Frequently Asked Questions
LockDown Browser® and Respondus Monitor® ALEKS Integration

The Respondus integration for ALEKS includes:
1. **LockDown Browser** - A secure testing environment instructors can enable for Tests, Quizzes and Scheduled Knowledge Checks; always available for no additional cost within ALEKS.

2. **Respondus Monitor** - Free through June 17th to Higher Ed ALEKS users for Math and Chemistry courses being moved to online formats. Respondus Monitor is an automated proctoring application for LockDown Browser that records students via webcam during online exams to deter cheating. **Respondus has waived the $10.00 fee to students through June 17th, 2020.**
   - **After June 17th** - If an institution already has an agreement with Respondus, the license can be configured for use with ALEKS. Or you can enable a student-purchasing option at $10.00 per student for unlimited use in the course.

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Enabling LockDown Browser and Respondus Monitor Settings:
- To gain access, your ALEKS administrator must enable the Respondus Monitor setting. Your administrator can work with your ALEKS implementation manager to make it available to all instructors.
- Turn on the settings (as seen below in the screenshot).
- Next, select the “Student Purchase” option.

LockDown Browser Settings for Administrators

**Enabling LockDown Browser and Respondus Monitor for an exam:**
Once Respondus Monitor has been enabled for your institution, instructors can turn on LockDown Browser and Respondus Monitor for an ALEKS Test, Quiz or Scheduled Knowledge Check.

**LEARN MORE:** Watch the recorded Respondus Webinar for ALEKS Users

https://web.respondus.com/monitor-aleks-training/

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Note: Institutions that already linked ALEKS to a Respondus Monitor license should NOT change the setting to “Student Purchase” as this will affect earlier proctoring results. (Respondus has already communicated separately to the Respondus Monitor administrators about COVID-19 options available to them).
FAQ
What is LockDown Browser?

LockDown Browser is a custom browser that secures the online testing environment by preventing students from accessing other applications, copying, printing, or visiting other websites while taking an ALEKS Quiz, Test, or Scheduled Knowledge Check. LockDown Browser is intended for use in a proctored environment.

What is Respondus Monitor?

Respondus Monitor is an automated “remote proctoring” companion application for LockDown Browser that uses webcam and video technology to record students and deter cheating during unproctored, online exams. Respondus Monitor is recommended as an additional feature for unproctored environments.

How do I enable LockDown Browser and Respondus Monitor?

• First, Respondus options must be turned on at the institution. An ALEKS Administrator at your institution can turn these on by going to the Institution Account Summary >> Settings >> Edit >> LockDown Browser Options.
• Then, instructors can turn on LockDown Browser and Monitor when creating a Scheduled Knowledge Check, Test, or Quiz. Respondus settings are located in the Advanced Options section while selecting settings in an assignment.
• LockDown Browser and Monitor cannot be turned on for the Initial Knowledge Check.

Note about Downloading LockDown Browser:

ALEKS requires a custom version of LockDown Browser that must be installed by the student. This is a different version of LockDown Browser than what your institution might license directly from Respondus.
• Students taking ALEKS Quizzes, Tests, and Scheduled Knowledge Checks on their own device will be prompted to download the ALEKS version of LockDown Browser. The browser only needs to be installed once on the device.
• Testing centers or computer labs will need to download the “lab edition” of the ALEKS version of LockDown Browser. For the lab edition of LockDown Browser, or questions about browsers or set-up, contact ALEKS Support.
What are the system requirements?

LockDown Browser and Respondus Monitor are supported on PCs, Macs, and iPads (with the Respondus LockDown Browser App installed). You can find specific system requirements posted here: [https://www.aleks.com/support/LockDown_system_requirements](https://www.aleks.com/support/LockDown_system_requirements). Note that LockDown Browser and Monitor are not supported on Chromebooks or smartphones.

If students are using Chromebooks and do not have access to another device, you can create a separate exam with LockDown Browser + Monitor turned off and assign to those students.

How does LockDown Browser + Respondus Monitor work?

- When enabled for a Scheduled Knowledge Check, Test or Quiz: LockDown Browser secures the testing environment by preventing students from accessing other applications, copying, printing, or visiting other websites. Students are prompted to launch LockDown Browser before beginning the exam and must remain in LockDown Browser for the duration of the exam.
- If Respondus Monitor is also enabled, students must launch LockDown Browser then complete a multi-step webcam setup (known as the Startup Sequence) before beginning the exam. Students’ webcams will record them for the duration of the exam and flag suspicious behavior for you or your institution to review.

How does it look for students?

Students can see assignments requiring LockDown Browser or LockDown Browser + Monitor in the Assignment List. Note: Students will see the more recognizable term “webcam” instead of the commercial name of “Respondus Monitor.”

When students begins a Quiz, Test, or Scheduled Knowledge Check requiring LockDown Browser or LockDown Browser + Monitor for the first time, they can download the ALEKS version of LockDown Browser directly from a link on the assignment introduction page. Once this is installed, students can launch LockDown Browser and begin the assignment.

After I enable Respondus Monitor for an ALEKS exam, how can I modify settings?

Once your have enabled LockDown Browser + Monitor for a quiz, test or Scheduled Knowledge Check, you can modify the settings from the Respondus Monitor Dashboard in your Assignment List.

Open the Respondus Monitor Dashboard then select Advanced Settings to modify the Startup Sequence settings for that assignment. You can edit the text to modify the directions students see, and turn on or off steps such as Show ID, Environment Check or Additional Instructions.
What if some of my students don't have a webcam?

You can select the setting **Allow assessments to be taken with either Respondus Monitor or in a proctored lab.** If enabled, students will be presented with an option to bypass the webcam requirement by entering the exam password. If you do have students without a webcam, we advise that you assign a separate exam for them and use other means to proctor these students.

What Facial Detection Setting should I use?

Because math and chemistry students will often look away from the screen while working through problems, we suggest turning on the setting to “Notify students during the exam if face cannot be detected.”

How can I review students' webcam activity?

The Respondus Monitor Dashboard allows administrators and instructors to view recordings of students’ webcam sessions, with suspicious behavior flagged. Teaching Assistants (TAs) in ALEKS will have read-only access to the Dashboard. A link to the Dashboard is available from the Assignment List:
From the Respondus Monitor Dashboard, locate an exam and select **Video Review** for a summary of students’ webcam activity and flagged events.

**Possible Flagged Behaviors:** Missing from Frame; Different person in Frame; Multiple persons in Frame; Internet Interruption Occurred; Student Exit LockDown Browser Early; Low Facial Detection; A Webcam was Disconnected; A Webcam was Connected; An Attempt was made to Switch to Another screen or Application; Video Session Terminated Early; Failed Facial Detection Check; Student Turned off Facial Detection Alerts.

For more detail on the Respondus Monitor Dashboard and flagged behavior, visit [https://web.respondus.com/monitor-review/](https://web.respondus.com/monitor-review/)

**What resources can I share with my students?**

This student-friendly video explains LockDown Browser to students: [https://web.respondus.com/lockdownbrowser-student-video/](https://web.respondus.com/lockdownbrowser-student-video/)

**What if my institution’s license number doesn’t work?**

Check with the Respondus License Contact for your institution or email [License@Respondus.com](mailto:License@Respondus.com)

**Additional questions?** Contact ALEKS Customer Support: **(800) 258-2374**