

FAQs for Staff

AVIST FAQs for Staff contains all the update to support information in the form of questions and answers. It is divided into three sections: [Administrators](#), [Instructors](#) and [Registry](#).

FAQs for Administrators

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1. How may I obtain the latest version of VClass?

To upgrade current installation:

You will need a VClass membership and VClass License-Agreement. Partners with valid login names and passwords can download and install the latest VClass distribution from the [VClass download site](#).

To get your license of VClass:

If you are not currently a VClass member and license holder, please contact:

[DISTRIBUTED EDUCATION CENTER](#)

Asian Institute of Technology
P.O. Box 4 Klong Luang
Pathumthani 12120 THAILAND

E-mail: pattama@ait.ac.th

Phone: +66 2 524 5718

Fax: +66 2 524 6618

Once you have a VClass membership and license, login with valid account name and password at [VClass download site](#) to access the latest version of VClass E-learning Platform.

To access prior versions:

If you are seeking a version prior to VClass Version 2.0.5.3, previous versions of VClass are also available for download at the [VClass download site](#).

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2. Where can I find VClass user manuals and other documentation?

VClass users manuals are available for download in the [AVIST Website](#).

You can also find user manuals and other documentation at the [VClass download site](#), which are updated regularly. You will need a VClass membership and VClass License-Agreement (see FAQ entry on [obtaining latest version of VClass](#)) to download them. Login with valid account name and password. All user manuals, and other documentation can be downloaded from this page.

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3. May I share VClass documentation with faculty and staff at my local node?

VClass administrators are authorized by VClass to forward VClass documentation to all faculty and staff.

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4. What are the minimum system requirements to run a VClass Server?

The following are the VClass Server minimum system requirements:

Hardware Requirements:

- Intel Pentium III 1.0 GHz
- RAM 512 MB
- Hard Disk 80 GB
- Network Card

Software Requirements:

- Any operating system
- Any Kind of web sever, which supports PHP 4.3 (or higher interpreter)
- MySQL 3.23 or higher
- Real Media Sever

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5. What are the minimum system requirements for running VClass on the client side?

VClass LMS runs on any standard desktop computer with an internet connection and standard web browser. Some additional software needs to be downloaded. The following are the minimum hardware and software requirements:

Hardware Requirements:

- Pentium II 400 MHz
- RAM 128 MB
- Hard Disk 20 GB
- Network Card or 56kbps Modem
- SVGA
- Sound Card and Speakers

Software Requirements:

- Internet Explorer(IE) 4.0 or higher; Netscape Navigator 6.0 or higher
- RealPlayer 10
- J2SE Runtime Environment version 5.0

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6. Where will I get help in installing VClass?

VClass provides installation guides for Red Hat Linux 9 and Windows 2000. Check [VClass download site](#) for updated version; you will need a valid account name and password to download.

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7. Where can I get help in customizing VClass?

Currently, there are no documentation to help you customize VClass. Please contact [VClass Support](#) if you need to customize VClass for your local node.

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8. How do I create staff accounts?

VClass administrator is responsible for creating and maintaining staff accounts.

To create staff accounts:

Step 1 Login to VClass.

Step 2 Open Profiles function page.

Step 3 Click Create Profile on the Profiles *Sub Menu*.

Step 4 Enter the values for all the fields for staff profile. Click Create.

Staff profile will be created. Email notification will be sent to staff, containing login name and password.

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9. How do I set the system settings?

VClass administrator is responsible for maintaining system settings. In the VClass Settings function, administrator can set the nodes, assessment plugins and country list.

Step 1 Login to the VClass.

Step 2 Click Settings function on the *Main Menu*.

Step 3 To set the nodes: Click Nodes on the Settings *Sub Menu*.
Administrator can add, edit, and delete nodes.

Step 4 To set assessment plugins: Click Assessment Plugins on the Settings *Sub Menu*.

Administrator can add, edit, and delete assessment plugins.

Step 5 To set country list: Click Country_Lookup on the Settings *Sub Menu*.

Administrator can search, edit, delete and add a country.

The VClass Administrator Manual provides more details on System Settings.

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10. What are the tools I can use to communicate with VClass users?

To communicate with staff and students in VClass, several communication tools are available.

A web board is a threaded discussion where the administrator can communicate with other users without having to be online at the same time. Administrator can access all forums in the system. In a forum, administrator can read messages, reply to a message, and post a new topic. In addition, administrator maintains the web board, and can delete messages and topics as necessary.

The online chat facility is used for communication among users of VClass who are online at the same time. VClass Online Chat uses the IRC Java-Applet for its online chat.

Email, using the default email client, is also used for sending messages to VClass users.

In addition, calendar and announcements functions allow the administrator to post system announcements and events.

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11. If Online Chat cannot connect, what should I do?

Most problems with the chat room are browser or firewall related.

To make sure your browser is ready for VClass, check in FAQ # 13.

Make sure you are not trying to connect to the chat room from behind a firewall. If you are not sure that your network uses a restrictive firewall, ask your network administrator. If it is an Internet Service Provider (ISP), contact your ISP.

