



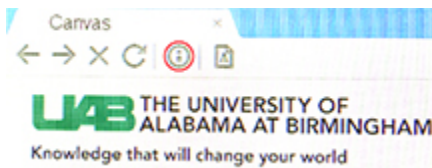
## Tuesday Tip

# 4 Steps to Fixing a Frozen Respondus Lockdown Browser

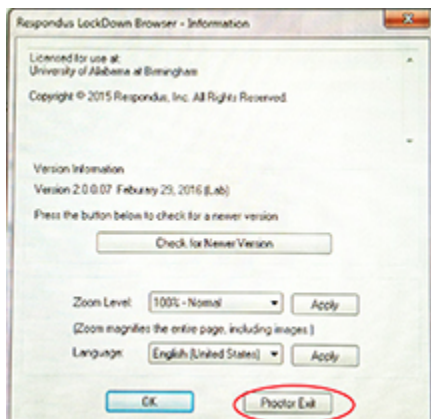
Your student is taking an exam in Respondus Lockdown Browser. The student's screen freezes and she cannot use her mouse or submit the exam. What do you do?

Here are 4 quick steps to fix the issue:

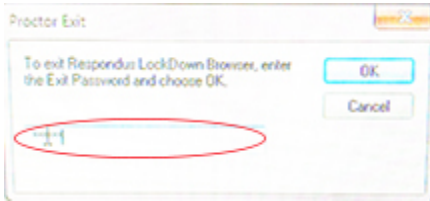
1. From the student's computer, click on the "i" symbol at the top left of the page.



2. From the pop up window, click on "Proctor Exit"



3. Type the word “escape” and click “ok”.



4. The student will be taken out of Respondus Lockdown Browser. She can log back in and “resume exam”.

**Note: Please do not share these instructions with students. The proctor needs to be the one to use this option.**

For more information, please contact the [ISS team](#).  
View all of our Tuesday Tips on our [SHP/ISS website](#)!

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