

VALDOSTA STATE UNIVERSITY

INFORMATION TECHNOLOGY HELPDESK

WEBCT VISTA FIRST TIME USER GUIDES

WINDOWS XP AND INTERNET EXPLORER

SECTION 1: INTERNET CONNECTION TEST

Step 1:

Verify that you have **high-speed internet**. If you are uncertain whether or not you have high-speed internet, contact your **Internet Service Provider company** (ex. MediaCom, AT&T, Bellsouth, Comcast, etc.)

Note: Some of the features of WebCT will not be accessible through a **dial-up connection**, such as streaming video.

Step 2:

Attempt to visit the [Valdosta State University WebCT Vista](#) login page.

[Home](#) > [Public Services](#) > [Distance Learning](#) > VSU Vista Home

VISTA @ VALDOSTA STATE UNIVERSITY

- [How do I get started with VSU Vista?](#)
- [How do I get Help?](#)
- [Why can't I log in?](#)
- [Why can't I see my course?](#)
- [Why can't I attach files, send mail, or post discussions?](#)
- [Why can't I open a Microsoft Office file I received?](#)
- [>> view more questions >>](#)



Scheduled Maintenance

Regular weekly Vista Maintenance Window occurs every Friday night at 11:45 p.m. until Saturday Morning at 1:00 a.m.

The Vista Server will be unavailable during the scheduled maintenance windows. Please review our [maintenance calendar](#) for Spring 2008 upcoming downtimes.

VSU Vista Login	
Name:	<input type="text"/>
Password:	<input type="password"/>
Click OK to login <input type="button" value="OK"/>	

USG Collaborative Programs

These collaborative programs have specific login locations. Click the link for your program:

- [Georgia on My Line](#) - learn [more](#)
Fall 08 classes start Aug 18, 2008
- [VSU eCore Login](#) - learn [more](#)
- [European Union Certificate Login](#)
- [VSU WebMBA Login](#) - learn [more](#)

Date Created: November 21st, 2008

Date Modified: November 21st, 2008

Step 3:

If you are unable to do so, attempt to **visit some websites outside** of Valdosta State University.

Some examples include:

- [Google](#)
- [Microsoft](#)
- [Yahoo](#)
- [Apple](#)

Step 4:

If you **were able** to visit the pages listed in **Step 3**, but **unable to** reach the **Valdosta State University Vista login page**, verify that your **Internet Service Provider** company is **not blocking access to our site**.

Meanwhile, if you are **unable to access** the sites listed in **Step 3**, contact your Internet Service Provider company for technical assistance, as you may be experiencing an overall internet service outage.

SECTION 2: BROWSER VERIFICATION

Step 1:

Launch **Internet Explorer**.



Step 2:

Click the **Help** menu. Then, click **About Internet Explorer**.



Step 3:

Look at the version number.

The correct version of **Internet Explorer** is **7.0**.



SECTION 3: BROWSER RE-INSTALLATION

Note: If you are already running Internet Explorer 7, please skip these steps and proceed to Section 4: Browser Configuration.

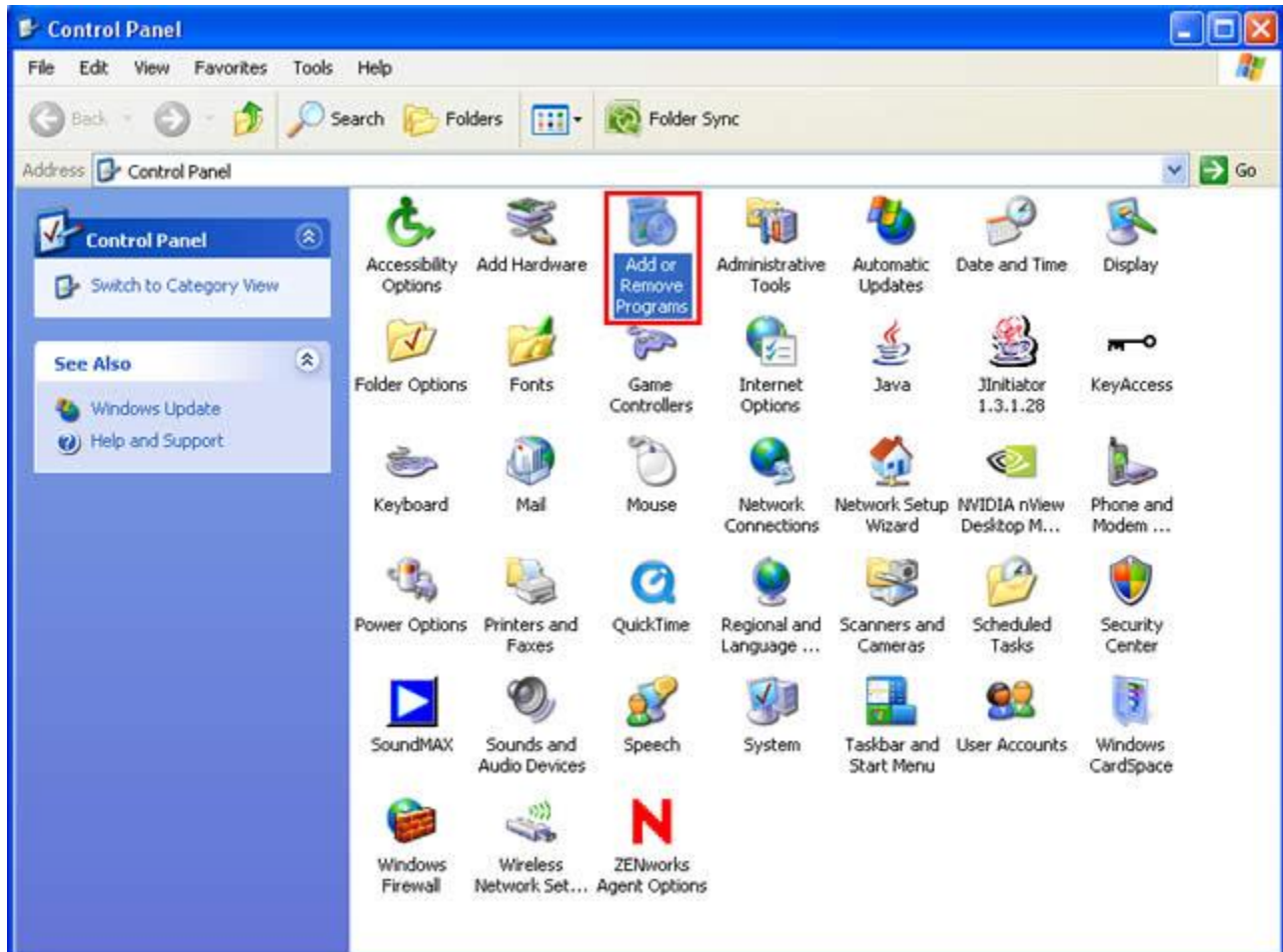
Step 1:

Click the **Start** button. Then, click **Control Panel**.



Step 2:

Double-click **Add or Remove Programs**.

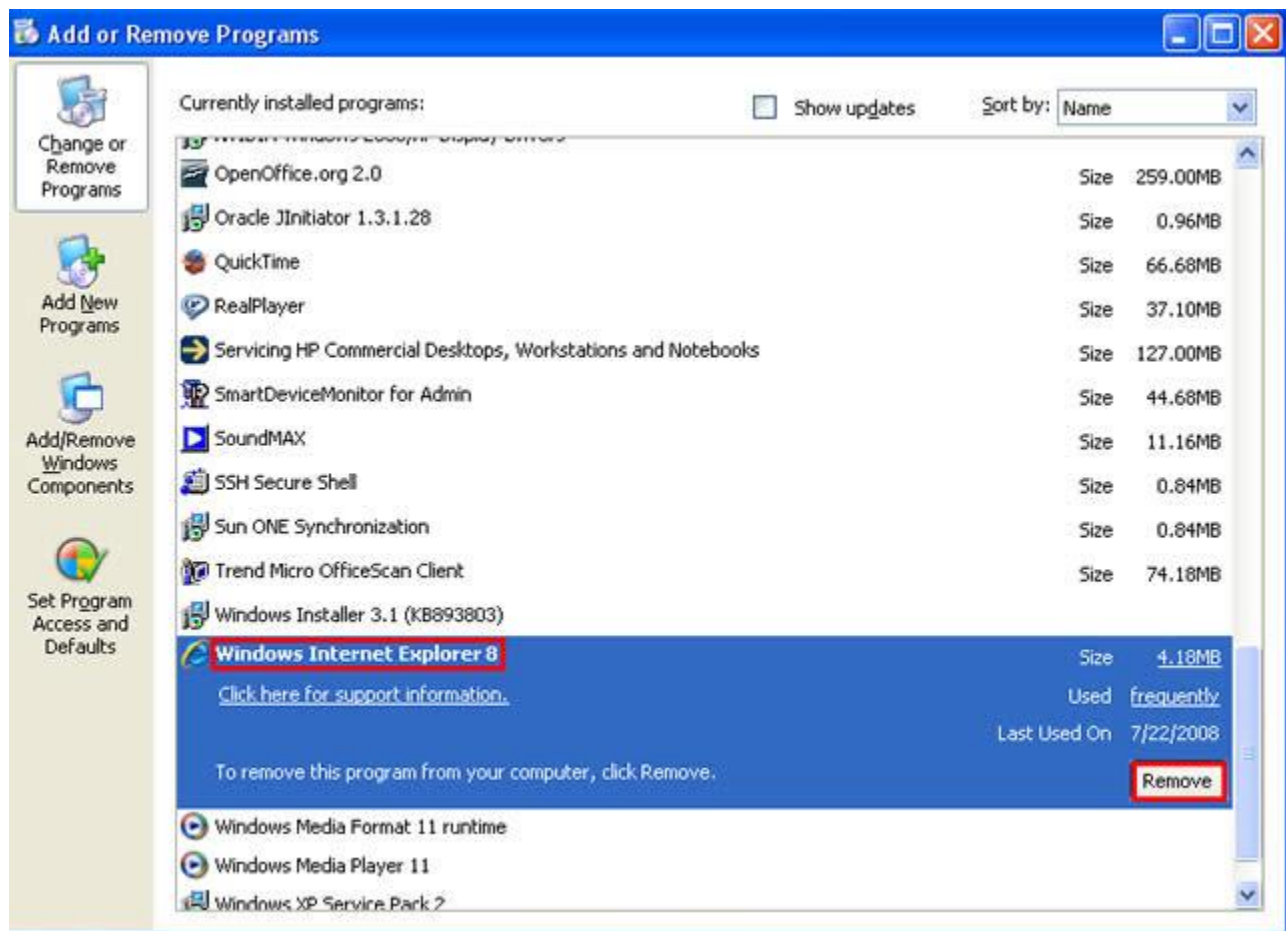


Step 3:

If you are running Internet Explorer 8, click the entry for **Windows Internet Explorer 8**. Then, click the **Remove** button.

If you are running Internet Explorer 6 or earlier, no entry will be displayed. You can update your version to Internet Explorer 7 from [Microsoft's Website](#).

Follow the steps provided by the uninstaller. After you have done so, **restart your computer**.



SECTION 4: BROWSER CONFIGURATION

Step 1:

Launch **Internet Explorer**.

