited practice quiz to ensure proper functionality prior to taking any proctored exams.



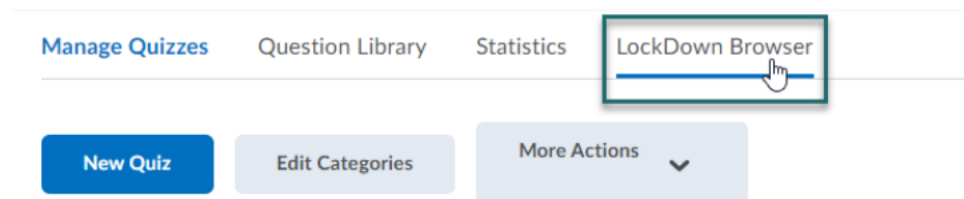
D2L Set Up: Respondus LockDown Browser + Monitor

Enable Respondus LockDown Browser + Monitor

First, create your exam in NS Online/D2L as you normally would, using the **Quizzes** tool. For remotely proctored tests, be sure to make the assessment available over a longer period of time (at least a 48-hour testing window), to accommodate online student schedules. You can do this on the **Restrictions** tab of the **Edit Quiz** pane.

Navigate to the **Quizzes** section from the **Assessments** drop down menu in the NavBar.

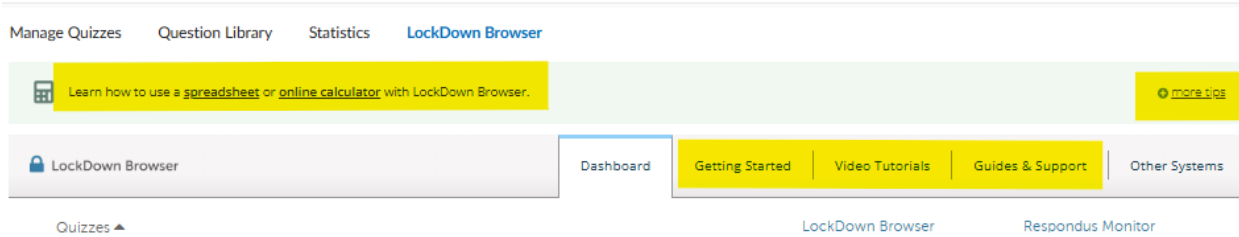
LockDown Browser is available as a tab at the top of the **Quizzes** main page.



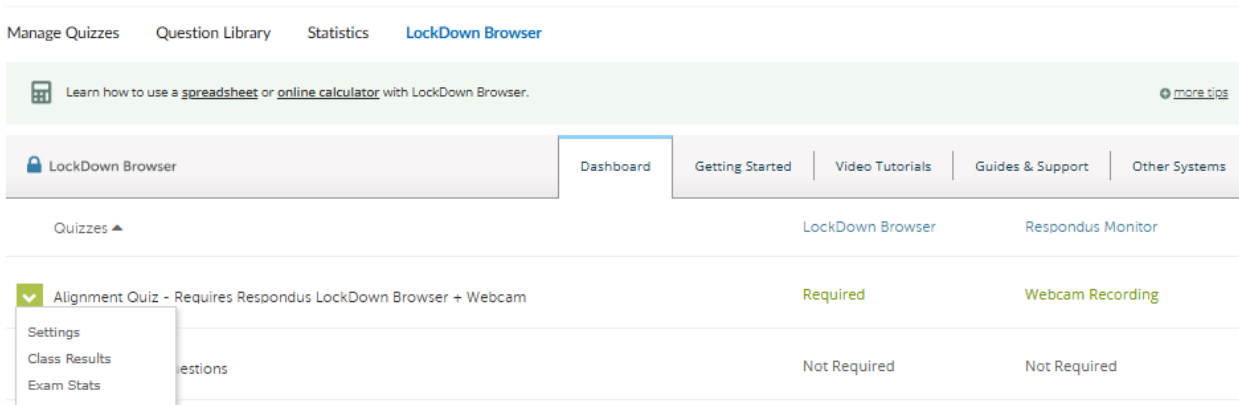
If this is your first time using Respondus LockDown Browser, you may be redirected to the landing page for LockDown Browser, which includes several introductory resources and

guides for your reference. To access the setup for LockDown Browser, select “**Continue to LockDown Browser**” at the bottom of your screen.

