

UPDATE BROWSERS AND RLB TO PREVENT LOSS OF WORK IN COURSES

BROWSERS:

To ensure that Respondus Lock Down Browser, Respondus Monitor, Blackboard, MS Teams, Zoom and other academic tools function properly, it is very important that your web browsers are updated to the most recent versions. Failure to do so could result in lost work, erratic functionality or submission errors.

NOTE: GOOGLE CHROME IS THE RECOMMENDED BROWSER.

If you are using a version of Safari that cannot be upgraded to Safari 14, it is recommended to download and use the latest version of Google Chrome.

RESPONDUS UPDATE:

Recently Respondus products require manual updates. To update Respondus LockDown Browser, open LockDown Browser, click the "About" icon in the toolbar (Windows users: "i" icon, Mac users: Globe icon), and select the "Check for newer version" button. You can also download and run the full installation program to ensure that you have the latest version.

If you need assistance, contact the IT Services Help Desk at [713-743-1411](tel:713-743-1411) or email uitsupport@uh.edu.

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