

Test, Exam, Quiz FAQ for Students

Last Modified on 11/10/2021 11:47 am EST

Need Help with Online Access?

- [Contact Help by email](#)
- [How to access your McNeese email account](#)
- [Obtaining your My McNeese Portal Username through Banner Self-Service](#)
- [Reset My McNeese Portal password](#)
- [How to log in to My McNeese Portal \(Email, Moodle\)](#)
- [How to access your McNeese email account](#)
- [How to log in to Banner Self-Service](#)
- [How to locate your student ID number through Banner Self-Service](#)
- [Reset Banner Self-Service PIN or Having Trouble Logging On?](#)

Respondus Monitoring and Lockdown Browser

- [What is Respondus Lockdown Browser?](#)
- [Download Respondus to Computer \(Student MUST use the McNeese download\)](#)
- [Using a Webcam with Respondus LockDown Browser](#)
- [Enabling Respondus Lockdown Browser app on iPad](#)
- [How to complete the Environmental Check \(Scan\) in Respondus](#)
- [How to complete the Environmental Check \(Scan\) with Desktop or Mobile Phone](#)
- [Taking a Quiz with the Respondus Lockdown Browser](#)
- [Respondus Bandwidth messages](#)
- [Testing Services Help](#)
- [Helpful resources for Respondus LockDown Browser](#)

Library Updates

- [WiFi Locations in SWLA provided by Calcasieu Parish School Board](#)
- [WiFi Locations from Louisiana Library parking lots](#)
- [WiFi Locations](#)
- [Free Internet Service](#)
- [Access to library resources off-campus](#)

Need Additional Help?

Emails to get help are on the Moodle dashboard Menu listed as "Contact Help". Drop down list email for Dr. Wendi Prater and Computer Services Help Desk.

Computer Services - For internet connection or WiFi, email, VPN, office phone, Office 365, any McNeese login, or online course computer requirements, equipment requirements for online courses: Contact Office of Information Technology by phone (M-TH 7:30 am – 5:00 pm and Friday 7:30 am – 11:30 am) 337-475-5995. **Email recommended:** helpdesk@mcneese.edu

eLearning Office - For Moodle, Respondus, SmarterProctoring, ProctorU, BigBlueButton, E-Books, Turnitin, application downloads for online resources: Contact Office of Online Learning by phone (M-TH 7:30 am – 5:00 pm and Friday 7:30 am – 11:30 am). Dr. Wendi Prater, Director, 337-475-5126 Office, wprater@mcneese.edu

Testing Services Help

