Message: FW: LockDown Browser Campus-wide License -- Important Information

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	2016 - Robert Maronic 3.1
Capture Date:	9/9/2016 7:03:13 PM
Item ID:	4031959
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ **FW: LockDown Browser Campus-wide License -- Important Information**

From Jeff Terry   **Date** Friday, August 29, 2014 10:25 AM
To   Ryan McCormack
Cc

From: Ronnica Vitullo [mailto:rvitullo@respondus.com]
Sent: Monday, June 23, 2014 3:19 PM
To: Jeff Terry
Cc: Ryan McCormack
Subject: LockDown Browser Campus-wide License -- Important Information

To: Jeff Terry, Administrative Contact
cc: Support Contact(s)
From: Support & Licensing Group, Respondus Inc.
Date: June 23, 2014
Re: LockDown Browser Campus-wide License -- Roanoke County Public Schools

Thank you for obtaining a campus-wide license for LockDown Browser. The license is valid through July 31, 2015.

Your Account Manager is:
Steve Furusho, sfurusho@respondus.com, 425-497-0389 ext. 123

Your administrator login is:

████████████████████

Your Authorized Support Contacts are:
Ryan McCormack, Information Systems, phone: 540-562-3900 x10279, e-mail: rmccormack@rcs.k12.va.us

Support tickets can be opened at:

████████████████████

Overview of LockDown Browser
· A custom browser that prevents students from printing, copying, going to other URLs, or accessing other applications during an online exam
· Students are locked into the exam until they submit it for grading
· Integrates seamlessly with your learning management system
· Includes 200 free seats annually of Respondus Monitor (a companion application for LockDown Browser that uses a student's webcam to record the assessment session)

Administrator Tasks
· Login ▮▮▮▮▮▮▮▮▮▮▮▮▮▮ elect th▮▮▮▮▮▮▮▮▮▮ ' link, and review the▮▮▮▮▮▮▮
▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮
· Go to the Control Panel and set up the LockDown Browser server profile(s) for your LMS
· Install the server plugin for LockDown Browser to your LMS
· Distribute the URL for installing the LockDown Browser client to students and provide computer lab managers with the "Lab Edition" of LockDown Browser (see below for additional details)
· Distribute these training resources to instructors and other users:
▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

Other Details
· It is up to the institution to determine how the LockDown Browser software is distributed and installed. Most make the LockDown Browser software widely available and let faculty and students install it themselves. Some institutions limit installation to specific computer labs or testing centers.

· The "Lab Edition" of LockDown Browser is intended for computers where students do not have administrator rights. The Lab Edition should only be used in computer labs controlled by the institution; DO NOT distribute this version to students. To run the Lab Edition in a managed lab that uses virtual machines, open a ticket with Respondus Support (www.respondus.com/esupport) for details.

· All support questions from faculty and students must initially be directed to staff at the institution. If the institution's support staff cannot resolve a problem, an Authorized License Contact can submit a support ticket at www.respondus.com/esupport . The goal of Respondus' Support Services group is to reply to questions within one business day, if not much sooner.

· Information about patches and upgrades of the LockDown Browser software will be provided to the Administrative and Support Contacts. Most patches to the LockDown Browser client are included with new installs of LockDown Browser. Version information and history is available from the "Additional Resources" section of the Administrator Area.

Sample Email or Web Page Announcement for Faculty
Roanoke County Public Schools has obtained a campus-wide license for Respondus LockDown Browser®. LockDown Browser is a custom browser that locks down the testing environment within our learning system. When students use LockDown Browser to access an exam, they are unable to print, copy, visit other websites, or access other applications. Once an assessment is started, students are locked into it until it's submitted for grading. For a complete list of features, visit the Respondus website at www.respondus.com/ldb.

The Instructor and Student Quick Start Guides for LockDown Browser are available at www.respondus.com/ldb-guides.

If you have questions or problems using the LockDown Browser software, direct your questions to the following person(s) here at Roanoke County Public Schools:

Ryan McCormack, Information Systems, phone: 540-562-3900 x10279, e-mail: rmccormack@rcs.k12.va.us

Our license with Respondus, Inc. does NOT permit instructors or students 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.