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12. How do I reset the administrator password?

Follow the steps below to change administrator password:

Step 1 Login to VClass.

Step 2 Click Personal function on the *Main Menu*.

Step 2 Click Personal Profile on the Personal menu.

Step 4 Modify the following fields: New Password and Retype New Password. Click update after entering new values.

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13. How should I configure the web browser settings to work effectively with VClass?

Validated browsers for use with VClass include Microsoft Internet Explorer and Netscape. It is very important that a compatible browser is used. The browser settings should be configured to work effectively with VClass.

You will need to perform the following modifications to optimize the browser for use with VClass.

1. Enable Java

You will need to have the Java Runtime Environment (JRE) software version 1.4.1 (1.4.2 or higher recommended) installed in your browser. To download and install, go to [java2 SE download page](#). Then, follow the online instructions.

Please do the following changes to your browser settings.

a) Enable Java in your browser

Internet Explorer

1. Select **Tools** then choose **Internet Options**. The *Internet Options* screen appears. Select the **Security** tab.
2. Click the **Custom Level** button. The *Security Settings* screen appears.
3. Scroll down to **Java Permissions** and choose either Low, Medium or High safety.
4. Click **OK**. The *Internet Options* screen appears.
5. **Click OK**.

Netscape

1. From the **Edit** menu, select **Preferences**.
2. In the left-hand pane, select **Advanced**.
3. Make sure the **Enable Java** checkbox is selected.
4. Click **OK**.

b) Switch to the Sun Java Runtime Environment

Internet Explorer

1. Open the Windows *Control Panel* by clicking **Start > Settings > Control Panel**. The *Control Panel* appears.
2. Locate and double-click **Java Plug-in**. The *Java(TM) Plug-in Control Panel* appears.
3. Click the **Browser** tab.

4. Under *Settings*, select the checkbox next to your browser.
5. Click **Apply** to save your settings.
6. Restart the browser.

Netscape

1. Open the Windows *Control Panel* by clicking **Start > Settings > Control Panel**. The *Control Panel* appears.
2. Locate and double-click **Java Plug-in**. The *Java(TM) Plug-in Control Panel* appears.
3. Click the **Browser** tab.
4. Under *Settings*, select the checkbox next to your browser.
5. Click **Apply** to save your settings.
6. Restart the browser.

2. Enable Javascript

Internet Explorer

1. Select **Tools** then choose **Internet Options**. The *Internet Options* screen appears.
2. Select the **Security** tab.
3. Click the **Custom Level** button. The *Security Settings* screen appears.
4. Scroll down to **Scripting**, and enable *Active Scripting* and *Scripting of Java Applets*.
5. Click **OK**. The *Internet Options* screen appears.
6. Click **OK**.

Netscape

1. From the **Edit** menu, select **Preferences**
2. In the left-hand pane, click the **arrow** next to *Advanced*, and select **Scripts & Plug-ins**.
3. Under *Enable JavaScript for*, make sure the **Navigator** checkbox is selected.
4. Under *Allow scripts to* or *Allow webpages to*, make sure the following checkboxes are selected, if shown:
 - o Move or resize existing windows
 - o Hide the status bar
 - o Change the status bar text
 - o Change images
 - o Create or change cookies
 - o Read cookies
5. Click **OK**

3. Set Browser Cache

Internet Explorer

1. Select **Tools** then choose **Internet Options**. The *Internet Options* screen appears.
2. Select the **General** tab.
3. Under *Temporary Internet Files*, select **Settings**. The *Settings* screen appears.
4. Select the **Automatically** radio button.
5. Click **OK**. The *Internet Options* screen appears.
6. Click **OK**.

Netscape 4.5 and higher

1. Select **Edit** then choose **Preferences**.

2. Click the + sign or arrow next to **Advanced** to view more options
3. Select **Cache**
4. Select the **Every Time** radio button at the bottom
5. Click **OK**

4. Turn off Anonymous Logon

Internet Explorer

1. Select **Tools** then choose **Internet Options**
2. Select the **Security** tab
3. Click the **Custom Level** button
4. Scroll down to the **User Authentication** settings
5. Under **Logon** select the **Automatic logon only in Intranet zone** radio button.
6. Click **OK**

5. Enable Cookies

To log in to VClass, you need to enable cookies.

Internet Explorer 6.x

1. Select **Tools** then choose **Internet Options**
2. Select the **Privacy** tab
3. Enable Cookies:
 - o If using a **default** setting, move the slider to select any of the following privacy settings:
 - **Medium High**
 - **Medium**
 - **Low**
 - **Accept all cookies**
 - o If using a **custom** setting:
 - Click the **Advanced** button
 - Select **Override automatic cookie handling**
 - Select **Always allow session cookies**
 - Click OK to return to the **Privacy** Tab
4. Click **Apply** then **OK**

Internet Explorer 5.x

1. Select **Tools** then choose **Internet Options**. The *Internet Options* screen appears.
2. Select the **Security** tab.
3. Click the **Custom Level** button. The *Security Settings* screen appears.
4. Scroll down to the **Cookies** section
5. Set **Allow cookies that are stored on your computer** to **Enable**
6. Set **Allow per-session cookies** to **Enable**
7. Click **OK**

Netscape 6.x and higher

1. Select **Edit** then choose **Preferences**
2. Click on the arrow next to **Privacy & Security** in the left-hand pane and then select **Cookies**
3. Select **Enable cookies for the originating website only**
4. Click **OK**.

