

# Fix For Respondus Lockdown Browser Screen Fix

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In some cases Respondus Lockdown Browser may not show the screen correctly during a test. In this case, you will need to manually fix the error by following the steps below. Best practice would be to check this setting prior to releasing a test to students as you will not know about the error unless you check for it.

**To change the screen view in Respondus LockDown Browser on a Mac device, do the following:**

1. Click on **About** button near the top of Respondus LockDown Browser.
2. Check the text box that says, “**Never Use Font Size smaller than.**”
3. **Select a value** in the drop-down menu that is **14 or larger**.
4. Click **OK** button to close dialog box.

**To change the screen view in Respondus LockDown Browser on Windows device do the following:**

1. Click on the exclamation point ( ! )
2. In **Respondus Lockdown Browser- Information** dialog box make sure the default is the following:
  - a. Set Font Size is **Blank**
  - b. Zoom Level is **100% Normal**.
3. Click **Apply** button
4. Click **OK** button to close the Respondus Lockdown Browser-Information dialog box.

**For more information about Respondus LockDown Browser go to:**

- **Respondus Training and Guides for Instructors:**  
<http://www.respondus.com/training/>
- **LockDown Browser Update for Instructors:**  
<http://www.respondus.com/products/lockdown-browser/studentexit.shtml>
- **Using Respondus LockDown Browser:**  
[http://video.wallace.edu/bb/help\\_tools/Instructor\\_Helps/040\\_Evaluation%20Tools/Using\\_Respondus\\_LockDown\\_Browser.pdf](http://video.wallace.edu/bb/help_tools/Instructor_Helps/040_Evaluation%20Tools/Using_Respondus_LockDown_Browser.pdf)
- **Correct Errors In Respondus LockDown Browser (PDF):**  
[http://video.wallace.edu/bb/help\\_tools/Instructor\\_Helps/040\\_Evaluation%20Tools/Respondus\\_LockDown\\_Browser\\_Fix.pdf](http://video.wallace.edu/bb/help_tools/Instructor_Helps/040_Evaluation%20Tools/Respondus_LockDown_Browser_Fix.pdf)
- **Instructor Help Documents:**  
[http://video.wallace.edu/bb/help\\_tools/instructor\\_helps.html](http://video.wallace.edu/bb/help_tools/instructor_helps.html)



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