

# eLearning Technical Requirements for UNSW Staff and Students

## Technical Support for eLearning

This information sheet is for staff and students who use UNSW eLearning systems. It outlines the computing requirements for the following services:

- My eLearning learning management system (LMS)
- Lectopia (iLecture) digitally recorded lectures streamed over the web or as Podcasts
- myMedia streaming service for staff
- Turnitin similarity detection service
- Wimba voice recordings.

Technical support for these services is available in the first instance from the IT at UNSW Service Desk:

### Web page for current opening hours:

[http://www.its.unsw.edu.au/support/servdesk/service\\_desk\\_home.html](http://www.its.unsw.edu.au/support/servdesk/service_desk_home.html)

### Assistance via telephone:

+61-2-9385-1333

### Assistance via email:

[servicedesk@unsw.edu.au](mailto:servicedesk@unsw.edu.au)

### In Person:

IT Service Desk Counter, Library level 2.

Issues requiring further investigation and certain service requests are referred through to the Service Desk in Learning & Teaching @ UNSW.

By implementing the guidelines given here, and on the listed web sites, most eLearning users should be able to set up their computer systems for eLearning access without the need to contact the service desk.

The eLearning technical requirements include:

- Using a recommended web browser
- Configuring web browsers correctly
- Installing the correct Java plug-in and uninstalling unsupported versions
- Disabling pop-up and ad blocking software
- Installing appropriate media players and browser extensions.

The latest configuration information for browsers, plug-ins and troubleshooting advice is available from the relevant links listed in this document.

## Version of LMS used at UNSW

To ensure that users have the best possible eLearning experience it is essential that web browsers are configured correctly to support the "Blackboard Learning System™ - Vista Enterprise Licence" version 3.x. This application was previously known as WebCT Vista.

## Other Services

Other services deployed by Learning & Teaching @ UNSW include extension tools to add functionality to My eLearning, such as Turnitin, as well as standalone services including Lectopia, and streaming media services via the myMedia service.

The browser and Java plug-in requirements of these services are kept in line with what is required for the My eLearning service.

In addition, these services require media players to be installed to playback the audio, video or interface/package content. The media formats that are required to be supported by these services are:

- Flash Player
- Media Player
- A Portable Document Format (PDF) reader
- Any application capable of subscribing to Podcasts.

## Minimum Hardware Requirements

My eLearning courses can be accessed on any computer system that is capable of supporting the recommended browsers and Java plug-in. Current recommended client operating systems are:

- Microsoft Windows XP Service Pack 2
- Microsoft Windows Vista
- Mac OS X v10.4; 10.5  
OS X 10.1 – 10.3 users may experience some technical issues. Macintosh computers operating on any version of OS 9 or earlier will not work with My eLearning.

# Software Requirements

## Browsers

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### Recommended Browsers

The following web browsers are recommended as working best with My eLearning:

- Firefox 2.0 (Windows)
- Microsoft Internet Explorer 7.0 (Windows)
- Safari 2.0.1 (Mac OS X v10.4)
- Firefox 2.0 (Mac OS X)

### Supported browsers

The following web browsers are also supported:

#### Windows

- Internet Explorer 5.5 (SP2), 6.0, 7.0
- Netscape 7.0, 7.1, 7.2
- AOL 8.0, 9.0
- Mozilla 1.5, 1.7
- Firefox 1.0, 1.5, 2.0
- Safari 3.0.4

#### Macintosh

- Safari 1.2, 1.3.1 & higher, 2.0.1 and higher (Mac)
- Netscape 7.0, 7.1, 7.2 (OS X)
- AOL - OSX
- Mozilla 1.5, 1.7 (OS X)
- Internet Explorer 5.1 (OS X 10.1)
- Firefox 1.0, 2.0 (OS X)
- Safari 3.0.4

Re-branded web browsers supplied by Internet Service Providers will also work provided they are based on a supported browser.

### Browser Configuration

It is essential to configure the following browser settings:

1. Enable Java
2. Enable JavaScript
3. Switch to the *Sun* Java Runtime Environment
4. Set Browser Cache
5. Enable Cookies
6. Disable Pop-Up Blocking for My eLearning.

