

UMass Boston Students on WebCT Vista 3.7 For Web Enhanced Courses

Log on at <http://boston.umassonline.net/>

1. Your WEBCT Vista User Name is your Student ID (the same ID that you use for the new WISER system.) and your initial password is "boston".
2. After the initial log on, you will be prompted to change your password and to create a security question and supply an answer. All future logins will require your User Name and Password – it is important to remember this info!
3. The security question is necessary for forgotten password retrieval. Here are some guidelines in creating a good security question and answer: Choose a question only you know the answer to - make sure the question isn't associated with your password.

- a. Pick a question that can't be answered through research (for example, avoid your mother's maiden name, your birth date, your first or last name, your social security number, your phone number, your pet's name, etc.)
- b. Make sure your answer is memorable, but not easy to guess.

4. WebCT's e-mail system can send your course related messages to your UMass Boston email account which are retrievable at <http://webmail.umb.edu/>. If you prefer your messages to be delivered to another address, you can change your forward address in your course e-mail or change your UMB mail forwarding address by clicking on the e-mail forward link on <http://webmail.umb.edu/>.

5. If you don't know what your UMB e-mail address is you can view it on <http://wiser.umb.edu/> by logging on with your User ID and password. From the Learner Services page, go to Personal Portfolio, then Contact Information and then Email Addresses. Your Student ID and initial password were mailed to you along with course registration information. Your initial password is the first two letters of your last name, (capitalize the first letter only) followed by your birth date in MMDDYYYY format. For example, if John Smith was born on January 12th 1976, his password would be **Sm01121976**. If you forget your Student ID, you can use the WISER ID Lookup Tool located at the WISER log in page.

6. Job aids for the accessing Wiser, finding your e-mail address, forwarding your e-mail and other related tasks are available at: <http://wiser.umb.edu/aids/>.

You can also get information in person by visiting Customer Service, Quinn 2nd floor lobby. You'll need to have your student ID with you. Hours of operation are 7:00 AM to 10:00 PM Mon. through Fri., and 9:00 AM to 4:00 PM on Saturday. For more information visit their web site at <http://www.umb.edu/it/client/helpdesk/index.html> or call 617-287- 4000.

7. If you forget your password, simply click on the "Forgot Your WebCT Password?" link, type in your UMass student email address and then the answer to your security question. The information will be sent to your student email account.

8. There are a few things you want to do to make sure your computer is set up to properly use WebCT Vista:
- a. Do a browser Tune-up (<http://www.webct.com/tuneup/>) to make sure you are using a supported browser.
 - b. Make sure you have the latest Java software (1.5.0 or higher) installed on your computer. If not download it at <http://java.com/en/index.jsp>
 - c. If you are using a Windows operating system, go to the Windows update page (<http://update.microsoft.com/windowsupdate/v6/default.aspx?ln=en-us>) to download the latest Windows software updates.
As an alternative, these steps can be performed from "My UMass Online boston portal page upon logging into WebCT.
 - d. Turn off all installed pop-up blockers. WebCT makes use of pop-up windows.

This is link is for WebCT Student Support:

http://www.webct.com/tuneup/viewpage?name=tuneup_browser_tuneup_information#browsers

Supported versions of Java:

<i>Windows 98 or higher</i>	<i>Mac Operating Systems</i>
Versions: 1.4.2_09, 1.5.0_05 or higher (Java 1.4.1_x is UNSUPPORTED)	Supported Java Versions: 1.3.1, 1.4.2_07 or higher, and 1.5.x_xx

- For more detailed information, go to the WebCT Vista Student Toolkit at http://www.lms.umb.edu/webct_student_toolkit.htm and the WebCT Vista Student Guide at <http://www.lms.umb.edu/>.
- WEBCT VISTA SUPPORT (including password help): WebCT Vista support is available 24x7 to students and faculty via email bostonsupport@umassonline.net or phone 800.569.6505.

Taken from http://www.lms.umb.edu/browser_settings.pdf:

Windows Operating System Windows 98 or higher

Internet Explorer 5.5 SP2 or 6.0 (IE 5.0 is UNSUPPORTED)

Netscape Communicator 7.0, 7.1, 7.2 (4.76, 4.8, 6.2.x, 8 are UNSUPPORTED)

AOL 8.0, 9.0 (7.0 is UNSUPPORTED)

Mozilla 1.5, 1.7 (1.6 is UNSUPPORTED)

Firefox 1.0, 1.5

Supported Java Versions: 1.4.2_09, 1.5.0_05 or higher (Java 1.4.1_x is UNSUPPORTED)

- **Mac Operating System OS 10.1 or OS 10.2 or 10.3**

Internet Explorer 5.1 (OS 10.1.x) (IE 5.2 is UNSUPPORTED)

Netscape 7.0, 7.1, 7.2 (OS X)

AOL 8.0 (OS X)

Mozilla 1.5, 1.7 (OS X) (1.6 is UNSUPPORTED)

Firefox 1.0 (OS X) (1.5 is UNSUPPORTED)

Safari 1.2, 1.3.1 and higher, 2.0.1 and higher

Supported Java Versions: 1.3.1, 1.4.2_07 or higher, and 1.5.x_xx