

Is your browser supported by myCommNet?

Visit <http://my.commmnet.edu/site/faq.html#browser> to check which browsers are supported by myCommNet. If you want to know which browser version you are using, 1) Open the Browser 2) Click on Help and then About and it will show you your browser's version.

Disabling Pop-up Blockers

Most of the online learning systems, including myCommNet and WebCT Vista, take advantage of pop-up windows to present course material. If any pop-up blockers are present on your system they will prevent you from using myCommNet or some WebCT Vista course tools (i.e. mail, exams, library reserves, streaming media).

We recommend setting an option that allows pop-ups from websites you specify, and blocks all other pop-ups.

Include *my.commmnet.edu* and *vista.ctdlc.org* in your list of exceptions to allow pop-ups. The Help for your blocking software should tell you how to do this.

For your convenience, directions for some of the more popular pop-up blocking software are listed below.

Internet Explorer

1. Open Internet Explorer
2. Click on the **Tools** menu and put your mouse over **Pop-up Blocker**.
3. A tiny menu should expand to the right. Click on **Pop-up Blocker Settings**.
4. In the Pop-up Blocker Settings dialog box: Type "vista.ctdlc.org" in the "Address of Web site to allow" text box, click "Add," now type "my.commmnet.edu" in the "Address of Web site to allow" text box, click "Add," now click "Close"



Netscape 7.1, 7.2, Mozilla

1. Open Netscape or Mozilla
 2. Click on the **Tools** menu then mouse over the **Popup Manager** option.
 3. Click on **Allow Popups From This Site**. (Remember to do this for both my.commmnet.edu and vista.ctdlc.org)
- * *Netscape 7.2 has a Netscape toolbar that allows you to block or allow pop-ups by clicking a button.*



Mozilla Firefox

1. Open Mozilla Firefox
 2. Click on the **Tools** menu then on the **Options** menu.
 3. Click on the **Web Features (or Content)** icon within the **Options** window.
 4. Click on the **Allowed Sites** button
 5. Type "vista.ctdlc.org" in the "Address of web site" text box, click "Allow," now type "my.commmnet.edu" in the "Address of web site" text box, click "Allow," click "OK"
- * *In the Mac OS X version of Firefox, the Preferences can be found on the Firefox menu, not the Tools menu.*



Toolbar Pop-up Blockers

(AOL, Google, Yahoo!, MSN Toolbars)



In addition to any internal browser pop-up blockers, toolbars can also contain pop-up blocker capabilities. *Toolbars usually only affect the Internet Explorer browser.*

1. Open Internet Explorer.
2. Click on the **View** menu and put your mouse over the **Toolbars** menu.
3. A tiny menu should appear to the right. Note the contents of that menu.
4. These toolbars may be named AOL Toolbar, AIM Toolbar, Yahoo Toolbar (Yahoo Companion), MyWebSearch, MSN Toolbar, WebAssistant, ViewPoint Toolbar, etc.
5. If any of these are present, we recommend uninstalling them.
6. Please close any instances of Internet Explorer that you may have open.
7. Click on the **Start** button within Microsoft Windows.
8. Depending on the version of Windows you are running, you should see an icon labeled **Control Panel**. With other versions of Windows you may see **Settings**, and then within **Settings** you will see a **Control Panel** icon.
9. Click on the **Add or Remove Programs** icon.
10. Within this window find the names of the toolbars that were listed before and uninstall them.
11. If the name of the toolbar is not present within the Add or Remove Programs menu, go back into Internet Explorer > View > Toolbars and uncheck any remaining toolbars by clicking on the name within the menu. This should at the very least disable the toolbar if it cannot be completely uninstalled.

**If you still have pop-ups being blocked than you may have another program on your computer that is blocking pop-ups. Some anti-virus software may include a pop-up blocker. Since we do not provide support for these products please consult your anti-virus software manual or seek out the manufacturer's technical support.*

Customizing Firefox Toolbar

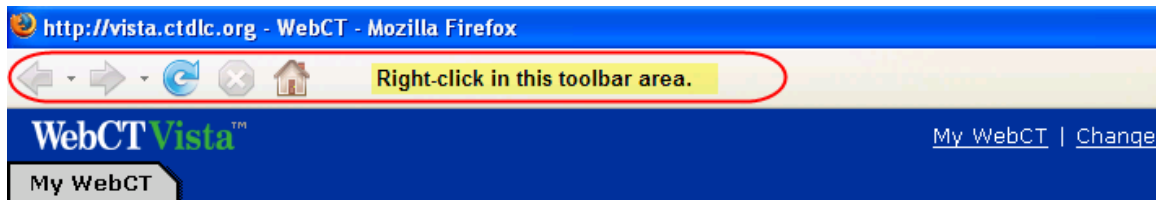
If you are using Firefox, and would like to customize the toolbar to add the Print (or other) icons, follow the directions below.

