



# 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](mailto:ECH0360@umb.edu).