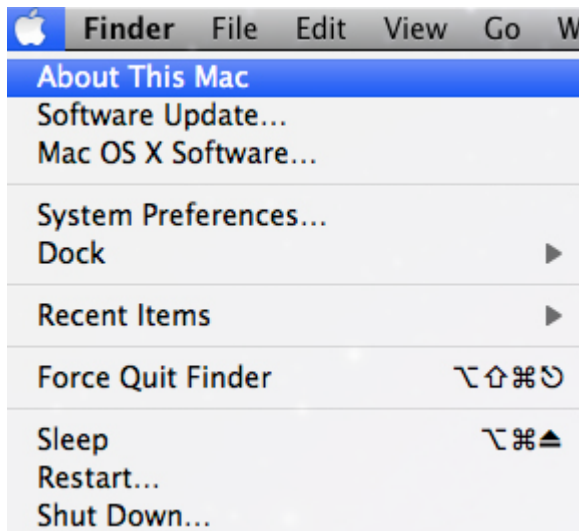


## Is Java is installed on my computer?

You will need to have Java software installed in order for certain areas of MyLO to function properly.

To check if you have Java installed follow these steps:

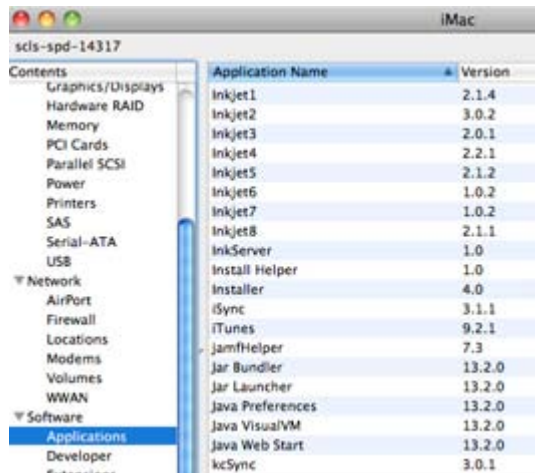
1. Click on the **Apple Symbol** and choose **About This Mac**



2. Select **More Info**



3. From **Software**, select **Applications**
4. If Java is installed it will show up in this list.



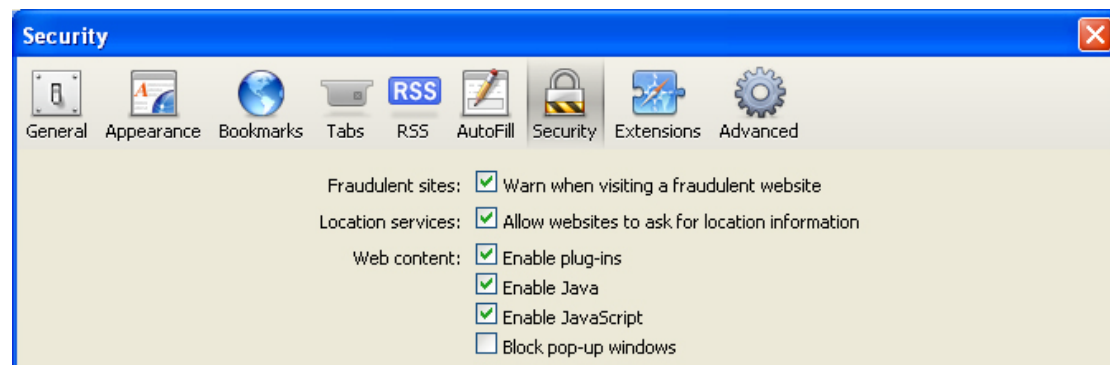
If Java is not installed please install from the options below.

- For Mac OS X, download and install the latest version of [Java for Mac OS X](#).
- For Mac OS 9 and earlier, download and install the [MRJ 2.2.5](#).

Note: MyLO currently does not support Mac OS 9 as a client operating system.

## Enable Java and JavaScript in your web browser

- From the **Safari** menu, select **Preferences**.
- In the top pane, select **Security**.
- Next to *Web Content*, make sure the **Enable Java** and **Enable JavaScript** checkbox is selected.
- Close the pop-up window.



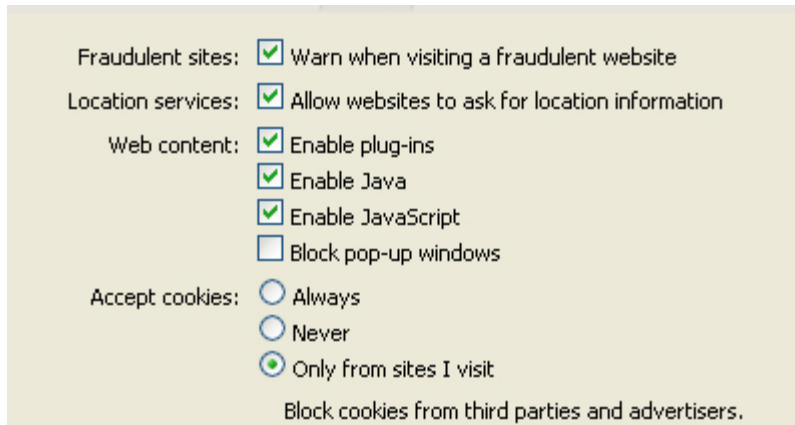
## Enable cookies

- From the Safari menu, select Preferences
- In the top pane, select Security
- Next to Accept Cookies, select either Always or only from sites you visit.
- Close the pop-up window.

## Enable pop-up windows when using MyLO

- From the Safari menu, select Preferences
- In the top pane, select Security
- Next to Web Content, make sure the Block pop-up windows checkbox is NOT selected.

- Close the pop-up window.



## 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/l/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](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](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

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

Online: <http://www.utas.edu.au/servicedesk/student/index.html>

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