6. Disable Pop-Up Blocking for VClass

Pop-up blockers can prevent VClass from performing properly. If you are using a pop-up blocking software, set VClass server as an allowed site, or disable the pop-up blocker while using VClass.

To disable pop-up blockers for VClass:

- a) Search your hard drive for any pop-up blockers. Disable the pop-up blocker or set VClass server as an allowed site.
- b) Programs such as Norton Internet Security, Google Toolbar, Yahoo! Toolbar, MSN Toolbar, Microsoft Windows XP Service Pack 2, Netscape browser include pop-up blocking functions. Disable the pop-up blocking function or set VClass server as an allowed site.

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14. What type of support services does VClass offer?

Included with the VClass membership and VClass License-Agreement is unlimited telephone and email support for VClass users. Additional support services can be provided.

VClass Support is located in Internet Education and Research Laboratory, Asian Institute of Technology. VClass Support hours available on Monday - Friday: 09:00 - 17:00 (GMT+7).

Support staff can be contacted at:

Email: support@vclass.net
Phone: +66 2 524-6615
Fax: +66 2 524-5375

All queries to support will be acknowledged within one working day.

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FAQs for Instructors

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1. How do I customize grade/score structure?

The score structure for a course is set by the instructor. The instructor assigns the score categories with the corresponding weight in percentage. It is used for computing the grades for the course.

The grade structure for a course is set by the instructor. The instructor assigns the minimum grade equivalent in percentage for each grade symbol. Final grades for each course are given in grade symbols.

To set/edit the grade structure, please follow the steps below:

Step 1 Login to VClass LMS.

Step 2 Access course: Click on Courses function on Main Menu, click on course no. from *Course List*.

Step 3 Click Grade on the Courses *Sub Menu*.

Step 4 To set: enter the minimum grade equivalent in percentage for each grade symbol. Click Update.

Step 5 To edit: enter new minimum grade equivalent in percentage for each grade symbol to be modified. Click Update.

To set/edit the score structure, please follow the steps below:

- Step 1** Login to VClass LMS.
- Step 2** Access course: Click on Courses function on Main Menu, click on course no. from *Course List*.
- Step 3** Click Score on the *Courses Sub Menu*.
- Step 4** To set: Enter score category in Name field. Enter equivalent weight in percentage in % field. Click Add. Add more categories as necessary.
- Step 5** To edit: Select score category to edit. Click Edit. Enter new values for the fields to be modified. Click Save.

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2. How do I post my online schedule?

The instructor can set his online schedule for a course. Online schedule displays the day and time an instructor is available for online meeting during the whole semester or a certain period of time. This includes the regular online schedule in *General Schedule*, additions to the regular online schedule in *Additional Schedule*, and exceptions from the regular online schedule in *Exception Cases*.

To set the online schedule, please follow the steps below:

- Step 1** Login to VClass
- Step 2** Access a course assigned to you: Click on Courses function on Main Menu, click on course no. from *Course List*.
- Step 3** Click Online Schedule on the *Course Sub Menu*.
- Step 4** To set the General Schedule: in *General Schedule* table, for each day to be online set start time in *From* column by selecting hour, minute, am/pm from drop-down lists; set end time in *To* column by selecting hour, minute, am/pm from drop-down lists. Click Update.
- Step 5** To add an Additional Schedule: in *Additional Schedule* table click on the calendar icon in *Date* column and select a date; set start time in *From* column by selecting hour, minute, am/pm from drop-down lists; set end time in *To* column by selecting hour, minute, am/pm from drop-down lists. Click Add.
- Step 6** To specify an Exception: in *Exception Cases* table click on the calendar icon in *Date* column and select a date; set start time in *From* column by selecting hour, minute, am/pm from drop-down lists; set end time in *To* column by selecting hour, minute, am/pm from drop-down lists. Click Add.

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3. How do I upload VClass course content?

VClass makes it easy to put your content online. Create your course content using the VClass Authoring Tool. You may also upload other SCORM-Compliant course contents, or course materials created in Microsoft Word, PowerPoint, or any HTML editor.

