

Respondus Lockdown Browser – Passwords Do Not Match Fix

- 1) Go to **Course Tools > Respondus Lockdown Browser**. Add an optional password to the exam via the optional password field available in the LockDown Browser Dashboard tool.

Test Your Equipment (**Webcam**) - Requires Respondus LockDown Browser

LockDown Browser Settings

Don't require Respondus LockDown Browser for this exam

Require Respondus LockDown Browser for this exam

Password Settings

Password to access exam (optional)

Advanced Settings

- 2) Rename the exam.
 - a. Change the quiz title to something completely different in the **first 8 characters**.

Test Your Equipment (**Webcam**) - Requires Respondus LockDown Browser

Edit the Test :

Edit the Test Options

Make Unavailable Edit the Test Options

Adaptive Release

Test Options

Test options control the instructions, availability, due dates, feedback, self-assessment and presentation of the test. [More Help](#)

* Indicates a required field.

TEST INFORMATION

* Name

- b. Remain on the **Edit the Test Options** page. Remove the internal password and save the settings.

Display After 09/10/2020 10:14 AM

Enter dates as mm/dd/yyyy. Time may be entered in any increment.

Display Until 09/10/2020 10:15 AM

Enter dates as mm/dd/yyyy. Time may be entered in any increment.

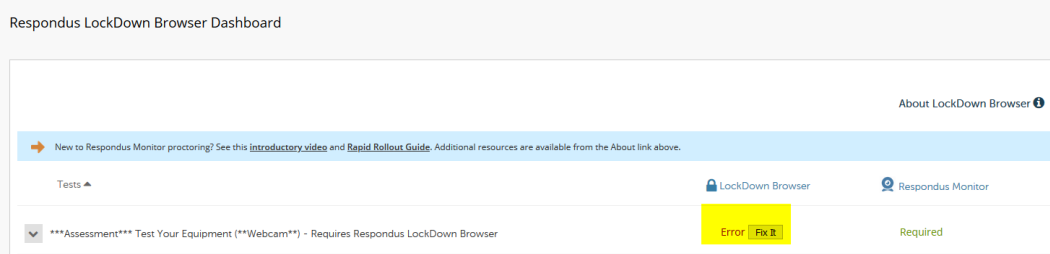
Password 6e8d79596a98e4

Require a password to access this test.

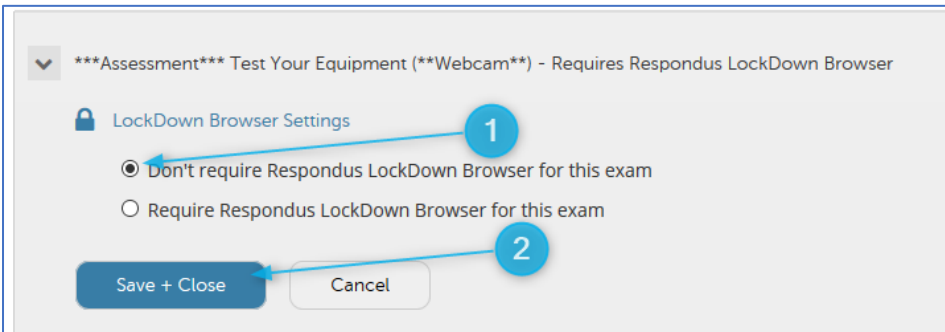
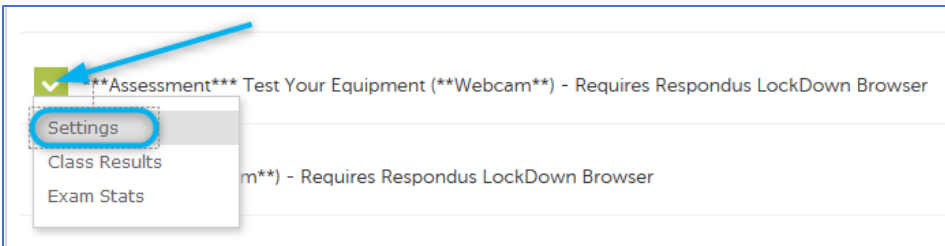
Remove

Submit the changes.

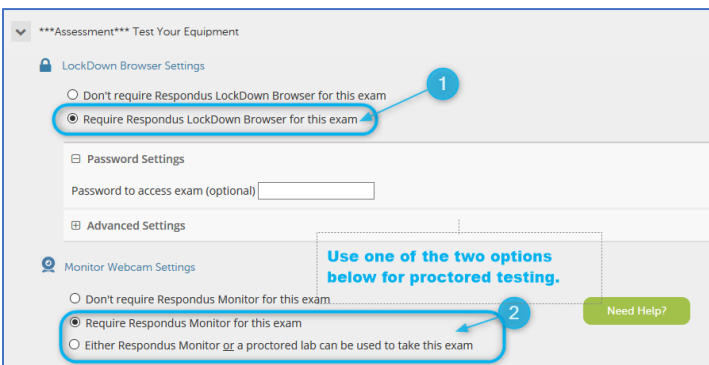
c. Go back to **Course Tools, Respondus Lockdown Browser**. You should see something like this:



d. Remove the setting requiring the use of Respondus Lockdown Browser for the test or quiz.



d) Then, Go back re-enable the Lockdown Browser settings you're going to use for your test.



Students should now be able to take the test.