


Getting Started

Everything you need to know about **GeorgiaVIEW** (FAQ)

- **What is GeorgiaVIEW?**
 - **GeorgiaVIEW** (version **Vista 8**) (former WebCT) is a web-based Course Management System you will use for your course work. GeorgiaVIEW@GSW is the GSW implementation of the system.
 - With this system, you can see the course content, do and submit your assignments, take tests, and communicate with your instructors and classmates. Nearly all of your courses will use it in some way.
- **How can I login to GeorgiaVIEW?**
 - On the GSW home page, you should click the arrow next to GSW Community links. Choose the **GeorgiaVIEW** from the drop-down menu.
 - On the **GeorgiaVIEW** home page, you will find important links, login and support information.
- **What is my GeorgiaVIEW username and password?**
 - Your **username** is the **first part of your RADAR e-mail address** (everything before the @ symbol)
 - Your **password** is **initially the same as your RAIN PIN number**
 - It should contain no fewer than six characters
- **How can I change my password in GeorgiaVIEW?**
 - Click the **My Settings** link at the top right side on the **My GeorgiaVIEW** page
 - On the My Settings screen, click the **Change Password** button
 - On the Change Password screen, type in your current password, then your new password and confirm it
 - It is a good idea to create your secret question and answer. It will help you to retrieve your password easily if you forget it
 - Click the **Save** button
- **How can I get GeorgiaVIEW help?**
 - GSW GeorgiaVIEW Help e-mail gaview@canes.gsw.edu.
GSW GeorgiaVIEW Help is only available Monday - Friday during business hours.
 - We have 24x7 Support for GeorgiaVIEW via the new [Online Support Center](#). The OSC designed to answer all of your questions online with a self-service type model. It can be accessed anytime from anywhere. If need be, technicians are standing by to answer questions online via online chat or phone.
 - You can find links to support information on the GSW GeorgiaVIEW Home page or in the Campus Bookmarks section of GeorgiaVIEW course page.
- **My course content is unavailable. What am I supposed to do?**
 - If you click on your course and get a message saying the course is unavailable, please contact your instructor. This just means the instructor has not given the class access to the materials yet.
 - If you are having problems with one of your courses, please contact the instructor of the course before you contact GeorgiaVIEW Help.

- **How can I get my instructor's name and contact information?**
 - To know the instructor's name:
 - Log-in to your [RAIN](#) account
 - Go to your **Student Detail Schedule** and look for the instructor's name.
 - To get the instructor's contact information:
 - Go to the campus directory <http://www.gsw.edu/search/directories.htm>
 - Type in your instructor's last name in the "**Find: faculty, and staff**" window and click "**Go**".
- **My courses are not showing up in my Course List in GeorgiaVIEW.**
 - If you have just registered for the course, you have to wait before the course will show up. There is a normal delay of 24 - 48 hours from the day a student registers for a class to the day the student actually has access to the course in GeorgiaVIEW.
 - Click the **Pencil** icon to the right of your Course List and make sure the course is not hidden.
- **How do I display my picture for my classmates and instructor?**
 - Use the **My Settings** tool to modify your profile and add your picture. Make sure you have the "Public" box checked.
- **How can I prevent losing answers on quizzes and tests if my computer crashes?**
 - You have to click the "**Save Answer**" button after each question. This ensures that you will only lose at most one answer if something goes wrong.
- **Why my Course Menu is showing only icons?**
 - Make sure you click the **Expand or Collapse** button (the two lines and arrow) directly to the right of the menu.
- **When I typed a message in the Discussion or Mail tool, I was kicked out and lost my message.**
 - Whenever you are creating a long message, it is recommended that you type it in MS Word or other text-based program, so that you can save the response periodically. You can then copy and paste the text into GeorgiaVIEW. Therefore, if a timeout or shutdown occurs, you do not lose your work.
- **I do not see my course grades.**
 - Make sure you click the **My Grades** link in the **My Tools** area of the Course Menu.
 - The instructor has not released students' grades. Please contact your instructor.
- **I click on a file in GeorgiaVIEW and nothing happens (files not opening).**
 - Check to see if a yellow bar with the following message is displayed at the top of the screen: "To help protect your security, Internet Explorer has blocked this site from downloading files to your computer. Click here for options".
 - You should change your browser settings to "Prompt for Automatic Downloading of Files". To change this setting, do the following:
 - Open your web browser (i.e., Internet Explorer)
 - Choose **Tools, Internet Options**
 - Click the **Security** tab
 - In the "Security level for this zone" area, click the **Custom level...** tab
 - Scroll down to the "Downloads" section
 - Select **Enable** for "**Automatic prompting for file downloads**"
 - Select **Enable** for "**File download**"

