**Issue**

New Respondus Campus license code not working for faculty.

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**Steps for Resolution**

- Uninstall the old Respondus application then install updated version of Respondus
  1. Navigate to Add/Remove program via the Start Menu
  2. Select Respondus Campus
  3. Click uninstall
  4. Navigate to IT download page
     (https://www.ccsu.edu/it/downloads/)
  5. Install Respondus

- Finish by entering new License Information:
  - **Enter the License Information:** With the exception of “Local Support Contact” the information must be entered EXACTLY as follows:
    1. **Institution Name:** Central Connecticut State University
    2. **Local Support Contact(s):** Jennifer Nicoletti capuotjen@ccsu.edu or Lisa Washko WashkoLisa.Washko@ccsu.edu
    3. **Installation Password:** Y2007I332512220R4215ef8f21caf3d1
       (Password valid through the end of: July 2020)
  - **Choosing the CMS:**
    1. Please choose **Blackboard 7.x-9.x** and click OK. Check for updates.
Ticket Reminders

- Please supply course information (course name, instructor, section is essential, CRN if possible)
- Please provide specific information on technical issues (i.e. content area/folder name, assignment name, test name, error wording)
- Please have Walk-In Center submit tickets rather than directly sending faculty or staff to the IDTRC for help as we cannot always accommodate walk-ins. If it’s a pressing matter, please call the IDTRC main line (x22081) to verify that someone is available to assist.