

# Getting Started with myCourses: Student Guide

This Getting Started Guide is for students who are enrolled in a class that uses the myCourses system.



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## Logging into myCourses

Go to <http://dartmouth.umassonline.net>

In the login area,

- type your **UMassD Logon username (email account username)**  
**Example:** username@umassd.edu (do not enter @umassd.edu)
- type your **UMassD Logon password (email account password)**

Your **myCourses at Umass Dartmouth** learning portal page displays.



The **myCourses at Umass Dartmouth portal** is the entry point or gateway to your online learning experience. Take a few minutes to look at the features of the portal. Across the top of the page, you see various links that return you to myCourses at Umass Dartmouth, access help, settings, and logout from the system. In the Toolbar located just below the logo bar, you have access to Mail and Calendar tools, as well as options to let you customize your myCourses at Umass Dartmouth environment. The main section of the page provides access to your courses, as well as Calendar reminders, Campus Announcements, Grades, Who's Online and a personal To Do List and Bookmarks.

## Changing Your Password

myCourses users can change their password at the following link, <https://email.umassd.edu/password/> or contact CITS/Access Management at 508 999-8532.

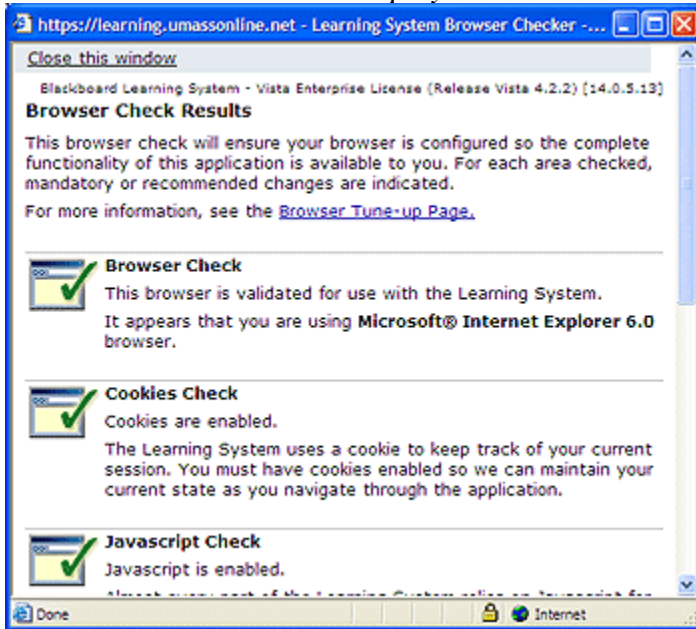
**DO NOT USE THE CHANGE PASSWORD FEATURE WITHIN THE MYCOURSES SYSTEM.**

## Browser Settings

Before beginning to use myCourses, it is strongly advised that you perform a check of your browser to ensure your browser type and version are supported and the settings are correct to use myCourses successfully. Many functions of myCourses depend on specific settings to enable viewing features such as, Announcements, Chat and Whiteboard, Who's Online, the HTML Editor and others, as well as enhancing the visual interfaces that myCourses uses.

- Click the link [Check Browser](#) on the myCourses portal page.

*The Browser Check Results display.*



Scroll through the information presented in the Results window to guarantee that your browser is current and all the necessary settings are correct.

If your settings are incorrect, scroll to the bottom of the Browser Check Result window, there you will find resource links to assist you in correcting any problem.

The **Browser Check** examines settings in Cookies, JavaScript and Pop-up windows that myCourses requires for proper functionality. Cookies must be enabled to track your session. Enabling JavaScript provides the rich interface interaction of myCourses, and **Pop-up windows MUST BE TURNED ON to deliver selected course content**. If these settings are not correct in your browser, the Browser Results window replaces the green check of approval with a large red 'X'. It also displays a link to the Browser Tune-up page with information on how to adjust your browser settings.

## Supported Browsers

The UMass Dartmouth myCourses system runs on the Blackboard Vista Enterprise version 4.2.2 software. Blackboard “validates” browsers for use with their system by extensively checking and testing the Blackboard software versions with various browsers on the standard platforms. In order for myCourses to function properly, you will need have one of the following browsers listed below installed on your computer and properly configured using the Browser Tune Up page (<http://www.webct.com/tuneup>).