Take advantage of all the guides available on the LockDown Browser Dashboard.



The **LockDown Browser Dashboard** lists all quizzes available in your course, with information about which ones have been set up with LockDown Browser, Monitor, or both. Select the drop-down arrow next to the quiz you want to add LockDown Browser to and select “**Settings**.”



In the Settings, select the radio button next to “Require LockDown Browser for this exam” and expand the Advanced Settings panel to review additional options.

▼ Alignment Quiz - Requires Respondus LockDown Browser + Webcam

LockDown Browser Settings

Don't require LockDown Browser for this exam

Require LockDown Browser for this exam

[-] Password Settings

Password to access exam (optional)

[-] Advanced Settings

Require LockDown Browser to view post-exam feedback and results [\[explain\]](#)

Lock students into the browser until exam is completed [\[explain\]](#)

Allow access to specific external web domains [\[explain\]](#)

Enable Calculator on the toolbar [\[explain\]](#)

Enable Printing from the toolbar [\[explain\]](#)

Under **Password Settings**, you will have the option to add a password. This password can be used if students will opt-out of remote proctoring and use a Testing Center proctor to override Respondus Monitor in a proctored lab environment (next section), if you choose to allow this. Confer with the [Access Center](#) on the use of this option for students with accommodations.

Respondus Monitor should also be enabled by selecting the radio button next to “**Require Respondus Monitor (automated proctoring) for this exam.**” This will expand the options to require Webcam Only, Webcam + Screen, or Screen Only. Select your option.

Respondus Monitor

Don't require Respondus Monitor for this exam

Require Respondus Monitor (automated proctoring) for this exam [\[explain\]](#)

[Questions?](#)

Webcam Only

Webcam + Screen

Screen Only

Allow instructor live proctoring for this exam (via Zoom, Teams, etc) [\[explain\]](#)

You can then specify what security events you want to occur in the **Startup Sequence** prior to the exam start, such as requiring an environment check on camera, requiring that students show their photo ID to the camera, or performing a facial detection check. You can also specify settings for **Facial Detection** under **Facial Detection Options**.

Startup Sequence

The Startup Sequence is the set of optional events that occur before a Monitor webcam session begins. You can choose the items to be included in the Startup Sequence, and can edit the text unless it has been locked by the administrator.

Webcam Check	Preview
<input checked="" type="checkbox"/> Additional Instructions	Preview Edit Text
<input checked="" type="checkbox"/> Guidelines + Tips	Preview
<input checked="" type="checkbox"/> Student Photo	Preview
<input type="checkbox"/> Show ID	Preview Edit Text
<input checked="" type="checkbox"/> Environment Check	Preview Edit Text
Face Detection	Preview

Face Detection Options

- Prevent student from starting the exam if face cannot be seen clearly in video. [\[explain\]](#)
- Notify student during the exam if face cannot be seen clearly in video [\[explain\]](#)

Advanced Settings

Second Camera **NEW**

Note: “Facial Detection” keeps track of whether the student’s face is visible on the screen or not. It is not the same as facial *recognition* (its purpose is not to identify students by name).

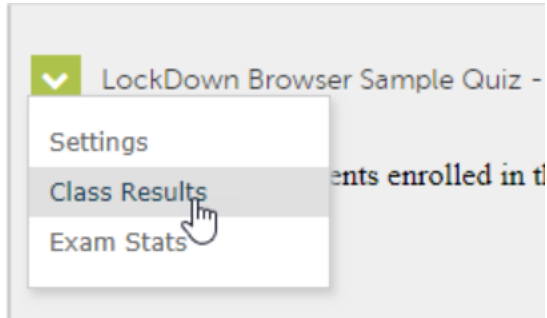
Advanced Settings

- Allow use of an iPad for this exam [\[explain\]](#)
- Allow switching to another application during the assessment (requires a Windows or Mac computer) [\[explain\]](#)
 - Microsoft Excel (test-taker must have a desktop version of Excel installed)
 - Microsoft Word (test-taker must have a desktop version of Word installed)
- Allow this exam to additionally be delivered in a proctored lab (no webcam recording) [\[explain\]](#)
- Enable "Show Your Work" step at end of exam [Edit Text](#) [\[explain\]](#)
- Enter a demo student username for use by the instructor [\[explain\]](#)

