



How to access and use the TafeVC

Please note: this manual contains important information on how to access and use the TafeVC. Please read this manual and follow the steps outlined on pages 3 and 4 **before** attempting to log on, otherwise you may not be access all of the content.

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Author: TafeVC Admin
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How to access and use the TafeVC.

This manual will show you how to access and use TafeVC (Tafe Virtual Campus). This is the internet delivery platform Bendigo TAFE uses to allow clients access to a range of online materials.

To access the material, you will need a logon and a password. To access the platform, you will need a logon and a password. **Your username is your student number.** Your username and the initial password should be provided to you when you first need access to the TafeVC. We suggest that, once you first log in with the initial password provided, you then change your password (see page 5)

On the following pages are step-by-step instructions on how to access the TafeVC material. There may be other specific information provided by your facilitator, for example, on which sections, quizzes and/or worksheets that need to be completed.

If you have problems, it can be difficult to ascertain exactly where the problem lies. There is a troubleshooting section at the back of this manual that deals with common problems. Try this first. Please note that most problems relate to the incorrect usernames and/or passwords, so please check these are correct before contacting anyone for help.

If you are still having problems, contact your course facilitator, or contact the Bendigo TAFE TafeVC Administrator for help.

Bendigo TAFE TafeVC Administrator
Phone (03) 5434 1511
Email tafevcvista@britafe.vic.edu.au

Computer requirements

Most computers with internet access should have no problems accessing the TafeVC. The speed of your internet connection will be the main factor in how well you can access the information. Our policy is to set up the course so that the pages load as quickly as possible, but for some courses, larger files and high resolution graphics may be included, which will impact on download times and access. If this is a problem, discuss it with your facilitator, as other options may be available (Eg. larger files may be provided on CD)

In some cases, additional software may be required, depending on the subject being studied. These will be discussed by the course facilitator before you start, and are quite often free plug-ins. In these cases, links to the sites where these can be downloaded will be listed on the front page of the online unit