Please note that myCommNet only supports the following versions of Firefox: 1.0.7 and 1.5.0.1

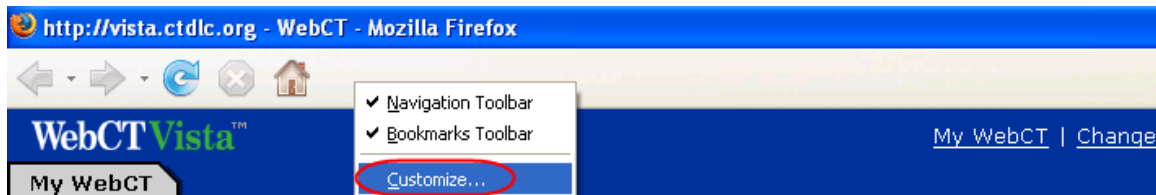
For a full list of supported browsers, visit:
<https://my.commmnet.edu/site/faq.html#browser>

To add icons to Firefox toolbar:

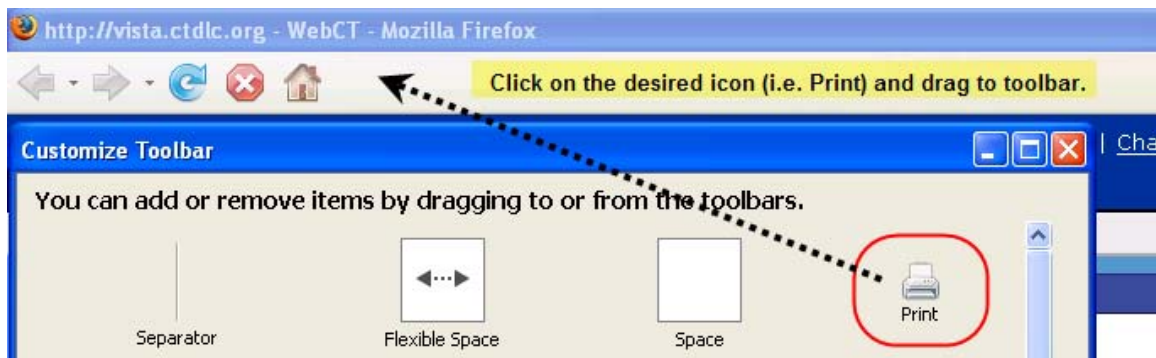
1. **Right-click** in the toolbar area.



2. Select **Customize**.



3. **Click and drag the item** from the Customize Toolbar box **to the toolbar**.



Known Problems Logging into myCommNet with AOL and SBC Globalnet Users

For America Online and SBC Globalnet Subscribers

We have an excessive number of AOL and SBC Globalnet users who have problems with myCommNet.

We have determined that many of the default settings within the AOL and SBC Globalnet interface are incompatible with myCommNet. If you are an AOL or SBC Globalnet user and you are having trouble using myCommNet please do the following:

1. **Start and Login to AOL or SBC Globalnet (SBC) as you normally do.**
2. **Once AOL or SBC is up and running, minimize the AOL or SBC interface.**

Please don't close out, just minimize it. Do this by clicking on the little slash at the upper right hand corner of the screen.

It should look like this:



3. **Open up another myCommNet supported browser and use it to access myCommNet.**

To view the list of myCommNet supported browsers go to: <https://my.commnnet.edu/site/faq.html#browser>

In most cases Internet Explorer is already installed on your machine so go ahead and use it.

If you don't have Internet Explorer and/or Internet Explorer is also giving you problems, you will need to download and install another browser. We recommend **Mozilla Firefox**, since this will get you up and running in the least amount of time.

You can find Mozilla at the following web address:

<http://www.mozilla.org>

Just follow the instructions given on the web site to download and install this browser.

(Original documentation from Paul McLean, Director of Distance Learning at Middlesex Community College in Middletown, CT. Thanks for posting this solution for Vista.)

updated 11/29/2007by myCommNet team.