Upload course content by following the steps below:

- Step 1** Login to VClass.
- Step 2** Access a course you have to upload contents to: click Course on the *Main Menu*, click course no. of selected course from the *Course List*.
- Step 3** Click Course Content on the *Courses Sub Menu*.
- Step 4** If course syllabus is not created yet: add course session titles.
- Step 5** Upload course content for a course session by following the steps below:

- 5.1** Click modify option in *Actions* column.
- 5.2** In Content and Assessment, choose a *Plug-in* from the drop-down list. (See the table below to guide you in choosing the correct plug-in).
- 5.2.1** If plug-in is not VClass Player 2.0: (*for course materials in MS Word, PPT, Flash, HTML, PDF and the like*)
Enter URL of course content or click browse to use the file manager. (See FAQ entry on know [how to use file manager](#))
- 5.2.2** If plug-in is VClass Player 2.0: (*for course materials created using VClass Authoring Tool*)
Select Player URL: click on appropriate link (Internal VClass Player (Windows Media/Real/QT)).
Enter the *Resources URL* or click browse to use the file manager. Resources include events.js file and images folder. (See FAQ entry on know [how to use file manager](#))
Enter *VDO URL* or click browse to use the file manager. VDO is the video used in the content. (See FAQ entry on know [how to use file manager](#))
- 5.3** If the course session is an assessment:
Select *Score Category* from drop-down list. (Instructor needs to set score categories first, so they would appear in the list. See FAQ # to see how score categories are set)
Enter the *Max Score*.
Enter the *Mastery Score*.
- 5.4** Select if course session is a groupwork or not.
- 5.5** Click Update.
- 5.6** Click Continue to return to the course syllabus.

Wrapper /plug-in	Supported File types
Generic SCO	SCORM compliant course content made by other tools
Wrapper for non-SCO	Non-SCORM compliant course content as MSWord/PPT/PDF/HTML/Flash files
VClass Player	Course content created using VClass Authoring Tool (versions prior to 1.4.3) using Real Player
VClass Player for Microsoft Media	Course content created using VClass Authoring Tool (versions prior to 1.4.3) using Window Media Player
VicRat Player	Used for real-time class using VIC/RAT
Broadcast	Used for real-time broadcast
VClass Player 2.0.	Course content created using VClass Authoring Tool (versions 1.4.3 and above)

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4. How do I view the course content that has been uploaded?

Instructors can view course contents. Please follow the steps below:

- Step 1** Login to VClass LMS.
- Step 2** Access course: Click on Courses function on Main Menu, click on course no. from Course List.
- Step 3** Click Course Content on the Courses *Sub Menu*.
- Step 4** Select course session to view content.
- Step 5** Click view option in *Actions* column. The content will be displayed accordingly, in a web browser.

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5. How do I use the file manager?

You can find the File Manager in the *Courses Sub Menu*. When an instructor is uploading course content, file manager may also be invoked.

For each course the instructor is assigned to teach, a course directory is created in the VClass Server to store all course contents. The file manager is used to upload files from your local machine to the course directory; and to manage these files.

A table listing the files and folders in the course directory is displayed, together with the size in bytes, the date files/folders are created, and the functions to manipulate them (download, rename, delete, copy, unzip, select).

To create a new folder:

Enter folder name on *Create a new folder* field. Click Create Directory. A new folder will be created in the course directory. This is reflected in the Files/folder table. To create subfolders, open main folder by clicking on its folder icon, then do steps above.

To upload a file:

Click Browse and select the file from your local machine. Click Upload. File is uploaded to course directory, and file list gets refreshed adding the new file.

For large or multiple files, FTP is recommended to transfer files to the course directory.

To use FTP:

Click FTP/SFTP. This will run a Java FTP client applet. In the FTP applet: select the course content file in your local machine; Choose binary for word/ppt/flash/etc files, ascii for txt files; click Upload button, close the FTP applet. Course content file is transferred to the course directory, and file list gets refreshed listing the new file.

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6. How do I post assignments and check the answers?

To post assignments:

Assignments are uploaded to the VClass Server, in the same way you upload course contents (see FAQ entry on [uploading course contents](#)). In step 5.2.1, select Assignment as the score category. Score Structure must already be set, with Assignment as a score category (see FAQ entry on [customizing score structure](#)).

To check answers:

Please follow the steps below to check for answers submitted by students:

Step 1 Login to VClass.

Step 2 Access a Class: Click Classes on the *Main Menu*, select a class from the *Class List*. Click Open.

Step 3 Click Work Summary by Session on the *Classes Sub Menu*. Course Session List will be displayed

Step 4 Click on specific assignment on the course session list. This will display *Work Status List*: names of students in the class with their corresponding work status.

Step 5 Click on a student name. This will display a list of files submitted by student.

Step 6 Click on the file containing answer to assignment. File will open in the browser; in cases where browser does not support the file type, file will be downloaded to local machine.

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7. Can students be notified of course assignments?

There is no auto-generated message to notify students of newly posted assignments. Notice for new assignments should be sent by instructors to the students. Instructors may notify students through Class Announcement, Calendar, Web-Board, or email. (See FAQ entry on [Communication Tools](#).)

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8. Are assessments automatically graded and stored?

Only SCORM-compliant assessments are automatically graded and stored. Otherwise, instructor has to manually enter the score (see FAQ entry on [Entry of Student's Score](#).)

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9. How can I manually enter student's score for an assessment/assignment?

Some assessments and assignments will be scored and graded by the instructor manually. To manually enter a score for an assessment/assignment, please follow the steps below:

Step 1 Login to VClass.

