

Configuring Your Computer for GeorgiaVIEW (WebCT Vista) And Getting Past Internet Explorer's Security Blocks

1. **Java** is a helper program for your computer's operating system. GeorgiaVIEW was designed to work with the latest version. Visit <http://www.java.com> to make sure your **Java version is up-to-date**. Click the "**Free Download**" link to begin.
2. Set our GeorgiaVIEW site to be a "**Trusted Site**". Start Internet Explorer and select the following choices: **Tools** (menu), **Internet Options** (menu), **Security** (tab), **Trusted Sites** (icon). In the first box, type in https://*.usg.edu (notice the asterisk after the two slashes) and click the **Add** button. (Suggestion: While you are there, you may want to also add the address for ASU's secured systems https://*.aug.edu) Click **OK** until you are out of the dialog boxes.
3. Go to GeorgiaVIEW, using either the direct address, <https://aug.view.usg.edu> , or using the link through Campus Pipeline's My Courses tab. **Note:** If you ever can't connect with the direct address, use the Campus Pipeline route.
4. You **must allow pop-ups and file downloads inside Internet Explorer**. If you get the "Did you notice ...?" window, click **OK** (twice) to acknowledge the messages. The first time Internet Explorer blocks a pop-up or file download, a pale yellow bar will be displayed at the base of the gray toolbar. Click on the bar once and select "Always allow Pop-ups for this site".
5. Before logging in, **allow "pop-ups"** on the **Google Toolbar** – It has two states – one says how many pop-ups have been blocked and the other says "Pop-ups okay". If your Google Toolbar says "Pop-ups okay" you don't have to do anything. **If it says a number followed by the word "Blocked", click the word "Blocked"**. It should change to okay.
6. Log into GeorgiaVIEW using your email name as a username and your password. If you have never been in GeorgiaVIEW and changed your password, the password is your date of birth in six digits, month day year order. Example: March 5th, 1998 would be 030598.
IMPORTANT: DO NOT ALLOW INTERNET EXPLORER TO REMEMBER

YOUR PASSWORD !!!

7. A **security certificate warning** will appear. Make sure there is a checkmark in the square on the left side of the box to **ALWAYS trust content from this publisher** and click the **Run** button. A **second** certificate appears, do the same thing to **ALWAYS trust the content**.

If you need assistance configuring an on-campus computer and it is between 8 a.m.-4:30 p.m., Monday through Friday (except "Campus Closed" days), contact the **HelpDesk** at 706-737-1482.

If you need assistance with configuring an **off-campus** computer, or it is "**after hours**", go to:

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

Look for the answers in the "**Knowledge base**" or click the "**Support Options**" tab. Support Options include a toll-free telephone number, a live chat facility, or an electronic "ticket" submission.

A note about Password Resets:

Password resets may be done automatically by the GeorgiaVIEW system **IF YOU SET A SECRET QUESTION/ANSWER**. Clicking on the "Forgot your password?" link will prompt you for your ASU email address. Then it will display your secret question. If you provide the secret answer, the system resets the password and emails it to your ASU email address.

Set your secret question/answer in the "Change Password" area by clicking the link in the upper right corner in the bright blue bar.

The IT Services HelpDesk in University Hall can reset GeorgiaVIEW passwords if you never completed a secret combination.