



## WebCT Vista – A Basic Guide for Students



Students attending North Georgia College & State University may be required to use WebCT Vista, our online learning system, for some or all of their courses. Vista can be used as supplemental material for traditional classes or used to teach full online classes. This document outlines the computer requirements for using Vista. It is important that you follow these guidelines to ensure your computer is fully compatible with Vista and you can successfully access your online course material.

This guide includes the following:

- Setting Up Your Computer for Vista
- Accessing Your Vista Course
- Where to Go for Technical Help

## Setting Up Your Computer for Vista

### Hardware Requirements:

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Any computer system that is capable of supporting the recommended browsers and Java plug-ins. The GeorgiaVIEW Online Help Center (OSC) lists a sample computer configuration for Vista users.

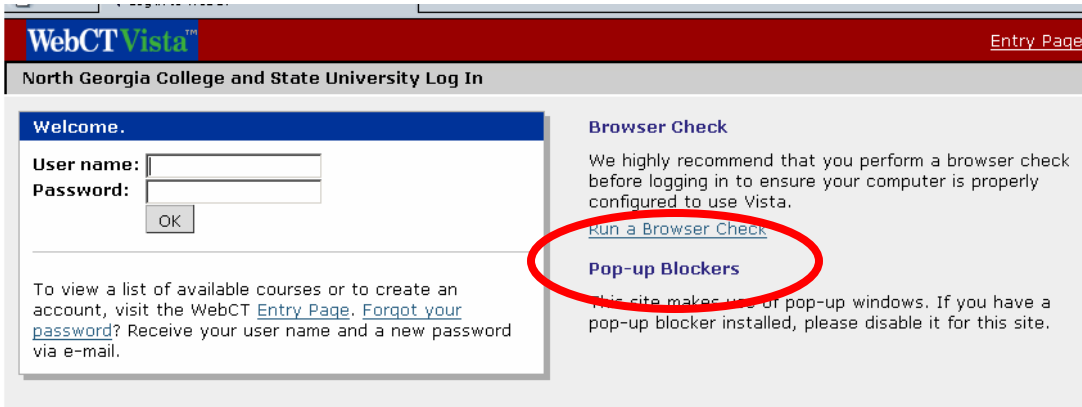
- Go to <http://help.view.usg.edu>.
- In the Search text box located on the left, type “computer configurations” and click “Search”.
- The Knowledge Base will list articles that cover the recommended computer configurations.

### Browsers:

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Use a Supported Browser.

Running a browser checker will help ensure that you have the correct browser and settings for Vista. You can run the Vista browser checker located on the login page (example below). This checker validates for Java, JavaScript, cookies, pop-ups, etc. Listed below are two more links for validating your browser and system configuration.



1. Screen shot of Vista login page with browser check link.

### List of supported browsers for Vista on Windows from the OSC:

This information is taken from WebCT's Browser Tuneup site. For the latest information, visit <http://www.webct.com/tuneup/>. You can also visit the "Browser Checker" page @ <http://webct.gatech.edu/support> to get the specifics of your browser.

**NOTE:** Even though WebCT validates AOL, it is typically unreliable with Vista. AOL users should use IE or another validated browser instead. Click on the browsers below to get them (or upgrade them) on your computer:

WebCT Version	Browsers	Browser Versions	
		Validated	Unsupported
Vista 3.0	Microsoft IE	5.5 (SP2), 6.0	5
	Netscape	7.0, 7.1, 7.2	4.76, 4.8, 6.2.x
	AOL	8.0, 9.0 see notes	7
	Mozilla	1.5, 1.6, 1.7 see notes	--
	Firefox	1.0 see notes	--

#### Notes:

- Mozilla 1.6 & 1.7, Firefox, and AOL 9 browsers, where listed, require an up-to-date Service Pack to be installed on the Vista server. If you experience issues using these browsers, please contact your system administrator to ensure your WebCT installation has the latest Service Pack installed.
- Netscape 4.78 and 4.79 are not supported. [Read more](#) in the WebCT Support Knowledge Base.
- Netscape 6.0 and 6.1 are not supported. [Read more](#) in the WebCT Support Knowledge Base.

