

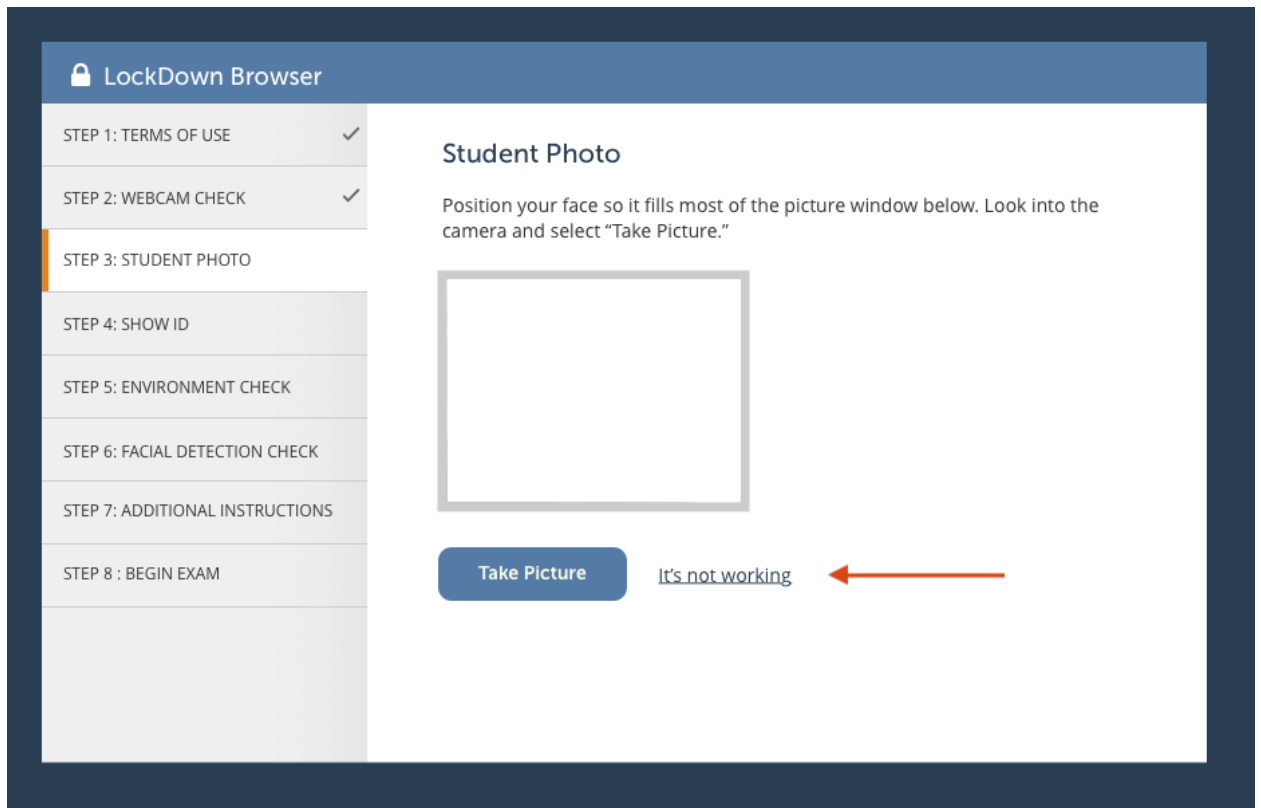
[Student Resources](#) : Live Chat for Respondus Monitor

