

## Lockdown Browser FAQ : With Respondus Monitor

Support Admin - 2021-05-28 - General

# Lockdown Browser FAQ : With Respondus Monitor

### **Click > [Spinning Wheel During Webcam Check](#)**

If you encounter any of the above "spinning wheel" errors (and blanked out frame where your webcam image should be), it's because another program, background process, or privacy setting on your computer is preventing LockDown Browser from activating your ...

### **Click > [Mac: Webcam Not Detected](#)**

If your webcam is not detected at some point during the pre-exam webcam check, and you see the below message, it is likely caused by 3rd party anti-virus software that is installed on your computer. It's also possible that you aren't seeing the below mess...

### **Click > [Cannot detect or configure the webcam](#)**

When there are warnings of not being able to detect the webcam, or you experience a "Spinning Wheel" icon (but no webcam image) we recommend students follow these steps: 1. Please exit the pre-exam webcam check, and click the "i" icon in the LockDown Br...

### **Click > ["Video connection timed out"](#)**

If you encounter the "Video connection timed out" error, please do the following: 1) Try clicking the "try again" button on that same page. This may permit the connection to be established. It's only necessary to click this button one time, as doing thi...

### **Click > [Webcam Blocked](#)**

If you see the below image during your pre-exam webcam check,

it is because of a privacy setting that is enabled in your camera's software utility. Please be aware that this same image will be all that is displayed to your instructor when they review your...

For more details

visit <https://web.respondus.com/wp-content/uploads/2019/08/RLD-B-Quick-Start-Guide-Moodle-Student.pdf>