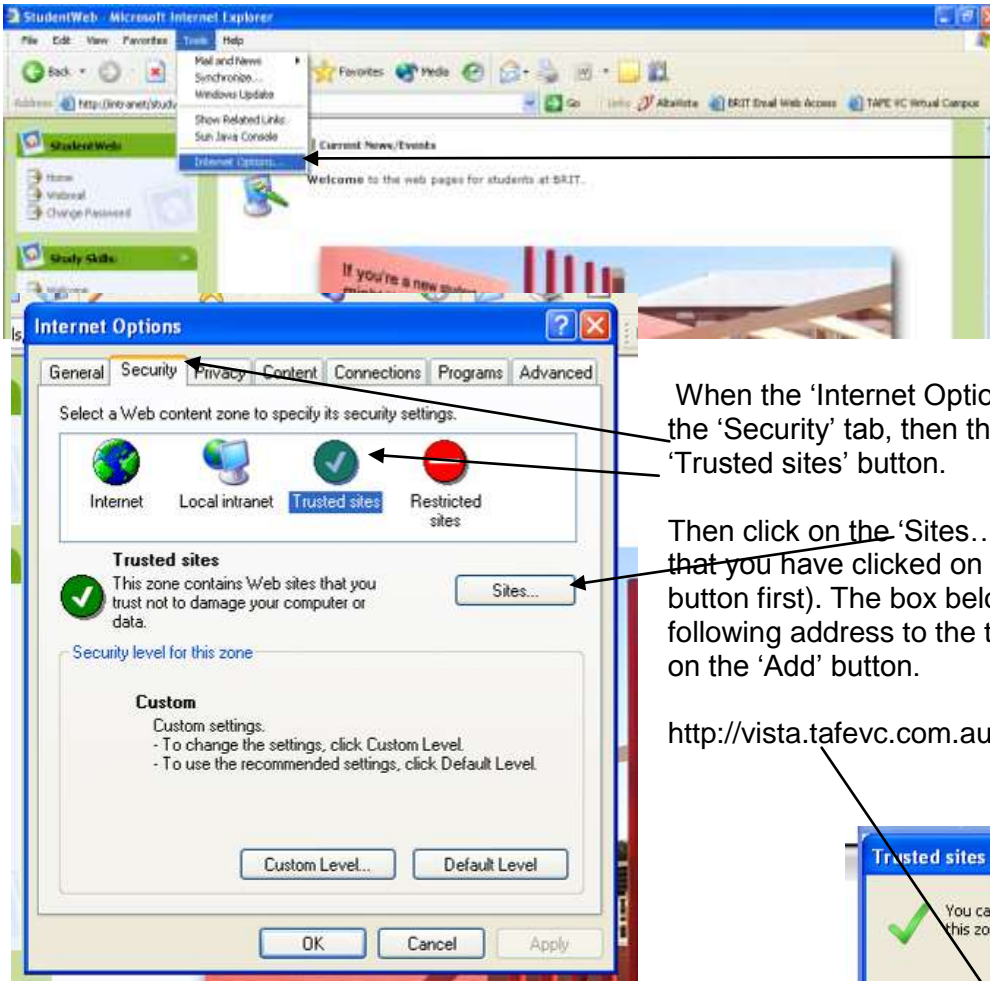
Security Issues

One issue that can cause problems is the security settings on your home/work computer. Because each computer is different, it is difficult for Bendigo TAFE to ensure that the TafeVC will work every time. **To prevent problems, we suggest you make the TafeVC a trusted site and set the "Pop-up Blocker" settings before starting.** Information on how to do this is on the next page. All Bendigo TAFE computers have already been set; this only applies to home/work computers. If you are using a work computer, we recommend that you contact your system administrator.

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Making the TafeVC a 'trusted site'.

This is a setting on your computer, and tells it that everything from the TafeVC is safe. You will only need to do this for your home (or work) computer, as all Bendigo TAFE computers have the TafeVC listed as a trusted site. How to do this is outlined below.

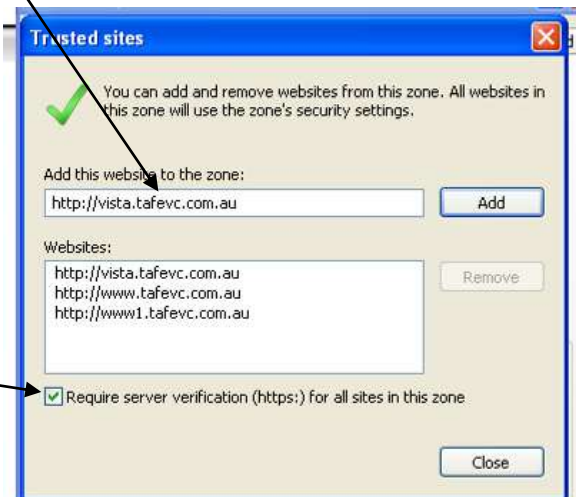


Open your internet browser, click on 'Tools' and then 'Internet Options...'

When the 'Internet Options' box opens, click on the 'Security' tab, then the 'Trusted sites' button.

Then click on the 'Sites...' button (Make sure that you have clicked on the 'Trusted sites' button first). The box below will appear. Add the following address to the top box, and then click on the 'Add' button.

<http://vista.tafevc.com.au>



If using a home computer, make sure the box at the bottom is NOT ticked.

Click 'OK' in all screens when finished.

If you are using a computer at work, check with your IT people. **All Bendigo TAFE computers already have this site listed as trusted sites.** (Note – other sites may also be listed)

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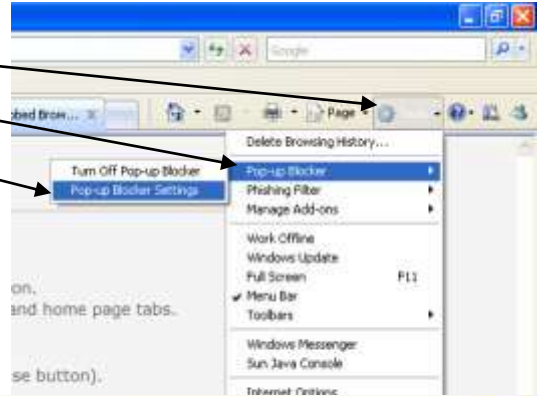
Pop-up blockers

