

Frequently Asked Questions

Question	Answer
1. What if I do NOT have a UAnet ID or forgot my password?	Contact the Learning Technology Support Desk (330) 972-6888. The Support Desk can issue you a UAnet ID or give you a new password.
2. How will my classes be added to myWebCT Homepage?	If your class uses WebCT, you will automatically be enrolled in the WebCT portion of the course. For a student to participate in a WebCT course, web-based or enhanced, two actions must occur: <ol style="list-style-type: none">1. You must register via normal UA registration process.2. The faculty must have opened a WebCT account for the course.
3. What if I am registered for a class and still cannot access my WebCT course?	Any questions about student enrollment in WebCT should be directed to the WebCT Support Team at WebHelp-L@Lists.uakron.edu .
4. How do I log into WebCT?	Log onto your computer, connect to the internet, open a browser, and type in the URL http://webct.uakron.edu/
5. How can I make sure that my computer is ready to fully utilize WebCT?	Tune up your browser by going to http://wyw.webct.com/webct_tune_up.html

6. What is a cache setting and why is it important?

Browser cache files are temporary Internet files that your browser saves to your hard disk when you visit a web page. The next time you visit that web page, the browser can load the saved cached files from your hard disk instead of downloading them again from the Internet. Browsers do this in order to minimize the time required to load a web page. Unfortunately, this can be a bad thing for a dynamic web site like WebCT in which online content can change while you are online. If online content has changed (such as the appearance of your grade after you take a quiz) and your browser always loads cached files instead of checking for changes online, you may not see the new changes in the content.

It is important in WebCT that your cache files (aka, temporary Internet files) option be set to compare "Every time" so that the page you see is the updated version and not the cached version (i.e., old version saved on your hard disk by the browser).

In Netscape, how do I change my cache settings?

1. Click the **Preferences** option under the **Edit** menu.
2. Click on the "+" to the left of **Advanced**.
3. Select **Cache** under **Advanced**.
4. Select the **Every Time** radio button and click OK.

In Internet Explorer, how do I change my cache settings?

1. Click the **Internet Options** under the **Tools** menu.
2. Click on the **Settings** button in the **Temporary Internet Files** section.
3. Select the **Every visit to the page** radio button and click **OK**

<p>7. What are the hardware requirements for utilizing WebCT?</p>	<ul style="list-style-type: none"> • A processor with at least 133 MHz clock speed • At least 32 Mb RAM • A SVGA-compatible monitor • Minimum 800 x 600 resolution (you can use 1024 x 768) • 16 bit color • Video and audio cards • A 28.8 modem or faster (if dialing in to campus) • Java and JavaScript capability • Mac Users: OS 7.5 or higher • PC Users: Windows 95 or higher
<p>8. What are the software requirements for utilizing WebCT?</p>	<ol style="list-style-type: none"> 1. Netscape Navigator (4.5 or higher recommended, version 6.0 not recommended) or Microsoft's Internet Explorer (version 5.0 or higher recommended) are the two web browsers that will give you the best results. You can download these browsers for free from Information Services at https://www.uakron.edu/cs/restricted/download/index.html. You will be prompted to enter your UANet ID and password prior to entering this page. 2. You also need to make sure the audio on your computer is turned on. 3. Make sure your screen resolution is set properly. 800x600 or 1024x 768. 4. Tune up your browser by going to http://wyw.webct.com/webct_tune_up.html 5. You need to set your cache files option to be set to compare "Every Time" so that the page you see is an updated version and not the cached version.
<p>9. How do I contact my instructor?</p>	<p>Go to http://www.uakron.edu/directory/staff/ and enter your instructor's last name.</p>

10. Who do I contact if I am having UANet ID difficulties?	Email: ACAD-PRG@LISTS.UAKRON.EDU
11. Who do I contact if I am having WebCT difficulties?	Email: webhelp-L@Lists.uakron.edu
12. Where can I find WebCT support online?	http://www.webct.com