Date Created: November 21st, 2008

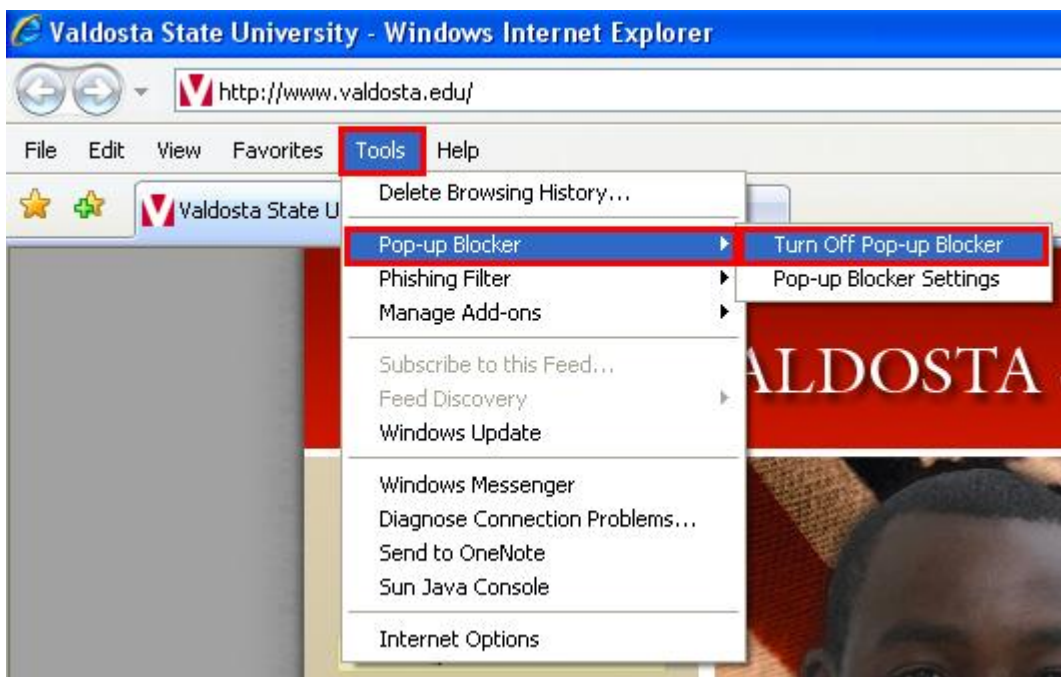
Date Modified: November 21st, 2008



Step 2:

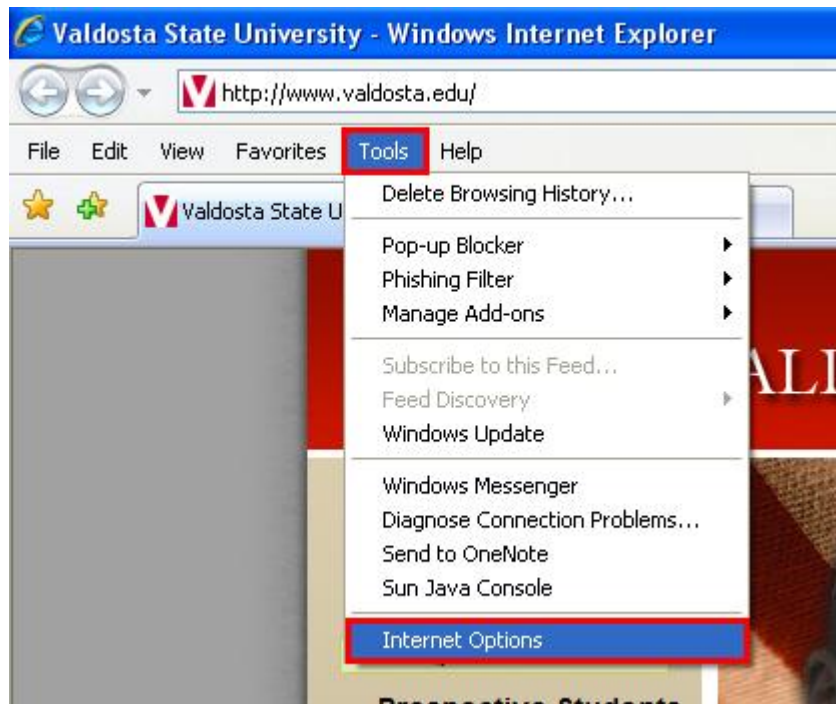
Click the **Tools** menu. Then, move your mouse over **Pop-up Blocker**. Finally, click **Turn Off Pop-up Blocker**.

Note: If you instead have **Turn On Pop-up Blocker** listed, do not click it. This means that your pop-up blocker is already disabled.



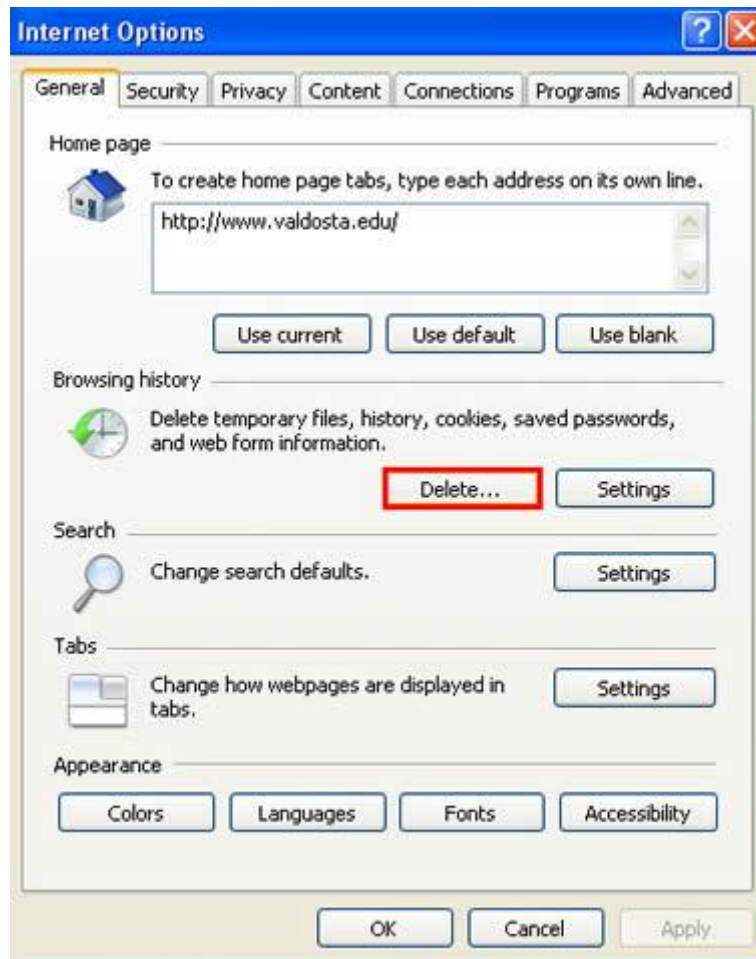
Step 3:

Click the **Tools** menu. Then, click **Internet Options**.



Step 4:

Click the **Delete** button.



Step 5:

Click the **Delete all...** button.



Step 6:

Check the box in front of **Also delete files and settings stored by add-ons**. Then, click the **Yes** button.



SECTION 5: TOOLBAR REMOVAL

Date Created: November 21st, 2008

Date Modified: November 21st, 2008

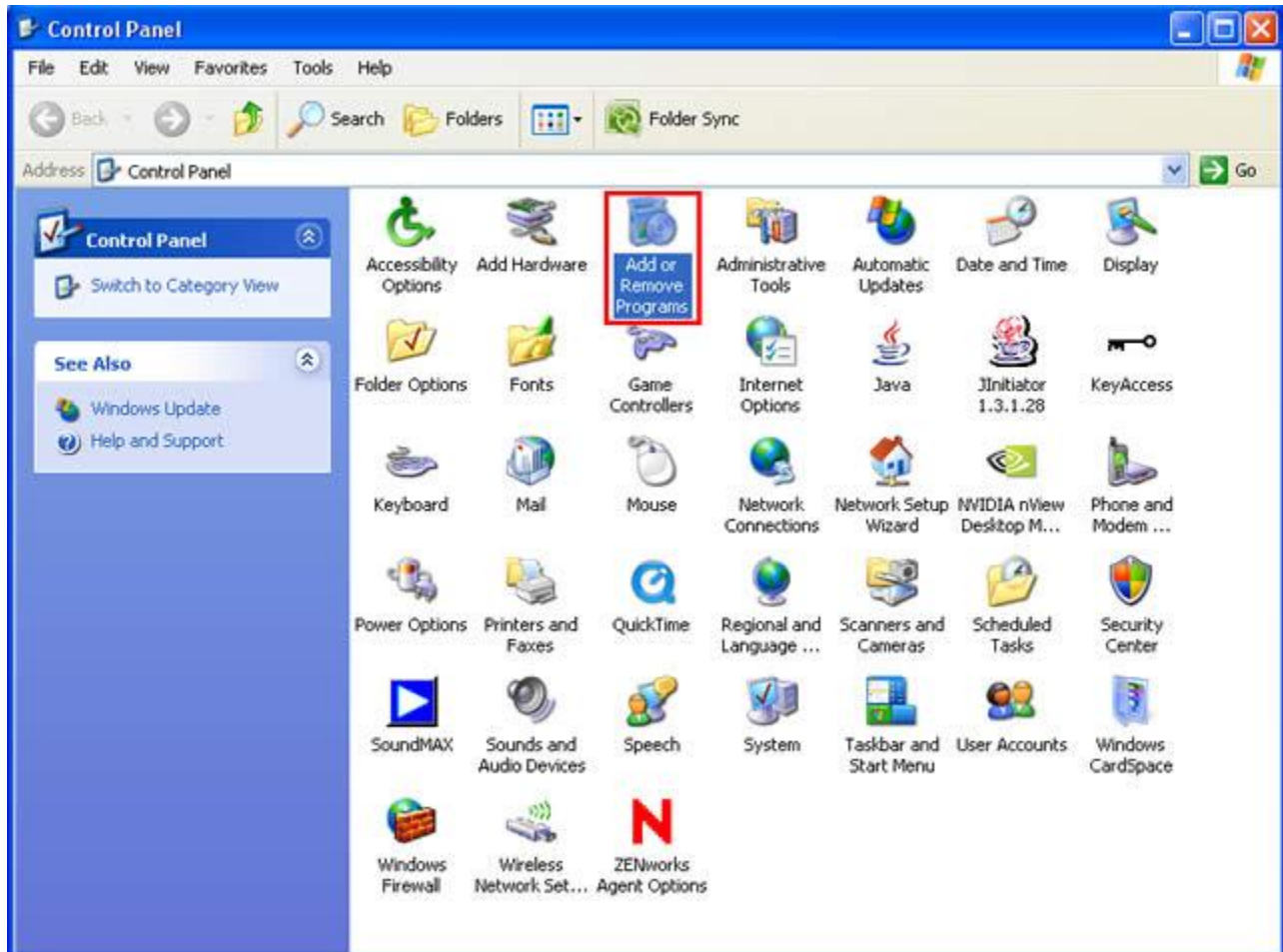
Step 1:

Click the **Start** button. Then, click **Control Panel**.



Step 2:

Double-click **Add or Remove Programs**.



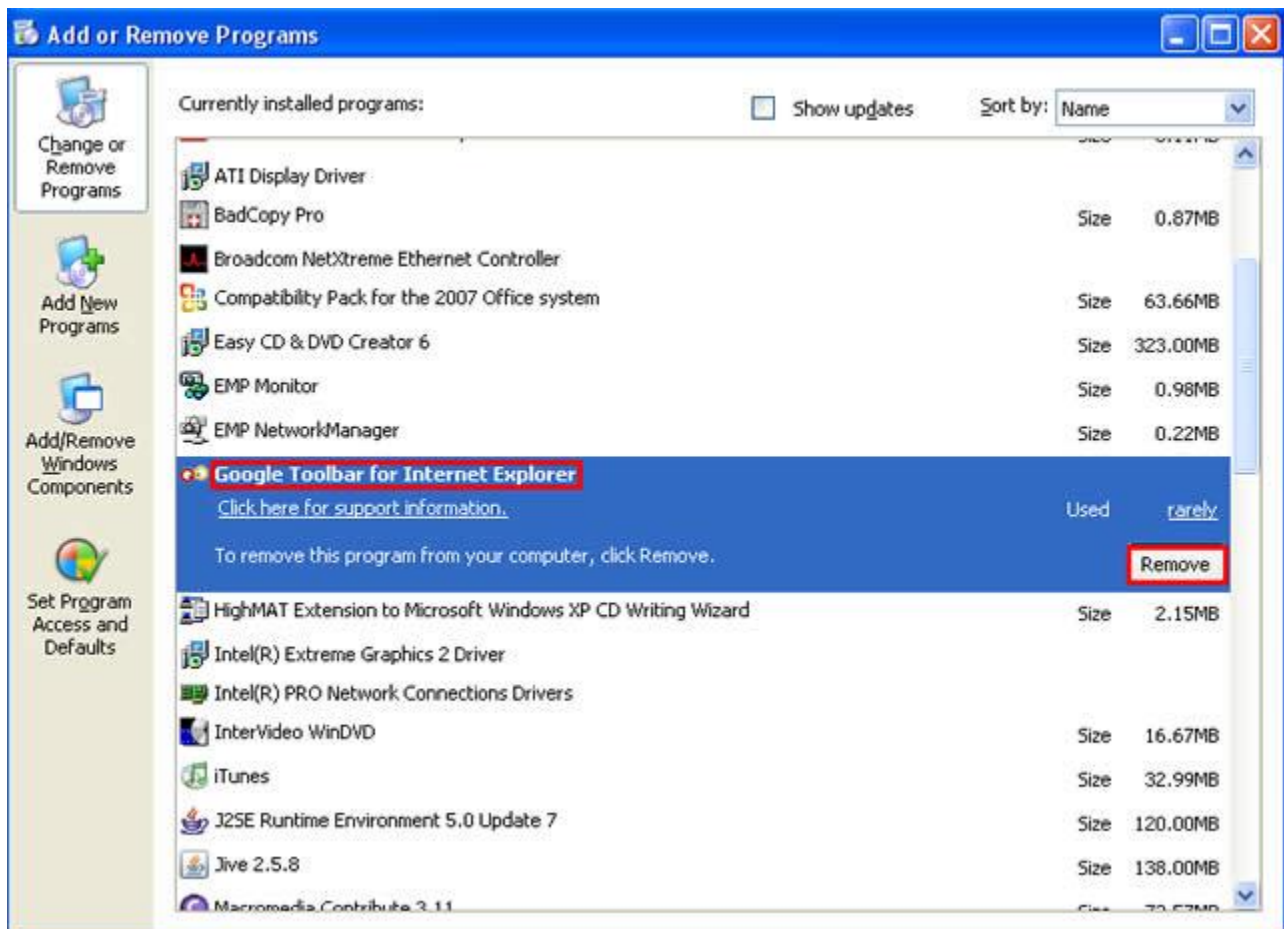
Step 3:

Look for any entry with the word **Toolbar** listed in its name. When you locate one, click on it. Then, click the **Remove** button.