You can set the pop-up blocker to allow pop-ups from selected sites. The TafeVC uses pop-up screens in a few places, including at start up. **To prevent problems and ensure you can access all of the information, it's important to do this before attempting to log on.**

To set this, do the following;

Open Internet Explorer 7, click on 'Tools',
'Pop-up Blocker',
'Pop-up Blocker Settings'

(Note – if the 'Pop-up Blocker Settings' text is greyed out, the pop-up blocker is turned off. Click on 'Turn On Pop-up Blocker' to turn it on, then repeat the above. Turning on the Pop-up blocker will prevent pop-ups from all websites unless you allow them in the Settings here)



In the 'Pop-up Blocker Settings' dialog box, enter the following address:

<http://vista.tafevc.com.au>



Then click 'Add'

At the bottom of the box, you will need to choose
'Low: Allow pop-ups from secure sites' from the drop-down box.

Click 'Close' when finished.

Similar options are found under the 'Tools' menu in Internet Explorer 6. Other browsers (such as Firefox and Safari) will have similar settings

In some cases, particularly if the documents have been uploaded in Word format, you may still get a message asking you whether you want to 'download file' or 'allow pop-ups from this site' (or similar). This may appear in a pale yellow bar that appears towards the top of the page. If this happens, click 'yes' or 'download file' (Note that you may be sent back to your 'Bendigo TAFE online' page. If this happens, just access the information again – the pages should now be accessible).

You may need to close the browser for these settings to take effect. When you try to open that document again, it should be OK.

For those using Bendigo TAFE computers. Please note that you will need to do this every time you log on to a different computer, as it will only record the settings for a particular computer with your logon details. You will not have to do this at home.

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Accessing the TafeVC

To access the content on the TafeVC, go to the Bendigo TAFE website – <http://www.bendigotafe.edu.au>

If you are using a Bendigo TAFE computer, you may have to wait for the Authentication software to load. If accessing from home, this may not apply.

When it opens, click on 'Students',

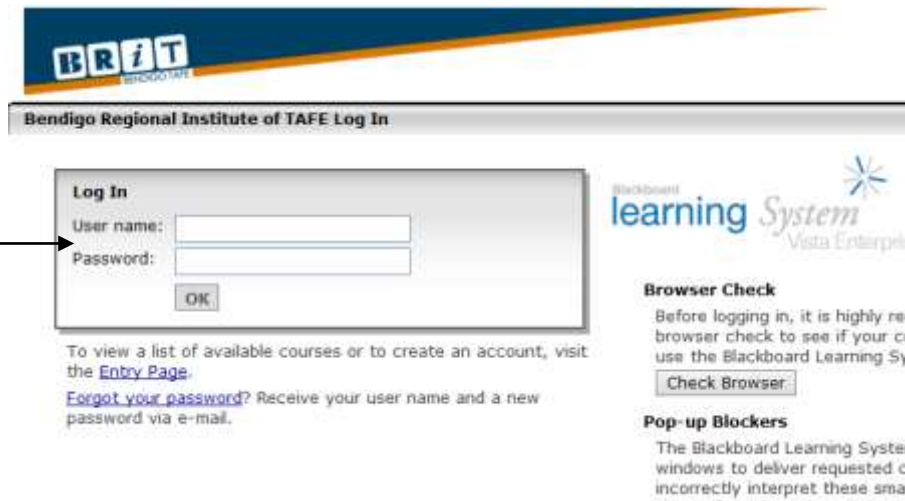
then click 'TafeVC login'

On this page there is a manual that you can print off; it contains further information about how to use the TafeVC.