#### You can download any of these browsers at the sites listed below:

Internet Explorer:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=1e1550cb-5e5d-48f5-b02b-20b602228de6&DisplayLang=en>

Firefox: <http://www.mozilla.com>

Netscape: <http://browser.netscape.com/ns8/download/archive72x.jsp>

## Java Plug-ins

**NOTE:** The following instructions are **ONLY NECESSARY** if you are experiencing problems with quizzes, attachments, and discussions after you have successfully logged into Vista.

Some features in Vista require a plug-in for the Java Runtime Environment (JRE). PC users should follow the instructions below. Mac users should go to the Vista Online Support Center for instructions.

**NOTE: Java 1.5.0\_05 is recommended with Vista 3, NOT Java 1.5 Update 6 (1.5.0\_06). Also, it is not necessary to uninstall Java Web Start.**

If you do not have the correct version of Java for WebCT Vista 3 or if your Java has somehow become corrupt, you may have difficulties. It is important that your computer is configured with the correct version of Java to ensure the best results when logging in and working within Vista.

**First, uninstall any older versions (or multiple versions) of Java on your computer. To do this, follow these steps:**

- Step 1.** Click the **Start** button on your computer.
- Step 2.** Click **Control Panel** (If you do not see Control Panel listed, click on Settings, then click on Control Panel.)
- Step 3.** **Add/Remove Programs.**
- Step 4.** Look for **Java 2 Runtime Environment.**
- Step 5.** Click **Remove** Sun Java(TM) 2 Runtime Environment, Standard Edition. Please remove all copies or versions of Java, and restart your computer.

**Second, install Java 1.5.0\_05:**

**Step 1.** Go to [http://java.sun.com/products/archive/j2se/5.0\\_05/index.html](http://java.sun.com/products/archive/j2se/5.0_05/index.html) and click "Download JRE"



**Step 2.** On the next page, click to "Accept License Agreement" and then look under the "Windows Platform" heading and click "Windows Online Installation, Multi-language."



**Step 3.** Once you do this, you will be walked through the steps to Run/Open the Java plug-in and install it on your system.

## Pop-Up Blockers and Firewalls

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Disable pop-up blocking software. The following information was taken from the Vista Online Support Center (OSC).

While using Vista, if you are unable to view discussion postings, quiz windows, and download links, then you need to allow pop-up windows. Pop-up blockers work in the background while you browse the Internet. When they detect a pop-up window that may be an unwanted advertisement, they automatically close the window. However, this can prevent Vista from performing properly.

**Step 1.** Determine that you indeed have a pop-up blocker that will interfere with Vista by running the Pop-up test here: <http://www.gpc.edu/webct/analyzer/> (This analyzer has multiple tests; you can jump to the pop-up blocker test by clicking it in the left hand side.)

**Step 2.** Once you've determined that you have a pop-up blocker, you need to either disable it completely or uninstall it. Your pop-up blocker could be part of a browser toolbar (i.e. Google Toolbar, Yahoo toolbar, etc), part of your browser itself, part of a virus protection or security suite on your system, or a standalone program.

Examples of programs that include pop-up blocking functions include the following. Click the links below to read how to disable pop-up windows for that specific program. If there is no link, refer to the **Help** in the affected program.