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

Thank you for using LockDown Browser!

Message: FW: LockDown Browser Campus-wide License -- Important Information

Case Information:

Message Type: Exchange

Message Direction: Internal

Case: 2016 - Robert Maronic 3.1

Capture Date: 9/9/2016 7:03:13 PM

Item ID: 4031959

Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ **FW: LockDown Browser Campus-wide License -- Important Information**

From   Jeff Terry   **Date** Friday, August 29, 2014 10:25 AM

To   Ryan McCormack

Cc

From: Ronnica Vitullo [mailto:rvitullo@respondus.com]
Sent: Monday, June 23, 2014 3:19 PM
To: Jeff Terry
Cc: Ryan McCormack
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To: Jeff Terry, Administrative Contact
cc: Support Contact(s)
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Your administrator login is:

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▓▓▓▓▓▓▓▓▓▓▓

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Administrator Tasks
· Login t█████████████████████lect the█████████████ink, and review the██████████████
██████████████████████████
· Go to the Control Panel and set up the LockDown Browser server profile(s) for your LMS
· Install the server plugin for LockDown Browser to your LMS
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██

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

Thank you for using LockDown Browser!

Message: FW: Fall Training Webinars from Respondus

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: 2016 - Robert Maronic 3.1
Capture Date: 9/9/2016 7:03:13 PM
Item ID: 4031957
Policy Action: Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

✉ **FW: Fall Training Webinars from Respondus**

From	Jeff Terry	**Date**	Tuesday, August 19, 2014 5:44 PM
To	Ryan McCormack		
Cc			

From: Respondus Training [mailto:training@respondus.com]
Sent: Tuesday, August 19, 2014 1:03 PM
To: Jeff Terry
Subject: Fall Training Webinars from Respondus

Hello,

The schedule for Respondus training webinars is now available through September! Each 45-minute session provides a live demonstration of the covered software application, plus tips for getting started. Webinars are available for Respondus 4.0, LockDown Browser, Respondus Monitor and StudyMate.

Please let your instructors and staff know about these training webinars, and encourage them to sign up at www.respondus.com/webinars.

"Respondus 4.0: Create & Manage Exam Content"

September 4, 1pm EDT
September 17, 3pm EDT

"LockDown Browser & Respondus Monitor: Prevent Cheating During Exams"

August 28, 12pm EDT
September 10, 3pm EDT

"StudyMate: Creating Learning Activities & Self-Assessments"

August 27, 2pm EDT
September 9, 1pm EDT

Check the schedule throughout the fall, since new dates are added frequently. Hopefully we'll "see" your institution soon!

Regards,

The Team at Respondus
Follow us: news.respondus.com

Mobile Version:

Hello,

The schedule for Respondus training webinars is now available through September! Each 45-minute session provides a live demonstration of the covered software application, plus tips for getting started. Webinars are available for Respondus 4.0, LockDown Browser, Respondus Monitor and StudyMate.

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September 4, 1pm EDT
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"LockDown Browser & Respondus Monitor: Prevent Cheating During Exams"

August 28, 12pm EDT
September 10, 3pm EDT

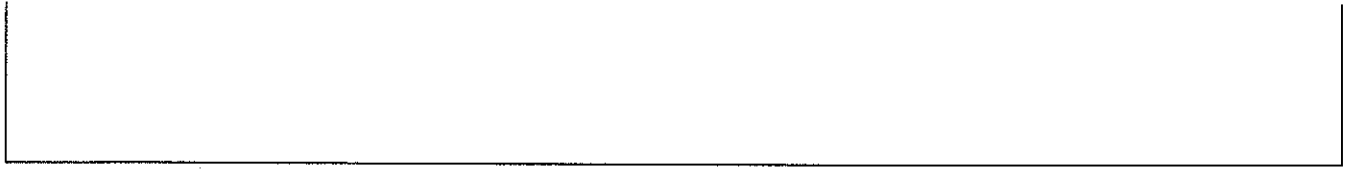**"StudyMate: Creating Learning Activities & Self-Assessments"**

August 27, 2pm EDT
September 9, 1pm EDT

Check the schedule throughout the fall, since new dates are added frequently. Hopefully we'll "see" your institution soon!

