

## 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.

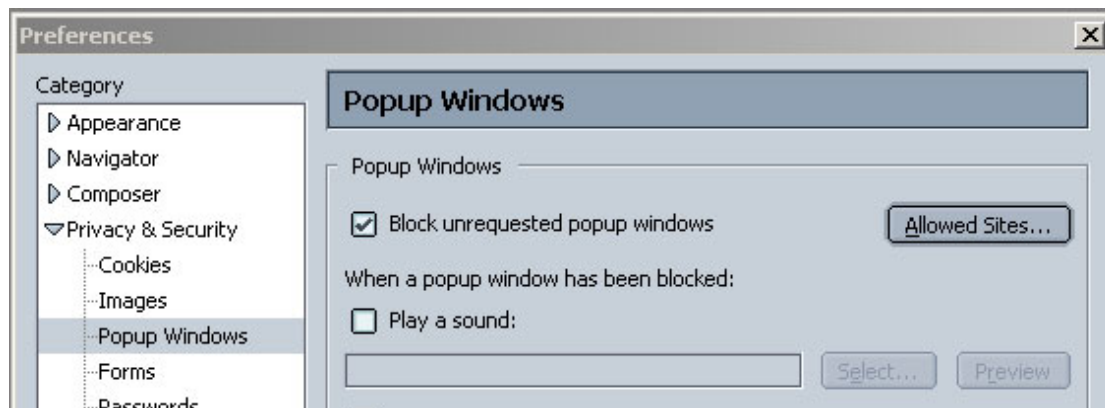
If in doubt uninstall all **JAVA** and **J2SE Runtime Environment** versions and install the recommended version listed below.

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://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

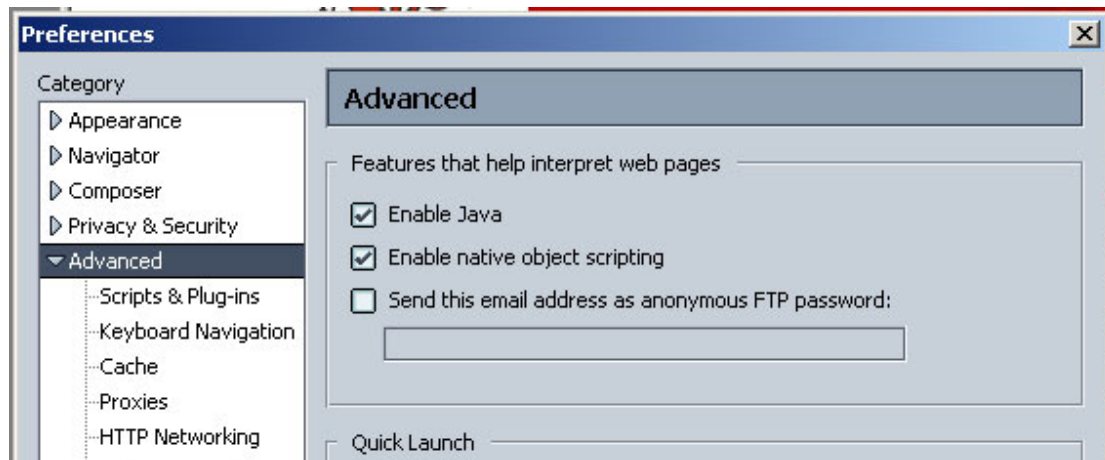
1. Open Netscape Navigator; select **Preferences** from the **Edit** menu, a window titled *Preferences* will open



2. Select the **Popup Windows** from the **Privacy & Security** Category
3. Ensure there is a tick next to **Block unrequested popup windows**
4. Select the **Allowed Sites...** button and add the following we addresses to the **Allowed Web Sites**
  - Enter **utas.edu.au** and Click **Add**
  - Enter **mylo.utas.edu.au** and Click **Add**
  - Enter **lectopia.utas.edu.au** and Click **Add**
  - Enter **\*.utas.edu.au** and Click **Add**
  - Select **OK** when the sites have been added

## Enable Java

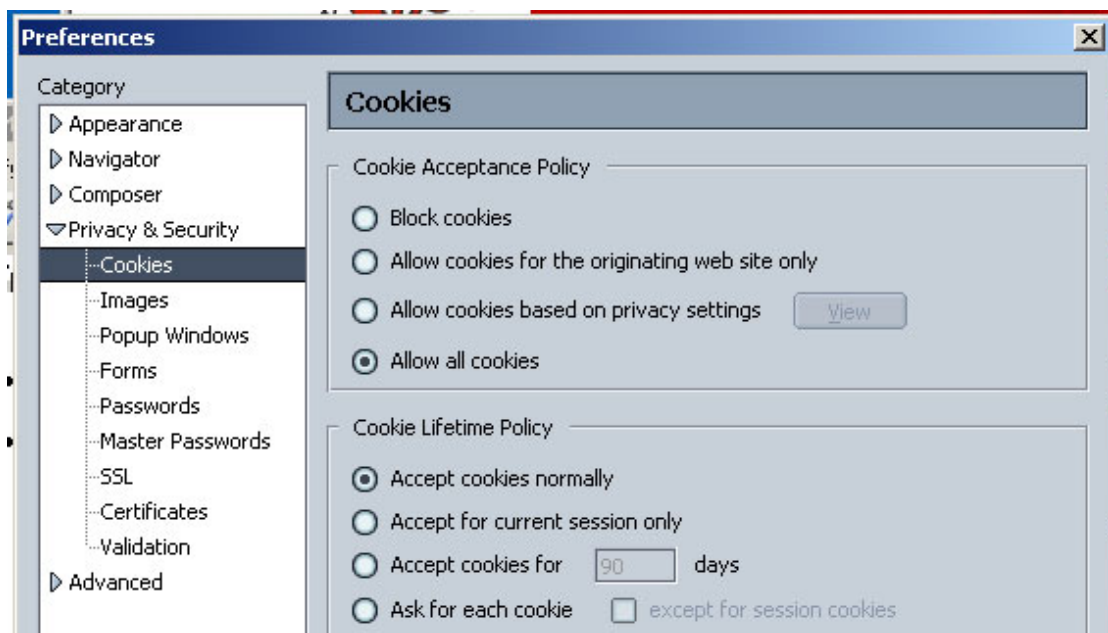
1. Select **Advanced** from the Category list



- Ensure there is a tick next to **Enable Java**
- Ensure there is a tick next to **Enable native object scripting**
- Select **OK**

## Enable Cookies

1. Select the **Privacy & Security** category.



- Select **Cookies**
- Select the option **Allow all Cookies**
- 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 **Add**
- Enter **mylo.utas.edu.au** and select **Add**
- Enter **lectopia.utas.edu.au** and Click **Add**
- Enter **\*.utas.edu.au** and select **Add**

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](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](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)