Respondus Campus-Wide License 2009 - 2010

UMassOnline has obtained a campus-wide license for the Respondus software. Respondus is a Windows application that enhances the functionality and usability of BLS Vista's quiz, survey, and self-test tools.

Information about the Respondus software and the Respondus Test Bank Network (a free service that allows instructors to download publisher test banks) is available at www.respondus.com.

> You can obtain a copy of the Respondus software download application by Mapping to:
> \\edunivfp08\respondus$

The file you download is named "Respondus35Campus.exe". Locate the file on your hard drive and double-click it to start the Respondus installation program. During the installation process you will be asked to enter the name of the institution, the local support contact, and the installation password. The information must be entered EXACTLY as follows:

Institution Name: UMass Online

Local Support Contact(s):
Stefanie Henderson (shenderson@umassonline.net)
or Karen Tan (ktan@umassonline.net)

> **Installation Password:** ZR021356242-949732879 (Password valid through: July 31st, 2010)
>
> **** Important Note for users with previously installed versions:** If you have any trouble with the installation password, please UN-INSTALL your current version of Respondus and re-install the new version located on the R Drive \\edunivfp08\respondus$ If you are not successful after following this step, please file a HEAT ticket with the UMW Help Desk (umwhelpdesk@umassmed.edu) and ask that your ticket be placed in the BLS Vista Queue.
>
> Additional Update information:
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> ---
>
> Updating from Respondus 3.5.x to Respondus 3.5.4m
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If Respondus 3.5 has already been installed, the easiest way to obtain the 3.5.4m update is to use the "Check for Update" feature in Respondus. Follow these steps:

> * Start Respondus 3.5
>
> * Select "Help" from the menu bar
>
> * Click "Check for Update" (this requires a live Internet connection)
>
> * Click "Get Update"
>
> * Upon exiting the Respondus software, the update will automatically be applied

* For copies of Respondus that were previously installed, you will need to wait until after August 1, 2009 to enter the new activation password (The software will prompt users for the new password throughout the month of August during a "grace period").

** You can begin using this password information immediately for new installations of Respondus.

We recommend that you accept the default settings for where the program is installed. It is important to note that you are not able to download the software directly from the Respondus website, nor are you able to use the password listed above to activate a copy previously downloaded from their site.

Context-sensitive help is available throughout the Respondus program by pressing the F1 key. It is also available by selecting “Help” from the pull-down menu on the toolbar. A copy of the Respondus User Guide (in Word/WordPad format) can be downloaded from the **Respondus web site**.

If you have questions or problems using the Respondus software, you should first consult the online help or Respondus User Guide. If you are still unable to resolve your problem, please direct your questions to **UMassOnline Support**.

Our license with Respondus, Inc. does NOT permit instructors to obtain support directly from Respondus, Inc. If our staff is unable to solve a particular question or problem, we will contact Respondus, Inc. on your behalf.

Our license DOES permit you to install a copy of the Respondus software on a home computer. However, please note that you are not permitted to provide the Respondus software or the password information to anyone who is not affiliated with our institution. Such an action is a violation of our licensing agreement with Respondus and is also illegal.

We hope you will take advantage of this opportunity and that you find the Respondus software useful.