Regards,

The Team at Respondus
Follow us: news.respondus.com
This email was sent to: jterry@rcs.k12.va.us

Message: Fall Training Webinars from Respondus

Case Information:

Message Type:	Exchange
Message Direction:	External, Inbound
Case:	2016 - Robert Maronic 3.1
Capture Date:	9/9/2016 7:03:13 PM
Item ID:	4031960
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ Fall Training Webinars from Respondus

From	Respondus Training	**Date**	Tuesday, August 19, 2014 1:04 PM
To	Ryan McCormack		
Cc			
Journal Recipients	rmccormack@rcs.k12.va.us		

Hello,

The schedule for Respondus training webinars is now available through September! Each 45-minute session provides a live demonstration of the covered software application, plus tips for getting started. Webinars are available for Respondus 4.0, LockDown Browser, Respondus Monitor and StudyMate.

Please let your instructors and staff know about these training webinars, and encourage them to sign up at www.respondus.com/webinars.

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September 4, 1pm EDT
September 17, 3pm EDT

"LockDown Browser & Respondus Monitor: Prevent Cheating During Exams"

August 28, 12pm EDT
September 10, 3pm EDT

"StudyMate: Creating Learning Activities & Self-Assessments"

August 27, 2pm EDT
September 9, 1pm EDT

Check the schedule throughout the fall, since new dates are added frequently. Hopefully we'll "see" your institution soon!

Regards,

The Team at Respondus
Follow us: news.respondus.com

This email was sent to: rmccormack@rcs.k12.va.us
This email was sent by: Respondus
8201 164th Avenue NE, Suite 200, Redmond, Washington 98052   –
Unsubscribe

Message: Fall Training Webinars from Respondus

Case Information:

Message Type: Exchange
Message Direction: External, Inbound
Case: 2016 - Robert Maronic 3.1
Capture Date: 9/9/2016 7:03:13 PM
Item ID: 4031961
Policy Action: Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

✉ **Fall Training Webinars from Respondus**

From	Respondus Training	**Date** Tuesday, August 19, 2014 1:03 PM
To	Jeff Terry	
Cc		
Journal Recipients	jterry@rcs.k12.va.us	

Hello,

The schedule for Respondus training webinars is now available through September! Each 45-minute session provides a live demonstration of the covered software application, plus tips for getting started. Webinars are available for Respondus 4.0, LockDown Browser, Respondus Monitor and StudyMate.

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"StudyMate: Creating Learning Activities & Self-Assessments"

August 27, 2pm EDT
September 9, 1pm EDT

Check the schedule throughout the fall, since new dates are added frequently. Hopefully we'll "see" your institution soon!

Regards,

The Team at Respondus
Follow us: news.respondus.com

This email was sent to: jterry@rcs.k12.va.us
This email was sent by: Respondus
8201 164th Avenue NE, Suite 200, Redmond, Washington 98052   –
Unsubscribe

Message: Lockdown Browser follow up

Case Information:

Message Type:	Exchange
Message Direction:	External, Inbound
Case:	2016 - Robert Maronic 3.1
Capture Date:	9/9/2016 7:03:13 PM
Item ID:	4031953
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

Lockdown Browser follow up

From	Steven Furusho	**Date**	Monday, August 18, 2014 1:31 PM
To	Jeff Terry		
Cc			
Journal Recipients	jterry@rcs.k12.va.us		

📎 **image001.gif** (3 Kb HTML)

Hello Jeff,

I hope this message finds you well. I wanted to check in and see how things are going with Lockdown Browser. Please let me know if you need anything from me in terms of resources, webinar trainings, etc.

If you are interested in inviting instructors to our upcoming webinars, you can find our current listing of webinars and instructor trainings at http://respondus.com/products/webinar/ . For the fall term roll out, the following link provides useful resources you can share with your instructors. The link is http://respondus.com/products/lockdown-browser/resources.shtml.

Please also be reminded your Lockdown Browser Campus-wide license includes 200 seats of Respondus Monitor each year. I am happy to discuss this further on a call if you are interested.

