

If Students Cannot Access Quiz Through LockDown Browser

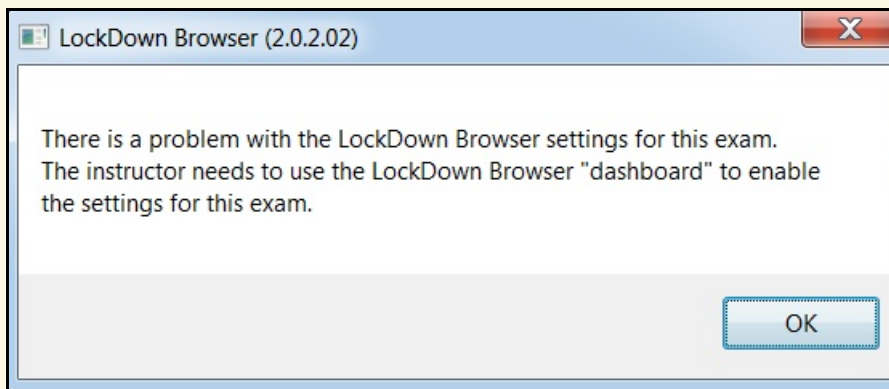
Last Modified on 03/23/2021 9:13 am CDT

If students have trouble accessing your quiz using LockDown Browser, check the following:

The current version of LockDown Browser should be 2.0.2.05. Instruct students to contact the [Service Desk](https://vlac.lonestar.edu/help/additional-technical-issues) (<https://vlac.lonestar.edu/help/additional-technical-issues>) if this is not the version you have.

IMPORTANT POINTS:

1. Students should always access the quiz through Content (or the Manage Quizzes page but that is not recommended). If students try to access the quiz through the link in the Update widget from the course homepage, they could get an error.
2. After a course copy, faculty **must** access the LockDown Browser Dashboard to resynchronize all the settings. If you do not access the LockDown Browser Dashboard before the students take a quiz requiring LDB, your students may see the following error:

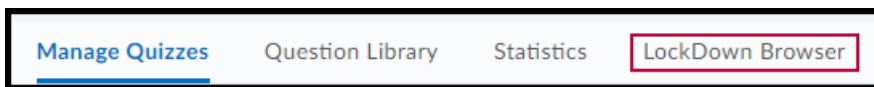


The solution is simply to access the LockDown Browser Dashboard by going to **Course Activities > Quizzes > LockDown Browser** tab.

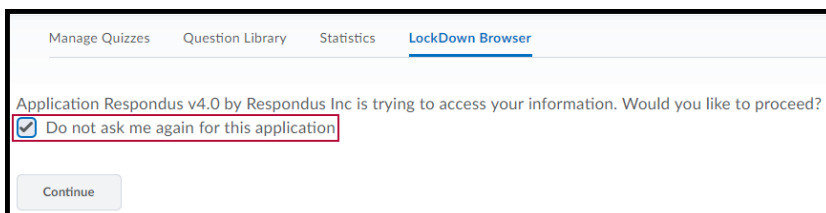
3. If the title of the quiz is changed after the LDB settings are established, the **Fix It** button will return and have to be clicked again to resolve issues.

What to Try Now

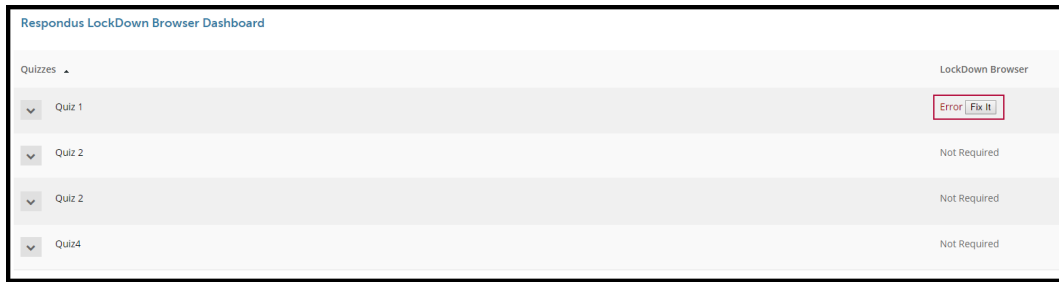
1. From the navbar, select **Course Activities**, and then select **Quizzes**.
2. Select the **LockDown Browser** tab. The LockDown Browser Dashboard listing of all quizzes displays. Indicate if they have LockDown browser or Monitor enabled.



3. If you see an alert asking you "Application Respondus v4.0 by Respondus Inc is trying to access your information. Would you like to proceed?" select the checkbox for **Do not ask me again for this application**, and then click the **Continue** button.



4. If you see the **Fix It** button listed on a quiz, click it, as it fixes settings with errors.



The screenshot shows the Respondus LockDown Browser Dashboard. It features a table with the following columns: Quiz Name, LockDown Browser status, and a 'Fix It' button. The first row shows 'Quiz 1' with an 'Error' status and a 'Fix It' button. The subsequent rows show 'Quiz 2' and 'Quiz4' with 'Not Required' statuses.

Quizzes	LockDown Browser
Quiz 1	Error Fix It
Quiz 2	Not Required
Quiz 2	Not Required
Quiz4	Not Required

5. If you see **Required** in green, everything is good.

Still Having Trouble?

- Try clicking the **Fix it** button again.
- Try shortening the password.
- Contact LSC Online through vtac@lonestar.edu () or make an [appointment with a technologist](#) (<https://app.acuityscheduling.com/schedule.php?owner=12117659&appointmentType=category:Virtual+Teaching+Assistance+Center>).