Step 2 Access a class: Click Classes on the *Main Menu*, select a class from the *Class List*. Click Open.

Step 3 Click Work Summary by Session on the *Classes Sub Menu*. Course Session list will be displayed.

Step 4 Click on selected course session on the list. *Work Status List* will be displayed, containing names of all enrolled students with their corresponding work status (pass, fail, completed, incomplete, browsed, not attempted) and score (if session is an assessment).

Step 5 Click on the student name on the work status list. Edit Work Status page will be displayed.

Step 6 Enter value for the score field. Click Update.

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10. How can I track student performance online in VClass?

VClass has a robust tracking tool that lets you review your students' performance. You can see who has accessed the course sessions, the amount of time spent for each

course session; who has completed course session, who is in progress, and who is overdue; and scores for assessments.

Work summary and access log reports are offered at both summary and detail levels. To view work summary and access log reports, please follow the steps below.

Step 1 Login to VClass.

Step 2 Access a class: Click Classes on the *Main Menu*, select a class from the *Class List*. Click Open.

Step 3 Work Summary: Click Work Summary by Session on the *Classes Sub Menu*.

3.1 To view work summary: Click on selected course session on the list. This will display *Work Status List*, containing names of all enrolled students with their corresponding work status (pass, fail, completed, incomplete, browsed, not attempted) and score (if session is an assessment).

3.2 To edit work summary: click on the student name on the work status list. Edit Work Status page will be displayed. Enter values for the fields. Click Update. Work status list will reflect the changes made.

Step 4 Access log: Click Access Log on the *Classes Sub Menu*.

4.1 To view access log summary of a student: Click on a student's name on the *Attendance List*. *Class Access Log Summary* displays the course sessions, no. of times course session is accessed, and the amount of time spent accessing course session.

4.2 To view details of student's access log: Click on a course session title on the Class Access Log Summary table. A detailed access log for the course session will be displayed, which includes access time and exit time.

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11. How does VClass keep track of course completion if students complete course sessions offline via CD/DVD?

For VClass courses, the VClass LMS will track students performance, both when students study online or offline via CD/DVD. If the student study via CD/DVD, he needs to set the course location to local drive. Once student has set course location to local drive, VClass tracks student performance, score and grade in the same way as when student studies online.

CD/DVD containing course content should be made available to students, obtainable from Instructor or VClass Administrator.

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12. How can I set the final grade of students?

Grading subfunction is used to manage the grades of enrolled students in the class. The instructor can set the grade for each student.

Step 1 Login to VClass

Step 2 Access a class Click Classes on the *Main Menu*, select a class from the *Class List*. Click Open.

Step 3 Click Grading on the *Classes Sub Menu*.

Step 4 Select a student and click on the name in the *Student Name* column of *Grade List*. This will display a Score Summary by Category table; grade is displayed as computed by the system.

Step 5 Set the letter grade on the Grade box.

Step 6 Click Approve. This will display an *Approved Grade* table, showing a summary of score category and scores, and the final letter grade. The instructor can no longer make any changes after approving the grade. Approved grade will be reflected in the *Grade List*.

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13. What are the different class types in an AVIST course? How would I manage students in each class type?

There are three different class types for an AVIST course: class types A, B1 and B2. In Type A, students have limited privileges; they can access course content, but cannot use communication tools and are not required to submit assignments nor take assessments. In type B1, students can access course content, communicate with instructors and other students, but are not required to submit assignments nor take assessments. In type B2, students have unlimited privileges; they can access course content, communicate with other students and instructors, and are required to submit assignments and take assessments.

Instructor does not interact with students in class type A. The instructor will communicate with students in class type B1 and B2 (see FAQ entry on [Communication Tools](#)); and will track performance, score and grade for students in class type B2, only (see FAQ entries on [Tracking Student Performance](#), [Scoring](#) and [Grading](#)).

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14. How do I see my students?

To see a list of all students in your class, follow the steps below:

Step 1 Login to VClass LMS.

Step 2 Click on Classes on the *Main Menu*.

Step 3 Open a class: Select a class from the Class List, and click Open.

Step 4 Click People on the Class Sub Menu. A list of all students in the class will be displayed, together with instructors and facilitators.

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15. How do I communicate with my students?

VClass has several communication tools you can use to communicate with your students.

The Webboard is a threaded discussion where the instructor can communicate with students, other instructors and facilitators without having to be online at the same time. A forum is automatically created by the system for each course. Instructor can access all forums for all courses in the system. In a forum, one can read messages, reply to a message, and post a new topic.

The Online Chat facility is used for communication among VClass users who are online at the same time. VClass Online Chat uses the IRC Java-Applet for its online chat, a multi-user, multichannel chatting network. Instructor can communicate with other online users, create and join channels, exchange messages.

Email is done using the default email client. Instructor can email to any member of the class, by using People subfunction on the Classes *Sub Menu*.

A detailed discussion on how to use the communication tools is found in the VClass Instructor Manual (see FAQ entry on [VClass Instructor Manual](#) for information on where to download.)

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16. How can I access the chatroom? What should I do if I cannot connect to the chat room?

