

New Respondus Feature

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Over the next few months, Respondus will be piloting a “live chat” feature for Respondus Monitor that will enable students to start an online chat with a representative from the Respondus technical support team. They will be starting with limited hours and access points, and will scale up the service as they learn what’s needed in terms of resources.

How will students initiate a live chat with Respondus Support?

Most technical issues are encountered during the pre-exam “Startup Sequence” of Respondus Monitor – this is where the webcam/microphone check occurs. There is already a powerful “It’s not working” feature that helps students find the right solution.

If students are unable to solve their problem by the last step of the **"It's not working"** feature, a **“Chat now”** prompt will appear.
