



How to access and use BTOnline

Please note: this manual contains important information on how to access and use BTOnline. Please read this manual and follow the steps outlined on pages 3 and 4 **before** attempting to log on, otherwise you may not be able to access all of the content.

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How to access and use BTOOnline

This manual will show you how to access and use BTOOnline (Bendigo TAFE Online). This is the internet delivery platform Bendigo TAFE uses to allow clients access to a range of online materials.

To access the platform and material, you will need a username and a password. **Your username is your student number.** Your password is linked to the Bendigo TAFE PC computer system. Please use this password to logon. If you have forgotten your password, please see your course facilitator.

On the following pages are step-by-step instructions on how to access the BTOOnline material. There may be other specific information provided by your facilitator; for example, on which sections, quizzes and/or worksheets need to be completed.

If you have problems, it can be difficult to know exactly where the problem lies. There is a troubleshooting section at the back of this manual that deals with common problems. Try this first. Please note that most problems relate to using incorrect usernames and/or passwords, so please check these are correct before contacting anyone for help.

If you are still having problems, contact your course facilitator, or contact the Bendigo TAFE BTOOnline Administrator for help.

Bendigo TAFE BTOOnline Administrator
Phone (03) 5434 1511
Email btonline@britafe.vic.edu.au

Computer requirements

Most computers with internet access should have no problems accessing BTOOnline. The speed of your internet connection will be the main factor in how well you can access the information. Our policy is to set up the course so that the pages load as quickly as possible, but for some courses, larger files and high resolution graphics may be included, which will impact on download times and access. If this is a problem, discuss it with your facilitator, as other options may be available (e.g. larger files may be provided on CD).

In some cases, additional software may be required, depending on the subject being studied. This will be discussed by the course facilitator before you start, and is quite often a free plug-in. In these cases, links to the sites where these can be downloaded will be listed on the front page of the online unit