Follow the steps below to access the chatroom:

Step 1 Login to VClass.

Step 2 Open Communications function page.

Step 3 Click **Online Chat** on the Communications *Sub Menu*.

Most problems with the chat room are browser or firewall related.

To make sure your browser is ready for VClass, check in FAQ entry for [web browser configuration](#).

If you still cannot connect to the Online Chat, contact VClass Administrator in your local node.

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17. Can VClass deliver my old course materials?

Yes. VClass is conformant with SCORM 1.2, and supports course materials of different formats (ppt, flash, pdf, word). These course materials are delivered in VClass using wrappers; making these content to be launched and tracked seamlessly within VClass. If your course material is not supported, there may still be options available for you to launch the content from within VClass, and you should ask the VClass Administrator or VClass Support about possible alternatives.

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18. Can I create my own VClass course content?

VClass Authoring Tool allows you to synchronize your own course materials - PowerPoint, HTML, Flash, PDF files (and other image files) - with audio or video files, to create SCORM-complaint course content, capturing a lecture scenario, deployable in the web thru the VClass Player.

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19. How do I create audio/video files and put them in my VClass course?

To create audio/video files to put in your VClass courses, you may use software tools listed below. Many other softwares are also available, which are not mentioned below.

A free, cross-platform, open source audio recording/editing tool is Audacity. It creates WAV or AIFF files, and can import and export other file formats. See the [Audacity website](#) for more details.

A video capture/processing utility for 32-bit Windows platforms (95/98/ME/NT4/2000/XP) is VirtualDub, licensed under the GNU General Public License (GPL). It lacks the editing power of a general-purpose editor such as Adobe Premiere, but is streamlined for fast linear operations over video. It has batch-processing capabilities for processing large numbers of files and can be extended with third-party video filters. VirtualDub is mainly geared toward processing AVI files, although it can read (not write) MPEG-1 and also handle sets of BMP images. See the [VirtualDub website](#) for more details.

Another popular and reliable tool is [RealProducer Basic](#), a free version to create high-quality RealAudio 10 and RealVideo 10. See [RealNetworks website](#) for more information.

With your audio and video files created, you can synchronize them with your course materials using VClass Authoring Tool.

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20. How can I add facilitators to my class?

Instructors are allowed to add facilitator to their classes. Please contact VClass administrator to create the user account of facilitator. If facilitator account already exists, follow the steps below:

Step 1 Login to VClass.

Step 2 Click Classes function on the *Main Menu*.

Step 3 Access a class by selecting a class name from the drop-down list. Click Open. The individual class web page will be displayed.

Step 4 Click Facilitators on the *Classes Sub Menu*.

Step 5 To add a facilitator, select facilitator name from the drop-down list, and click Add.

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21. How do I reset my password and update my personal information in VClass?

Follow the steps below to change password and update personal information:

Step 1 Login to the VClass.

Step 2 Click Personal function on the *Main Menu*.

Step 2 Click Personal Profile on the Personal menu.

Step 4 Modify the following fields: New Password and Retype New Password.

Step 5 Modify other fields as necessary. Click update after entering new values.

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22. What are the minimum hardware and software requirements for running VClass?

VClass LMS runs on any standard desktop computer with an internet connection and standard web browser. Some additional software need to be downloaded. The following are the minimum hardware and software requirements.

Hardware Requirements:

- Pentium II 400 MHz
- RAM 128 MB
- Hard Disk 20 GB
- Network Card or 56kbps Modem
- SVGA
- Sound Card and Speakers

Software Requirements:

- Internet Explorer(IE) 4.0 or higher; Netscape Navigator 6.0 or higher
- [RealPlayer 10](#)
- [J2SE Runtime Environment version 1.4.2](#)

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23. How should I configure my web browser settings to work effectively with VClass?

Validated browsers for use with VClass include Microsoft Internet Explorer and Netscape. It is very important that a compatible browser is used. The browser settings should be configured to work effectively with VClass.

You will need to perform the following modifications to optimize the browser for use with VClass.

1. Enable Java

You will need to have the Java Runtime Environment (JRE) software version 1.4.1 (1.4.2 or higher recommended) installed in your browser. To download and install, go to [java2 SE download page](#). Then, follow the online instructions.

Please do the following changes to your browser settings.

a) Enable Java in your browser

Internet Explorer

1. Select **Tools** then choose **Internet Options**. The *Internet Options* screen appears. Select the **Security** tab.
2. Click the **Custom Level** button. The *Security Settings* screen appears.
3. Scroll down to **Java Permissions** and choose either Low, Medium or High safety.
4. Click **OK**. The *Internet Options* screen appears.
5. Click **OK**.

Netscape

1. From the **Edit** menu, select **Preferences**.
2. In the left-hand pane, select **Advanced**.
3. Make sure the **Enable Java** checkbox is selected.

