

## 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. Follow these steps:

Test for Java:

- See if you can load a java applet of this puzzle or this magic cube. We link to two applets because the sites are occasionally not available. If you can't access one, try the other.
- If you don't see the puzzle or cube, you must download a Java software update for Mac.
  - 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 Firefox menu, select **Preferences**.
- In the left-hand pane, click **Web Features**.
- Make sure the **Enable Java** and **Enable JavaScript** checkboxes are selected.
- Click **OK**.

## Enable cookies

- From the **Firefox** menu, select **Preferences**
- In the left-hand pane, click **Privacy**
- To expand the *Cookies* section, click the arrow next to **Cookies**.
- Make sure one or both of the following checkboxes are selected:
  - Allow sites to set cookies
  - for the originating website only
- Click **OK**

## Enable pop-up windows when using MyLO

- From the **Tools** menu, select **Options**
- In the left-hand pane, click **Web Features**
- If **Block Popup Windows** checkbox is selected, click the **Allowed Sites** button
- Type **utas.edu.au**, in the **Address of website** box for the site to be allowed, and then click **Allow**.
- Repeat step 3 to add **\*.utas.edu.au**, **mylo.utas.edu.au** and **lectopia.utas.edu.au** to *Allowed Sites*.
- Click **OK**.

## Pop-Up Blockers & Internet Security Applications

You need to configure any pop-up blocker & Internet Security application that you have on you 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/topic.py?topic=116>
- MSN toolbar  
[http://search.ninemsn.com.au/docs/toolbar.aspx?t=MSNTbar\\_PROC\\_BlockPopUps.htm](http://search.ninemsn.com.au/docs/toolbar.aspx?t=MSNTbar_PROC_BlockPopUps.htm)

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/service-desk/student/index.html>

*In person:* Morris Miller Library on the Sandy Bay Campus and the Launceston Campus Library.

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