

# STUDENT HELP GUIDE

## LockDown Browser for Cadmus tests/exams



### Supported devices and browsers

The **best** Cadmus user experience is via a laptop or desktop using [Chrome](#).  
Read about supported devices and browsers [here](#).

## Exams, tests OR quizzes that use LockDown Browser (LDB)

### IMPORTANT:



You **CAN** use an iPad with LDB but you will need to download and install LDB from the [App Store](#) first.



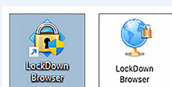
You **CANNOT** use an Android tablet with LDB. LDB is not compatible with Android.

To use LDB you need a compatible device with one of the following operating systems:

- **Windows:** Windows 11 and 10 ([some restrictions apply](#))
- **Mac:** macOS 12 or later
- **iPad:** Requires iPadOS 15.0 or later

### Steps for preparing to use LockDown Browser and Cadmus

1. Action steps 2 – 5 at least **one week** prior to your first Cadmus assessment that will require LDB.
2. Check that you have a **compatible device**.
3. Check your compatible device has the **required operating system**.  
*(Note: you may need to update your device by completing any outstanding system updates)*
4. **Install LDB** on your compatible device. You'll need a stable internet connection to download and install it.  
**Note:** if you use an iPad, install LDB from the App store
5. **Confirm LDB is installed** by checking for the LDB icon on your desktop or in the Applications Folder on your device.



6. If your course has a Practice Test, check that LockDown Browser is working by **completing the Practice Test**.

### On the day of your exam/test using LockDown Browser

To complete your Cadmus exam or test with LockDown Browser:

1. Ensure your device is **fully charged**.
2. Clear your Chrome browser cache and ensure all browser extensions have been removed. Disconnect Chrome remote desktop if you have it running (see [Troubleshooting](#) in this document).
3. From Blackboard, navigate to your exam/test assessment item and click on the assessment link which is the assessment name, to launch your Cadmus exam/test in a new window.
4. Check the box "I have read and agreed to the collection notice and privacy policy," if prompted.
5. Click **Launch Exam**.  
**Note:** if you have not installed LockDown Browser you will need to click Download LockDown Browser to install or for iPads you will need to go to the [App Store](#). Once LockDown Browser is installed, restart your Cadmus assignment and click **Launch Exam**.
6. In the confirmation box that appears click **Open LockDown Browser OEM**.
7. If prompted, close all the device applications that the LockDown Browser OEM prompts you to close.
8. If the exam start time has not yet commenced, you will arrive at a holding page which will tell you when the exam is scheduled to start.
9. You can begin your exam at the exam start time.

**Note:** Exams/tests may allow a specified reading time, which means you will be able to read the exam instructions and questions in the reading time allocated but not start to answer them. Read the onscreen instructions carefully to ensure you understand the exam/test requirements.

# Troubleshooting LDB issues

## I tried to install LDB but received an error indicating my operating system is not compatible or is out of date.

Your device must have the correct operating system to install LDB. Check whether your operating system is compliant and, if not, take the appropriate course of action, e.g. complete any outstanding system updates on your device to ensure compliance before installing LDB.

## I tried to install LDB on my 'borrowed' device, but it failed.

You need to have admin permissions on a device to install new software, including LDB. If you are using a borrowed device (e.g. a parent or friend's device), then you may not have these permissions. You will need the device owner to install LDB for you.

## I'm a Mac laptop user and I got a blank/black screen after I launched LDB.

Restart your Mac and then access your exam again from Blackboard and repeat the steps to launch LDB from Cadmus.

You can force shutdown your Mac by pressing and holding down the Power key until the screen goes dark. You can also force shutdown by pressing "Ctrl + Opt + Cmd + Power" or "Ctrl + Cmd + Power."

## My iPad has locked me out while LDB was downloading and installing.

Force restart your iPad by following these [iPad support instructions](#).

Once the iPad has rebooted, ensure that you download LDB from the [App Store](#), repeat the download and installation of LDB on the iPad.

