

## WebCT Troubleshooting

You may run into a problem or two while working with WebCT. We've compiled the most common problems and posted their remedies here. If you don't find a solution, feel free to contact us for assistance.

### IS YOUR BROWSER READY FOR WEBCT?

Check the [Browser Requirements](#) page for a complete list of browsers you can download. Check your current browser with [WebCT's Browser Tuneup](#).

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### POPUP BLOCKERS: SPELLING TROUBLE FOR YOUR WEBCT

Popup blockers are the latest fad in surfing the web, but some of these programs hurt more than they help. Popups are most often used for advertising. When you visit a webpage and a new browser window opens (or "pops up"), it is called a popup. These are frequent at free game sites or other commercial sites. WebCT is your education though, and we will not advertise during your session. However, WebCT does use the same technology that developers use to implement popups. In WebCT, a test/quiz, email, discussions, among other things, will open in new windows. The technology used for most popup blockers prevent these windows from opening, leaving you with a test that you can't see or an email that you can't find.

To disable your popup blocker or add the <http://courses.kings.edu> address to the "allowed" list for WebCT sessions, please consult your program's help file or the vendor's website. Some links to Help Sections of popular popup blockers are listed below:

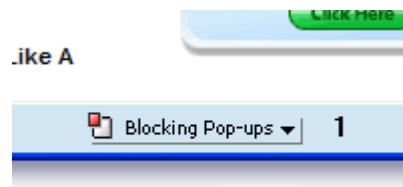
Google Toolbar: <http://toolbar.google.com/pop-up.html>

Stopzilla: <http://www.stopzilla.com>

nView Popup Blocker: <http://www.nvidia.com/object/pop-up.html>

EndPopups.com: <http://www.endpopups.com/faq>

AOL 8.0+: **Instructions below**



- Open your AOL browser by typing the WebCT address in the Web Address/Keyword box (<http://courses.kings.edu>)
- On the bottom status bar of the browser window, you will see the popup blocker, as shown in the image to the right.
- Click the popup blocker and do one of the following:
  - Click "Allow popups from kings.edu" which will allow popups from King's College & WebCT
  - Click "Turn Popup Controls off" which will allow all popups. This will also allow your King's College email to work and would probably be the BEST route to take for your WebCT session. When you're done your session, you can turn the popup controls back on

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### JAVASCRIPT: ENABLE? DISABLE? WHAT TO DO.

Ideally, your browser will have these features enabled. Java and JavaScript have to be enabled for your WebCT experience to be functional. If you use Netscape Communicator, you will have to take the following steps:

- Select Edit > Preferences
- Select the Advanced Tab
- Make sure the Enable Java and Enable JavaScript boxes are checked
- Click OK

Microsoft Internet Explorer should be set to accept these preferences, so you won't have to do anything to change them. Download Internet Explorer from Microsoft: [MAC](#) | [PC](#)

**LOGGING IN: CHANGE MY PASSWORD/I FORGET MY PASSWORD/WHAT'S THE LOGIN HINT FOR?**

WebCT is equipped to handle security matters regarding your password protection. If, at any time, you want to change your password or reset your current password, we're prepared to let you take that action, it's your right as a user.

At the main WebCT screen, there is a button at the top that says, "Password Settings." This button takes you to all of your password settings. You can change your password and your Login Hint. Your Login Hint is a question that helps you in resetting your password if you lose it. A question, like "What is your favorite baseball team?" will be asked when you try to recover the password. When you answer, "The Red Socks," WebCT will email you a gibberish password that you can type in, then change it to something you'll remember. For a demonstration of how to do all of this, see the Password Options in WebCT tutorial.