Under **Advanced Settings**, you can allow the use of an iPad (recommended). You can also choose to **allow the exam to be delivered in a proctored lab**. If you choose this setting, you will need to set an exam password for LockDown Browser. Proctoring staff will use this password to override the Respondus Monitor settings, so that students only use LockDown Browser, not Monitor. We recommend this option in case you have students who choose to opt-out of the Respondus proctoring to go to the Testing Center.

You may also choose to allow a “**Show Your Work**” step at the end of the exam. This gives the student the opportunity to take a picture of any worksheets or scratch paper they used

during the exam, using their webcam. You can **Edit Text** to edit the specific instructions you want to give students during this step.



Once you have finished editing your Respondus Monitor settings, select **Save and Close**. You will be redirected to the Respondus dashboard, where you will now see that LockDown Browser and Respondus Monitor have been enabled for your exam.

Quizzes ▲	LockDown Browser	Respondus Monitor
▼ Alignment Quiz - Requires Respondus LockDown Browser + Webcam	Required	Webcam Recording
▼ Test Generator Questions - Requires Respondus LockDown Browser + Webcam	Required	Webcam Recording
▼ Untitled	Not Required	Not Required

***Note:** When settings are copied from another course, it is vital that the instructor clicks on the Respondus dashboard to review that proctored tests are ready (green). Occasionally, there may be an exam that has a “Fix Error” notification beside the exam. If instructors click this button, it will resync the settings and the test will be ready to function.

When students view this exam in their **Quiz List** in D2L, they will see “**Requires Respondus LockDown Browser + Webcam**” added to the title.

When students begin the exam, they will also be given the opportunity to **download and install LockDown Browser** if they have not already and perform a webcam check.

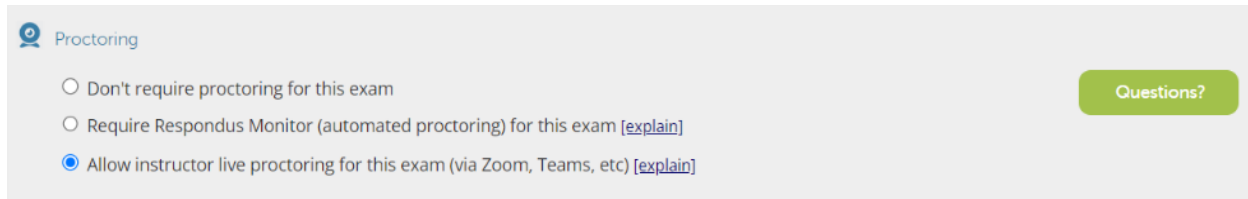
View Flagged Activity Post-Exam

To review activity flagged by Respondus Monitor, after students have taken the exam, navigate to the LockDown Browser dashboard in **Assessments > Quizzes**. Then, select the drop-down arrow next to the exam and select the option “**Class Results.**”

Instructor Live Proctoring (Virtual Only)

Optionally, instructors may choose to have students take an exam using **Respondus Monitor live on Zoom or Teams**. In this scenario, you would personally proctor students synchronously on their webcams inside Zoom or Teams.

This option allows for the Zoom or Teams software to run on the students' computers without being blocked by LockDown Browser.



Proctoring

Don't require proctoring for this exam

Require Respondus Monitor (automated proctoring) for this exam [\[explain\]](#)

Allow instructor live proctoring for this exam (via Zoom, Teams, etc) [\[explain\]](#)

Questions?

