



MyLO: Information for students

[This is a template containing generic student information that unit coordinators can adapt for their own unit and then distribute to students. Sections marked in blue are instructions only and should be deleted once you have finished editing].

[insert your unit code and name here]

What is MyLO?

MyLO as is the online course management system used at UTAS.

How MyLO is used in this unit

[Include expectations and requirements, and the model of operation – web supported / dependent etc. – see ‘Types of online study’ at www.utas.edu.au/coursesonline/onlinestudy.htm to copy and paste appropriate text]

Accessing your MyLO course

See **UConnect** at <http://uconnect.utas.edu.au/> for information on:

- Web browser and personal computer requirements (under ‘**Before you start**’)
- **Accessing your course in MyLO** (under **Help & Support >> Vista support - self help sheets >> Accessing MyLO**).

Computer hardware and software

There are certain software and hardware requirements to allow you to successfully access your course materials in **MyLO** on your own computer. For information on these requirements, and where to download software, see **Learning Online >> Configure your**.

Note: When using a modem from home downloading some of the software may take substantial time. An alternative is to download any large files onto a computer on campus that can burn them onto CD. Contact the **Service Desk** for assistance in locating computers that can burn CDs. Alternatively, download to a removable disk, USB flash drive or memory stick) with sufficient memory space (e.g. 128 MB).

Once you have the installer software on your computer you can then run these to install the applications. It is usually necessary to exit any applications, including virus checking software, before running the installation software.

Additional software requirements

[Insert additional software requirements for the course if that software is not centrally provided – i.e. not available from UConnect as downloads]

Lab / computer access for this unit

[Insert any school/faculty information here]

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Navigating MyLO

For information on how to navigate your way around **MyLO**, see **MyLO Self Help Sheets >> Navigating and using the MyLO interface** available at **Learning Online**.

Other self-help sheets are available for specific tools – e.g. assessment, discussion tools.

Tools used in this unit

[Insert unit specific MyLO tools used here]

Username and confidentiality

Please note that some communications tools within **MyLO** provide a list of names. However, only students enrolled in the course have access to this list. If you have concerns about security please see your unit coordinator.

For more information about your privacy refer to the University's Privacy Policy Statement – go to the [Privacy](#) link on the **Learning Online** website (under 'More Info - Policies').

Tips, hints and frequently asked questions

See '**Troubleshooting guide: for students**' [Word] for answers to common questions students have when using Vista for the first time, and for an outline of common problems and ways to solve them. To access this document, go to **Learning Online >>Accessing MyLO**.

Netiquette

Netiquette is a form of etiquette for the web – the dos and don'ts of online communication. As participants of online discussion groups (either through the Discussion Board, Email or Chat facility), all students are expected to observe the University's [Information Technology Facilities User Guidelines](#) (see **Learning Online >> More Info - Policies > IT Policy**). So that all students feel encouraged to participate, comments that are harassing, discriminatory, or just plain rude are not acceptable. Mainly, it is a matter of pausing before you send an email, post a message, or hit the **Send** button, and thinking:

- (1) Is this really what I want to say and
- 2) How will it be received by the readers?

Remember that discussion board and chat postings are usually read by all, and that some people in the class may have very different backgrounds, customs and experiences to your own. If in doubt, err on the side of politeness!

[Adapted from University of New England]

Self help available

MyLO skills

See **Learning Online >> MyLO Support – Self Help Sheets** for a range of guides covering pretty well all **MyLO** student tools.

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General IT skills

Follow the **Service Desk** link from the **Current Students** homepage or go directly to <http://www.utas.edu.au/servicedesk/student> for a range of IT self help resources and other IT-related information.

More information & assistance

Contact the **Service Desk** if you have problems using **MyLO**.

Website: <http://www.utas.edu.au/servicedesk>

Telephone: 6226 1818; 1300 304 903 (local call from within TAS; mobiles excepted)

Email: servicedesk@utas.edu.au

Contact your lecturer if you have a problem related to course content or assessment.

References:

Designer and Instructor Reference: Application Pack 2 for Blackboard Learning System – Vista Enterprise License (Release 4) 2006 Blackboard Inc

Vista 4.2 Online Help (Blackboard Inc.)

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