Tonight’s Collaborate Session will begin at 7pm AEDT.

While you’re waiting please make sure your audio is working... run the ‘audio setup wizard’ located under the tools setting.
Your Computer Collaborate Session
Overview

Essentials for your computers
• Internet Browsers
• Pop-ups for internet browsers
• Clearing the cache in internet browsers
• Java
• Flash
• Autosave
• Export to Word from Pages (Mac word processing software)

Tips to help you with your studies
• Email forwarding
• Etext
• Wiki
Browsers – Which do you use?

**Recommended browsers**

1. Mozilla Firefox
2. Google Chrome

**Other browsers:**

1. Safari
2. Internet Explorer
Mozilla Firefox (PC users):
Click on ‘Tools’ along the top menu bar, then click ‘Options’>click on ‘Content’>click on ‘Exceptions’>type in https://ilearn.swin.edu.au in the address of website box>‘Allow’>click ‘Close’ then OK
Google Chrome: Follow the below instructions (same for Mac & PC users).

**Allow all pop-ups**

You can allow all pop-ups by disabling the pop-up blocker. Follow these steps:

1. Click the Chrome menu on the browser toolbar.
2. Select Settings.
3. Click Show advanced settings.
4. In the "Privacy" section, click the Content settings button.
5. In the "Pop-ups" section, select "Allow all sites to show pop-ups." Customize permissions for specific websites by clicking Manage exceptions.

Remember to add in the Blackboard web address: [https://ilearn.swin.edu.au](https://ilearn.swin.edu.au) in the Manage Exceptions area!

Using a Chrome device at work or school? Your network administrator might configure the pop-up blocker for you, in which case you can't change this setting yourself. Learn about using a managed Chrome device.
Internet Explorer: Click on the ‘Tools’ button (‘Gear’ icon in the top right corner), then go to ‘Internet Options’, then select ‘Privacy’. Click on ‘Settings’, type in https://ilearn.swin.edu.au in the ‘Address of website to allow box’ then click ‘add’. Click close then apply/save settings.
**Safari:** From the Safari menu on the top left hand corner, select ‘Preferences’ then ‘Security’ and untick ‘Block pop-up windows’. Please note that unlike Firefox, Chrome and Internet Explorer, Safari does not allow pop-up exceptions so unchecking block pop-up windows will allow all pop-ups on your browser.
Clearing the cache in internet browsers

To enable faster and easier web browsing, your internet browser will save and store information on your computer, which is called the cache. The problem with this is that this can sometimes result in outdated versions of web pages being accessed and displayed. So if you have never done so clearing your cache can improve speed and performance of your browser.

Instructions for Mac:

Instructions for PC:
Java

What is Java? Why do you need it?
To update java go to http://java.com/en/
This page may look different depending on your computer, but please click the big red button
Click ‘save file’ in the popup window

If you are a Mac user then it will save to your ‘Downloads’ folder automatically
Look for the below file in your downloads folder and double click.

**PC users**

![Java 7 file](image1)

**Mac users**

![Java 7 file](image2)
Swinburne Online

Follow the relevant instructions

PC Users

Mac Users
Pc users click the ‘install’ button

Mac users click the ‘continue’ button
Pc users – make sure that the ‘ask’ toolbar is **not** ticked... you don’t want it!!

Mac users can simply click ‘install’ and follow the prompts.
PC Users - on the left is the pc installation window, once completed you’ll see the window on the right and then you’re done!
Java Security Settings
Edit Site List...

Security level for applications not on the Exception Site List:

- **Very High**: Only Java applications identified by a certificate from a trusted authority are allowed to run, and only if the certificate can be verified as not revoked.

- **High**: Java applications identified by a certificate from a trusted authority are allowed to run, even if the revocation status of the certificate cannot be verified.

Exception Site List:
Applications launched from the sites listed below will be allowed to run after the appropriate security prompts.

Click **Edit Site List** to add items to this list.
How to add an excepted site

Type in: https://ilearn.swin.edu.au
Click ‘OK’ to apply settings
Flash

Make sure the middle box is NOT ticked! Then select ‘Install Now’ and follow the prompts.
Setting up Autosave
PC Users – Autosave Instructions in Microsoft Office are the same for all of the underlined programs below.