Follow the steps provided by the uninstaller.

Repeat these steps until **all entries with the word Toolbar in their name have been removed.**

After you have done so, **restart your computer.**



SECTION 6: JAVA VERIFICATION

Date Created: November 21st, 2008

Date Modified: November 21st, 2008

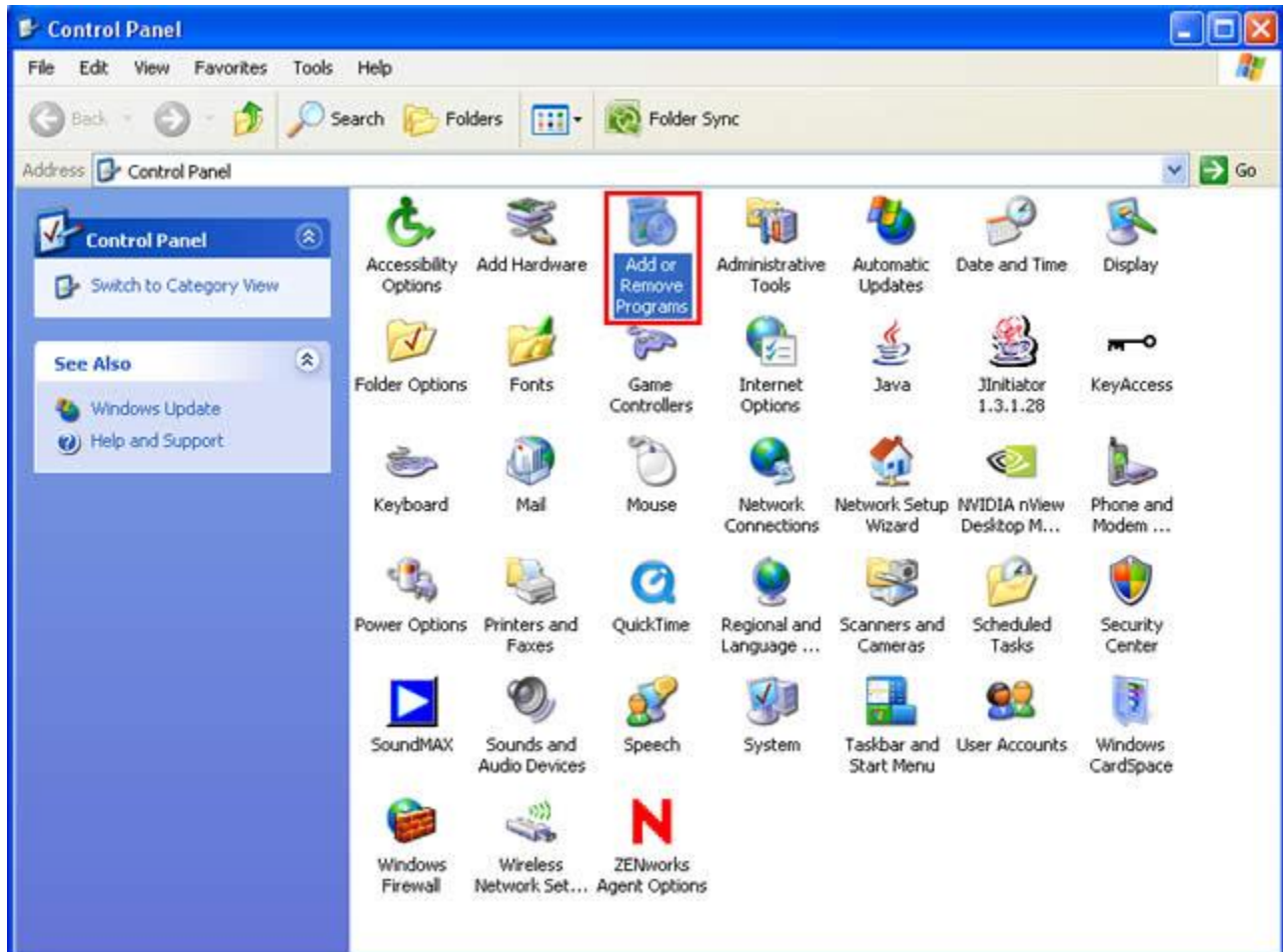
Step 1:

Click the **Start** button. Then, click **Control Panel**.



Step 2:

Double-click **Add or Remove Programs**.



Date Created: November 21st, 2008

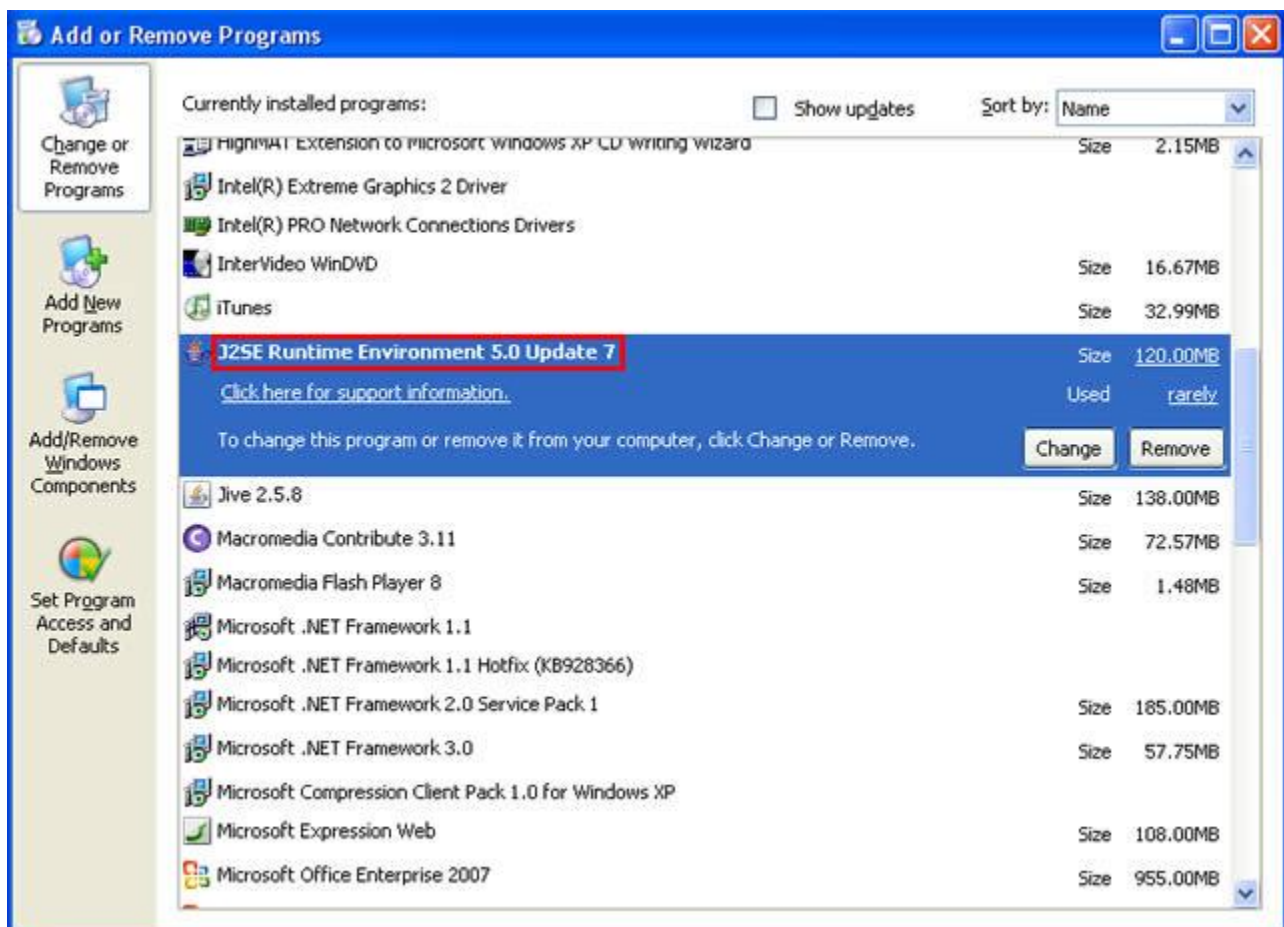
Date Modified: November 21st, 2008

Step 3:

The list is in **alphabetical order**. Scroll-down to the entries beginning with the letter **J**. Compare what you see to the images below to determine whether or not you have the correct version of Java installed.

CORRECT JAVA VERSION

You have the correct version of Java installed if the only version displayed here is **J2SE Runtime Environment 5.0 Update 7**.

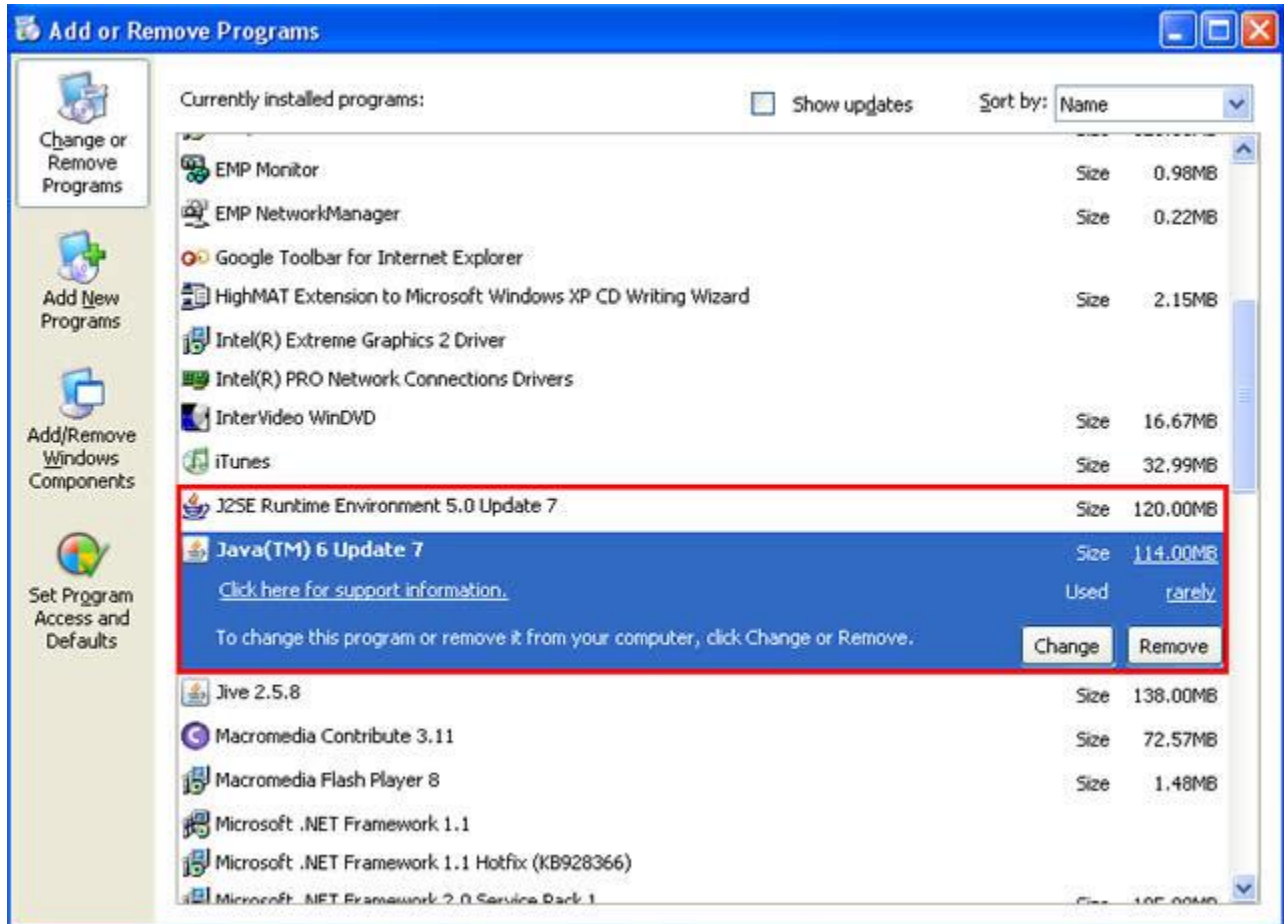


Date Created: November 21st, 2008

Date Modified: November 21st, 2008

INCORRECT / MULTIPLE JAVA VERSIONS

Any other version of Java is incorrect, **even if you also have the correct version listed.**