Note: This option is ONLY recommended for small class sizes where it is possible to observe and track all students during a video conference (no more than 10 students). This also isn't recommended for iPad-enabled exams unless the student has a second device for video conferencing. Read the instructions before proceeding with this option.

Support for Students

With Respondus Monitor, exams can be set up to allow students a choice of taking tests with a webcam and LockDown Browser, or in a proctored environment with LockDown Browser.

Online students can [opt out of an online proctored exam](#) to take the exam at a NSCC Testing Center. [Optional Settings in Respondus](#) need to be set up by the instructor to provide this access. “Allow this exam to additionally be delivered in a proctored lab” needs to be checked in advanced settings under Respondus Monitor, and a password should be entered and submitted to the Testing Center.

What do students need to do to take an exam proctored online?

Online proctoring is also easy for students to set up. Please provide your students with a version of the following instructions before an exam, plus any additional requirements you may have. You can refer students to the [Student Quick Start Guide Respondus](#).

Before taking an exam, students will need the following:

1. **A laptop or desktop computer.** Exams can be set to use Chromebook or iPad if those options are available. Make sure laptops are fully charged or plugged into the wall.
2. **System Requirements include;**
 - a. **Windows:** 11 and 10 [Details](#) or **Mac:** macOS 12 to 26.0+
 - b. **iPadOS:** 15+. Must have compatible LMS integration. [Details](#)
 - c. **Chromebook:** [Details](#)

3. **A webcam and microphone.**
4. **A stable Internet connection.**
5. Students must **download the [Respondus software](#)** onto their computer, for [Windows](#) or [Mac](#). Students will be prompted to download the software before attempting an exam.
6. Reference to any allowed materials, such as scratch paper, a calculator, or other materials. Remove phones, other electronic devices, and disallow study materials out of sight and out of reach.
7. A private setting with minimal background noise or disturbances. Adequate lighting to show the student's face. Sit with the light source in front of you, not behind you.
8. If the instructor requires it;
 - a. access to **a photo ID.**
 - b. a space for a **360-degree room scan.**
9. Additionally, students who needs a testing accommodation or access to assistive software should consult with their instructor and the [Access Center](#) at least one week in advance of the exam, so that the instructor can prepare the exam set-up accordingly.

Before and during an exam, students should:

1. Complete a practice exam (strongly recommended) on the computer they intend to use before taking the actual exam, to ensure that all technical requirements are met, and the software is working correctly.
2. Close out of all software and browser windows when prompted.
3. Complete the browser and webcam pre-check before beginning the exam.
3. If for any reason the student must exit a test or is kicked from the exam, they should try to immediately re-enter the testing window as soon as possible.
4. Contact [Respondus live chat help](#) if needed during the exam. Links to support will be available throughout the exam. Students may also open a ticket directly with Respondus Support at support.respondus.com.
5. If Respondus live support is unable to assist with a technical issue, students should **contact the instructor immediately** to explain the situation.

Troubleshooting Respondus

Instructors may need to reset an exam due to unforeseen circumstances but can also refer students to the Respondus support services. The Office of Online Learning will not intervene with student testing without instructor permission.

As with any technology tool, some students may experience technical difficulties while trying to access an exam with Respondus Monitor enabled.

Common student technical problems might include:

1. Dropped Internet connection,
2. Access to webcam or hardware blocked by the student's computer,
3. Software blocked access to assistive technology.

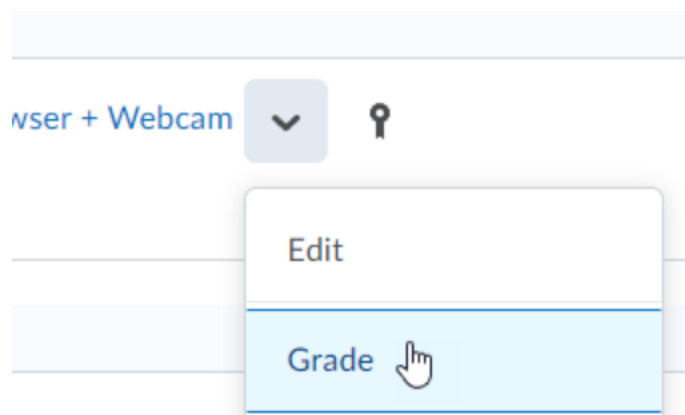
If a student experiences errors during the exam, they should:

1. Contact Respondus Support using the live chat support links available in the exam.
2. If Respondus Support is unable to resolve the issue, or if the student is kicked from an exam due to lost Internet connection or another error, the student should **contact the instructor right away** to explain the situation. The “**Early Exit**” feature in LockDown Browser allows the student to leave an explanation for why they left early.
3. If the instructor is unable to resolve the issue, the instructor should contact the Office of Online Learning.
4. For issues with assistive technologies and testing accommodations, the instructor should confer with the [Access Center](#) for assistance and/or open a support ticket with Respondus.

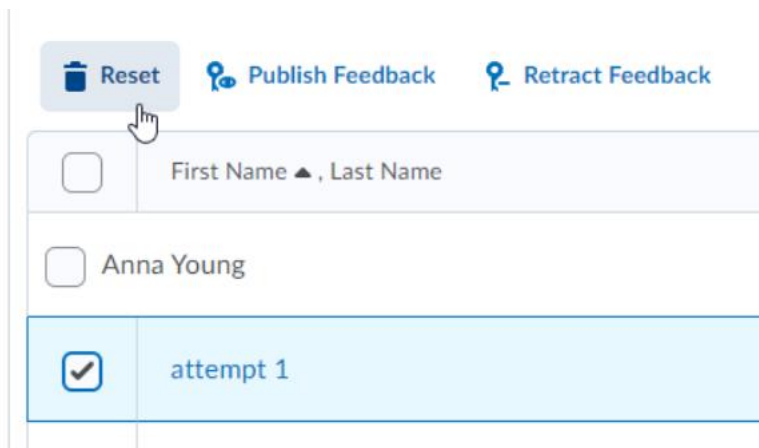
To reopen an exam for a student

If a student was unable to finish an exam due to a technical error, you can reopen the exam for them using these instructions:

Go to **Assessments > Quizzes**. Select the drop-down arrow next to the exam in the **Quiz List** and select **Grade**.



Find the student's attempt and check the box next to it. Then, select **Reset** at the top. This will reset the attempts the student has made to 0, allowing them to restart the exam.



If the exam due date has already passed, you will also need to adjust the due date to re-open the exam for the student. Go to **Assessments > Quizzes** and then select **Edit** from the drop-down menu next to the exam. Select the **Restrictions** tab and under **Special Access**, select **Add Users to Special Access**.

Special Access

Type of Access

- Allow selected users special access to this quiz
- Allow only users with special access to see this quiz

Add Users to Special Access

Choose the student from the list. Under **Properties** at the top, change the **due date** or **end date** to a date past what was originally set to allow that student for an extension. Then, select **Add Special Access** to save changes. If the quiz was closed to a student, it should reopen to them until the new due date you set.

Setting up a Third-Party Proctored Exam

Respondus integrates seamlessly with learning systems like [Pearson MyLab](#), [McGraw Hill ALEKS](#), [Cengage WebAssign](#), and [Hawkes Learning](#).

These exams need to be set up in the **individual course sections** and **NOT** in the prime course. There are unique codes and/or publisher representative interventions required for individual course sections if you select this option.

To access publisher options for proctoring in D2L, select the LockDown Browser link, and select the Other Systems option.

