

# Respondus

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Systems Supported		
	Yes	No
Operating Systems		
Windows	✓	
Mac		X
Browsers		
Chrome	✓	
Internet Explorer	✓	
Firefox	✓	
Safari	✓	
Mobile		
iPhone		X
iPad		X
Android Smartphone		X
Android Tablet		X
Kindle		X

## Other Software Needs

An instructor must have Respondus. Many schools have site licenses.

### 1. How do I access Respondus?

Confirm if your school or instructional technology department has a site licence to the product. If you are unsure of the department or person at your institution responsible for this, send an email to [licensing@respondus.com](mailto:licensing@respondus.com). They will provide you the contact information.

If you do not have access, Respondus offers a 30-day trial and single-user licenses are \$79.00. Respondus is accessible at [www.respondus.com](http://www.respondus.com).

### 2. How do I install Respondus?

First you must [download the Respondus program](#) to your computer.

Once the installation finishes, you need a password and the Product ID# to activate the installation. The Product ID# is presented to you the first time you open the Respondus program. You will receive the password once you have purchased a permanent activation password or a 30-day trial password.

## FAQ

You can obtain a permanent activation password or 30-day trial password by following this link:  
<http://respondus.com/download/respondus.shtml>.

Follow either link shown on the screenshot below to register. You must provide a valid e-mail address and the Product ID# that displays on the opening screen of Respondus. Once the information is submitted, the activation password is sent to the e-mail address you specified.

**Respondus**  
Assessment Tools for Learning Systems

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Respondus LE  
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Training & Guides

### Download Respondus 4.0

The process for purchasing a single-user license of Respondus or obtaining a 30-day free trial is nearly the same. In both cases, you must first download and install the software. Then you need to either purchase a permanent activation password or register for a temporary, 30-day password.

Institutions with a Campus-wide license of Respondus should contact their license administrator for download information.

Important Instructions:  
There are 5 steps to downloading and installing Respondus.

1. [Download the installation program.](#)
2. Install Respondus. Locate the Respondus4.exe file downloaded in Step 1. Double-click the file to start the Respondus installation program. Several screens will guide you through the installation program. Once Respondus is installed, start the program by double-clicking the Respondus icon that is now located on the Windows desktop. Or follow these steps to start the software.
  - Click [Start] from the Windows desktop
  - Click [Programs]
  - Click [Respondus]
  - Click [Respondus 4]
3. [Purchase a permanent activation password or register for a free 30-day trial.](#) The appropriate password is immediately e-mailed to you.
4. Enter the password in the Respondus software to activate the program. That's it!

(Moodle users [click here](#) for the required server module.)

Once the password is received, enter it into the Respondus program. Start Respondus and enter the password when prompted. You may want to copy and paste the password from the email message to prevent typing mistakes. Click "OK" to continue. The Respondus software is now activated.

### 3. How do I know if the book I'm using offers a Respondus test bank?

You can access our test banks via the Respondus [Test Bank Network](#), which houses test banks for all publishers that work with Respondus. You can also download a Respondus test bank from the book's companion website (if applicable). Instructions for downloading these test banks are on the password protected Instructor Site.

### 4. Is this compatible with my LMS?

## FAQ

Yes. Respondus is compatible with versions 7-9 of Blackboard, Blackboard Vista/CE 8.x, ANGEL 6.3 and higher, Desire2Learn, Pearson Learning Studio (eCollege), Instructure Canvas, and Moodle 1.9.x and higher.

Demonstration movies via [the Respondus website](#) take you through these various LMS systems.

### **5. Does this feed my gradebook?**

Respondus does not directly feed your gradebook. You are able to set up tests in your LMS that you can choose to feed to the gradebook. Depending on the LMS, you are able to retrieve custom reports such as student scores, summary statistics, and answer distributions as well as download answer databases and save them in Excel format.

### **6. I'm getting an error when I try to install Respondus. What do I do?**

If you are running Windows XP, Windows Vista, or Windows 7, make sure to enable full administrator rights enabled. For Windows Vista/7, the "full administrator rights" should be the person who will be using Respondus after installation.

Next, make sure that your virus software is up-to-date and that there isn't a virus on the computer. Check also to see if there is spyware running on your computer.