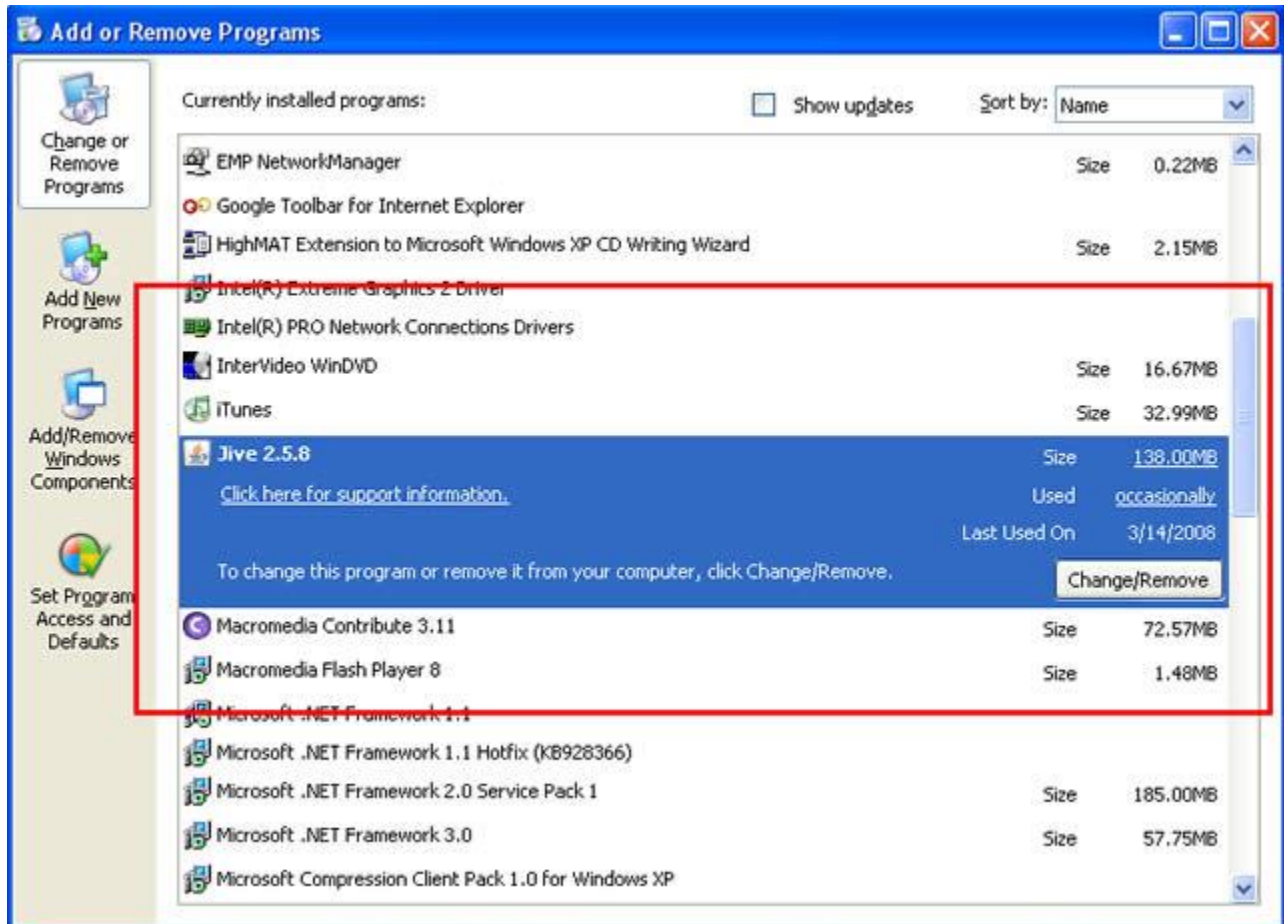


Date Created: November 21st, 2008

Date Modified: November 21st, 2008

NO JAVA VERSION

The case may also occur that you do not have Java installed on your computer.



SECTION 7: JAVA RE-INSTALLATION

Note #1: If you are already running the correct Java Version (J2SE Runtime Environment 5.0 Update 7 only), please skip these steps and proceed to Section 8: Java Configuration.

Note #2: If you are not running any version of Java, skip to step 4 of this section.

Step 1:

Click the **Start** button. Then, click **Control Panel**.



Step 2:

Double-click **Add or Remove Programs**.



Date Created: November 21st, 2008

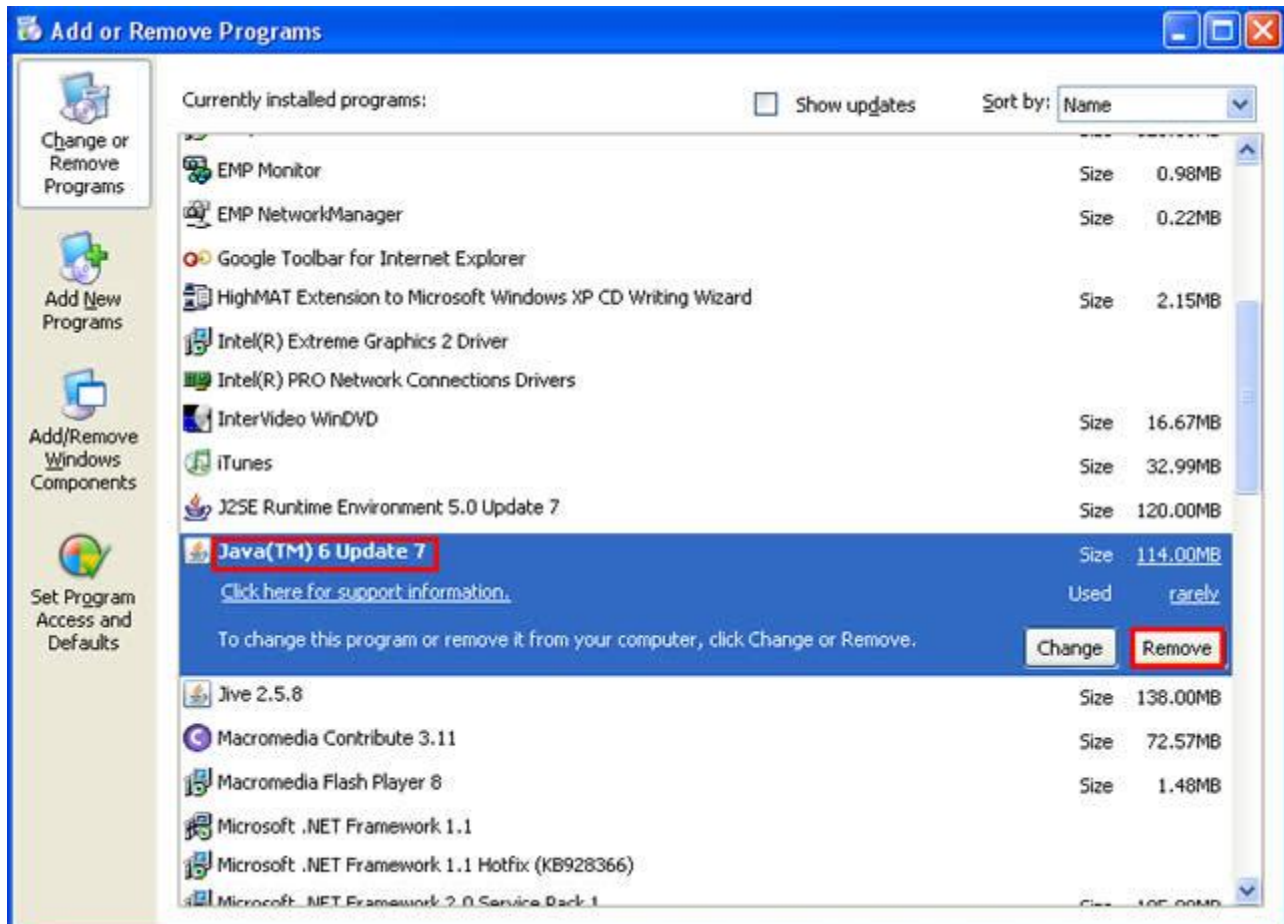
Date Modified: November 21st, 2008

Step 3:

Click on **name of the entry** for each version of Java listed. Then, click the **Remove** button. Follow the steps provided by the uninstaller.

Repeat this process until **all versions** of Java have been removed.

After you have done so, restart your computer.



Date Created: November 21st, 2008

Date Modified: November 21st, 2008

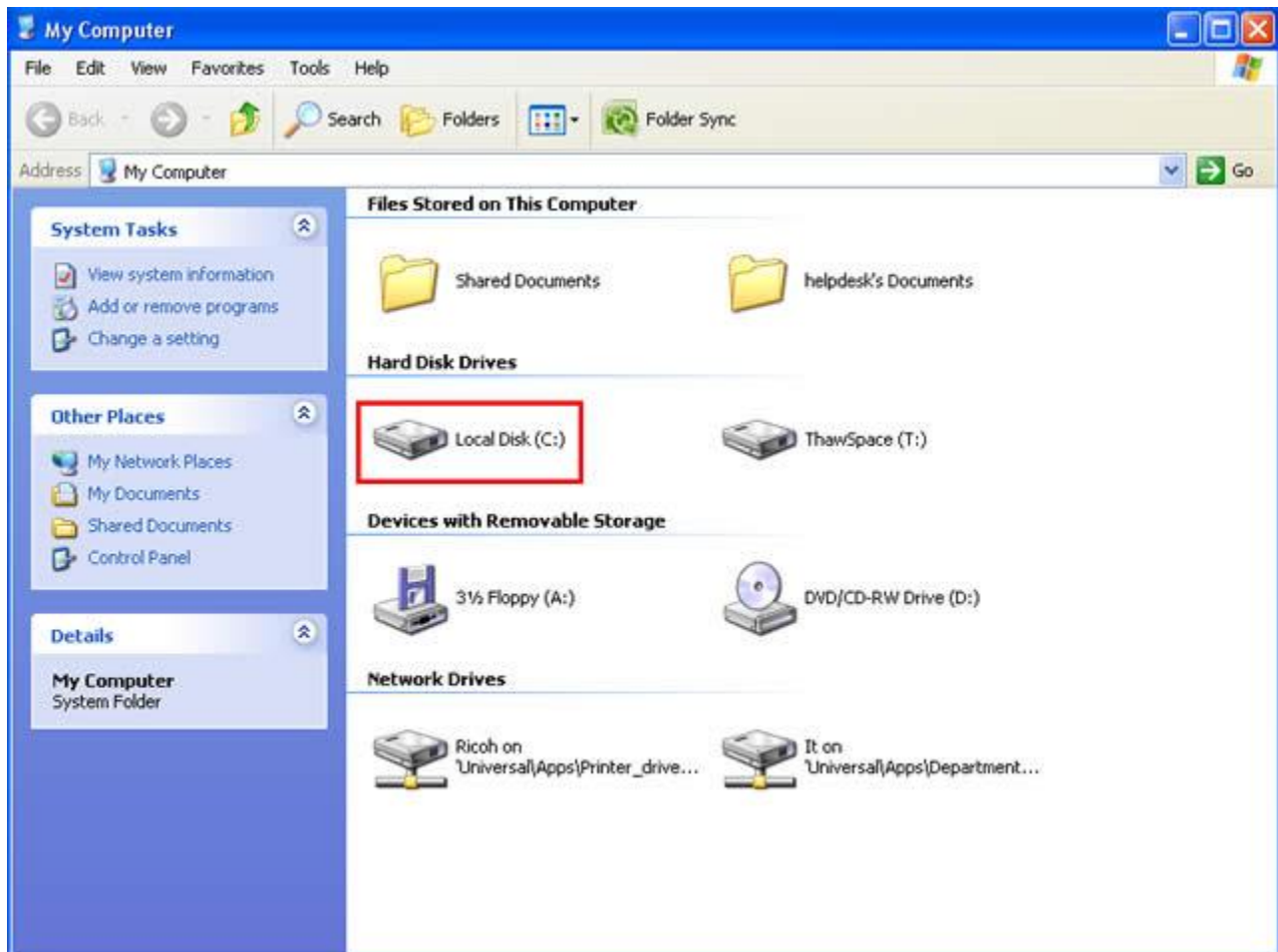
Step 4:

Click the **Start** button. Then, click **My Computer**.