Please let me know if you have any questions. Thank you!

Kind regards,

Steve

Steven Furusho
Senior Account Manager
Respondus, Inc.
phone: 425-497-0389 ext.123
fax: 425-881-3329
sfurusho@respondus.com
www.respondus.com

Stay up-to-date: news.respondus.com

cid:image002.gif
@01CD0391.8C

Message: FW: Respondus and/or StudyMate Author renewal information

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	2016 - Robert Maronic 3.1
Capture Date:	9/9/2016 7:03:13 PM
Item ID:	4031944
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ **FW: Respondus and/or StudyMate Author renewal information**

From	Jeff Terry	**Date** Wednesday, July 16, 2014 2:48 PM
To	Ryan McCormack	
Cc		

From: Ronnica Vitullo [rvitullo@respondus.com]
Sent: Wednesday, July 16, 2014 2:40 PM
To: Jeff Terry
Cc: Ryan McCormack; Paul Schaefer
Subject: Respondus and/or StudyMate Author renewal information

To: Respondus Administrator, Jeff Terry (jterry@rcs.k12.va.us)
cc: Support Contact(s)
From: Support & Licensing, Respondus, Inc.
Date: July 16, 2014
Re: Respondus and/or StudyMate Author renewal information for Roanoke County Public Schools

Thank you for renewing your Respondus and/or StudyMate Author Campus-wide Site License. This e-mail includes important information about your license.

Your login for the "Administrator Area" of the Respondus website remains the same (if you would like a new password, please let us know):

Once logged in, you will now find the 2014-2015 Respondus and/or StudyMate Author Activation Password for your institution. This area also provides information about your account as well as additional resources. Please note that the administrator login shown above is intended only for the administrator and support contacts for the license -- do NOT provide this login information to instructors at your institution.

----

1) About Your Activation Password for 2014-2015

Each year a licensing institution is provided with a new "activation password" that can be used to reactivate a copy of Respondus and/or StudyMate Author that was previously installed or to install a new copy of the software. As noted above, the activation password for your institution is available from the Administrator Area of our website (see login instructions above).

Please note the following:

* You can begin using this password information immediately for new installations of Respondus and/or StudyMate Author.

* For copies of Respondus or StudyMate Author that were previously installed, users can update their activation password as follows:
> 1) prior to August 1, start the application and select File > Update License (if "Update License" isn't shown, first upgrade to the latest version of the software),
> 2) after August 1, upon startup, the software will automatically prompt you for the new password.

* If different people than last year are going to be designated as the "local support contacts" for your institution, be sure to provide users the updated support information (name and e-mail address) when you send them the new password. Users are able to enter the new support information directly into Respondus and/or StudyMate Author at the same time that they enter the new activation password.

* Please remember that you should NOT place the activation password on a web page that can be accessed by anonymous users. Only distribute this information via e-mail or from a password-protected web page (see additional instructions below).

2) Distributing Respondus and/or StudyMate Author

The installation programs for the Campus-wide versions of Respondus and/or StudyMate Author are available from the Administrator Area of our website (see login instructions above). The most current versions of the Respondus and/or StudyMate Author installation programs (including all patches) are always available from this area.

Your license permits you to redistribute the installation programs to instructors or staff affiliated with your institution. Please remember, though, that you are NOT permitted to place the installation programs or the activation passwords on a web page that is not password protected. A simple way to fulfill this requirement is to place these materials within an online course. Then you simply need to inform instructors how to log into the course and download the Respondus and/or StudyMate Author installation programs. This last step is generally accomplished in one of two ways: (a) through an e-mail announcement to instructors, or, (b) by having instructors fill out a request form on a web page, after which they are sent the login information in a follow-up e-mail message.

If necessary, please remind faculty that they CANNOT download the standard version of Respondus and/or StudyMate Author from our website since the activation passwords provided to your institution will only work with Campus-wide versions of these applications.

3) Additional Resources

For additional resources and information, select the "Resources" link from the Administrator Area. Further questions can be directed to your account manager, Steve Furusho, at sfurusho@respondus.com.

