

Respondus LockDown Browser®

Student Reference Guide

What is Respondus LockDown Browser?

LockDown Browser is a locked, secure browser required for writing certain online tests and examinations at UJ. When active, it prevents you from printing, copying, going to other web addresses, or accessing other software on your computer (like Zoom, MS Teams, instant messaging, or screen recorders). You are locked in the browser environment until your exam is submitted for grading.

1. BEFORE THE EXAM: CRITICAL PREPARATION

A. Download & Install the Official UJ Browser

You must download LockDown Browser using the official, unique link provided by the University of Johannesburg. The browser only needs to be installed once per computer. Supported systems include Windows and Mac. If your lecturer explicitly permits iPad use, you can download the LockDown Browser app from the Apple App Store.

B. System Clearance & App Checklist

Before launching LockDown Browser, close all open programs on your machine. Only maintain active the software required for your internet connection. During startup, the system will prompt you to close blocked programs (e.g., instant messaging, screen-recording, or communication tools). You must choose **Yes** to close them and proceed.

C. Run a Practice Test

We strongly recommend taking a short, non-graded practice test if offered by your lecturer. This familiarizes you with the interface and confirms that the browser is correctly installed and compatible with your machine before your graded exam day.

2. STARTING AND TAKING YOUR EXAM

Method 1: Launch via LMS (Standard)

1. Open your regular web browser (e.g., Chrome, Firefox, or Safari).
2. Log in to your UJ online course portal, navigate to your course, and locate the test.
3. Click the exam link, which will prompt or launch LockDown Browser automatically.
4. Begin your exam inside the locked browser.

Method 2: Launch via Desktop Application

1. Locate the **LockDown Browser** shortcut on your desktop (or Applications folder on Mac) and double-click it.
2. The browser will automatically load the login screen for UJ's Learning Management System.

3. Log in with your standard credentials, navigate to your course, select your test, and click start.

Note: If you attempt to access the test using a regular web browser, you will be blocked and instructed to open LockDown Browser instead.

3. SPECIFIC DO'S AND DON'TS

Always adhere to these guidelines to ensure an uninterrupted examination session. LockDown Browser is configured to maintain exam integrity strictly.

GUIDELINES & ACTIONABLE DO'S	STRICT ACTIONS TO AVOID (DON'TS)
• Run the Practice Test early: Verify your software installation is functioning properly days in advance.	• Do NOT use standard browsers: Do not attempt to log in or take the exam via Chrome, Safari, or Edge.
• Use a reliable connection: Ensure your internet connection is active and stable before starting.	• Do NOT try to exit early: Exiting before submission requires entering a valid explanation which is logged for your lecturer.
• Close all communication apps: Shut down MS Teams, Zoom, Skype, and chat software before launching.	• Do NOT use screen capture: Avoid trying to print, copy questions, or capture screen content during the exam.
• Remain in the exam: Stay focused on the screen and do not try to leave the browser until you submit.	• Do NOT access outside materials: Instant messaging, web searches, and file exploration are strictly blocked.

4. EMERGENCY TECHNICAL PROTOCOLS (WHEN SOMETHING GOES WRONG)

Technical glitches can occasionally happen. If you encounter an issue during the exam, stay calm and follow the correct protocol depending on your writing location:

IF IN A UJ COMPUTER LAB	IF WRITING AT HOME / REMOTE
1. Do NOT exit or touch the computer system yourself. 2. Immediately raise your hand. 3. Call a computer lab assistant, invigilator, or	1. Immediately take a screengrab (screenshot) of the error message. 2. If the keyboard is locked, take a photo with your mobile phone. 3. Email the image instantly to your lecturer and the Helpdesk to document the issue and create a timestamped record.

OFFICIAL UJ SUPPORT & HELPDESK CONTACTS

For any technical assistance, download errors, or platform queries, UJ students can contact the Student Helpdesk during official office hours:

- **Telephone Support:** +27 11 559 3580

- **Email Support:** uhelp@uj.ac.za

Remember: When emailing, always provide your student number, course name, exam name, and a clear description of the issue encountered.