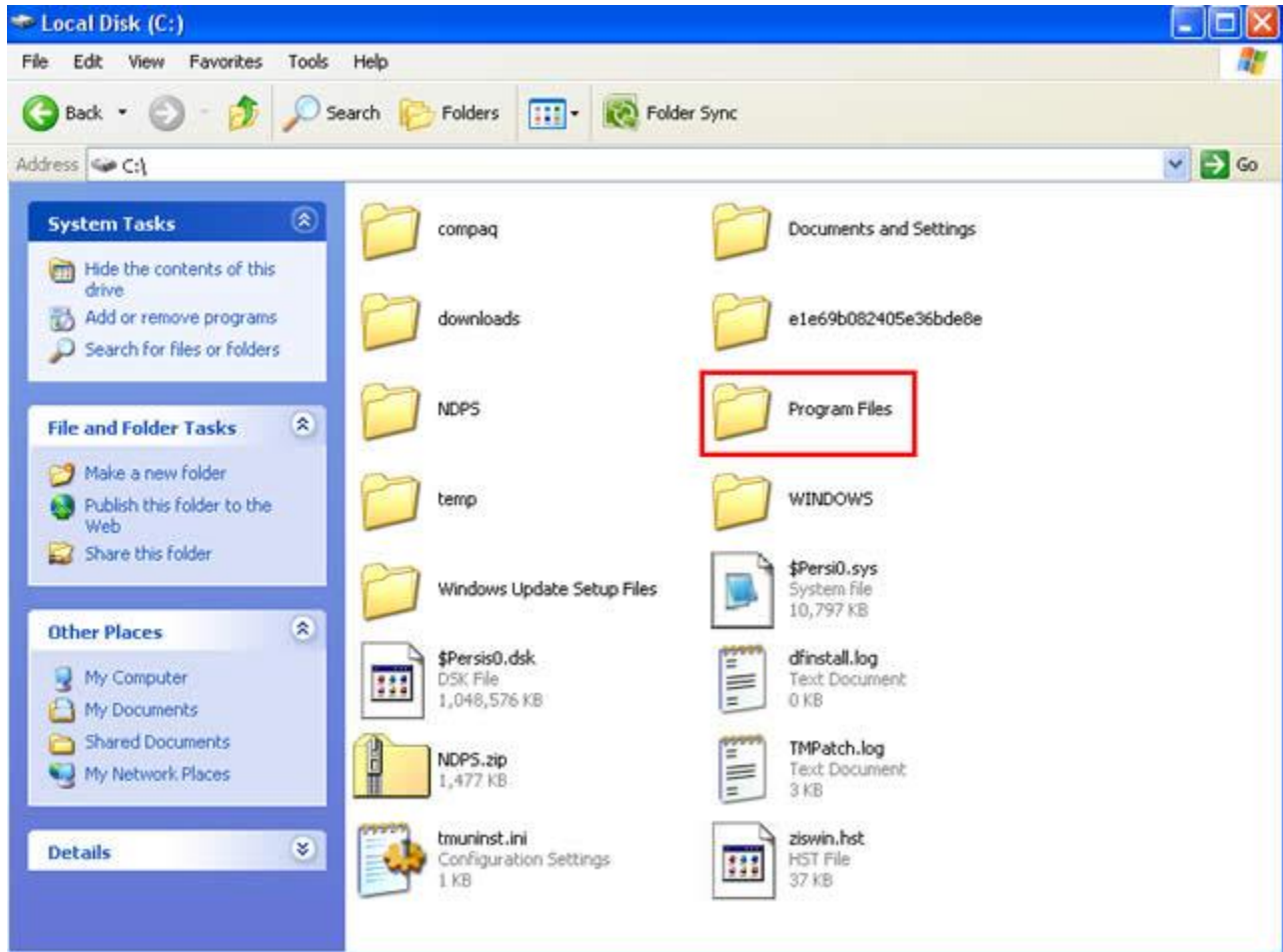
Step 5:

Double-click **Local Disk (C:)**.



Step 6:

Double-click **Program Files** folder.

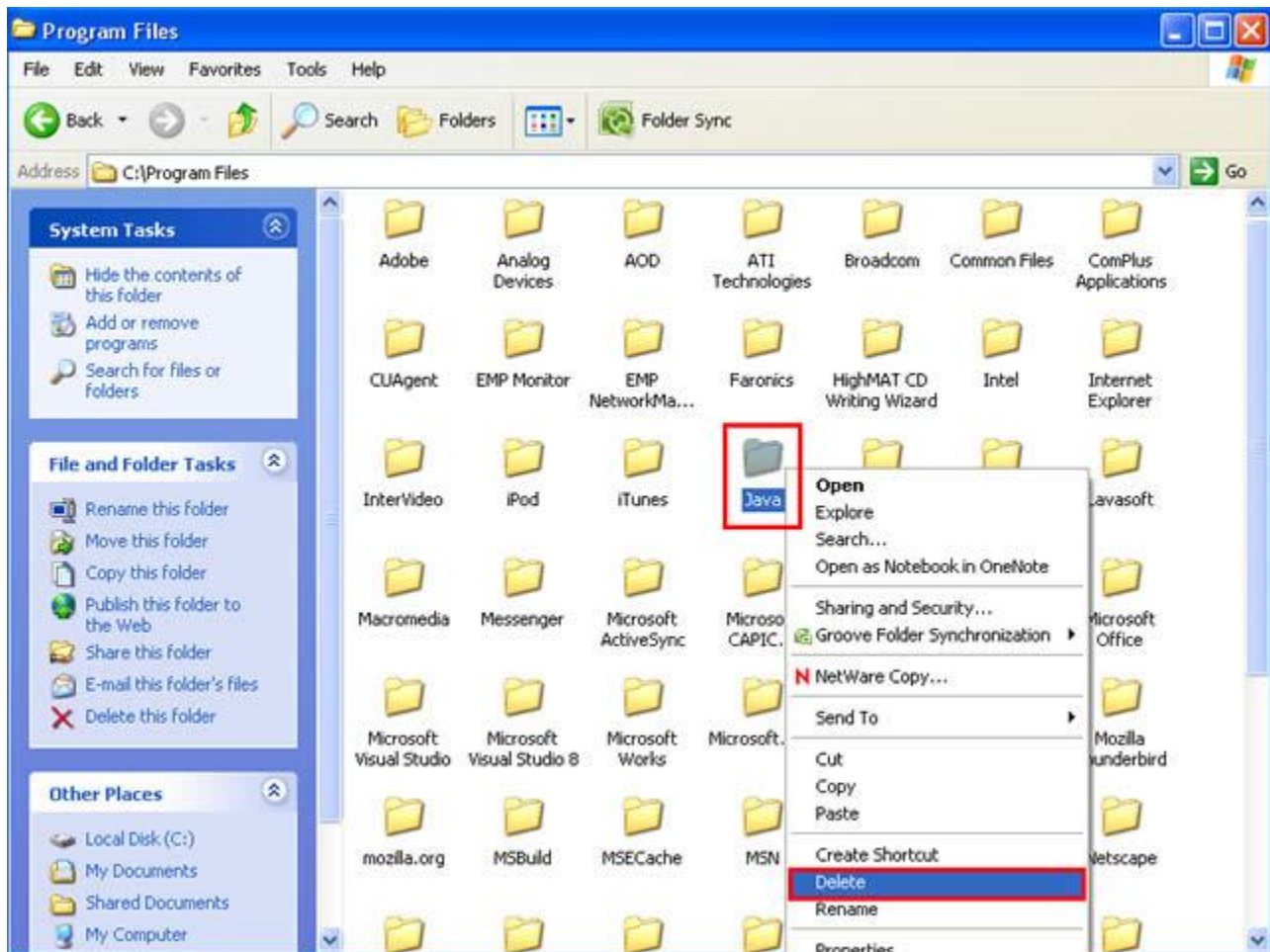


Date Created: November 21st, 2008

Date Modified: November 21st, 2008

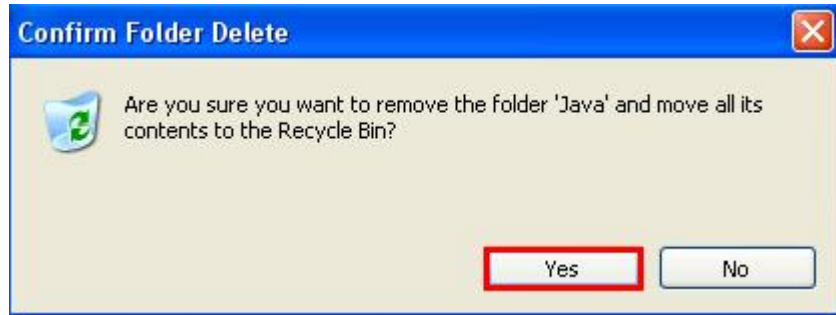
Step 7:

Right-click the **Java** folder. Then, click **Delete** in the pop-up menu.



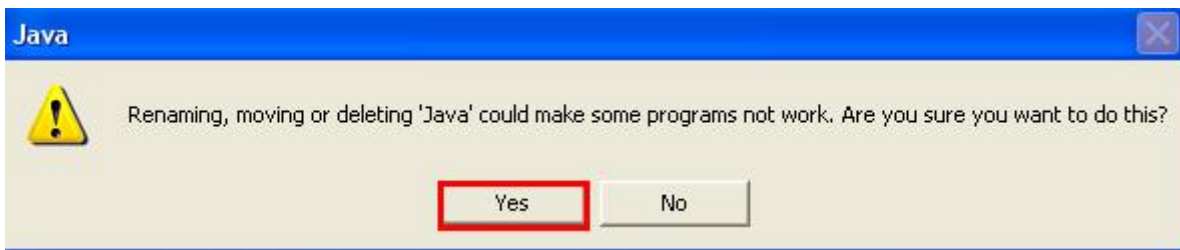
Step 8:

Click the **Yes** button.



Step 9:

If you receive a security warning, click the **Yes** button.



Step 10:

Click the **JRE 1.5.0_07** download link on the Helpdesk [Recommended Software](#) page.

- Sun Secure Shell 5.2.9 - ([Download](#)) ([Guides](#))
- Macintosh
 - Cyberduck 3.0.1 - ([Download](#)) ([Guides](#))

Instant Messaging

- Windows
 - Jive - ([Download](#)) ([Guides](#))
 - **Note:** Please review the guides for installation instructions if you are installing Jive on Windows Vista.
- MacOS
 - Jive - ([Download](#)) ([Guides](#))
- Linux
 - Jive - ([Download](#)) ([Guides](#))
- Web Client
 - Jive - ([Run](#)) ([Guides](#))

Java Runtime Environment

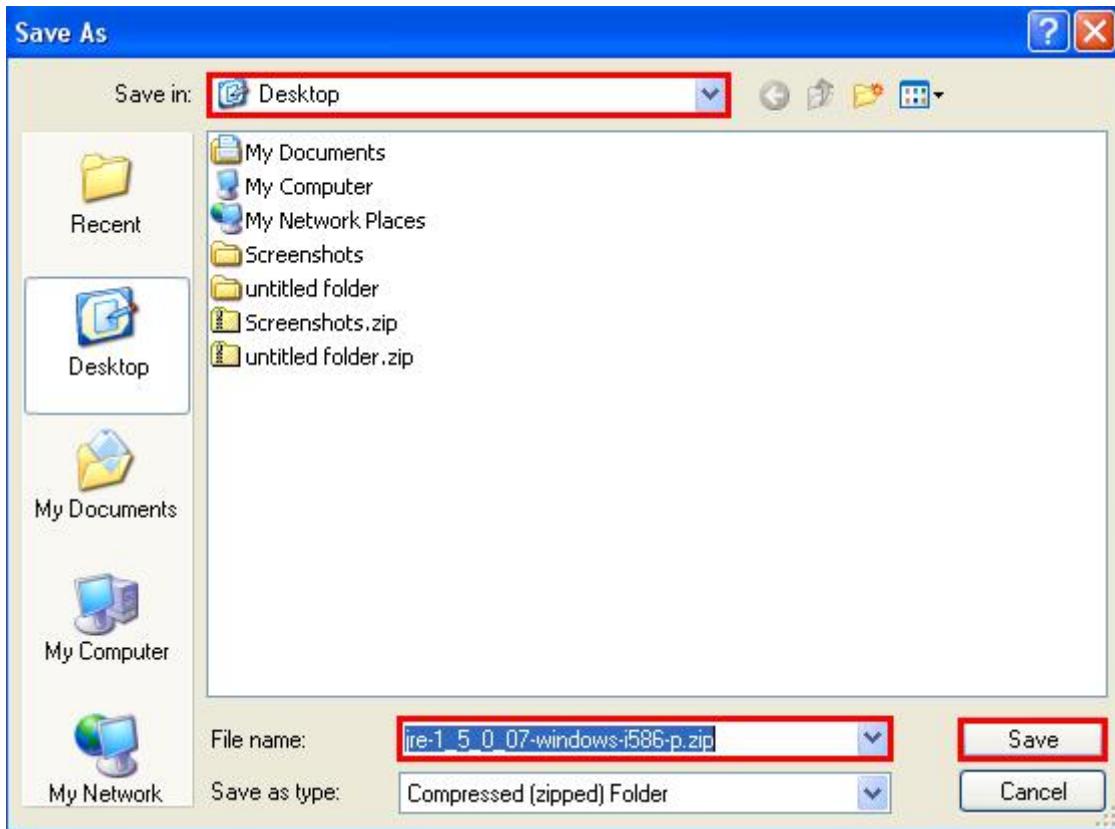
- Windows
 - Sun Microsystems JRE 1.5.0_07 - ([Download](#)) ([Guides](#))
 - **Note:** This download is not meant to represent the most recent version of the JRE. This is provided until the latest version of the JRE has been certified to work with WebCT Vista.