- [Norton Internet Security](#)
- [Zone Alarm Pro](#)
- [Google Toolbar](#)
- [Yahoo! Toolbar](#)
- [MSN Toolbar](#)
- [AOL 8.0 and later](#)
- [Safari browser](#)
- [Microsoft Windows XP, Service Pack 2](#)
- [Firefox browser](#)
- [Netscape browser](#)

Also, search your hard drive for any software with "pop-up" in the name. Examples of popular pop-up blocking applications include:

- Pop-Up Stopper
- Pop-Up Defender
- Pop-Up Zapper

## Spyware and Adware

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Spyware is software that is saved to your computer that gives advertisers or identity thieves the ability to record or log your movements around the web and is often installed on your computer without your knowledge. Spyware can also prevent you from accessing web sites like Vista by redirecting your browser to another web site. It can interfere with downloading other software and installing programs

like Java. Some spyware can even record your passwords and keystrokes as you complete forms on the web.

NGCSU have found that the free programs Ad-Aware and Spybot Search & Destroy to be the most successful utilities for removing spyware from your computer.

Go to <http://www.download.com> and do a search to locate these two free programs.

**Note:** You have to run these programs manually--they will not automatically detect spyware like your virus protection software does. We recommend that you run these programs weekly and also remember to check for updates.

## **Software Plug-ins**

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Software plug-ins are programs that work with your web browser so that you can run movies, view animations, or view special content like pdf files. Your Vista course may require some of these plug-ins. Check with your instructor for additional software requirements within your course.

You can find a list of popular plug-ins for downloading at the Vista Online Support Center (OSC).

# Accessing Your Vista Course

## How to Log into Vista:

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1. Go to the NGCSU homepage at <http://www.ngcsu.edu>
2. Locate **Quick Links** and using the drop-down arrow, select **WebCT**. Click **Go**.
3. Click on the WebCT Vista icon.
4. The NGCSU WebCT Vista page appears. Click the **Log In** button.
5. The Log In page appears.
6. Before logging into Vista, you may want to check your browser for compatibility.
7. Click the **Run a Browser Check** and follow any instructions for updating Java or popup blockers.
8. Type in your User Name and Password. Click **OK**.
9. A security certificate for Java may pop up. You need to "accept" the certificate for Vista to function properly. Click "Always" or "Run" to accept the security certificate for future Vista sessions on your machine.

## What is My User Name?

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Your Vista ID is NOT the same as any other ID at NGCSU. It is created in Banner and imported into Vista. All students can view their Vista ID by logging into Banner, going to "Personal Information", and then "View Third Party / Vista ID", or by contacting your instructor.

## What is My Password?

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- If you have been using Vista, your password has not changed.
- If you have never logged into Vista, log into Banner to get your Vista ID under "Personal Information", then e-mail Judy McHan at [jmchan@ngcsu.edu](mailto:jmchan@ngcsu.edu) to have your password reset.

The Online Support Center (OSC) can also change your password for you after our IIT offices have closed.

## Where to Go for Technical Help

### **The GeorgiaVIEW Vista Online Support Center (OSC):**

<http://help.view.usg.edu>

You can also access the OSC from the Vista web page on the NGCSU web site. The WebCT Vista Online Support Center for the University System of Georgia has support representatives available 24 hours a day, 7 days a week, 365 days a year. This site includes a large knowledge base of FAQs, an online chat area for you to get immediate help, and an option to submit a ticket for technical help with Vista.

### **Judy McHan, Vista Administrator**

Department of Information & Instructional Technology, NGCSU

[jmchan@ngcsu.edu](mailto:jmchan@ngcsu.edu)

(706)864-1924

### **Student Help:**

[studenthelp@ngcsu.edu](mailto:studenthelp@ngcsu.edu)

### **The Computer Hub @ NGCSU:**

<http://www.ngcsu.edu/thehub/>

Dunlap Hall Room 108-A , (706) 867-2828

The Computer Hub was created with proceeds from the student technology fee. Its purpose is to provide technical assistance to all currently enrolled students in regard to questions or problems with their privately owned computers. The center has the capabilities to address a wide range of issues ranging from hardware and software installations to virus detection and removal.

### **NGCSU Vista URL:**

If the NGCSU campus web page is not working, you can access your Vista class by going directly to:

<https://ngcsu.view.usg.edu>.