

## WebCT Getting Started

WebCT is an internet based learning management system to allow you access to learning materials and activities related to your studies from any location with internet access.

### Hardware and software requirements

Off campus students will need regular access to a computer which can be connected to a telephone line via a modem with a speed of at least 28 kbps. A printer is also useful though may not be essential. Installed on your computer, you will need a 'Java enabled' Web browser. A list of supported browsers is available at <http://www.webct.com/tuneup>

### Access to the Internet

On campus, students can connect to the Internet from any computer laboratory. Off campus, students should connect to the Internet via subscription to a local ISP.

### To access your WebCT unit for the first time

Having connected to the Internet, open the La Trobe University WebCT Homepage on your browser at:

<http://webct.latrobe.edu.au/>

Setting a bookmark in your browser at this stage will enable you to return here easily. Clicking on Student Information at this point will take you to help including a link to a Browser Tune-Up to ensure your browser is suitable for working with WebCT.

Choose Log in to WebCT and you will be prompted for a WebCT ID and Password.



WebCT ID:   
Password:

Your WebCT ID is your La Trobe University user name. Your user name and password are issued at enrolment and appear on your Statement of Account.

### Ending a session

You can log out of your WebCT unit by selecting Log Out from the black menu bar at the top of your screen.



If you are using a publicly accessible computer (Study Hall, Library) and are concerned that someone may enter the subject using your name, clear the browser's cache and close the browser.

## Getting Help with WebCT

### Can't get to the WebCT homepage?

Confirm the URL/web address in your browser

Check your Operating System and Browser settings at

<http://www.webct.com/tuneup>

You may have inadvertently installed spyware/adware. Remove the software (Kazaa, PerfectNav or other filesharing software) from your machine.

### Can't log in to WebCT?

Is Caps Lock turned off?

Check your Statement of Account to ensure that you are correctly enrolled in the unit.

Confirm your username and password. These are printed on your Statement of Account.

### Where can I get help?

In the first instance, check that you are enrolled in the unit and that your lecturer intends you to use the WebCT system. Not all La Trobe University lecturers use the WebCT system and even if last year, your lecturer used the WebCT system to provide your lecture notes and other materials, this may not be the case this year.

Then check the WebCT Student Information Pages to ensure you are using a supported browser and that it is configured correctly.

Finally, contact the Computer Study Hall <http://www.latrobe.edu.au/studyhall>

Email: [studyhall@latrobe.edu.au](mailto:studyhall@latrobe.edu.au)

When you contact the Study Hall either in person or by 'phone or email, make sure that you can provide the following information:

- Your Student Number and username (from your Statement of Account)
- Your unit title and code (i.e. BIO21CES Excitable Cells and Endocrine Systems)
- The name of your lecturer
- Which browser and browser version you are using (i.e. Internet Explorer Version 6.0)
- Your location when you experience problems (at home, the workplace)
- If you're at home, the name of your Internet Service Provider
- The exact text of any error messages
- The actions leading up to the problem (i.e. I had no problems logging in but when I clicked on 'Endocrine Systems' nothing happened)

### **If you can log in but your unit is not listed**

Check your Statement of Account to ensure that you are correctly enrolled in the unit.

If you have only recently enrolled in a unit (less than 48 hours) your enrolment may not yet be confirmed in the PLATO system. Be patient.

Contact your Faculty Office to confirm your enrolment.

Contact the Study Hall.

### **WebCT Student Help**

You can access student help from within your online unit. Help is available from the HELP link in the menu bar at the top of your unit. You might also consider using some of the Student WebCT Guides available at <http://www.latrobe.edu.au/studentlmsinfo>

### **Netiquette**

Netiquette is a term for standards which govern computer mediated communication. As participants of online discussion groups, that is, bulletin boards, chats or email, all students are expected to observe the University's Internet Code of Practice. So that all students may feel encouraged to participate, rude, sexist or other disparaging comments are not acceptable. Remember that bulletin board and chat postings are read by all, and that some people in the class may have very different backgrounds, customs and experiences to your own.

### **Student Tracking**

The system automatically records every time you access the site, and posts the first time you log on, the most recent time you've logged on, the amount of time you've spent on the system, the number of hits you've made to various pages, as well as the number of bulletin board postings you've read and the number of postings (WebCT calls them "Articles") that you've contributed. While there has been some negative publicity on the use of certain software to obtain information about users on the open web, please be assured that, in the context and environment of WebCT, the only information that's being recorded is your point of participation.