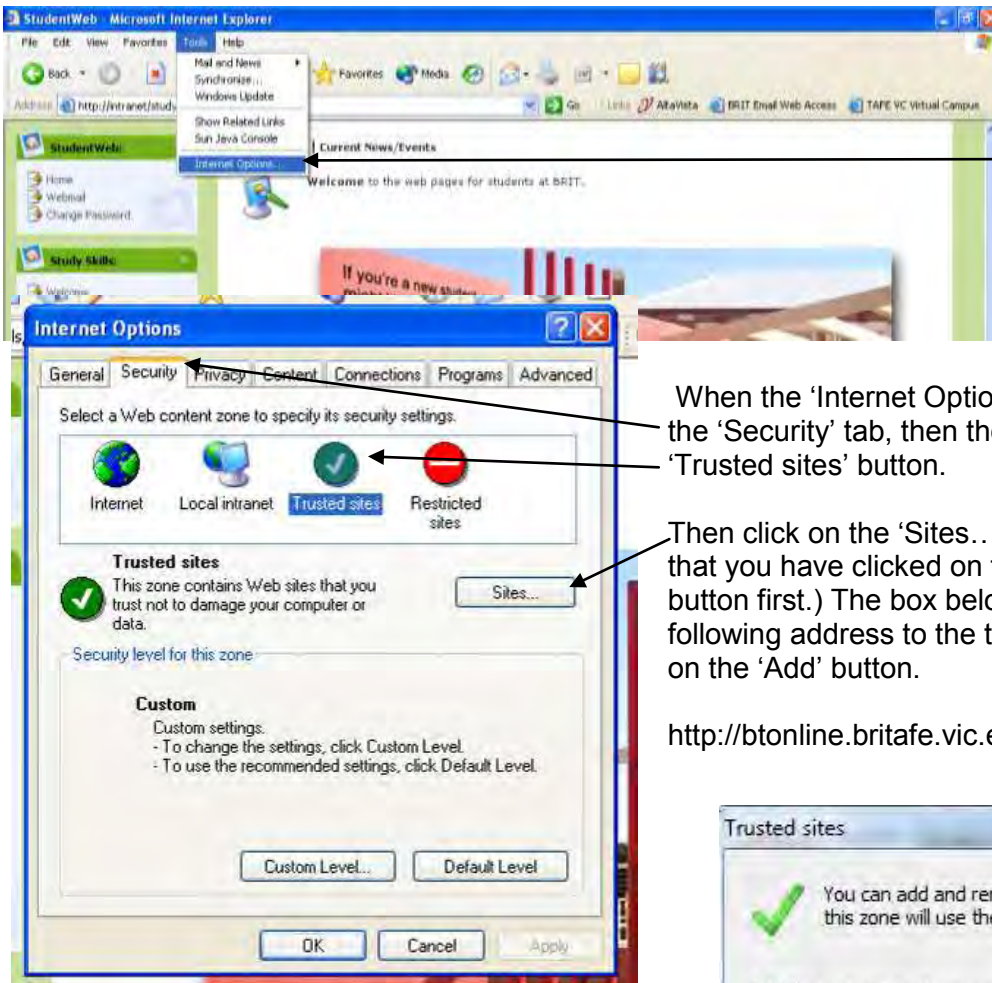
Security issues

Be aware that the security settings on your home/work computer can cause problems. Because each computer is different, it is difficult for Bendigo TAFE to ensure that BTOOnline will work every time. **To prevent problems, we suggest you make BTOOnline a 'trusted site' and set the 'Pop-up Blocker' settings before starting.** Information on how to do this is on the next page. All Bendigo TAFE computers have already been set; this only applies to home/work computers. If you are using a work computer, and are having problems, we recommend that you contact your system administrator.

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Making BTOline a 'trusted site'

This is a setting on your computer, and tells it that everything from BTOline is safe. You will only need to do this for your home (or work) computer, as all Bendigo TAFE computers have BTOline listed as a trusted site. How to do this is outlined below.

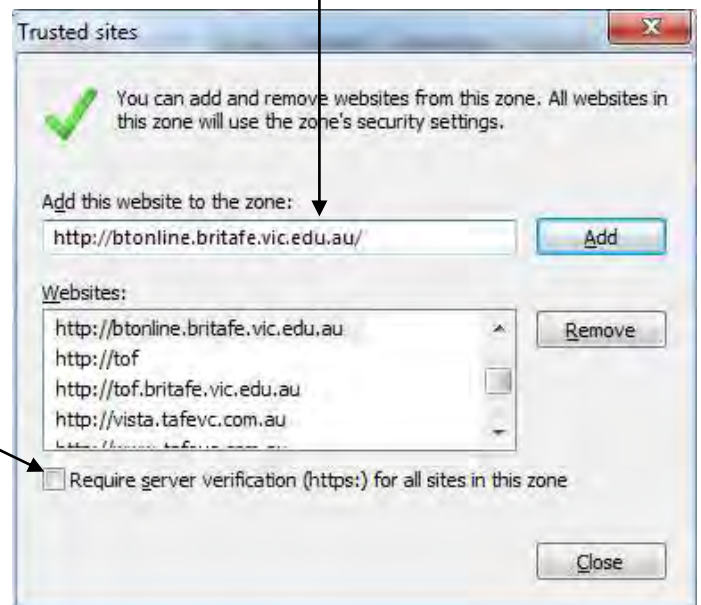


Open your internet browser, click on 'Tools' and then 'Internet Options...'

When the 'Internet Options' box opens, click on the 'Security' tab, then the 'Trusted sites' button.

Then click on the 'Sites...' button (Make sure that you have clicked on the 'Trusted sites' button first.) The box below will appear. Add the following address to the top box, and then click on the 'Add' button.

<http://btonline.britafe.vic.edu.au>



If using a home computer, make sure the box at the bottom is NOT ticked.

Click 'OK' in all screens when finished.

If you are using a computer at work, check with your IT people. **All Bendigo TAFE computers already have this site listed as a trusted site.** (Note – other sites may also be listed.)

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Pop-up blockers

You can set the pop-up blocker to allow pop-ups from selected sites. BTOline uses pop-up screens in a few places, including at start-up. **To prevent problems and ensure you can access all of the information, it's important to allow pop-ups before attempting to log on.**

To set this, do the following;

Open Internet Explorer 7, click on 'Tools',
'Pop-up Blocker',
'Pop-up Blocker Settings'

(Note – if the 'Pop-up Blocker Settings' text is greyed out, the pop-up blocker is turned off. You may leave this off or click on 'Turn On Pop-up Blocker' to turn it on, then repeat the above. Turning on the Pop-up blocker will prevent pop-ups from all websites unless you allow them in the Settings here)

In the 'Pop-up Blocker Settings' dialog box, enter the following address:

*.britafe.vic.edu.au

Then click 'Add'

At the bottom of the box, it will need to be on 'Low: Allow pop-ups from secure sites' from the drop-down box.