## My iPad shows "error: you cancelled the start of single app mode....."

This error indicates that 'single app mode' cannot be established on the iPad. To rectify:

1. **Uninstall** the existing LockDown Browser app completely.
2. Download and install the LockDown Browser from the [App Store](#).
3. Restart the iPad.

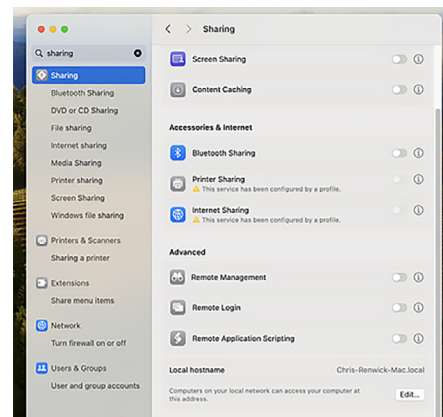
## My Apple Mac laptop and operating system is compatible, and I have installed LDB, but I cannot get it to launch.

If the LDB launch displays a black or blank window:

Close LDB and then repeat the steps to launch LDB again.

If an onscreen message says "Some Blacklisted Application(s) are Running":

1. Navigate to Systems Settings > Sharing
2. Locate **Advanced** settings:
  - A. Toggle *remote login* to **OFF**
  - B. Toggle *remote management* to **OFF**
  - C. Toggle *remote application scripting* to **OFF**



## My LDB exam/test won't launch due to browser extensions or Chrome Remote Desktop running on my device.

To access your exam/test, you will need to remove all Chrome browser extensions by:

1. Opening Chrome.
2. Clicking the three dots (...) in the top right-hand corner of the browser window.
3. Selecting **More Tools**, then **Extensions**.
4. Locate the extensions that are running on your device.
5. Click **Remove** to remove the extension.

If Chrome Remote Desktop is running on your device, you will need to follow the instructions to [disconnect it](#).

## I use TeamViewer on my device and my LDB exam/test won't launch.

If using TeamViewer, you will need to disable automatic startup.

### On Windows:

1. Open TeamViewer.
2. Go to **Extras** and then **Options**.
3. In the **General** tab, uncheck **Start TeamViewer with Windows**.

### On Mac:

1. Open TeamViewer and click on the menu.
2. Go to **Extras** and then **Options**.
3. Click on **General** and uncheck the box labelled **Start TeamViewer automatically when I log in**.

## My internet connection dropped out in the middle of my LockDown Browser exam/test.

If internet connection is lost, a banner will appear at the top of the test window indicating that your internet connection has been lost. If this happens follow these steps:

1. **Do not close** Cadmus or refresh the browser window or clear your cache.
2. **Make a note of the time** that the internet connection dropped out (write the time down). Cadmus will have auto saved all work completed when you were connected to the internet.
3. **Notify** your teacher/tutor/exam invigilator.
4. Your teacher/tutor/exam invigilator will **advise next steps**, which may include
  - troubleshooting your internet connection issues (check Wi-Fi connection etc.)
  - restoring connection
  - re-accessing your Cadmus exam
5. In **instances of extreme internet disruption** your teacher/tutor/exam invigilator will advise you on how to proceed and will make provision for the disruption and time lost in the exam.

**Note:** Cadmus will continue to try to reconnect to the internet in the background during periods of internet disruption. It is important not to close Cadmus as a first reaction to internet issues, because any work saved to your browser while internet connection is offline will be lost.

## Additional help

For **urgent technical issues** that you are unable to rectify using the Cadmus guides, contact the dedicated **Cadmus Helpdesk** via [support@cadmus.io](mailto:support@cadmus.io).

To ensure Cadmus support can expedite a resolution for you, provide them with the following details:

1. Your name and your institution (ie: Notre Dame)
2. Course name and course code
3. Assessment name if your issue is directly related to an exam/test assessment
4. Detailed description of your issue and its impact (include screenshots of any on-screen error messages)

During a Cadmus exam, you can access the Cadmus Manual by clicking the "Book" icon in the top-right corner of the Cadmus Student Environment.