Scroll down and click 'Login'

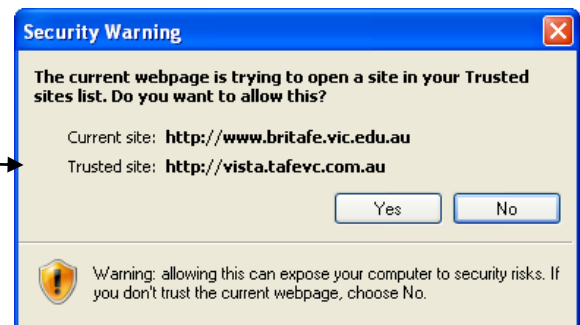


The next screen you will see you should enter your username and password provided by your teacher then click OK.



During the log in process, various check boxes may appear. Generally, you will need to click 'Yes' to proceed. However, please read the boxes, and proceed accordingly. A sample is shown to the right.

On Bendigo TAFE computers (and possibly home and work computers), you may be asked whether you trust the security certificate issued. Click 'Always' to proceed.



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Your own 'BRIT Online' page should open, which lists all the units you have access to. Click the relevant link to start.

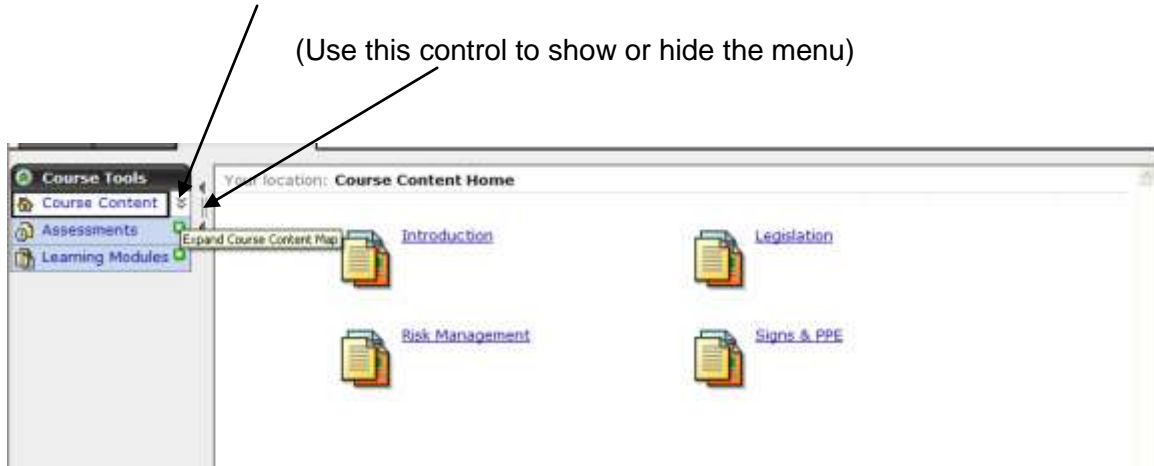


You should change the generic password you were initially provided to someone that only you know. To change your password, click on the 'My Setting' link. When the new screen appears, click on the 'Change Password' button and follow the prompts. You will need to set up the 'secret question' so that you can be emailed a new password if you can't remember your password.

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Navigating within the TafeVC

The unit home page will show you all the parts you have access to. Click here to expand the Course Content list.



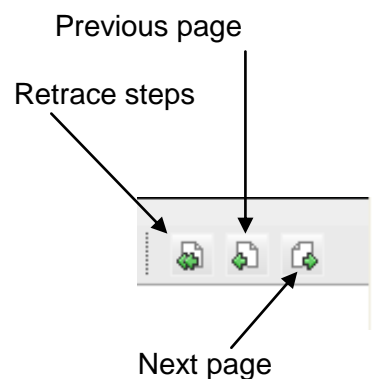
Click on the relevant icon to start.

(Use this control to show or hide the menu)



Click on a title to open that page.