Complete step-by-step instructions for browser settings are available from the browser tune-up site at <http://www.webct.com/tuneup>. Follow the link for the relevant operating system, select your browser and scroll down to the [Prepare Your Browser Settings](#) section.

Note: My eLearning includes a browser checker that automatically detects whether or not a browser is validated but it will not confirm whether or not all your settings are correctly configured.

## Plug-ins

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### JRE Plug-in

Some features in My eLearning require the browser to be configured to use a supported Java plug-in. The Java Runtime Environment can be downloaded from a link on the My eLearning support site:

[http://support.vista.elearning.unsw.edu.au/content/system/java\\_setup.cfm?ss=1](http://support.vista.elearning.unsw.edu.au/content/system/java_setup.cfm?ss=1)

My eLearning supports the Sun Microsystems Java Runtime Environment 5 (1.5) and 6 (1.6). Ensure that all earlier Sun Java versions and any Microsoft versions of Java are uninstalled.

Do not allow Java to automatically update as new versions may not be supported by My eLearning.

### Media Plug-ins

eLearning users may require any of the following plug-ins:

- Windows Media Player
- QuickTime
- Macromedia (Adobe) Flash
- Shockwave
- Adobe Acrobat Reader
- iTunes.

### Downloads

The Browser Tune Up Information page includes links to download the recommended plug-ins:

[http://www.webct.com/tuneup/viewpage?name=tuneup\\_browser\\_tuneup\\_information#plugins](http://www.webct.com/tuneup/viewpage?name=tuneup_browser_tuneup_information#plugins)

## Further Information

Page	Address
<p><b>eLearning Portal</b></p> <p>The eLearning portal contains links to all the eLearning services supported by Learning &amp; Teaching @ UNSW and the support sites for those services.</p>	<p><a href="http://elearning.unsw.edu.au">http://elearning.unsw.edu.au</a></p>
<p><b>My eLearning</b></p> <p>System requirements and FAQs for My eLearning.</p>	<p><a href="http://support.vista.elearning.unsw.edu.au">http://support.vista.elearning.unsw.edu.au</a></p>
<p><b>Browser Tune Up</b></p> <p>Tests if you are using a supported browser. Includes step-by-step instructions to make sure your browser settings are optimised for My eLearning.</p>	<p><a href="http://www.webct.com/tuneup">http://www.webct.com/tuneup</a></p>
<p><b>Browser Plug-Ins</b></p> <p>Links to plug-in download sites.</p>	<p><a href="http://www.webct.com/tuneup/viewpage?name=tuneup_browser_tuneup_information#plugins">http://www.webct.com/tuneup/viewpage?name=tuneup_browser_tuneup_information#plugins</a></p>
<p><b>Browser Tips and Troubleshooting</b></p> <p>Advice for resolving problems.</p>	<p><a href="http://www.webct.com/tuneup/viewpage?name=tuneup_browser_troubleshoot">http://www.webct.com/tuneup/viewpage?name=tuneup_browser_troubleshoot</a></p>
<p><b>Lectopia</b></p> <p>Outlines the functionality available in the Lectopia lecture recording system.</p>	<p><a href="http://elearning.unsw.edu.au/lectopia">http://elearning.unsw.edu.au/lectopia</a></p>
<p><b>Turnitin</b></p> <p>Outlines the functionality available from the Turnitin similarity detection service.</p>	<p><a href="http://elearning.unsw.edu.au/turnitin">http://elearning.unsw.edu.au/turnitin</a></p>
<p><b>Wimba</b></p> <p>Outlines the functionality available from the Wimba voice recording service.</p>	<p><a href="http://elearning.unsw.edu.au/wimba">http://elearning.unsw.edu.au/wimba</a></p>
<p><b>MyMedia</b></p> <p>Access the MyMedia audio and video streaming service.</p>	<p><a href="http://mymedia.edtec.unsw.edu.au">http://mymedia.edtec.unsw.edu.au</a></p>

My eLearning runs on “Blackboard Learning System™ - Vista Enterprise Licence” version 3.x. developed by [Blackboard Inc](#)