

Does anything need to be installed on a computer for Respondus LockDown Browser to be used for an online exam?

- Yes, the application program for Respondus LockDown Browser must be installed on the computer. Use this link to <https://download.respondus.com/lockdown/download.php?id=520130911>

There is a problem with the LockDown Browser settings for this exam.

- Adjust the date and time on your computer and your region should be Nairobi (UTC +3:00)

Update server is not supplying information, or the connection to update server is blocked.

It is possible that your computer's security settings are blocking access, or you possibly have a firewall or anti-virus software running on your computer or network that is causing the block.

- Temporarily relax or disable all anti-virus and firewall software on the computer and try the exam again.
- Reset your computer's internet options. For Windows users, go to control panel and select "Network and Internet." Once there, click on "Internet Options". On the "Security" tab, ensure that your settings are not higher than "Medium". On the Advanced tab, click "Reset" located under the header "Reset Internet Explorer Settings". In the window that opens, select "Delete Personal Settings" and then click on the Reset button. Doing this will impact all client browsers, not just Internet Explorer

You can reach out to the following contacts to get assistance.

- Lawrence Njoroge: 0724513307
- Maurine Asunga: 0721702498
- Fredrick Oketch : 0731463912
- Kipng'etich Kirui : 0715446658
- Justus Gaita : 070800319