Again, thank you for renewing your Campus-wide license. Please let us know if we can assist you further.

Licensing Group
Respondus, Inc.
Licensing@respondus.com
www.respondus.com

Message: Respondus and/or StudyMate Author renewal information

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Case Information:

Message Type: Exchange

Message Direction: External, Inbound

Case: 2016 - Robert Maronic 3.1

Capture Date: 9/9/2016 7:03:13 PM

Item ID: 4031943

Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ Respondus and/or StudyMate Author renewal information

From	Ronnica Vitullo	**Date**
		Wednesday, July 16, 2014 2:41 PM

To   Jeff Terry

Cc   Ryan McCormack;Paul Schaefer

Journal Recipients   pschaefer@rcs.k12.va.us;jterry@rcs.k12.va.us;rmccormack@rcs.k12.va.us

---

To: Respondus Administrator, Jeff Terry (jterry@rcs.k12.va.us)
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Please note the following:

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Licensing Group
Respondus, Inc.
Licensing@respondus.com
www.respondus.com

Message: Respondus at BbWorld

Case Information:

Message Type: Exchange

Message Direction: External, Inbound

Case: 2016 - Robert Maronic 3.1

Capture Date: 9/9/2016 7:03:13 PM

Item ID: 4031942

Policy Action: Not Specified
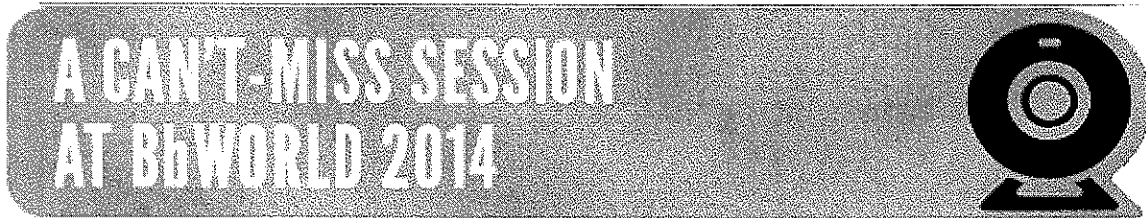
Mark History:

No reviewing has been done

Policies:

No Policies attached

✉

Respondus at BbWorld

From	Respondus	**Date**	Thursday, July 10, 2014 11:31 AM
To	Ryan McCormack		
Cc			
Journal Recipients	rmccormack@rcs.k12.va.us		

To view this email as a web page, go here

"LockDown Browser & Respondus Monitor: Protect the Integrity of Online Tests"

When: **Wednesday, July 16 at 8:15am**
Where: **Titian 2203**

In this session you'll see a live demonstration of LockDown Browser and Respondus Monitor. Learn how these applications solve key challenges of online testing: student identity, accessing unapproved materials during exams, protecting exam content, reducing proctoring expenses, and increasing the flexibility of online exam delivery.

Visit the Respondus booth for a demo of any Respondus product,
and enter to win a campus-wide license.

If you won't be at BbWorld this year, contact your Respondus
account manager for a personal demo or to start a free pilot.

www.respondus.com

This email was sent to:
rmccormack@rcs.k12.va.us
This email was sent by: Respondus
8201 164th Avenue NE, Suite 200 Redmond Washington 98052
Profile Center | Unsubscribe

Message: Respondus at BbWorld

Case Information:

Message Type:	Exchange
Message Direction:	External, Inbound
Case:	2016 - Robert Maronic 3.1
Capture Date:	9/9/2016 7:03:13 PM
Item ID:	4031941
Policy Action:	Not Specified

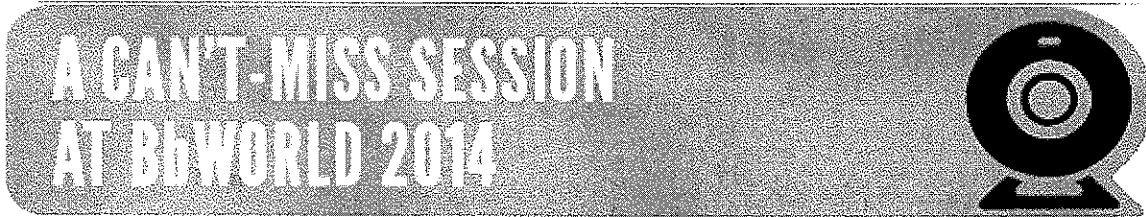**Mark History:**
No reviewing has been done