Use these buttons to go to next page/back to previous page/ retrace your steps. (See below)

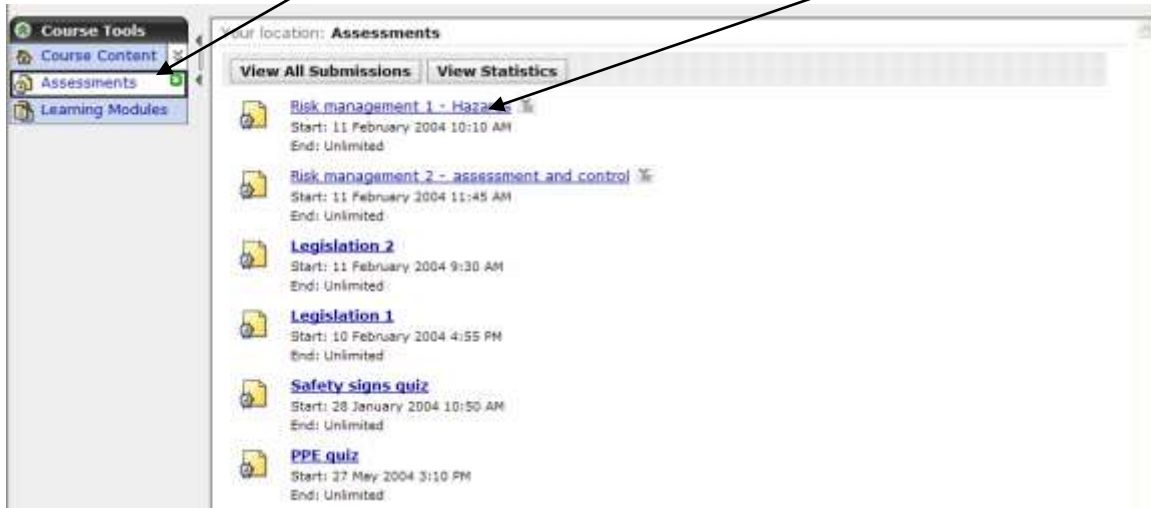


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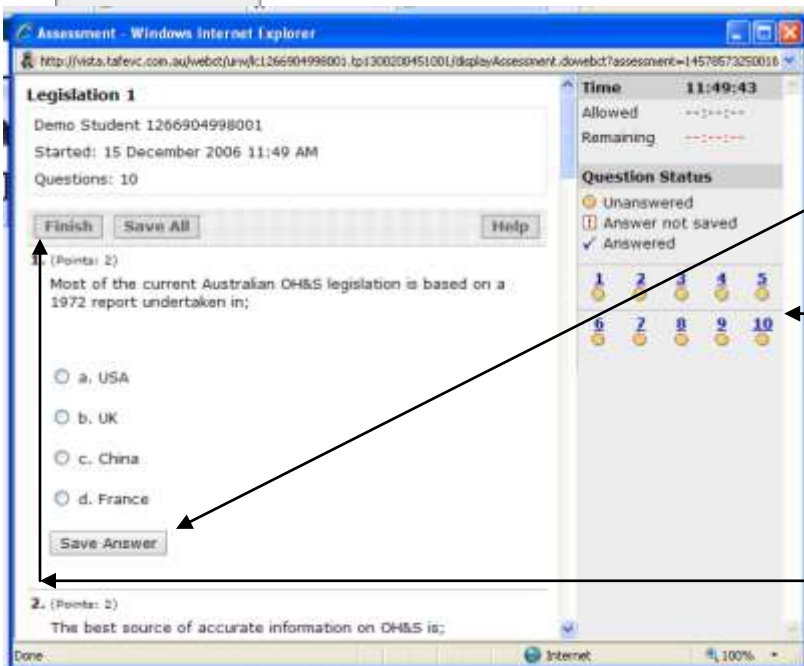
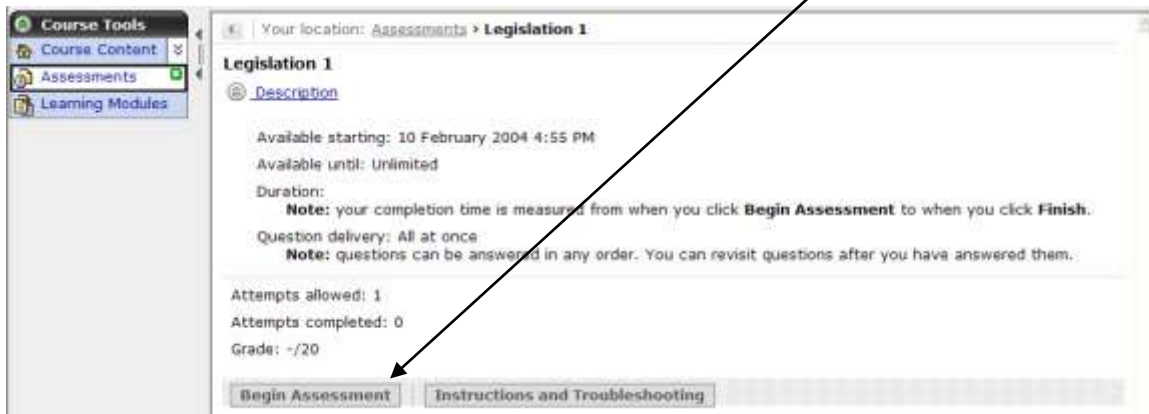
Assessments

