

## Accessing your GeorgiaVIEW Vista Course

GeorgiaVIEW Vista is a Web-based, course management system used by the University System of Georgia. To access Vista, you need a computer with Internet access and a Web browser. Vista works best with broadband Internet connections. Vista is Web-based, so you will need to make sure your Web browser is set up correctly. To help you do this, Vista can check your browser settings with 'Browser Checker' when you log on. If you do need to change settings, Browser Checker tells you how. Before you log on, read the Vista tips.

### Read me first! Vista tips

1. Use Firefox, Mozilla, Internet Explorer, or Safari Internet browser (on a Mac).
2. When you get a browser set up correctly for Vista, use it just for Vista. Use another browser for everything else you do on the Web.
3. Turn off Pop-up blocker.
  - Internet Explorer: go to the Tools menu and Popup-blocker, select 'Turn off popup blocker'.
  - Firefox: go to the Vista site. Find where it says "Firefox prevented this site from opening a popup window. Click here for options..." Do this, and select "Allow popups for u.view.usg.edu."
4. Don't use the browser's 'Back' or 'Forward' buttons when you are in Vista. Vista has its own navigation for going back and forward in each course section site.
5. If pages or new screens seem slow to appear, don't keep clicking. Wait!
6. Change your initial Vista password to one that is easier to remember.
7. The 'Warning Security' and 'Certificate' dialog messages are normal. Click 'YES' each time a message like this appears.
8. If you can't log on, see the Vista HELP section below.

### How to access and log on to Vista

#### Step 1. Obtain your Vista user name and passwords

When you have obtained your Vista user name and password, you can access any Georgia Highlands Course section that uses Vista. Your user name and password do not change.

- Your Vista user name is usually the same as your GHC e-mail name. You can also get your username from the course instructor. If you have logged on to Vista at Georgia Highlands before use the same Vista username and password.
- Your Vista password is the same as your initial Georgia Highlands SCORE PIN, the six-digit number based on your date of birth. For example: 012586 (01=January, 24= date, 86=year)

#### If you can't log on...

If you can't log on to Vista or you forgot your password, get your password re-set and mailed to your Georgia Highlands e-mail by going to the Vista Online Support Center at:

<http://help.view.usg.edu>

You must have your Vista user name (from your instructor) and your Georgia Highlands e-mail.

## **Step 2. Log on to Vista and access a course section**

**A.** Go online, open a Web browser, and go to: <http://highlands.view.usg.edu>

The GeorgiaVIEW Vista Entry screen appears.

(Note: If a 'Java Script Application' dialog box opens with the message 'Pop-up Window Check' appears, click 'OK'. This means you need to turn OFF popup-blocker (see Vista Tips, above).

**B.** Click the "Log In" button.

The GeorgiaVIEW Vista log on screen appears.

(Note: If a 'Browser Checker' window appears, you need to change some settings in your Web browser. There is a red X by the settings you need to change. For instructions, scroll down to the bottom of the Browser Checker window to 'Other Resources', click the 'Step-by-step instructions to properly configure your browser' link, and follow the directions. You can then continue.)

**C.** Enter your Vista user name and password (the password is case sensitive).

Your "MyWebCT" screen appears, listing current course sections.

**D.** Click the title of the course section you want to go to: the home page opens.

## **Vista help**

Vista help and user support are available 24 hours a day, seven days a week. You can get immediate assistance in resolving Vista issues at any time –without having to contact the course instructor.

Go to the Website below to see if there's a solution to your problem. If you don't see what you need, you can either submit a 'ticket' describing the problem, e-mail customer support, or 'chat' to a support person via 'live chat' over the Web.

<http://help.view.usg.edu>

## **Troubleshooting Tips**

- Check that you entered your Vista user name and password correctly.
- Run the Browser Checker, and turn OFF popup blocker.
- Quit Vista, close the Web browser and try using a different browser.
- Make sure your computer is set to the correct time.
- Turn off any special toolbars you have in your browser.