



Student FAQs for WebCT Support

***Question:** Where do I go to login to WebCT?

Answer: To login to WebCT go to <http://webct.utah.edu>. Or you can get access to WebCT through the student portal off of the U of U homepage at <http://my.utah.edu>.

***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:** I logged into WebCT and I can't find my class? Why isn't it showing up? I am registered for the class.

Answer: There are three reasons your course may not be showing up for you. First of all, if you just added the course that day or a few minutes ago it takes 24hours for you to be added to the WebCT portion of the course. Second, your instructor may not be using WebCT for this course. Thirdly, the instructor has yet to activate the course. If none of these reasons apply, please 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 do I print documents from my course?

Answer: The Course Syllabus has a link in the right-hand corner **Printable Version**. Just click on that and your syllabus will open up in a new window and then you just click File> Print.

***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.