### Windows

Browsers	Supported Versions	Unsupported Versions
Microsoft IE	6.0 SP2; 7	5.0, 5.5
Netscape	NA	8
AOL*	NA	NA
Mozilla	NA	1.5, 1.6
Firefox	1.5, 2.0, 3.0	1

Operating System	Windows Java Versions
Windows 98 or higher	1.4.2_09 or higher
	1.5.0_04 or higher
	1.6.07 or higher
	1.6.10 or higher

### Mac

Browsers	Supported Versions	Unsupported Versions
Firefox	1.5 and 2.0	Browsers running under Mac OS 9 and earlier; Firefox 1.5, Mozilla 1.5,
Safari	1.3, 2.x; and 3.x	

Operating System	Mac Java Versions
Mac OS X (10.1, 10.2, 10.3, 10.4, 10.5)	1.3.1 1.4.2_07 or higher 1.6 (SE6) or higher

\*AOL and certain other Internet service provider browsers – the Web browser provided with AOL's software and certain other Internet service providers is, in fact, either Internet Explorer or Netscape, depending on the provider. These Internet service providers, however, have changed some of the functionality of the browser. We recommend that you connect to the Internet using your Internet service provider account; minimize the account's window, and then launch one of the above supported web browsers (depending on your computer platform).

### Java (only install if you receive a red X in your browser check)

Java Runtime Environment will need to be installed and enabled on your computer in order for certain functions to work properly within the myCourses environment. Blackboard recommends installing **Java Runtime Environment software version 1.5. update 11**. If you are not sure whether or not you have the correct Java version installed, go the Control Panel of your computer and select Add or Remove programs to view a current installed programs listing.

Please note that if you have more than one version of Java installed, you will need to uninstall all java versions on your computer first and then reinstall a clean copy of the recommended java version.

## Plug-ins

A plugin is a software program that enhances the capabilities of a web browser. There are a wide variety of plugins available to enhance your online experience from audio and video players to all types of software applications. If your course content incorporates multimedia or requires that you view slide shows or read PDF files, you may need to use the plug-ins link located at the bottom of the **Browser Results** window to access the many plugins available for you. If you are uncertain which plugin you need, compare the examples listed below to the particular course file you are trying to open.

Examples:

- ‘.doc’ files require the MSWord Viewer
- ‘.ppt’ files require the PowerPoint Viewer
- ‘.xls’ requires an Excel Viewer
- ‘.pdf’ requires Acrobat Reader
- ‘.mov’ and ‘.mpeg’ use Quicktime
- ‘.wmv’ and ‘.mpeg’ files use Windows Media Player
- ‘.wav’ and ‘.aiff’ use Windows Media Player or Quicktime

## Student Tips

- Do **NOT** to use the "Back" button in your browser. Use the navigation tools that exist within the myCourses interface.
- To perform a step-by-step check of your browser version and settings go to the [Browser Tune Up](http://www.webct.com/tuneup/) (<http://www.webct.com/tuneup/>) page.
- Your course may require **plug-ins** to view some of the content. To access the plugins page, click the plug-ins link located at the bottom of the **Browser Results** window.
- **Disable your Pop-up blocker software.**  
Certain myCourses tools such as email, discussion, and assessments will not function properly unless you have disabled your pop-up blocker software. Pop-up blocker software can exist in your browser toolbar or as part of your anti-virus software.  
  
\*A work around for using myCourses and not disabling your pop-up software entirely is to allow only pop up windows from the myCourses web address in your pop-up blocker settings. Set your pop-up blocker setting to always allow pop-up windows from the following address, <http://learning.umassonline.net>.
- When entering large amounts of text into a text box, for example when responding to a discussion posting or an assignment, use a word processing application to create, save, and then copy and paste your text into the text box area.
- Suggestion: If your word processing program does not save in the .doc format, save your submission as a Rich Text File (rtf).

## Getting Help

--For course related inquiries and questions, please contact your instructor.

### myCourses Access Support

Registered students must have activated their UMassD Logon (email account) prior to logging into their myCourses account.

Activate your UMassD Logon (email account) (<https://secure.umassd.edu/newstudents/>)

Forgot/Change your password (<https://email.umassd.edu/password/>)

For further myCourses access assistance, please email [citsam@umassd.edu](mailto:citsam@umassd.edu) or call (508)999-8532 or (508)999-8528.

### myCourses Technical Support

For technical difficulties with the myCourses interface, please contact support with the contact information provided below.

#### Students in fully online courses seeking help should:

- Send email to [dartmouthsupport@umassonline.net](mailto:dartmouthsupport@umassonline.net), or
- Call the Student IT Service Center at 508-999-8884 during normal business hours. (Mon-Fri 8:00am-5:00pm)
- Call 1-888-301-3326 or contact support via live text chat during off-hours, weekends, and holidays.

#### Students in blended courses (mix of face to face meetings and online activities) seeking help should:

- Send email to [mycourseshelp@umassd.edu](mailto:mycourseshelp@umassd.edu), or
- Call the Student IT Service Center at 508-999-8884 or visit the library's Learning Commons on the 1<sup>st</sup> floor.

For a quicker response, please contact support via the email addresses provided. Typically, the myCourses support staff respond to requests within 24-36 hours or sooner.