Manage Quizzes | Question Library | Statistics | **LockDown Browser**

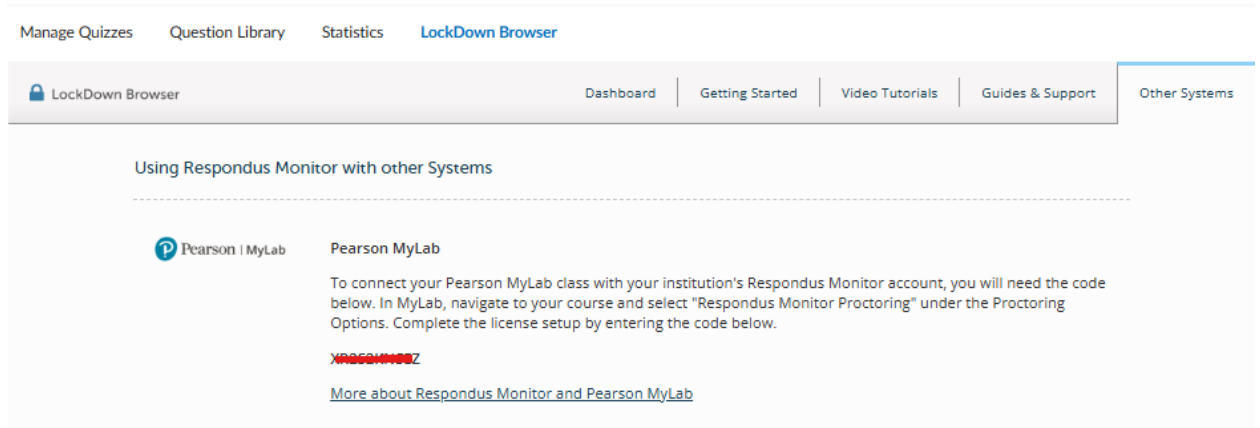
Learn how to use a [spreadsheet](#) or [online calculator](#) with LockDown Browser. [more tips](#)

LockDown Browser | Dashboard | Getting Started | Video Tutorials | Guides & Support | **Other Systems**

Quizzes	LockDown Browser	Respondus Monitor
Alignment Quiz - Requires Respondus LockDown Browser + Webcam	Required	Webcam Recording
Test Generator Questions	Not Required	Not Required

Note the following options for Pearson, ALEKS, Cengage, and Hawkes Learning;

1. **Pearson MyLab:** If you are using Pearson MyLab, your semester section in D2L will have a **unique code** that you will be required to copy and paste into the [Pearson LockDown Browser and Proctoring settings](#).



The screenshot shows the 'LockDown Browser' settings page in a web application. At the top, there are navigation links: 'Manage Quizzes', 'Question Library', 'Statistics', and 'LockDown Browser'. Below this is a sub-header 'Using Respondus Monitor with other Systems'. The main content area features a 'Pearson | MyLab' section with the title 'Pearson MyLab'. The text below reads: 'To connect your Pearson MyLab class with your institution's Respondus Monitor account, you will need the code below. In MyLab, navigate to your course and select "Respondus Monitor Proctoring" under the Proctoring Options. Complete the license setup by entering the code below.' A red 'X' is visible over the code field, and a link 'More about Respondus Monitor and Pearson MyLab' is provided at the bottom.

2. **McGraw-Hill ALEKS:** To enable Respondus Monitor for use with ALEKS HE courses or PPL assessments, please reach out to your McGraw-Hill ALEKS representative. [More about Respondus Monitor and ALEKS](#)
3. **Cengage WebAssign:** To use Respondus Monitor with WebAssign assessments, sign into your WebAssign class as an instructor. Select the Schedule link for the assessment. From the Schedule page, go to the menu for the corresponding test and select Edit Restrictions. Select the LockDown Browser option and then Respondus Monitor. [More about Respondus Monitor and WebAssign](#)
4. **Hawkes Learning:** To use Respondus Monitor with a Hawkes Learning course, sign in as an instructor and select "Additional Settings" for any WebTest. Select the desired LockDown Browser and Respondus Monitor options. (Note: If the Respondus Monitor option is not shown, your Hawkes Admin will need to set up the integration.) [More about Respondus Monitor and Hawkes Learning](#)
5. **If you have any issues with setting these proctored tests, please contact your publisher representatives or Respondus support. Online Learning does not have access to publisher materials.**

Resources

Please refer to NSCC's [Proctoring Service webpage](#) for additional information regarding proctoring. If you would like assistance with Respondus, contact the Office of Online Learning.