



Designer FAQs for WebCT Support

***Question:** I want to add a student, TA, auditor, course instructor and or course designer to my course. How do I do this?

Answer: To add a TA or course designer to your course you first must have Instructor access yourself. This means you have access to the **TEACH** tab. In the **TEACH** tab go to the **Gradebook**. Once you are in the **Gradebook**, click on **ENROLL MEMBERS** at the top of the screen. Type in their UID number which is their u0..... number, select their **Role**, **Enroll** them and then click **Save** at the bottom of the page.

If you want to add another section instructor to the course, email us at webct-admin@lists.utah.edu and we will add them.

***Question:** When I browse for a file to upload into WebCT, **My Computer** link doesn't show up. All I get is a red X. What do I do?

Answer: The reason this is happening may be due to the JAVA on your computer. Remember to always accept/run JAVA when it pops up on your screen. This will help ensure that the **My Computer** link shows up for you.

There are two things you can do to help this. First, add the correct JAVA to your computer. Directions on how to do that are in the following questions below. Second, you can change the settings for **My Computer**. To do this, go to the **BUILD** tab> **Manage Course**> **Settings** and find **My Computer** in the first column list. After clicking on **My Computer**, you will have two options. Make the first option False and then save values. The **My Computer** icon should now show up.

***Question:** I am having troubles logging in. It keeps saying my password is invalid.

Answer: Make sure you are typing in your password correctly. It is **CASE SENSITIVE**. Remember that your login and password information is the same as your login and password for the CIS (Campus Information System), where you register for classes and see your grades. If you can't login through <http://webct.utah.edu> try logging in through the student portal at <http://my.utah.edu>. If you still cannot get it then contact us at webct-admin@lists.utah.edu.

***Question:** What are the computer requirements to help WebCT run on my computer?

Answer: (1) the following browsers and their versions are supported by WebCT:
PC:

- Internet Explorer: v6.0 SP1; v6.0 SP2 (XP SP2)
- Netscape: v7.2
- Firefox: v1.0, v1.5
- Mozilla: v1.7
- AOL: v9

MAC:

- Safari: v1.2, v1.3, v2.0 [see note 2](#) (OS X only)
- Firefox: v1.0 (OS X only)
- Mozilla: v1.7 (OS X only)

(2) WebCT uses Java 2 Runtime Environment version 1.5.0_06 (Sun Microsystems Inc.) To download this version, do the following:

- Go to <http://www.java.com> .
- Click on the Manual Download option (under the larger Download Now link).
- Click on the first item in the list (on [Download]): Windows (Online Installation) [Download].
- Open the downloaded .exe file and follow the instructions.

(3) WebCT takes advantage of pop-up windows as a powerful way to deliver content in an organized fashion. Please enable your pop-up blocker when using WebCT. You can go to your blocker settings in your menu bar and add **webct.utah.edu** as a trusted site to received pop-ups from.



(4) Almost every part of WebCT relies on JavaScript for the ability to generate interactive web pages. You must have JavaScript enabled to do anything in WebCT. This can also be accessed through the menu bar of the browser and it's usually under Tools> Internet Options> Security.

***Question:** I am having trouble printing my course materials.

Answer: (1) For those of you using Internet Explorer, the browser may be blocking your file download. Go to Tools> Internet Options>Security> Custom Level. About halfway down the list you will see a section called Downloads. The first two options under that should be enabled for the browser to work properly. Then click Ok. Now, as you click on files a window should pop-up that asked you whether you want to open or save the document.

(2) Your pop-up blocker may be disabled. Please enable your pop-up blocker.

***Question:** How can I view the list of all my students in the **Gradebook** and the **Mail** tool?

Answer: To view all your students in the **Gradebook** or the **Mail** tool you just have to do one thing. For the **Gradebook**, click on the **paging preferences** icon  at the bottom of the page, type in the number of students you have and save. It will then display all the students. By default, the paging preference is set to 10 per page. For the **Mail** tool, click on **Create Message> Browse for Recipients** and you will find a paging preferences icon  at the bottom of the page. Type in the number of the students you have and save.