Frequently Asked Questions (FAQs)

Quick answers to the most frequently asked questions

- Lockdown Browser Guide
- Rosalyn Guide

Lockdown Browser Guide

Technical Requirements

- Operating System: Windows 10/11 or macOS 10.13 to 14.0+. Chromebooks and iPads are not supported at the moment.
- Memory: At least 2GB.
- Screen: Resolution of 800 x 600 or greater.
- Peripherals: Working mouse, keyboard, and webcam (only integrated or USB).
- Minimum Internet Speed (bitrate): 4500 kbps or higher.

FAQ

Lockdown Browser Troubleshooting

What browser should I use to click the "begin lockdown" button?

Preferably Chrome, but Edge or Firefox are worth a try if Chrome doesn't work.

I am getting an error about Screencastify.

> You are not allowed to use extensions that have screen-recording capabilities.

As such, you'd need to remove Screencastify or other screen-recording software. For this particular software, follow the official guide on how to remove it.

If the error persists after removal you might have to remove certain files manually. Refer to this article by the university of Maine for more information.

Lockdown browser wants to make changes to my computer. Would I have to allow it?

Yes. In order for the Lockdown browser to ensure that you, as the test-taker, are not cheating, it would need to make temporary changes to your computer, such as:

- Disallowing the use of external monitors
- Detecting virtual machines
- Use of screen-recording software

Can I use multiple monitors?

Yes, but only 1 will be usable.

I'm done with the test, but I can't exit with multiple monitors.

Disconnect extra or external monitors so that you'd only have 1 left. You should then be able to see the **X**.

The Lockdown browser is marked as malicious.

Make sure your Antivirus is not blocking it. If it is, you'd need to whitelist the lockdown browser. If the issue doesn't go away, you might need to disable it.

Device

Can I use my phone as a camera with a 3rd party app?

No. It has to be either an external webcam or one that is integrated into your laptop.

Can I take the test on an iPhone, iPad, Chromebook, Android, Linux, etc?

No. The test can only be taken on a device with Windows 10/11 or macOS 10.13 to 14.0+. These *may* change in the future.

Additional Resources

- I am having trouble downloading Respondus LockDown Browser (Windows) – Respondus Support

Rosalyn Guide

iTEP Installation and Setup Guide

Thank you for your interest in taking one of our iTEP Tests! This information page will help you prepare for a successful text experience.

BEFORE YOU START THE EXAM

→ Check your Equipment and Internet Speed

INTERNET SPEED	HARDWARE
• Download speeds – 750 kbps minimum • Upload speeds – 250 kbps minimum • Test your internet speed and media access here.	• The iTEP exam can only be taken on a Desktop or Laptop computer.* • Operating System: Windows 11 or macOS 10.13 to 14.0+ • Memory: At least 2GB. • Screen: Resolution of 800 x 600 or greater. • Peripherals: Working mouse, keyboard, and webcam

*Chromebooks, tablets, and smartphones are not supported at this time.

→ Watch this Video for Successful At-Home Testing

https://www.youtube.com/embed/6HvMTfWuaPw

STARTING THE EXAM

CANDIDATES MUST COMPLETE THE TEST IN ONE SITTING

STEP 1: iTEP Technical Checklist

- Access your iTEP test by navigating to: https://www.iteptest.com/test.
- Click on “Begin Exam” and go through the Technical Checklist.

AD_4nXeOc4ZQt65k8BQA-aqCl5je631Rn15kycBJ_WyBeTYXIuTWyPzhxZoCK0qI_ZeSfm6Q6ReEHXIbPI

Click “Yes” when the screen asks:

“Does the test have a speaking section?” YES

“Does the test require a camera?” YES

After seeing 5 Green Checkmarks, click NEXT to continue to the next step.

AD_4nXe5LVew0c7gKzJtbtbHc2EDWv-PqLS-wKAnTk8vpfD3-swuyoWfM4niyHdBjtlasfutkJsK57svhW5o

STEP 2: Enter Access Credentials

You will now come to the Login screen. Please enter your Test ID and Password. Click the “Next” button to proceed.

AD_4nXc3lUt3_ITOoxL_8al4Ocdj6b3AzKEzXpJQdB6Wi8uT4hM5cKjsu5LRFNJk3lVlYmQ4phOs7SPdxJYO

STEP 3: Complete the Registration Form

You will now come to the Registration screen. Please enter your registration information and click the “Next” button to proceed.

AD_4nXc6eabSCxMWII3qfmnYvkoRNCIIQJwc_3VnzeEKP7AwBw9kyRZgxfq8ZiABg1k839GUm2_g19ZIg

> Input information into all the required fields (marked with an asterisk).

> Add your Government-issued identification by uploading an image from your computer or using the web camera.

Once finished, agree to the terms by typing “I agree” and checking the box. Click Next.

STEP 4: Download the Rosalyn Proctoring Browser and Click “Open Quiz”

Downloading Rosalyn MAC AD_4nXfcpcAg3NoWt1XDRWl68Kn7X_hqzl_

- A new tab will open. Click on the download App Button

- Save the file
- Find the file in your download folder or locate the file in the downloads section
- Move the Rosalyn application to the Applications folder by dragging it
- Once Rosalyn is installed, go back to the previous window and click “Open Quiz”

Downloading Rosalyn Windows

AD_4nXcBueO_5BhAPfIQoPPXBlpk-HuMv6-SvRiIGg2ZFOW20pyULvSSCFFDd4mOw858AbQ733XTNI1S

- A new tab will open. Click on the download App Button
- The file will save automatically
- Find the file in your downloads folder or locate the file in the downloads section
- Double-click on the file
- Once Rosalyn is installed, go back to the previous window and click “Open Quiz”
- STEP 5: Complete the Rosalyn Pre-Flight Checks

During this section, you will test your internet connection again, verify there are no unauthorized programs running in the background, and confirm your identity for the exam session.

AD_4nXdEoPdAG_1MqYGZv-t4yzI1myqQBF-iqO8kUKRGfAKTf6Uk1EvYMtbPdCvKtkpOtnEeDPTtPeoPE_

Note: You will need your official ID again!

AD_4nXef8YeUutONa-eoSkg520hmOXOTKxP0BbVE-K2mfCJGnMSRotdk-iS5hjQ4zA26uGQv8FdTqxJYiD

You are now ready to begin your iTEP exam!

Troubleshooting and Further Information

Refer to the Rosalyn wiki