

Is Java is installed on my computer?

1. Click the Windows **Start** icon
2. Select **Control Panel**, or **Settings** then **Control Panel**, a window titled *Control Panel* will open
 - a. Windows 2000 and XP users select **Add/Remove Programs**
 - b. Windows Vista users select **Programs** or **Programs and Features** and **Installed Programs**

If you see **JAVA** or **J2SE Runtime Environment 6.0 Update 7 or later version** in the program list move onto **Step B**

If you see two or more versions of the **JAVA** or **J2SE Runtime Environment** installed you will need to uninstall the older versions leaving only one.

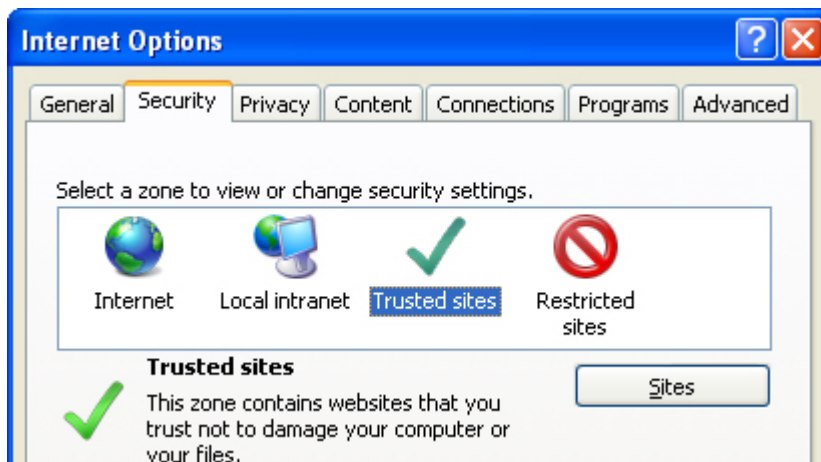
If in doubt uninstall all **JAVA** and **J2SE Runtime Environment** versions and install the recommended version listed below.

Java Runtime Environment can be downloaded from:

- <http://java.com/en/download/manual.jsp>
- <http://uconnect.utas.edu.au/software.htm#java>

Add UTAS web addresses to the Trusted Sites list

1. Open Internet Explorer, select *Internet Options* from the **Tools** menu, the *Internet Options* window will open



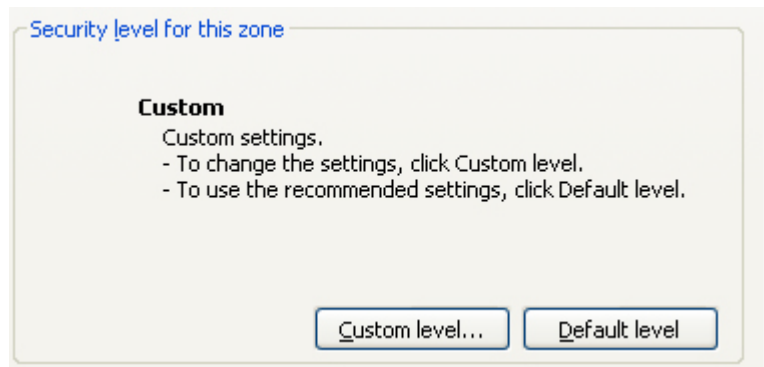
2. Select the **Security** tab.
3. Select the **Trusted Sites** icon (green circle with a white tick)
4. Select the **Sites...** button, a window titled **Trusted Sites** will open
5. Remove the tick from the **Require server verification...** box in the bottom left hand corner of the Trusted Sites window

Add the following we addresses to the Web sites list

- Enter **utas.edu.au** and select **Add**
 - Enter **mylo.utas.edu.au** and select **Add**
 - Enter **lectopia.utas.edu.au** and Click **Add**
 - Enter ***.utas.edu.au** and select **Add**
6. Select **OK**

Set the Security level for the Trusted Sites list to low

1. Open Internet Explorer, select *Internet Options* from the **Tools** menu, the *Internet Options* window will open
2. Select the **Security** tab from the *Internet Options* window



3. Select the **Trusted Sites** icon (green circle with a white tick)
4. Select the **Default Level** button
5. Change the Security level for this zone to low
6. Select the **Apply** button if active, otherwise select **OK**

Disabled Pop-Up Blocking (this applies to IE 6 and 7 / Windows XP Service Pack 2 and Windows Vista)

1. Select, **Internet Options > Tools > Pop-up Blocker > Pop-up Blocker Settings**

In the **Address of Web site to allow** box, type the following:

- Enter **utas.edu.au** and select **Add**
- Enter **mylo.utas.edu.au** and select **Add**
- Enter **lectopia.utas.edu.au** and Click **Add**
- Enter ***.utas.edu.au** and select **Add**

If this fails try turning the **Pop-up Blocker OFF** by selecting **Internet Options > Tools > Pop-up Blocker > Turn Off Pop-up Blocker** and try accessing MyLO

Additional information can be found at:

http://www.microsoft.com/windowsxp/using/web/sp2_popupblocker.mspx

Pop-Up Blockers & Internet Security Applications

You need to configure any pop-up blocker & Internet Security application that you have on your computer so that MyLO will work properly.

Typically this involves adding the following UTAS addresses to the applications **Allowed** or **Trusted sites**: ***.utas.edu.au**, **utas.edu.au** & **mylo.utas.edu.au**

Common pop-up blockers include:

- Yahoo toolbar
<http://help.yahoo.com//us/yahoo/toolbar/features/popupblocker/index.html>
- Google toolbar
<http://www.google.com/support/toolbar/bin/answer.py?answer=9171&query=pop+up&type=>
- MSN toolbar
http://help.live.com/help.aspx?project=MSN_toolbar_v4&mkt=en-au

Common Internet Security applications include:

- Norton http://www.symantec.com/region/reg_ap/techsupp/consumer.html
- McAfee <http://www.mcafeehelp.com/>

Close your web browser and re-open it

Try accessing your MyLO resources.

If you encounter an error when logging into MyLO ensure that you have followed all the necessary steps outlined above. Thereafter retry accessing your MyLO resources.

Still having trouble

Log into MyLO and select “Check Browser” link on your MyLO homepage, alternatively go to <http://www.webct.com/tuneup>

If you are still having trouble accessing your MyLO resources please contact the Service Desk;

Online: <http://www.utas.edu.au/service-desk/student/index.html>

Phone: 03 6226 1818 or 1300 304903 (Local call charge from within Tasmania, mobiles excepted)