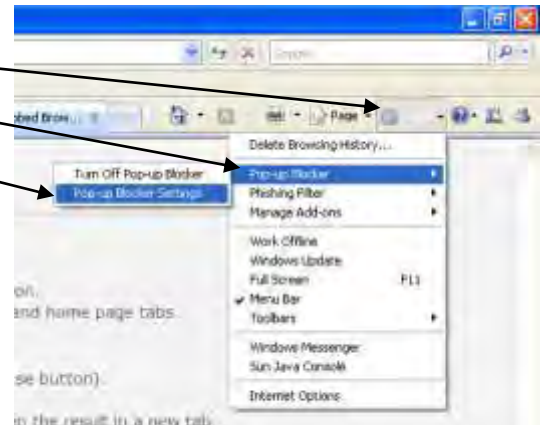
Click 'Close' when finished.

Similar options are found under the 'Tools' menu in Internet Explorer 6 & 8. Other browsers (such as Firefox and Safari) will have similar settings.

In some cases, particularly if the documents have been uploaded in Word format, you may still get a message asking you whether you want to 'download file' or 'allow pop-ups from this site' (or similar). This may appear in a pale yellow bar that appears towards the top of the page. If this happens, click 'yes' or 'download file' (Note that you may be sent back to your 'Bendigo TAFE online' page. If this happens, just access the information again – the pages should now be accessible.)

You may need to close the browser for these settings to take effect. When you try to open that document again, it should be OK.

For those using Bendigo TAFE computers. Please note that you will need to do this every time you log on to a different computer, as it will only record the settings for a particular computer with your logon details. You will need to do this for the first time on any computer.



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Accessing BTOline

To access the content on BTOline, go to <http://btonline.britafe.vic.edu.au>

If you are using a Bendigo TAFE computer, you may have to wait for the Authentication software to load. If accessing from home, this may not apply.

To login, enter your username (student ID) and password which is the same as your Bendigo TAFE PC computer system and click 'Log In'.

On this page there is a manual that you can print off. It contains further information about how to use BTOline.



At the bottom of your screen you will then see a list of courses, or you may click on the 'Courses' tab at the top.



Some courses you will have already been enrolled in, for some you may be able to self register. Others you will not have access to.

After you click on the module name you will be asked 'Are you sure you wish to do this?' Click on 'Yes' as shown in the next picture.

You are about to enrol yourself as a member of this course.
Are you sure you wish to do this?

Yes No

You have now successfully enrolled in the module and are taken into the module ready to begin.

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Navigating within BTOOnline

Courses may vary in appearance and behaviour depending on what activity you need to perform. Instructions should be found within the course you are accessing. If you cannot find any, please contact your course facilitator.

Troubleshooting guide

Most problems occur because people fail to read the instructions fully and carefully. Set out below are the most common problems, and what can be done to overcome them.

You cannot access BTOOnline.

This may be due to problems with your internet service provider, the telephone lines or broadband access. First of all, check whether you can get to any other sites. Don't try a 'favourite' site, it may be showing you the site from your hard drive, as some sites will store the first page of an often visited site there to provide quick access. If you cannot think of a different site to visit, click on some of the links of a 'favourite', and see if they work. If you cannot get to any site, there is a problem with the internet connection. You may have to try again later.

If you can access other sites, but not BTOOnline, double check that the address is correct, and spelt correctly. The correct address is:- <http://btonline.britafe.vic.edu.au>
In some cases, the BTOOnline server may not be responding. There may be a message to this effect.

You cannot log on.

1. Most of the problems associated with logging on relate to the use of the wrong username or password. We tend to have so many these days that it can be hard to enter the correct one at the correct time. Make sure you are using the correct username and password. **Your username is your Bendigo TAFE student ID.** This consists of 3 letters and 8 numbers. **Your password** is the same as what you use to access a Bendigo TAFE PC.
2. Make sure you are entering the password correctly. It is case sensitive – it may require capital or lower case letters.
3. If you do not know your password, please contact your course facilitator who can arrange for this to be reset.

Security settings and 'pop-up blockers'.

Depending on the settings on your computer, you may have trouble seeing all the pages, or some of the boxes that should appear. This is because BTOOnline makes some windows (such as quiz boxes and similar) pop up, and your operating system may think there is a security risk. Note the information at the front of this manual for enabling pop-ups.

In some situations, you may see a yellow bar appear just below the address bar, and you may see a dialog box referring to this bar. In some cases, it will ask you whether you want to allow the pop-up. If you click 'Yes', it should allow the box to appear. See pages 3 and 4 for more detail.