Policies:
No Policies attached

Respondus at BbWorld

From	Respondus	**Date**	Thursday, July 10, 2014 11:31 AM
To	Jeff Terry		
Cc			
Journal Recipients	jterry@rcs.k12.va.us		

To view this email as a web page, go here

A CAN'T-MISS SESSION AT BbWORLD 2014

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When: **Wednesday, July 16 at 8:15am**
Where: **Titian 2203**

In this session you'll see a live demonstration of LockDown Browser and Respondus Monitor. Learn how these applications solve key challenges of online testing: student identity, accessing unapproved materials during exams, protecting exam content, reducing proctoring expenses, and increasing the flexibility of online exam delivery.

Add session to your calendar

Visit the Respondus booth for a demo of any Respondus product,
and enter to win a campus-wide license.

If you won't be at BbWorld this year, contact your Respondus
account manager for a personal demo or to start a free pilot.

www.respondus.com

Message: Fwd: Simplified licensing for Respondus 4.0 and StudyMate Author

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	2016 - Robert Maronic 3.1
Capture Date:	9/9/2016 7:03:13 PM
Item ID:	4031933
Policy Action:	Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

✉ **Fwd: Simplified licensing for Respondus 4.0 and StudyMate Author**

From	Jeff Terry	**Date**	Monday, July 07, 2014 3:01 PM
To	Ryan McCormack		
Cc			

Sent from my iPhone

Begin forwarded message:

> **From:** Respondus Licensing <licensing@respondus.com>
> **Date:** July 7, 2014 at 2:06:50 PM EDT
> **To:** <jterry@rcs.k12.va.us>
> **Subject: Simplified licensing for Respondus 4.0 and StudyMate Author**
>
> To: Respondus Administrator and Support Contacts
> From: Respondus Licensing
> Date: July 7, 2014
> Re: Simplified licensing for Respondus 4.0 and StudyMate Author
>
> The campus-wide editions of Respondus 4.0 and StudyMate Author contain a new feature
> that simplifies annual licensing. Going forward, instructors will NOT be prompted to enter a
> unique license code each year, if the following occurs:
>
> * The instructor uses a current version of Respondus 4 (4.0.5.08 or higher) or StudyMate
> Author (2.5.3 or higher)
> * The license administrator has implemented the "Preconfigured Server Settings" within the
> administrator area of respondus.com (explained below)
> * The instructor publishes at least one Respondus 4.0 or StudyMate Author exam/project to
> the institution's LMS the previous licensing year – that is, using the latest edition of the
> software and the Preconfigured Server Settings.
>
> Note: it will still be necessary for instructors to enter the institution's license code for new
> installations of Respondus 4 or StudyMate Author. A license code for renewals will also be
> required if the above requirements aren't met.

The administrator areas for Respondus 4.0 or StudyMate Author contain an explanation on how an administrator sets up the Preconfigured Server Settings. Access this information by logging in at respondus.com. In addition, this brief video shows step-by-step instructions for entering the Preconfigured Server settings for Respondus 4.0: http://news.respondus.com/2013/04/01/video-tech-tip-using-preconfigured-server-settings/. Similar steps will work for StudyMate Author.

If you have technical questions about these features, please open a ticket at www.support.respondus.com.

