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.**

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Internet Explorer 9+ (including IE 11)</th>
<th>Firefox 28+</th>
<th>Chrome 34+</th>
<th>Safari 6.0+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 7 and 8.1</td>
<td>Supported</td>
<td>Supported</td>
<td>Supported</td>
<td>Not Supported</td>
</tr>
<tr>
<td>Mac OS X 10.9</td>
<td>Not Supported</td>
<td>Supported</td>
<td>Supported</td>
<td>Supported</td>
</tr>
<tr>
<td>Linux Red Hat 6</td>
<td>Not Supported</td>
<td>Supported</td>
<td>Not Supported</td>
<td>Not Supported</td>
</tr>
</tbody>
</table>

   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](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](http://www.refreshyourcache.com) for more information.

After clearing the cache, cookies and history, exit all web browser windows, and restart 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](http://www.adobe.com/products/flashplayer/help.html) 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 [ECHO360@umb.edu](mailto:ECHO360@umb.edu).