

UNIVERSITY OF JOHANNESBURG

ABOUT RESPONDUS MONITOR®

Respondus Monitor® is an automated proctoring companion that operates seamlessly inside **LockDown Browser®**. When required by your lecturer for a non-proctored online test, it locks down your computer environment and utilizes your device's webcam, microphone, and screen recording to capture your assessment session. Using proprietary machine learning algorithms, the system performs intelligent face-tracking and **handheld device detection** to automatically flag unusual movements, secondary screen use, or the presence of mobile phones. These automated flags help your lecturer review exam integrity while keeping the grading process fair for everyone.

CHRONOLOGICAL STEPS FOR SUCCESS

Phase 1: Pre-Exam Preparation (24–48 Hours Prior)

- **Installation:** Download LockDown Browser using the unique link provided specifically by UJ. The institutional application only needs to be installed once on your personal computer.
- **Device Inspection:** Ensure your computer has a functioning webcam, a clear microphone, and a stable broadband internet connection to record your session properly.
- **Optimize Environment:** Choose a quiet, private, and well-lit workspace. Position yourself so light is in front of you (not behind you, which causes silhouetting). Ensure dual monitors are fully disconnected.
- **Take the Practice Test:** Always complete the short, non-graded practice test created by your instructor before starting your first graded assessment. This confirms your system is 100% compatible.

Phase 2: On the Day (Final Countdown)

- **Arrive Early:** Boot up your device at least 30 minutes before your test start time to avoid last-minute stress.
- **Close Blocked Applications:** Close all unauthorized programs (e.g., MS Teams, Skype, Zoom, instant messaging, or screen capture software) before launching. When prompted by the system, select **Yes** to automatically shut them down.
- **Launch Startup Sequence:** Agree to the Terms of Use, perform the automated Webcam Check to verify audio/video recording, and complete any additional steps requested by your lecturer (such as displaying your official UJ Student ID card).

Phase 3: During the Active Exam

- **Maintain Full Webcam Visibility:** Remain centered in the camera's field of view throughout the exam. Do not shift your body, block your face, look away excessively, or leave your seat.
- **No Speaking or Reading Aloud:** Avoid reading exam questions aloud or whispering. Verbal cues can trigger unwanted AI proctoring flags for your lecturer to review.
- **Early Exit Lockout:** Once you start, you cannot exit the browser until the exam is submitted. If a total emergency forces an early exit, you will be locked out and must type a detailed, valid reason which your lecturer will inspect.
- **Show Your Work (If Applicable):** If your lecturer enables it, you can easily use your webcam or a mobile device to upload photographs of your handwritten equations, working out, or draft sheets at specified points in the exam.

STUDENT DO'S & DON'TS

PROCTORING DO'S (ESSENTIAL ACTIONS)	PROCTORING DON'TS (STRICTLY PROHIBITED)
• Ensure your face remains fully visible and centered in the webcam frame at all times.	• Do not allow mobile phones or other handheld devices within reach (monitored by AI detection).
• Write in a well-lit space with front-facing light so your instructor can verify your identity.	• Do not wear caps, hoodies, sunglasses, or face coverings that obstruct your facial features.
• Disconnect secondary displays, external monitors, and keep your workspace completely clear.	• Do not have other people in your exam room, as multiple people will trigger proctoring alerts.
• Complete a non-graded practice exam first to verify that your camera, mic, and software work.	• Do not read exam questions aloud, whisper, or make excessive noise during your session.

TECHNICAL EMERGENCIES & HELP PROTOCOL

If you encounter any hardware failures, internet dropouts, or software freezing during your proctored exam, **stay calm** and immediately execute the correct protocol based on your writing location:

- 1. IN A UJ COMPUTER LAB:** Do not attempt to fix software locks yourself. Raise your hand immediately to alert the lab assistant, invigilator, or lecturer on duty for in-person technical support.
- 2. WRITING AT HOME:** Instantly take a screenshot of the error message using your computer, or take a clear photograph of the screen with your phone. Immediately email this image to both your lecturer and the UJ Helpdesk. This creates a secure, timestamped record of the technical disruption to protect your academic standing.

OFFICIAL UJ SUPPORT DETAILS

The UJ Student Helpdesk is available during normal office hours to support you with all online proctoring, login, and institutional IT queries:

Telephone: +27 11 559 3580 | **Email:** uhelp@uj.ac.za