Support

Help menu

MediaRecorder’s Help menu contains the following options:

- Help topics – Opens the MediaRecorder Help. You can search and find help topics.
- Noldus Online – If your computer is connected to the Internet, you can choose this option to go to the MediaRecorder home page on the Noldus website or to the MyNoldus portal. On the MyNoldus portal you can download the latest version of the software and documentation, submit support cases and view your account information. If you encounter a problem with MediaRecorder, you can inform Noldus IT with the Report an Issue option.
- Upgrade – If you have purchased an upgrade of MediaRecorder, choose this option to type the new Upgrade Key number that you have received from Noldus.
- About MediaRecorder– Choose this option to see details of exactly which version of MediaRecorder you are using. Click User Info to see the registered user and license number of your software.

Technical support

For questions about MediaRecorder or any other Noldus product, contact the Support department by opening the **Help** menu in MediaRecorder, select **Noldus Online** and subsequently **Get Support**. The help desk may ask for the file MediaRecorder log file. You can find this file in the folder C:\Users\<login name>\AppData\Local\Temp.

Revision #2
Created 2023-11-29 22:43:33 UTC
Updated 2023-12-04 10:43:16 UTC