### Live Chat Help for Respondus Monitor (webcam proctoring)

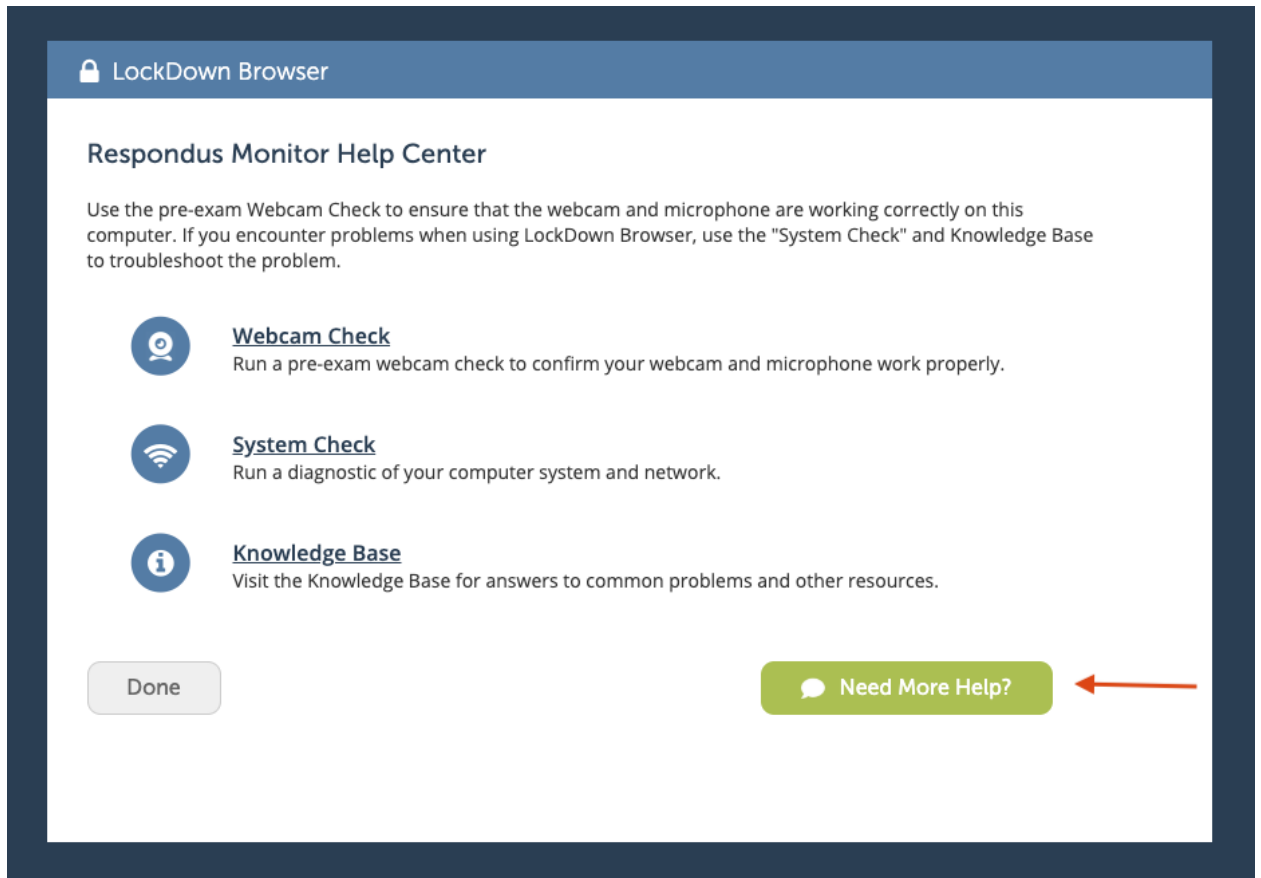
Live chat help is available within LockDown Browser when using the webcam proctoring feature (sometimes called Respondus Monitor). Chat agents can assist you with pre-exam issues related to the webcam and microphone.

Live chat is accessible from several places in LockDown Browser:

1. **Within the the pre-exam steps.** When working through the pre-exam steps for using a webcam with LockDown Browser, select "It's not working" at any time to access live chat.



2. **Within Help Center.** Select the "Need More help?" button.



Both options will walk you through a troubleshooter before beginning a chat with an agent. For technical issues that cannot be solved via live chat, we recommend that you open a ticket with [Respondus Support](#).