

Blackboard SaaS Ultra
Instructions for Students
before

Starting any Respondus Lockdown Browser (RLDBM) enabled Assessment

To help minimize facing the problems while taking a RLDBM-enabled assesement such as Final Examination, you are advised to:

1. Use a hard-wired Ethernet connection, if possible i.e. connect via a cable.
2. Restart the modem or router to help establish the best possible internet signal.
3. Shut down all bandwidth-intensive apps that might be running on the network (Netflix, Prime, YouTube, etc.) on other devices sharing the same Internet bandwidth.
4. If a hard-wired connection is not possible, be as close to the router or access point as possible.
5. Restart the computer, and after it restarts shut down all other programs running on the computer.
6. Start the examination.
7. If the issue persists, it may help to use a different internet connection, if possible.

If still problem exist then contact IT_Department@agu.ac.ae for resolving the issue. It would speedy to resolve any issue if you can capture the video or screenshots of the problem and sent to IT Team, while reporting the issue.

Precautionay Note

In most cases, students can leave the examination, shut down RLDBM, restore their internet connection, and then return to the examination (assuming your Blackboard server permits the return.)

However, most Blackboard servers have an auto-saving of answers, so they should be able to resume the examination from where they left off. It is to be noted that if RLDBM is required for the examination then student shall proceed from initial steps i.e. pre-examination webcam check,, and then the examination.

So make sure you have an option to save the draft and save frequently.