Help protect your files in case of a crash

Crashes happen. The power goes out. And sometimes, people accidentally close a file without saving. To avoid losing all your work when stuff like that happens, make sure AutoRecover and AutoSave are turned on.

1. Click File > Options > Save.
2. Make sure the Save AutoRecover Information every x minutes box is selected.
3. In Word, Excel, and PowerPoint, make sure the Keep the last autosaved version if I close without saving box is selected.

**IMPORTANT** The Save button is still your best friend. To be sure you don’t lose your latest work, click Save (or press Ctrl+S) often.

Tips

To be extra safe, enter a small number in the minutes box, like 10. That way, you’ll never lose more than 10 minutes of work.

On the other hand, if you want to make Office faster, try entering a larger number in the minutes box, like 20.

Learn more

AutoRecover saves more than your files. It also saves your workspace (if it can). Suppose you open several spreadsheets in Excel and the power goes out. When you restart Excel, AutoRecover tries to open your spreadsheets again, laid out the way they were before, with the same cells selected.

In Word, Excel, and PowerPoint, AutoRecover has another benefit. It can Recover an earlier version of your file.

Applies to:
Mac users – if you are using Mountain Lion (10.8.~) or Mavericks (10.9.~) then Autosave is default for you – every 5 minutes your document will save.
However, you can choose to ‘Save As’ at any time – start by holding down the ‘Option’ key...
And then name your file and choose the destination to save it to.
Swinburne Online

For Mac users – Exporting to Word from Pages
To do so select ‘File’ – ‘Export’ – ‘Word’. This will then export your file as a ‘.Doc’ format that your teachers will be able to read.
To set up email forwarding go to http://mail.office365.com & login with your student credentials. Your username is your full student email address, while your default password is set as your date of birth as a six digit number (ddmmyy).
Once you have logged into your email click the ‘Options’ button in the top right hand corner and then select ‘Options’
Type in the email address that you want to forward emails to and make sure that the ‘Keep a copy’ box is ticked.
Once you have typed in your email address simply click the ‘Start Forwarding’ button in the bottom right hand corner and you’re done!
Etext redemption

Some units may not have an etext, you can check whether your unit has an etext by the eText Button on the left hand navigation menu.

Important information:
1. Remember to only use your student email when registering an account with Vitalsource
2. Pop-ups must be allowed for to you view your etext
We have a .pdf guide for how to access and view your etext that can be found here:
Vitalsource Information can also be found under the Learning Materials section of our website:

Editing Wikis and using the Wiki toolbar
Where to go if you have a query...

<table>
<thead>
<tr>
<th>Query</th>
<th>Where to go</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blackboard app on mobile device</td>
<td>Blackboard - <a href="http://www.blackboard.com/Platforms/Mobile/Support/Support-for-Blackboard-Mobile.aspx">http://www.blackboard.com/Platforms/Mobile/Support/Support-for-Blackboard-Mobile.aspx</a></td>
</tr>
<tr>
<td>Password resetting for Student Portal</td>
<td>Student Portal - <a href="https://portal.swinburneonline.edu.au/login">https://portal.swinburneonline.edu.au/login</a> and click ‘Forgot my Password’</td>
</tr>
<tr>
<td>Library login</td>
<td>ITS Service Desk - <a href="http://www.swinburne.edu.my/itsweb/students/">http://www.swinburne.edu.my/itsweb/students/</a> on 03 9214 5000</td>
</tr>
</tbody>
</table>
Questions?
Your Support Team

Student Liaison Officers

Student Liaison Officers are available to answer your questions at the following times:
Monday – Friday: 9am - 9pm
Saturday – Sunday: 10am - 6pm

Telephone: 1300 937 765
International +61 3 8306 0828

Email: help@swinburneonline.com


Join Connect in the Student Portal
It’s your place to collaborate with other students not only in your course, but across the whole of Swinburne Online.
You can discuss your course and even network for your future.
Thanks for your attendance

We’re done!

Thanks for your attendance