Plug-Ins

- WebCT Vista
 - **Note:** To ensure that you have the latest version of each plugin, each of the following links will bring you **site**.
 - [Adobe Reader](#)
 - [Apple Quicktime](#)
 - [Macromedia Flash](#)
 - [Macromedia Shockwave](#)

Step 11:

When you are prompted to choose a location to save the file, click the **Save in** drop-down box. Then, choose a location that will be easy to locate, such as the **Desktop**. Finally, click the **Save** button.



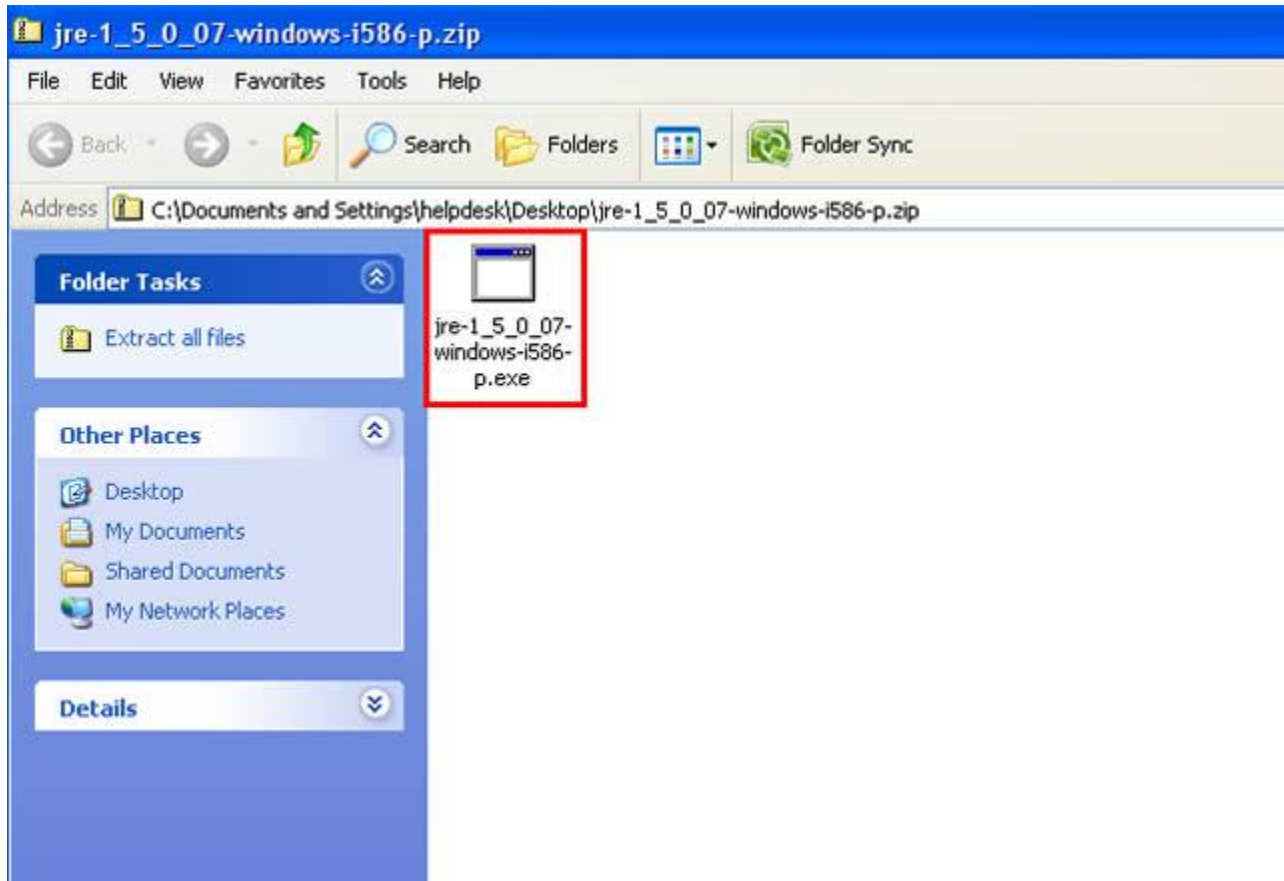
Step 12:

Double-click the **Java Zip File**.



Step 13:

Double-click the **Java Setup** icon.



Step 14:

If you receive a security warning, click the **Run** button. Then, follow the steps provided by the installer.

After installation, you will now be running the correct version of Java.



SECTION 8: JAVA CONFIGURATION

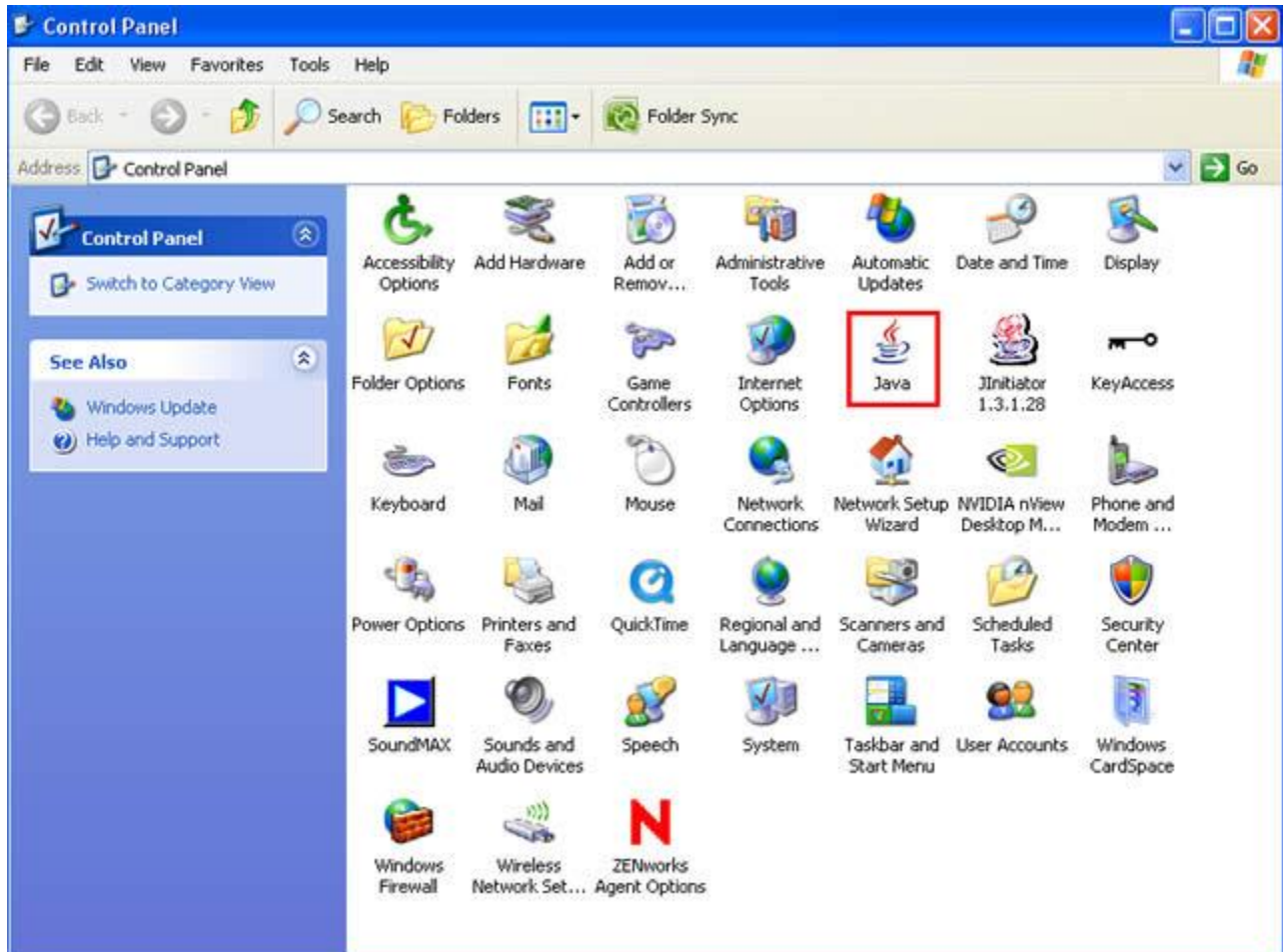
Step 1:

Click the **Start** button. Then, click **Control Panel**.



Step 2:

Double-click **Java**.

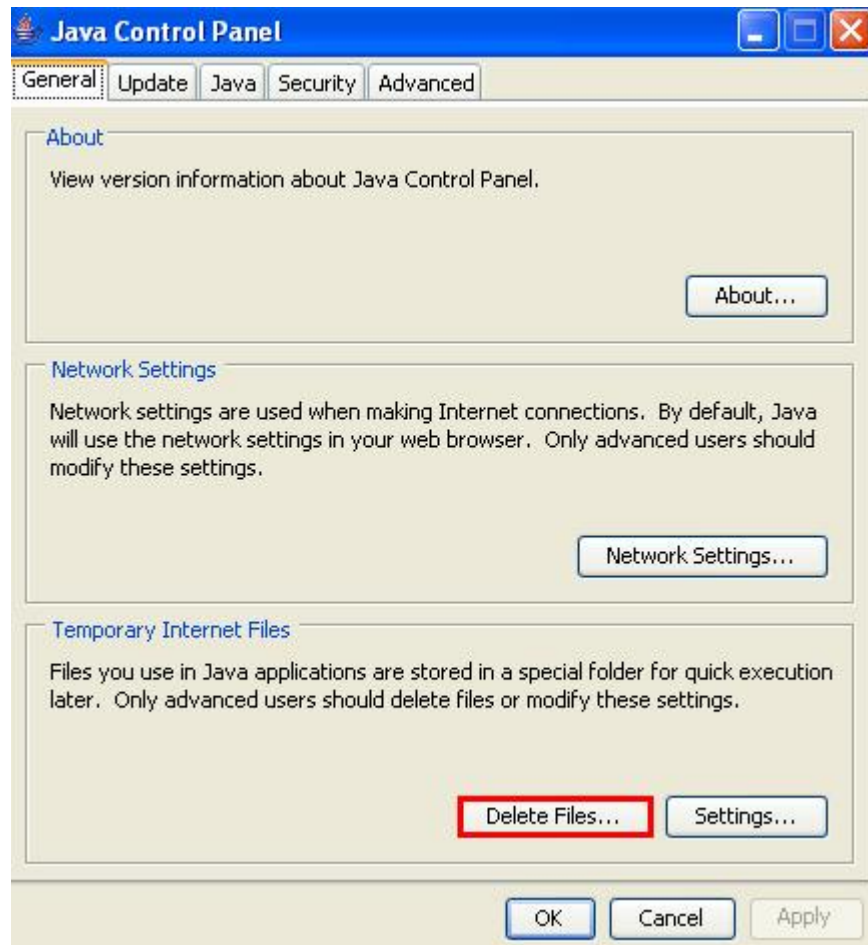


Date Created: November 21st, 2008

Date Modified: November 21st, 2008

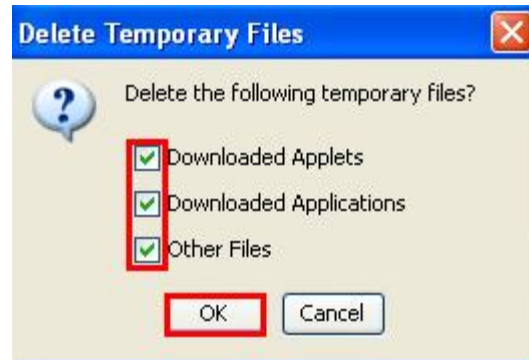
Step 3:

Click the **Delete Files...** button.