- Click **OK**. Click OK again to close the Internet Options dialog box
- **What is the maximum file size I can upload or use in GeorgiaVIEW for files?**
 - The maximum storage space is 200 MB, which is the largest file size you can upload also.
- **How can I manage files that I have attached to Assignments or Mail tool?**
 - On the **My GeorgiaVIEW** screen, click the **Content Manager** tab to manage your **My Files** area.
 - Click **My Files** link under My Tools on the Course Menu (if this link is available).
- **How can I remove old courses from my Course List?**
 - Click the small pencil icon  in the upper right corner of the Course List
 - On the appeared screen, put a check mark next to the courses you want to hide
 - Click the **Hide** button and **OK** to confirm
 - Click on the **My GeorgiaVIEW** tab to return to your Course List
 - You will see a message showing the number of hidden links.
- **I am getting a pop-up asking me if I want to accept or trust a new Java certificate. What should I do?**
 - Periodically, Java certificates on the Vista servers expire and must be replaced with new ones. When your browser encounters a new Java certificate for the first time, you will be asked whether you want to "trust" this certificate.
 - Different browsers may present various Java certificate and pop-up messages.
 - Select the "**Accept Always**" option (or its equivalent), or you will see this pop-up each time you login to Vista.
 - If you click Deny or Cancel (or its equivalent), you will not be able to use certain course features that rely on Java applets.
- **Can I use the Firefox 3+ browser (or Internet Explorer 8 or Safari 3+) with Vista 8?**
 - Firefox 3+ for Windows is currently "certified" for use with Vista 8 from the Windows XP operating system.
 - Firefox 3+ for the Apple Macintosh is not fully supported for use with Vista 8. Use Firefox 2+ instead.
 - Internet Explorer 8 is also not supported for use with Vista 8; neither is Safari 3+. (Older versions of Safari & Internet Explorer are certified for use with Vista 8.)
 - NOTE: Users of Firefox 3+ for Windows may observe the following error message: *"Unable to locate the page you requested..."*
To avoid this error, switch to a fully supported (certified) version of Internet Explorer for your installed operating system. Another workaround for FF3 is to clear its browser cache and authenticated session information, which should bypass the error message, at least for a while.
- **Should I install the brand new version of my favorite web browser? It was just released today.**
 - When it comes to updating or upgrading ANY software component to use with GeorgiaVIEW Vista, it is strongly recommended not to install it for a while. The newest version is probably NOT SUPPORTED by Vista and is more likely to cause problems.

- Software which is not fully supported for use with GeorgiaVIEW Vista may work fine, for most online learning tasks...or not. All USG Vista users are strongly discouraged from updating key software elements in the middle of a semester.
- **My computer worked just fine with GeorgiaVIEW Vista earlier, but not anymore. What is the problem?**
 - The problem may involve newer versions of software, which may have been uploaded and installed to your computer without your knowing it.
 - If your computer is configured to allow "automatic updates" to occur whenever new versions of web browsers or Sun's Java become available, this may cause problems. A brand new version of web browser may not be supported for use with GeorgiaVIEW Vista, even though the previous version worked fine.
 - "Updating" your Java may actually install an additional version of Java on your computer instead, leaving previous Java installations intact. **GeorgiaVIEW Vista works with only ONE supported version of Java installed.** Multiple installations of Java may result in sluggish performance or the "login loop," where users get kicked out of Vista without warning. Windows users can check Add/Remove Programs to inspect how many versions of Sun's Java (JRE) exist on their computers.