

# If Students Cannot Access Quiz Through LockDown Browser

Last Modified on 04/25/2026 12:01 pm CDT

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

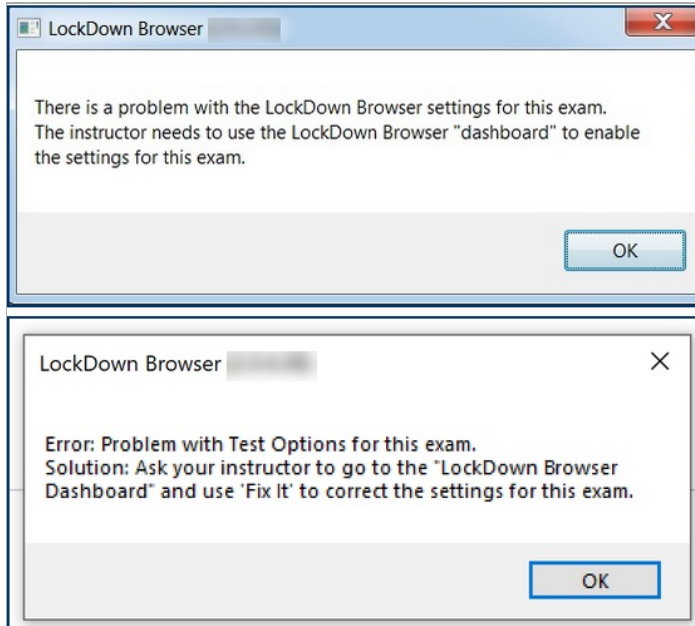
The current version of LockDown Browser will be listed on the [LockDown Browser Support \(https://support.respondus.com/hc/en-us\)](https://support.respondus.com/hc/en-us) page. Instruct students to view [Respondus LockDown Browser & Respondus Monitor \(https://vlac.lonestar.edu/help/respondus-lockdown-browser-and-monitor\)](https://vlac.lonestar.edu/help/respondus-lockdown-browser-and-monitor) or contact the [IT Service Desk \(https://vlac.lonestar.edu/help/contact-it-service-desk\)](https://vlac.lonestar.edu/help/contact-it-service-desk) if they need further assistance.

1. Students should always access quizzes through either one of the following two routes:

- 1) Access the quiz through the **Content module** designated by the Instructor.
- 2) Access the quiz through Course Activities > Quizzes

If students try to access the quiz through the link in the **Updates** widget from the D2L course homepage, they could get an error.

2. After a course copy, faculty must access the LockDown Browser Dashboard to re-sync 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:

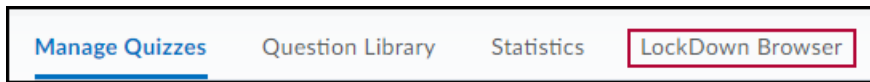


The solution is simply to access the LockDown Browser Dashboard by going to **Course Activities > Quizzes > LockDown Browser** tab.

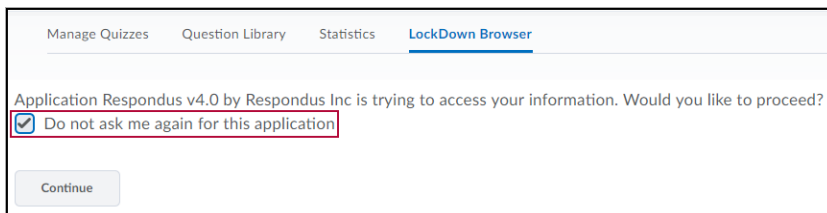
3. If the title of the quiz is changed after the LDB settings are established, the **[Fix It]** button will return and have to be clicked again to resolve issues.

## 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.



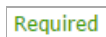
3. If you see an alert asking you "Application Respondus v4.0 by Respondus Inc is trying to access your information. Would you like to proceed?" select the checkbox for [**Do not ask me again for this application**], and then click [**Continue**].



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

Respondus LockDown Browser Dashboard	
Quizzes	LockDown Browser
Quiz 1	Error [Fix It]
Quiz 2	Not Required
Quiz 2	Not Required
Quiz4	Not Required

5. If you see [**Required**] button in green, you are all set.



## Still Having Trouble?

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