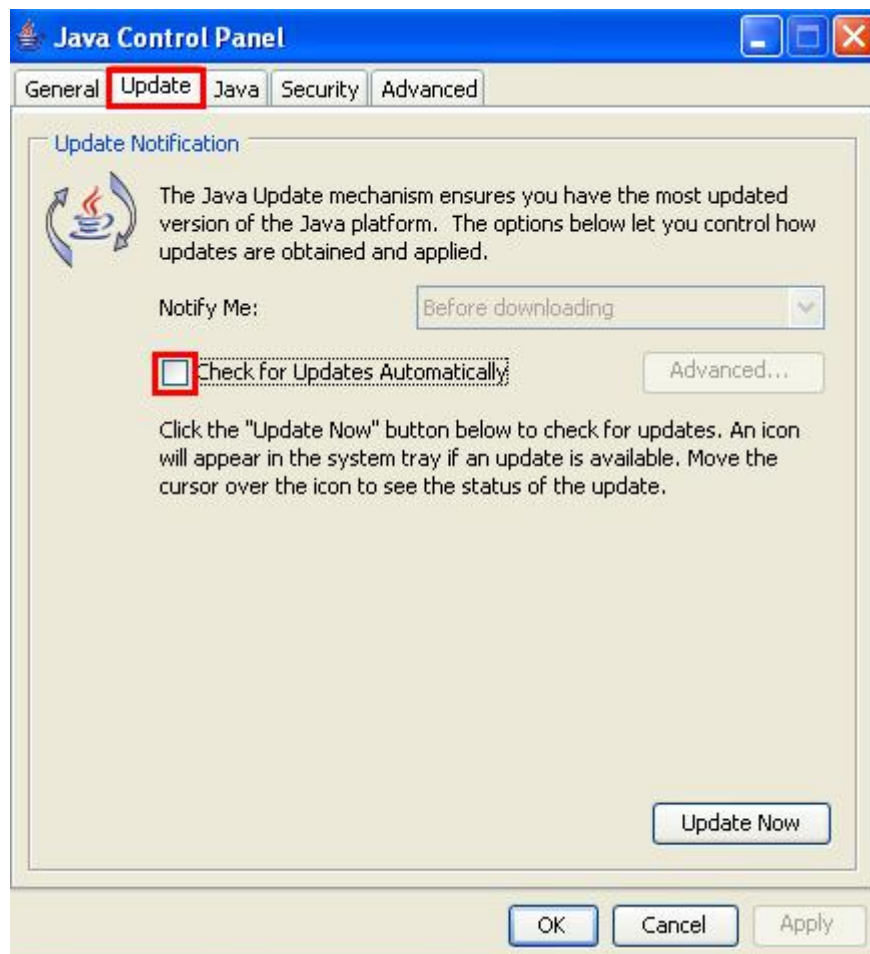
Step 4:

Make sure **each of the checkboxes** is **marked**. Then, click the **OK** button.



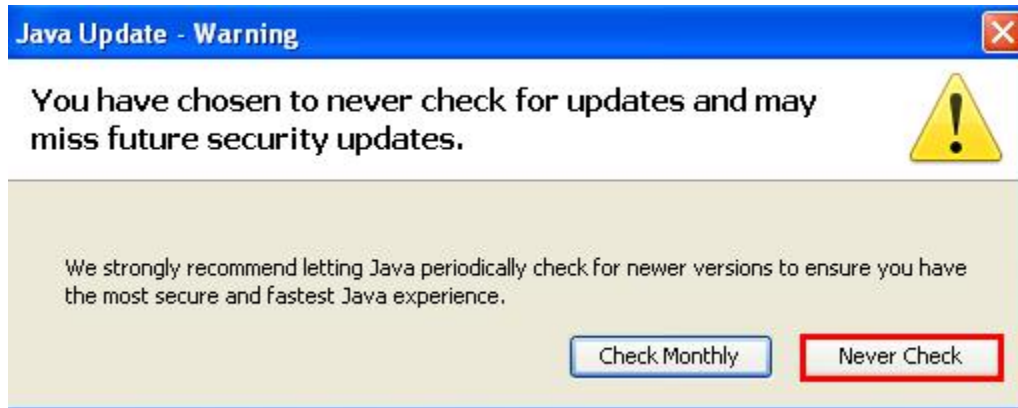
Step 5:

Click the **Update** tab. Then, **uncheck** the box in front of **Check for Updates Automatically**.



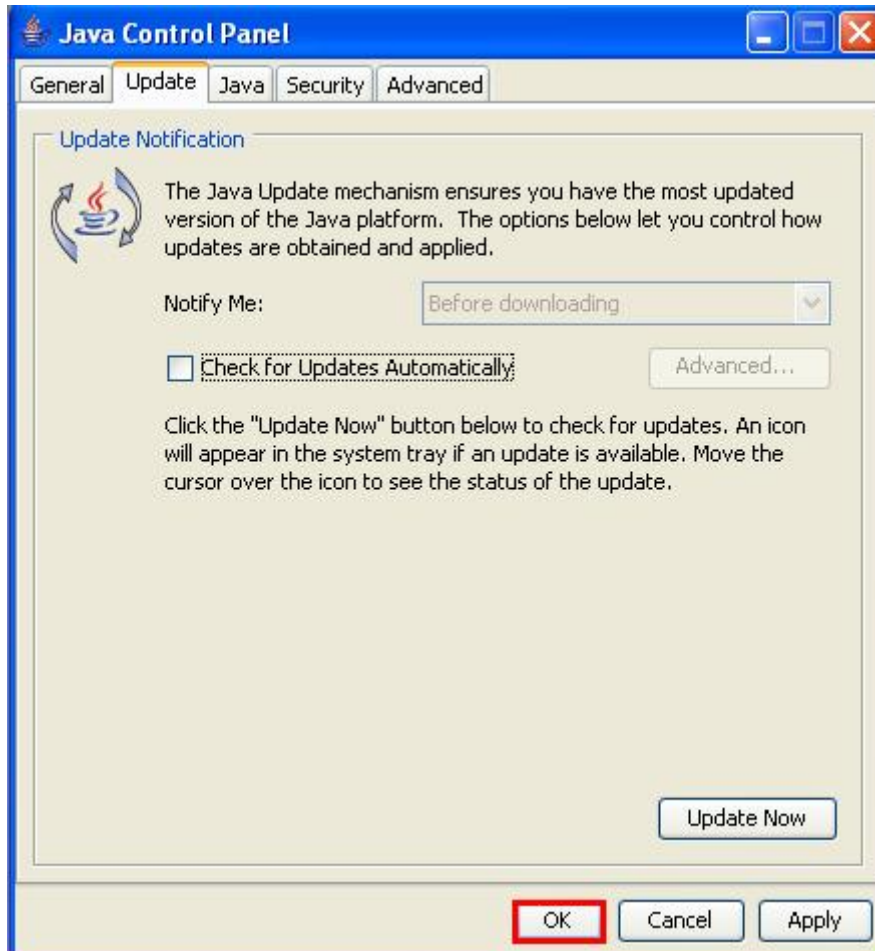
Step 6:

Click the **Never Check** button.



Step 7:

Click the **OK** button.



SECTION 9: SOUND SETTINGS

Date Created: November 21st, 2008

Date Modified: November 21st, 2008

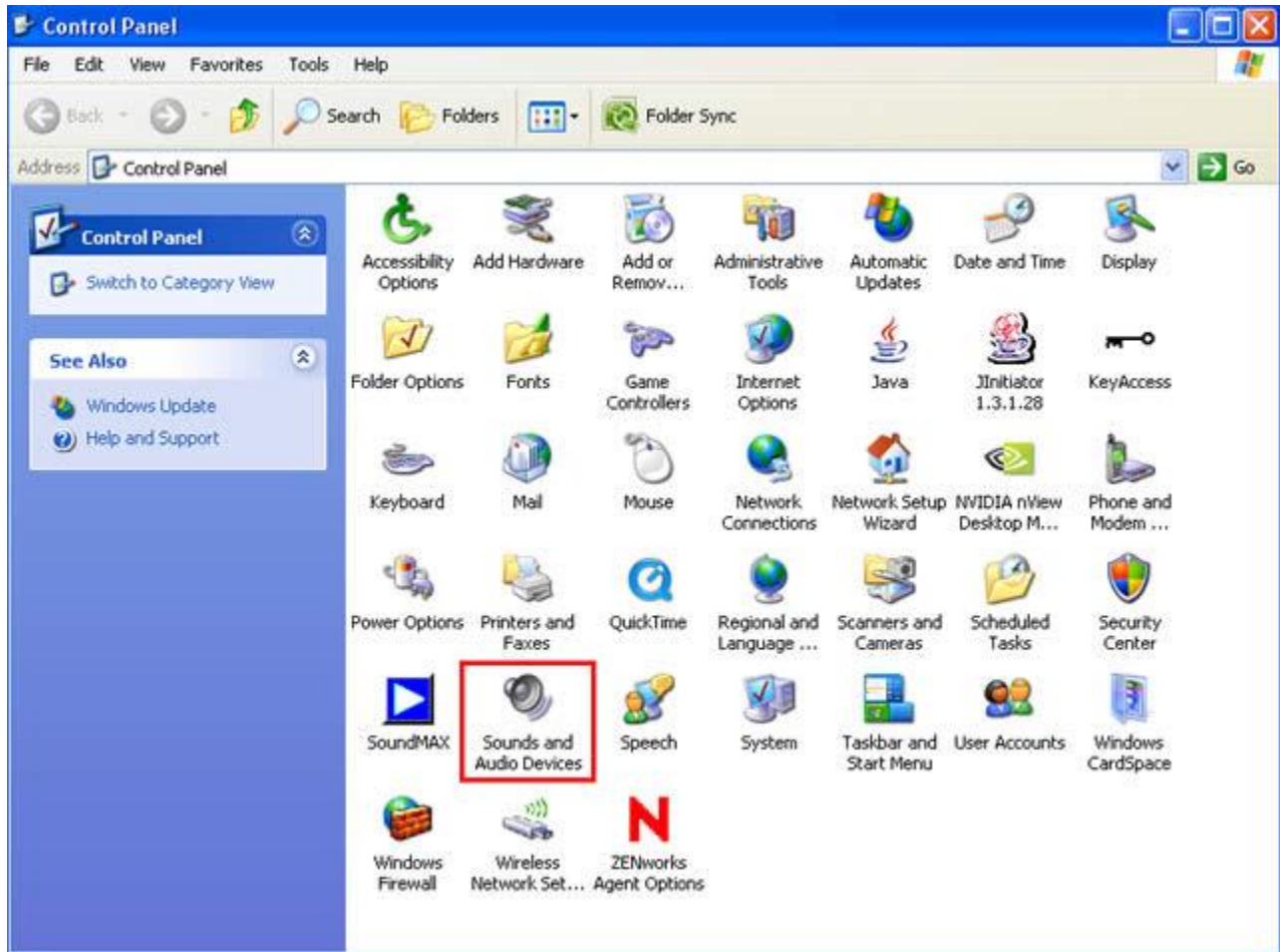
Step 1:

Click the **Start** button. Then, click **Control Panel**.



Step 2:

Double-click **Sound and Audio Devices**.

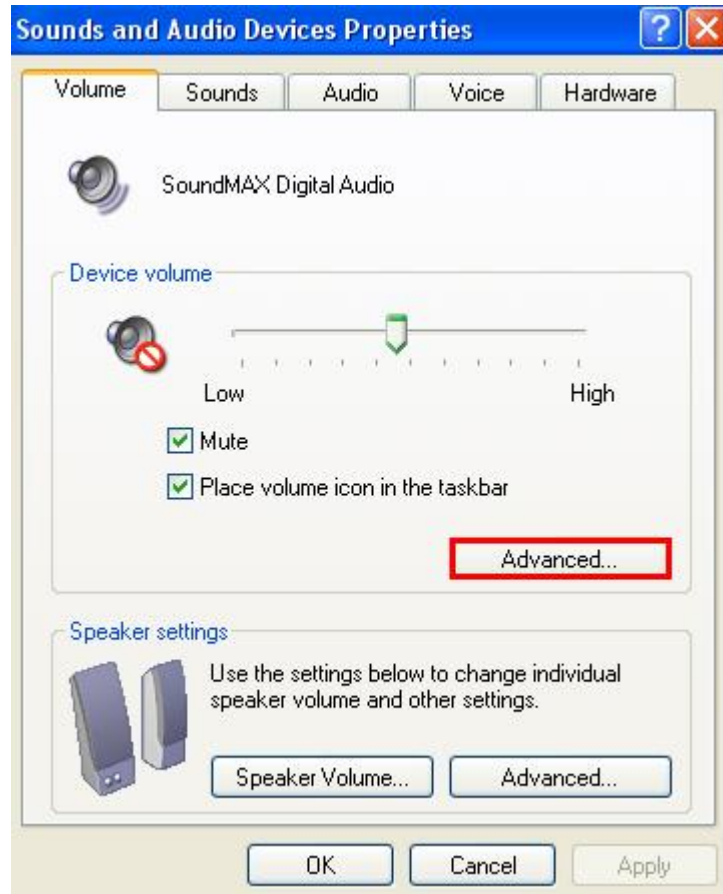


Date Created: November 21st, 2008

Date Modified: November 21st, 2008

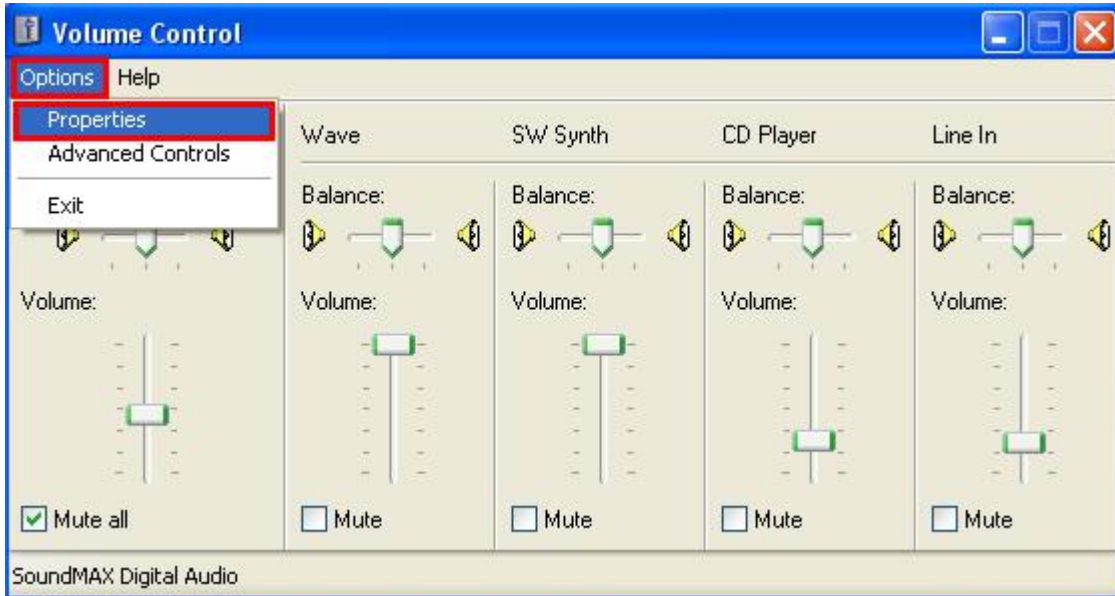
Step 3:

Click the **Advanced** button.