4. Click **OK**.

b) Switch to the Sun Java Runtime Environment

Internet Explorer

1. Open the Windows *Control Panel* by clicking **Start > Settings > Control Panel**. The *Control Panel* appears.
2. Locate and double-click **Java Plug-in**. The *Java(TM) Plug-in Control Panel* appears.
3. Click the **Browser** tab.
4. Under *Settings*, select the checkbox next to your browser.
5. Click **Apply** to save your settings.
6. Restart the browser.

Netscape

1. Open the Windows *Control Panel* by clicking **Start > Settings > Control Panel**. The *Control Panel* appears.
2. Locate and double-click **Java Plug-in**. The *Java(TM) Plug-in Control Panel* appears.
3. Click the **Browser** tab.
4. Under *Settings*, select the checkbox next to your browser.
5. Click **Apply** to save your settings.
6. Restart the browser.

2. Enable Javascript

Internet Explorer

1. Select **Tools** then choose **Internet Options**. The *Internet Options* screen appears.
2. Select the **Security** tab.
3. Click the **Custom Level** button. The *Security Settings* screen appears.
4. Scroll down to **Scripting**, and enable *Active Scripting* and *Scripting of Java Applets*.
5. Click **OK**. The *Internet Options* screen appears.
6. Click **OK**.

Netscape

1. From the **Edit** menu, select **Preferences**
2. In the left-hand pane, click the **arrow** next to *Advanced*, and select **Scripts & Plug-ins**.
3. Under *Enable JavaScript for*, make sure the **Navigator** checkbox is selected.
4. Under *Allow scripts to* or *Allow webpages to*, make sure the following checkboxes are selected, if shown:
 - o Move or resize existing windows
 - o Hide the status bar
 - o Change the status bar text
 - o Change images
 - o Create or change cookies
 - o Read cookies
5. Click **OK**

3. Set Browser Cache

Internet Explorer

1. Select **Tools** then choose **Internet Options**. The *Internet Options* screen appears.
2. Select the **General** tab.
3. Under *Temporary Internet Files*, select **Settings**. The *Settings* screen appears.
4. Select the **Automatically** radio button.
5. Click **OK**. The *Internet Options* screen appears.
6. Click **OK**.

Netscape 4.5 and higher

1. Select **Edit** then choose **Preferences**.
2. Click the + sign or arrow next to **Advanced** to view more options
3. Select **Cache**
4. Select the **Every Time** radio button at the bottom
5. Click **OK**

4. Turn off Anonymous Logon

Internet Explorer

1. Select **Tools** then choose **Internet Options**
2. Select the **Security** tab
3. Click the **Custom Level** button
4. Scroll down to the **User Authentication** settings
5. Under **Logon** select the **Automatic logon only in Intranet zone** radio button.
6. Click **OK**

5. Enable Cookies

To log in to VClass, you need to enable cookies.

Internet Explorer 6.x

1. Select **Tools** then choose **Internet Options**
2. Select the **Privacy** tab
3. Enable Cookies:
 - o If using a **default** setting, move the slider to select any of the following privacy settings:
 - **Medium High**
 - **Medium**
 - **Low**
 - **Accept all cookies**
 - o If using a **custom** setting:
 - Click the **Advanced** button
 - Select **Override automatic cookie handling**
 - Select **Always allow session cookies**
 - Click OK to return to the **Privacy** Tab
4. Click **Apply** then **OK**

Internet Explorer 5.x

1. Select **Tools** then choose **Internet Options**. The *Internet Options* screen appears.
2. Select the **Security** tab.
3. Click the **Custom Level** button. The *Security Settings* screen appears.
4. Scroll down to the **Cookies** section
5. Set **Allow cookies that are stored on your computer** to **Enable**
6. Set **Allow per-session cookies** to **Enable**
7. Click **OK**

Netscape 6.x and higher

1. Select **Edit** then choose **Preferences**
2. Click on the arrow next to **Privacy & Security** in the left-hand pane and then select **Cookies**
3. Select **Enable cookies for the originating website only**
4. Click **OK**.

6. Disable Pop-Up Blocking for VClass

Pop-up blockers can prevent VClass from performing properly. If you are using a pop-up blocking software, set VClass server as an allowed site, or disable the pop-up blocker while using VClass.

To disable pop-up blockers for VClass:

- a) Search your hard drive for any pop-up blockers. Disable the pop-up blocker or set VClass server as an allowed site.
- b) Programs such as Norton Internet Security, Google Toolbar, Yahoo! Toolbar, MSN Toolbar, Microsoft Windows XP Service Pack 2, Netscape browser include pop-up blocking functions. Disable the pop-up blocking function or set VClass server as an allowed site.

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24. Where can I find VClass Instructor Manual?

VClass Instructor Manual is available for download in the [AVIST Website](#). Please click on the [Instructor Manual](#) link.

VClass Instructor manual contains a detailed guide for the instructor on how to use VClass.

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25. If I have questions about VClass that I cannot find answer in the FAQs or Instructor Manual, where can I ask help?

VClass Support is located in Internet Education and Research Laboratory, Asian Institute of Technology. VClass Support hours available on Monday - Friday: 08:00 - 16:00 (GMT+7).

