

University of Mississippi Medical Center has obtained a campus-wide license for the Respondus software. Respondus is a Windows application that enhances the functionality and usability of Canvas exam and survey tools. For a product description and complete list of features, visit [www.respondus.com](http://www.respondus.com)

You can obtain a copy of the Respondus software and installation information needed to install by sending an email to [ecampussupport@umc.edu](mailto:ecampussupport@umc.edu)

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.

We recommend that you accept the default settings for where the program is installed.

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 <http://www.respondus.com/products/userguide.shtml>

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, on campus support can be obtained from the two persons listed as contact, UMC Helpdesk, email: [ServiceDesk@umc.edu](mailto:ServiceDesk@umc.edu). 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.