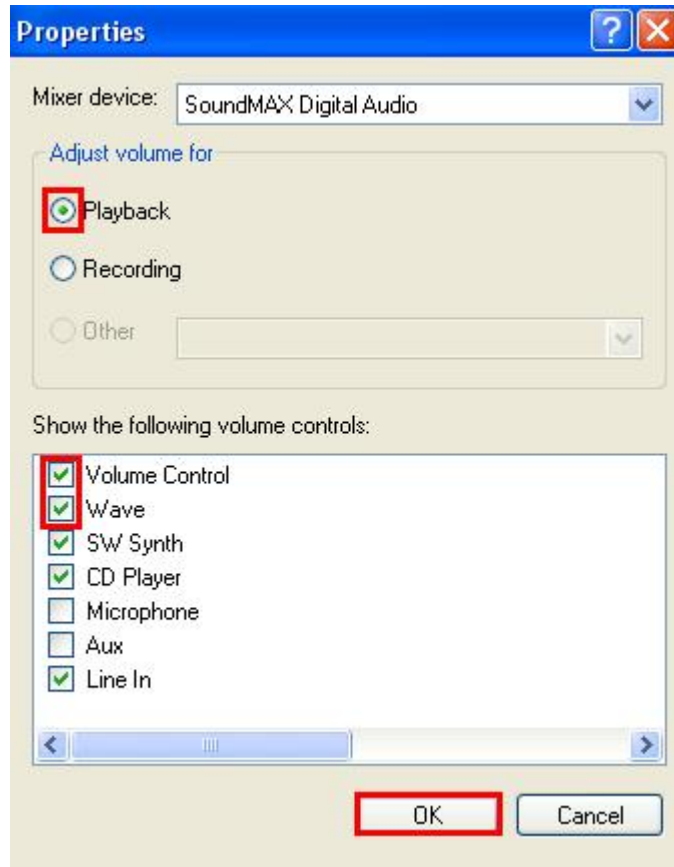
Step 4:

Click the **Options** menu. Then, click **Properties**.



Step 5:

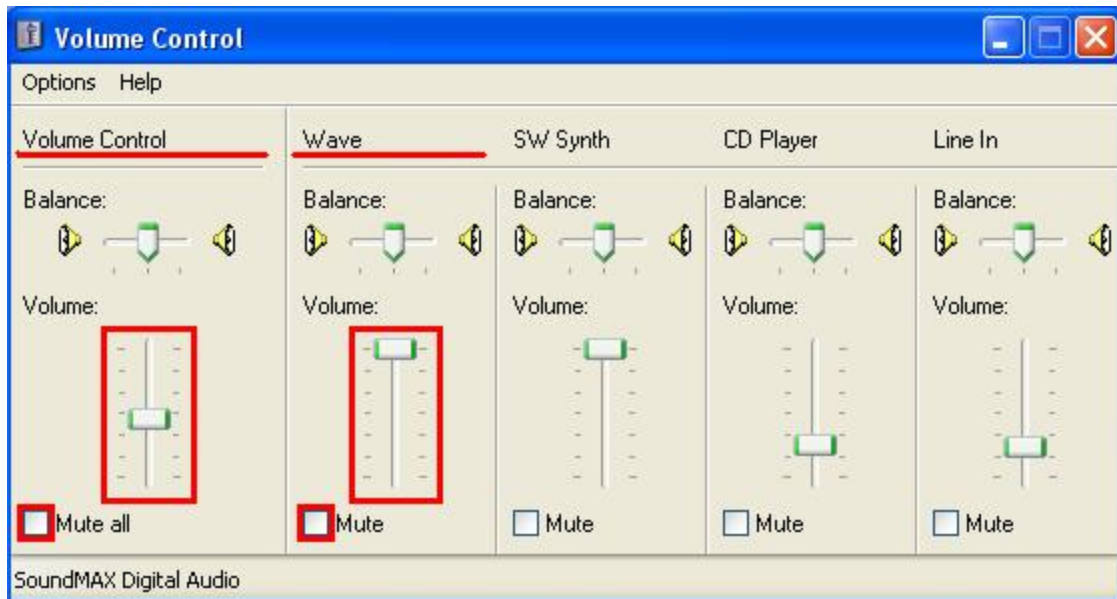
Make sure the radio button in front of **Playback** is **marked**. Make sure the checkboxes in front of **Volume Control** and **Wave** are **checked**. Finally, click the **OK** button.



Step 6:

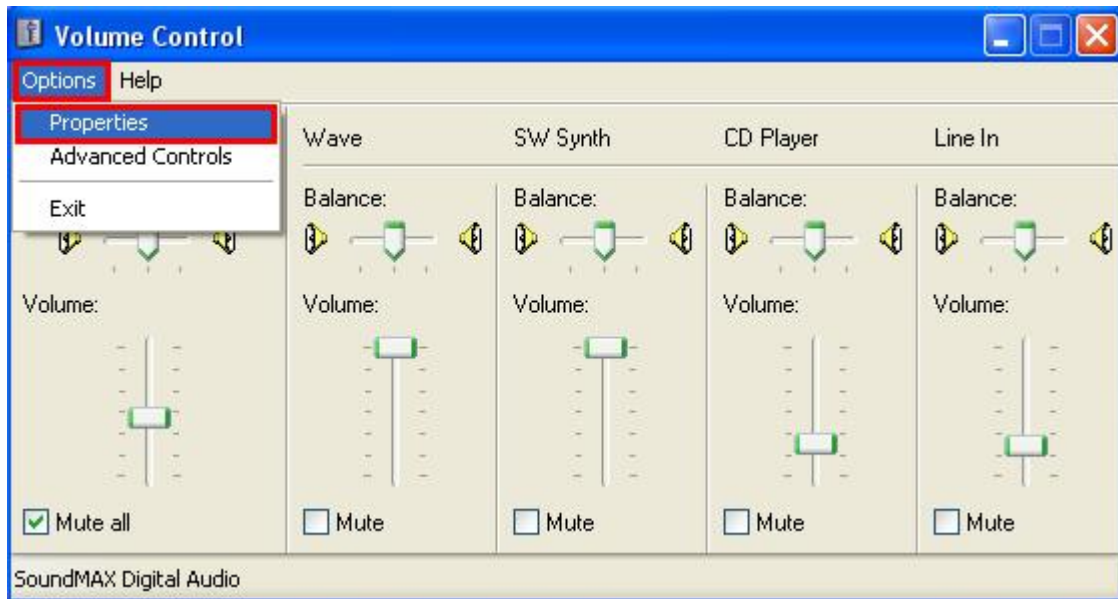
Under the **Volume Control** section, make sure the checkbox in front of **Mute all** is **unchecked**. In addition, under the **Wave** section, make sure the checkbox in front of **Mute** is **unchecked**.

Use the sliders in each section to adjust the playback volume.



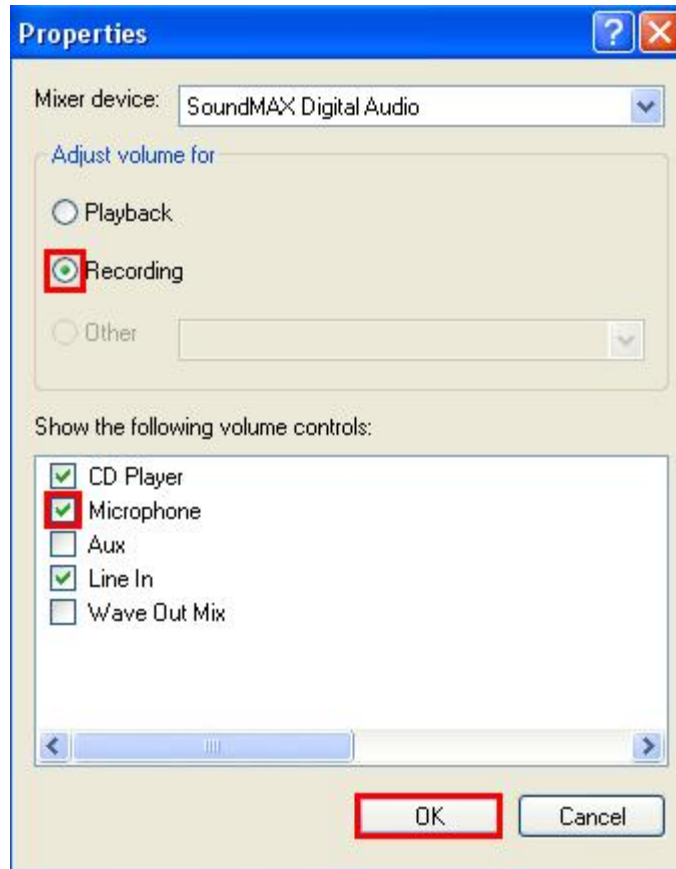
Step 7:

Click the **Options** menu. Then, click **Properties**.



Step 8:

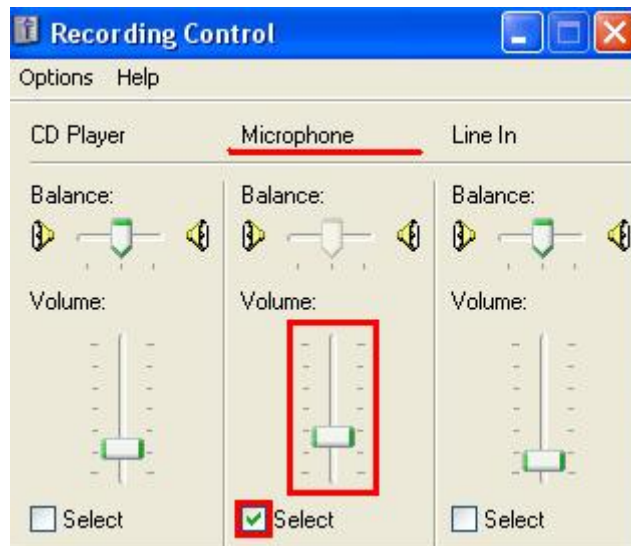
Make sure the radio button in front of **Recording** is **marked**. Make sure the checkbox in front of **Microphone** is **checked**. Finally, click the **OK** button.



Step 9:

Under the **Microphone** section, make sure the checkbox in front of **Select** is **checked** .

Use the sliders to adjust the recording volume.



SECTION 10: PLUG-INS

In addition, instructors may use a number of special content types within a course, such as streaming video recordings. To access this form of content, you will need to ensure that you have the relevant web browser plug-in installed.

To ensure you can access this content if your instructor makes it available, the VSU IT Helpdesk recommends using the following links to ensure that you have the proper version of all WebCT plug-ins prior to accessing your online courses.

- [Adobe Reader](#)
- [Apple Quicktime](#)
- [Macromedia Flash](#)
- [Macromedia Shockwave](#)
- [Real Player](#)
- [Windows Media Player](#)

If you have problems when performing any of the steps in these guides, or if you have additional questions, please contact the Information Technology Helpdesk at 229-245-4357 or send an e-mail to helpdesk@valdosta.edu.

Date Created: November 21st, 2008

Date Modified: November 21st, 2008