

## Having Trouble with Respondus?

If you are trying to take a quiz or test and are running into trouble with the Respondus LockDown Browser, follow these steps:

1. Take a breath! It's going to be ok!
2. Have you tried all the normal things? A different browser, logging off and logging back on, etc.? Did you try to connect to the internet directly by plugging the Ethernet cable/internet cable directly into your computer? Also make sure that you are navigating to your test through the Quiz link located under your course or through the modules section in Canvas. Please do not try to enter an exam from the To-Do list on your Canvas Dashboard nor through the link in your Canvas calendar.
3. Still can't get in? Email, text, or Canvas message your instructor. Let them know you are trying diligently to take your assessment and you are running into trouble with Respondus.
4. Open a ticket directly with Respondus:
  - a. Visit:  
<https://support.respondus.com/support/index.php?/Default/Tickets/Submit/RenderForm/2>
  - b. You will need this information:
    - i. Your name and CCSNH email
    - ii. Choose the product name, and the version is: **2.0.6.08 August 2020**
    - iii. Learning Management Tool: Canvas
    - iv. Institution: CCSNH (River Valley Community College)
    - v. URL: <https://canvas-prod.ccsnh.edu/>
5. Send an email to [RVCChelpdesk@ccsnh.edu](mailto:RVCChelpdesk@ccsnh.edu) alerting them that you have opened a ticket with Respondus and what the problem is.