



Echo360 Student Viewing Requirements

Verify the information below and make the recommended changes if you are having trouble viewing Echo360 videos within a Blackboard course.


1. Verify that you are using a supported browser or update to the latest version.

Operating System	Internet Explorer 9+ (including IE 11)	Firefox 28+	Chrome 34+	Safari 6.0+
Windows 7 and 8.1	Supported	Supported	Supported	Not Supported
Mac OS X 10.9	Not Supported	Supported	Supported	Supported
Linux Red Hat 6	Not Supported	Supported	Not Supported	Not Supported


It is recommended to use the latest browser. Go to this address to check if your browser is up to date: <https://www.whatismybrowser.com>

2. Configure your browser to accept cookies.


Microsoft Internet Explorer

1. Within *Internet Explorer*, click **Tools** “Gear icon”  to the right of the address bar, then select **Internet Options**.
2. Click the **Privacy** tab and drag slider down to “Accept all cookies.”
3. Click **OK**.

Mozilla Firefox

1. Within *Firefox*, click on the “Open menu”  icon to the right of the address bar, and select **Preferences**, then click **Privacy** tab.
2. Under the “History” section, check the following options: “Accept cookies from sites” and select “Always” from the “Accept third-party cookies” list menu.

Google Chrome

1. Within *Chrome*, click the “Customize and control...”  icon to the right of the address bar, and select **Settings**.
2. Click “Show advanced preferences” at the bottom of the page.
3. Scroll to the “Privacy” section and click **Content Settings**.
4. Under “Cookies” select the “Allow local data to be set” option.
5. Click **Done**.

Safari

1. Within *Safari*, click **Safari** on menu and select **Preferences**.
2. Click **Privacy** tab from preferences box.
3. Under “Website data” select “Always allow.”

3. Clear the browser's cache, cookies and history.

Try clearing the cache, cookies, and history.

Visit <http://www.refreshyourcache.com> for more information.

After clearing the cache, cookies and history, exit all web browser windows, and resart your browser.

4. Verify Adobe Flash version

Adobe Flash player version 9.0 or above is required to view Echo360 recordings.

Visit the [Flash Player Help page](#) to check the Flash player version and install a new version if necessary.

5. Contacting support

If you are still having trouble viewing the Echo360 videos, contact us at ECH0360@umb.edu.