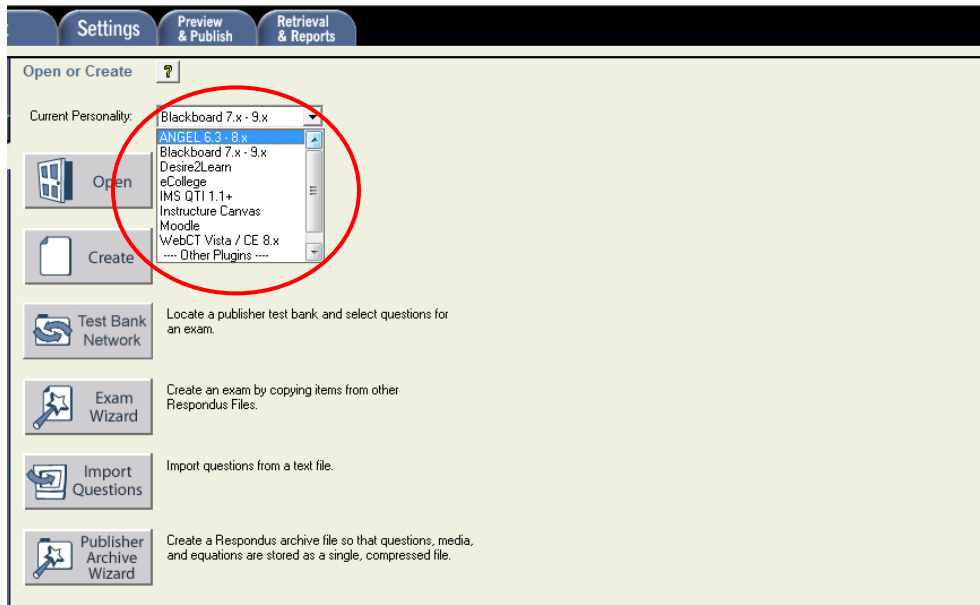
Finally, download the Respondus software again from the Respondus website (use a different download folder) and run the setup program again.

### **7. Respondus isn't connecting to my online course (Blackboard, ANGEL, Desire2Learn, eCollege, Moodle). What should I do?**

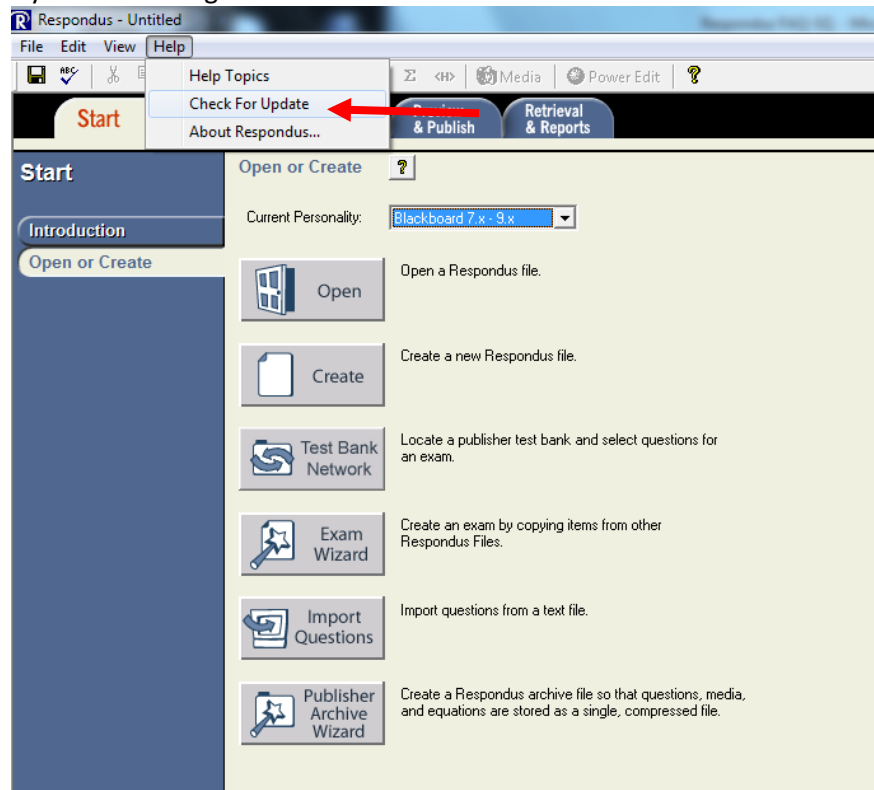
Consider the following items when troubleshooting this issue:

- 1) Make sure that you have selected the "user personality" in Respondus that matches your learning management system. For example, if you are using Blackboard Learn 9.x, you can't have the ANGEL personality selected.

## FAQ



2) Make sure that you are running the latest version of Respondus. Go to Help > Check for Update to see if you are running the latest version.



3) Make sure your connection to the Internet is working properly. (Open a web browser and go to a couple of web sites to check this.)