For Students: Using Respondus and Duo in the Online Test Environment

2019-10-09 - Taylor Kahny - Canvas

Although the online test environment is much different from traditional paper-and-pencil testing in a classroom, faculty and staff at Penn Nursing have worked to ensure that the experience is identical in terms of academic efficiency and integrity. To establish a secure testing platform while preventing cheating of any kind, the University uses Respondus Lockdown Browser, a tool which locks students in to the testing environment. Respondus is a browser separate from the browsers you typically use, such as Chrome and Firefox. The Respodus Lockdown Browser is the only application that can run throughout the testing timeframe. In other words, students cannot have PowerPoint, Word, a PDF document, a snipping tool, or any other window open during the exam unless otherwise specified by the instructor.

Installing LockDown Browser

Download and install the browser **prior to your practice test/exam period** using this link only: https://download.respondus.com/lockdown/download.php?id=424638276

Once you complete the setup wizard, you will find the LockDown Browser in your computer's applications. Often, this will show as an icon on your desktop:

Before you can begin working in the browser, you will need to ensure that all other applications are closed. Either close the windows manually or enable LockDown to terminate the applications when prompted by a pop-up message.

Using Duo Push Notifications & Authentication

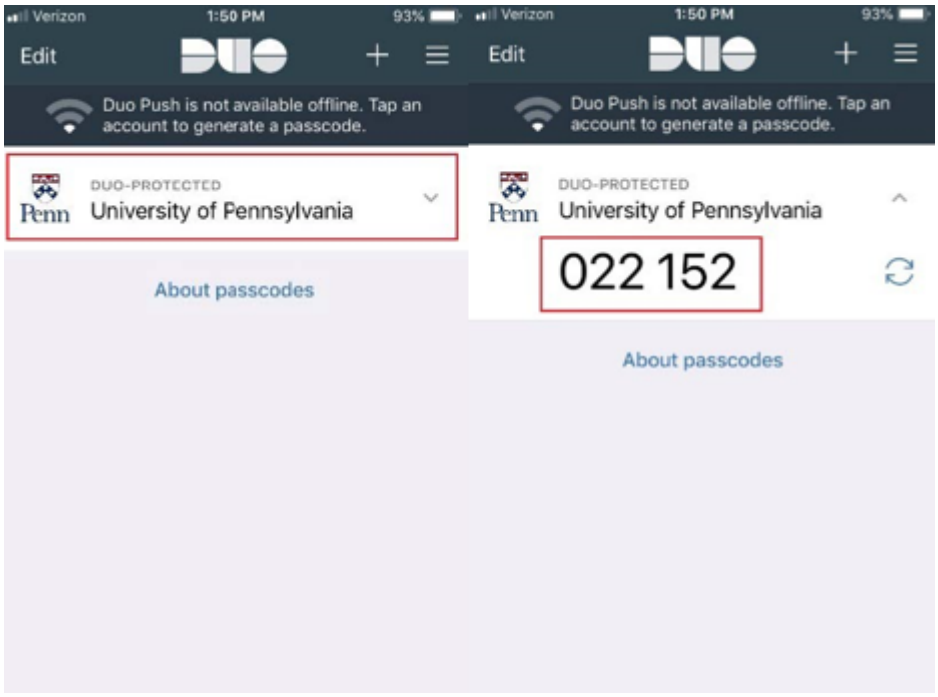
When the applications are closed, you will then be directed to complete two-step authentication. Type in your PennKey credentials, and then open your Duo Mobile phone application. Often, your phone will generate a pop-up for you to "Click 'Approve' in the Two-Step prompt":

If you do not receive the prompt or do not have the Duo app installed on your phone, refer to the additional options listed below.

Option 1:

If you do not receive the prompt, you can click the University of Pennsylvania dropdown to generate a code. The Duo app on your device can generate six-digit verification codes without a real-time Wi-Fi or cellular connection.

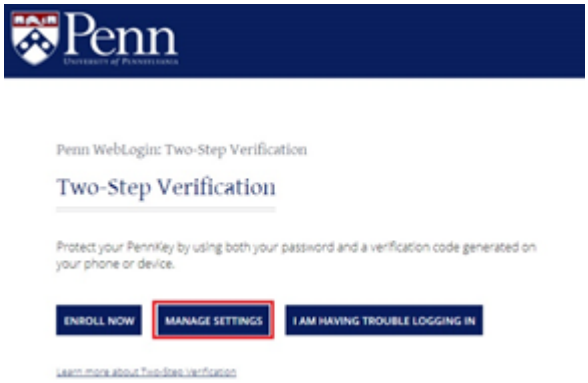
To generate a code, open the Duo app on your mobile device and tap to expand the "University of Pennsylvania" dropdown. A six-digit code will display, as shown below. Enter this code on the Two-Step page in your browser:



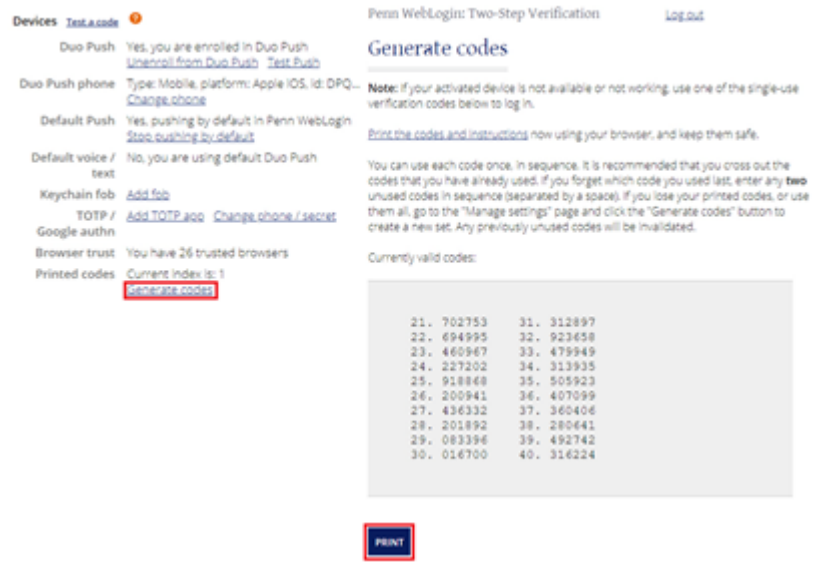
Option 2:

Print a list of 20 pre-generated passcodes to use for Two-Step Verification.

If you do not have the Duo app on your mobile device, you can pre-generate and print codes from the Two-Step website at https://twostep.apps.upenn.edu/. After logging in to the website using PennKey, click Manage Settings as shown below.



You may be asked to confirm your PennKey password to access the Settings page. Next, scroll to the Devices section, and click Generate Codes. On the next page, click Print to print your list of codes for future use, as shown below.



To use your passcodes after printing:

1. Log in with your PennKey and password.

2. When prompted, enter a passcode in your browser.

3. Each code works one time and must be used in consecutive order (cross them out as you use them!)

If you lose your codes, you can log in to https://twostep.apps.upenn.edu/ again, click “Manage settings,” and generate a new list. Note that you’ll need access to your primary or back up Two-Step device to generate a new set of codes.

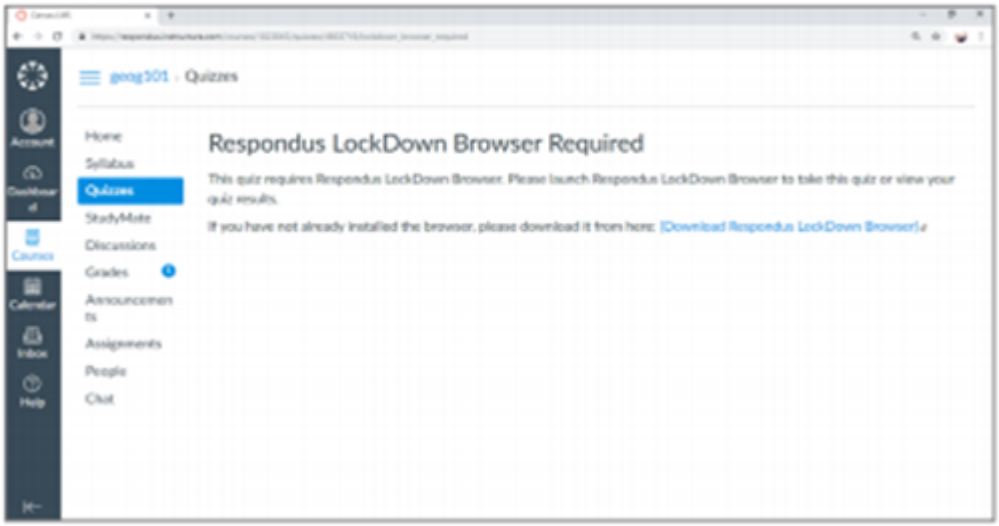
For more information, visit the Two-Step Verification FAQ page: https://www.isc.upenn.edu/how-to/two-step-faq

Important note: To ensure that Duo Push Notifications/Authentication and the LockDown Browser are functioning properly, your instructors will provide a practice testing environment in Canvas. Prior to beginning the Respondus LockDown Practice Quiz, please download and test out the software.

Navigating to the Exam

Once you have completed two-step authentication, you will then be directed to the canvas.upenn.edu dashboard.

Navigate to the correct course and begin taking the exam:



Please note: An access code may be required to enter the exam. If applicable, you will need to wait for your instructor to administer the code.