Sincerely,

The Licensing Team
Respondus, Inc.
www.respondus.com

Message: Simplified licensing for Respondus 4.0 and StudyMate Author

Case Information:

Message Type: Exchange

Message Direction: External, Inbound

Case: 2016 - Robert Maronic 3.1

Capture Date: 9/9/2016 7:03:13 PM

Item ID: 4031932

Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ Simplified licensing for Respondus 4.0 and StudyMate Author

From   Respondus Licensing   **Date** Monday, July 07, 2014 2:11 PM

To   Jeff Terry

Cc

Journal   jterry@rcs.k12.va.us
Recipients

To: Respondus Administrator and Support Contacts
From: Respondus Licensing
Date: July 7, 2014
Re: Simplified licensing for Respondus 4.0 and StudyMate Author

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Sincerely,

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www.respondus.com

Message: Simplified licensing for Respondus 4.0 and StudyMate Author

Case Information:

Message Type: Exchange
Message Direction: External, Inbound
Case: 2016 - Robert Maronic 3.1
Capture Date: 9/9/2016 7:03:13 PM
Item ID: 4031931
Policy Action: Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

✉ Simplified licensing for Respondus 4.0 and StudyMate Author

From	Respondus Licensing	**Date**	Monday, July 07, 2014 2:07 PM
To	Ryan McCormack		
Cc			
Journal Recipients	rmccormack@rcs.k12.va.us		

To: Respondus Administrator and Support Contacts
From: Respondus Licensing
Date: July 7, 2014
Re: Simplified licensing for Respondus 4.0 and StudyMate Author

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Sincerely,

The Licensing Team
Respondus, Inc.
www.respondus.com

Message: Fwd: Respondus LockDown Browser follow up

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	2016 - Robert Maronic 3.1
Capture Date:	9/9/2016 7:03:13 PM
Item ID:	4031930
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ **Fwd: Respondus LockDown Browser follow up**

From	Jeff Terry	**Date**	Thursday, July 03, 2014 11:03 PM
To	Ryan McCormack		
Cc			

Sent from my iPhone

Begin forwarded message:

From: Steven Furusho <sfurusho@respondus.com>
Date: July 3, 2014 at 11:58:02 AM EDT
To: <jterry@rcs.k12.va.us>
Cc: <rmccormack@rcs.k12.va.us>
Subject: Respondus LockDown Browser follow up

Hi Jeff,

As your Respondus account manager, I want to again thank you for your purchase of Respondus LockDown Browser.

You should have recently received an email containing activation and distribution information for the LockDown Browser Campus-wide License. And, as a reminder, you also receive 200 free seats for Respondus Monitor each year with your license. Let me know if you'd like more details on that.

As you begin the rollout of LockDown Browser to faculty, I want you to be aware of several resources available on our website.

Demonstration Movies
The demo movies at www.respondus.com/ldb-demo are a great resource for introducing instructors to LockDown Browser. There is also a full-length training video at:
http://www.respondus.com/products/lockdown-browser/training.shtml

Administrator Guide ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

The administrator guide (located in the Administrator Area for LockDown Browser) provides detailed instructions for setting up and managing your license. We highly recommend reviewing the Administrator Guide before accessing the "Control Panel" or distributing the software to faculty or students.

Knowledgebase & Support – http://www.respondus.com/resources/
If a problem cannot be resolved using the administrator guides, user guides, or knowledgebase, a support ticket can be opened here.

Newsletter Articles –http://news.respondus.com/
Dozens of articles will help you learn more about the Respondus products. (Note: You are welcome to borrow and modify these articles for your own training materials.)

I hope these resources will save you time as you get started with LockDown Browser. Please don't hesitate to contact me if I can be of assistance.

Sincerely,
Steve

Steven Furusho
Senior Account Manager
Respondus, Inc.
sfurusho@respondus.com
www.respondus.com

Message: Respondus LockDown Browser follow up

Case Information:

Message Type:	Exchange
Message Direction:	External, Inbound
Case:	2016 - Robert Maronic 3.1
Capture Date:	9/9/2016 7:03:13 PM
Item ID:	4031929
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ Respondus LockDown Browser follow up

From	Steven Furusho	**Date**	Thursday, July 03, 2014 12:19 PM
To	Jeff Terry		
Cc	Ryan McCormack		
Journal Recipients	jterry@rcs.k12.va.us;rmccormack@rcs.k12.va.us		

Hi Jeff,

As your Respondus account manager, I want to again thank you for your purchase of Respondus LockDown Browser.

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Administrator Guide ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮
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Sincerely,
Steve

Steven Furusho
Senior Account Manager
Respondus, Inc.
sfurusho@respondus.com
www.respondus.com