Click to access all the quizzes (Note: this may not be applicable to all units. In some cases, a link to an assessment will appear from inside a Learning Module)

Click on the relevant quiz to start



Take note of any instructions. Click 'Begin Assessment to start.



A new window will open. Choose the correct answer, and then click the 'Save Answer' box.

The 'Question status' box will let you know which ones you have answered and saved.

Complete all the questions and make sure that you click the 'Finish' button when you have completed the quiz. Otherwise your results will not be recorded. There will be one at the bottom of the quiz as well)

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Troubleshooting guide.

Most of the problems have occurred because people failed to read the instructions fully and carefully. Set out below are the most common problems, and what can be done to overcome them.

You cannot access the TafeVC.

This may be due to problems with your internet service provider, the telephone lines or broadband access. First of all, check whether you can get to any other sites. Don't try a 'favourite' site, it may be showing you the site from your hard drive, as some sites will store the first page of an often visited site there to provide quick access. If you cannot think of a different site to visit, click on some of the links of a 'favourite', and see if they work. If you cannot get to any site, there is a problem with the internet connection. You may have to try again later.

If you can access other sites, but not the TafeVC, double check that the address is correct, and spelt correctly. The correct address is:- <http://vista.tafevc.com.au>
Make sure that you select the correct provider – Bendigo Regional Institute of TAFE
In some cases, the TafeVC server may not be responding. There may be a message to this effect.

You cannot log on.

Note: a flow chart can be accessed from the log in page on the Bendigo TAFE website

1. Most of the problems associated with logging on relate to the use of the wrong password. We tend to have so many these days that it can be hard to enter the correct one at the correct time. Make sure you are using the correct username and password. **Your username is your Bendigo TAFE student ID.** This consists of 3 letters and 8 numbers. **Your password** was issued to you by your course facilitator. Once you log on and change your password, we have no record of it.
2. Make sure you are entering the username and password correctly. They are case sensitive – it may require capital or lower case letters
3. If you have changed your password, make sure you are entering it correctly. If you have forgotten what it is, click on the 'Forgot your login information?' link on the Login page. It will be sent to your email address from the TafeVC. (Note: to do this, you will need to have changed the password and set up the 'secret question' in the 'Change Password' screen.)

Security settings and 'pop-up blockers'

Depending on the settings on your computer, you may have trouble seeing all the pages, or some of the boxes that should appear. This is because the TafeVC makes some windows (such as quiz boxes and similar) pop-up, and your operating system may think there is a security risk. Note the information at the front of this manual.

In some situations, you may see a yellow bar appear just below the address bar, and you may see a dialog box referring to this bar. In some cases, it will ask you whether you want to allow the pop-up. If you click 'Yes', it should allow the box to appear. See pages 3 and 4 for more detail.