



FIVE TIPS FOR A SMOOTH TEST-TAKING EXPERIENCE

LockDown Browser + Respondus Monitor

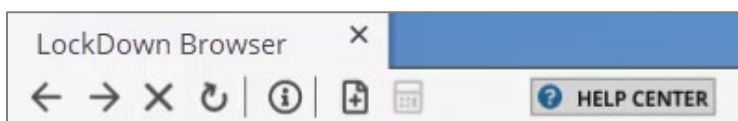
If you have a slow or unreliable internet connection, follow these tips to help avoid issues during your exam.

1. **Take a practice quiz first.**

Complete the practice quiz that uses LockDown Browser and Respondus Monitor before taking a graded exam. If you don't see one, ask your instructor.

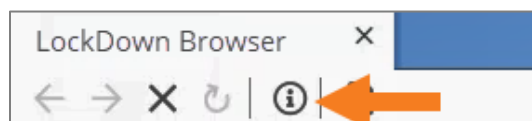
2. **Test your setup before the exam.**

Use the **Help Center** (Windows + Mac) in LockDown Browser to test your internet connection or run the **Startup Sequence** at respondus.com/webcam to check all pre-exam steps.



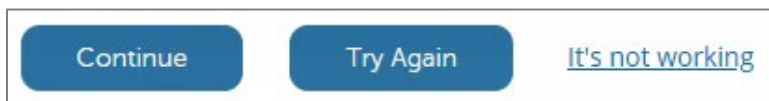
3. **Update LockDown Browser.**

Open LockDown Browser and click the **(i)** button on the toolbar, then the **Check for Update** button. This ensures you are using the latest version.



4. **Use the built-in help if needed.**

During the pre-exam steps, select **It's not working** to access troubleshooting and 24/7 Live Chat.



5. **Improve your internet connection whenever possible.**

- Use a wired Ethernet connection if you can. (If your computer doesn't have an Ethernet port, an Ethernet-to-USB adapter may help.)
- If using Wi-Fi, move as close to your router as possible.
- Avoid busy public Wi-Fi networks, such as those in libraries, bookstores, or cafés.
- Close all other applications before starting your exam. Restarting your device can also help.
- Disconnect or turn off other devices using the same Wi-Fi network, if possible.
- Avoid repeatedly clicking **Save** during the exam. Each save sends data over the internet and can increase the chance of interruptions on a slower connection.
- If you're sharing your internet connection, ask others to avoid high-bandwidth activities like streaming video or online gaming until your exam is finished.