

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 5.0 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://javashoplm.sun.com/ECom/docs/Welcome.jsp?StoreId=22&PartDetailId=jre-1.5.0_07-oth-JPR&SiteId=JSC&TransactionId=noreg
- <http://uconnect.utas.edu.au/software.htm#java>

Add UTAS web addresses to the Allowed Sites list

1. Open Firefox; select **Options** from the **Tools** menu, a window titled *Options* will open



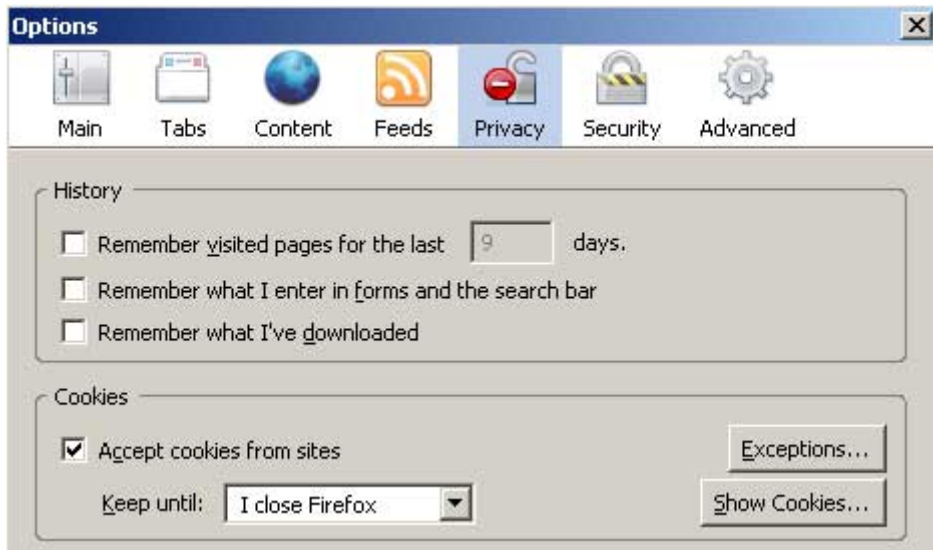
2. Select the **Content** icon
3. Place a tick next to **Block pop-up windows** and select the *Exceptions...* button, a window titled *Allowed Sites - Popups* will open
4. In the **Address of web site:** field add the following web addresses:
 - Enter **utas.edu.au** and select **Allow**
 - Enter **mylo.utas.edu.au** and select **Allow**
 - Enter **lectopia.utas.edu.au** and Click **Allow**
 - Enter ***.utas.edu.au** and select **Allow**
5. Select **Close** when all the sites have been added

Enable Java and JavaScript

1. Open Firefox; select **Options** from the **Tools** menu, a window titled *Options* will open (as shown above)
2. Select the **Content icon**
3. Place a tick next to **Enable Java** and **Enable JavaScript**
4. Select **OK**

Enable Cookies

1. Open Firefox; select **Options** from the **Tools** menu, a window titled *Options* will open (as shown above)



2. Select the **Privacy icon**
3. Place a tick next to **Accept cookies from sites**
4. Select **OK**

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**:

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

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/topic.py?topic=116>
- MSN toolbar
http://search.ninemsn.com.au/docs/toolbar.aspx?t=MSNTbar_PROC_BlockPopUps.htm
- Netscape toolbar

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

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>

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)