Support staff can be contacted at:

Email: support@vclass.net
Phone: +66 2 524-6615
Fax: +66 2 524-5375

All queries to support will be acknowledged within one working day.

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FAQs for Registry

1. [How do I create a course and maintain course information? For each course offered in AVIST, do I need to create the same course in my local node?](#)
2. [How do I schedule classes for a course? What are the different class types for each AVIST course?](#)
3. [How do I manage student admission requests?](#)
4. [How do I manage course enrollment requests?](#)
5. [What are the communication tools I can use to communicate with students and staff?](#)
6. [How do I post system announcement and events?](#)
7. [How do I maintain student accounts?](#)
8. [How do I maintain system settings?](#)
9. [How do I reset the registry password?](#)
10. [What are the minimum hardware and software requirements for running VClass?](#)
11. [How should I configure the web browser settings to work effectively with VClass?](#)
12. [Where can I find VClass Registry Manual?](#)
13. [If I have questions about VClass that I cannot find answer in the FAQs or Registry Manual, where can I ask help?](#)

1. How do I create course and maintain course information? For each course offered in AVIST, do I need to create the same course in my local node?

Registry creates course and maintain course information. Courses are created in the registry's local node. Registry in other nodes can access these courses, and can schedule classes for the same courses in their local nodes.

To create a course, please follow the steps below:

Step 1 Login to VClass

Step 2 Click Courses function on the *Main Menu*.

Step 3 Click New Course on the *Courses Sub Menu*. Create New Course page will be displayed.

Step 4 Enter values for the fields: Course No., Course Title, and School.

Step 5 Click OK.

To update course information:

Step 6 Click Update Course in the *Courses Sub Menu*.

Step 7 Fill in all the fields in the *Course Info* table. Click OK. Course Information will be updated.

AVIST offered courses are created by VClass Registry in Thai node only. Registry in other nodes don't have to create the same course in their local nodes, instead they

have to schedule classes for each of these course in their local nodes (see FAQ entry on [Class Scheduling](#)).

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2. How do I schedule classes for a course? What are the different class types for each AVIST course?

AVIST courses are offered in three class types: Types A, B1 and B2. In Type A, students have limited privileges; they can access course content, but cannot use communication tools and are not required to submit assignments nor take assessments. In type B1, students can access course content, communicate with instructors and other students, but are not required to submit assignments nor take assessments. In type B2, students have unlimited privileges; they can access course content, communicate with other students and instructors, and are required to submit assignments and take assessments.

Registry needs to schedule class types A, B1 and B2 for each course. Follow the steps below to schedule classes:

Step 1 Login to VClass

Step 2 Access a course: click Courses on the main menu, select node* and school* from the drop-down lists, and click on course no. of course to schedule classes.

Step 3 Click Classes on the Courses *SubMenu*.

Step 4 To add a class schedule, click Add.

Step 5 Fill-in all values for the fields: enter class name, click on Calendar icon for dates, select the class type from the drop-down list. For class types, only two types are listed, A and B. Select Type A for Class Type A, and Type B for both Class Type B1 and B2 (Type B is automatically tagged for both classes).

Step 6 Click Submit.

* To schedule classes for AVIST course offerings, select node for *Thailand* and school for *Center*. AVIST offered courses are created in Thailand node only, registry in other nodes don't need to create same courses in their local nodes, but schedule classes only.

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3. How do I manage student admission requests?

Registry approves or rejects student admission requests in his local node. Registry approves only the applications that meet AVIST requirements, otherwise rejects the application. Student receives email notification of admission results, if approved, valid login information is provided. Approved admission requests make the students eligible for course enrollment.

To view student admissions requests:

Step 1 Login to VClass

Step 2 Open Students function page.

Step 3 Click Admission on the Students *Sub Menu*.

Step 4 Select status New from the drop-down list. Click Go. This will display student admission requests.

To approve student admission requests:

Step 1 View student admission requests, as above.

Step 2 For Bulk Registration:

Select students admission requests to approve by clicking on the corresponding checkboxes; to select all, click on topmost checkbox. Click Accept. This will display the list of students accepted for admission. Email notification of admission results will be sent to each student, containing valid login name and password.

Step 3 For Individual Registration:

Select admission request to approve by clicking on student name. Student Admission Information page, with options to approve or reject, will be displayed. Click Accept. *Create Student Profile* page will be displayed. Enter values for all fields. Click Create. Message will be displayed: *Profile has successfully been created*. Email notification of admission result will be sent to the student, containing valid login name and password.

To reject student admission requests:

Step 1 View student admission requests, as above.

Step 2 For Bulk Registration:

Select students admission requests to reject by clicking on their corresponding checkboxes; to select all, click on topmost checkbox. Click Reject. This will display the list of students rejected for admission. Email notification of admission result will be sent to each student, containing reason for rejection.

Step 3 For Individual Registration:

Select admission request to reject by clicking on student name. Student Admission Information page, with option to approve or reject, will be displayed. Select reject reason. Enter comment. Click Reject. Email notification of admission result will be sent to the student, containing reason for rejection.

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4. How do I manage course enrollment requests?

Registry approves or rejects course enrolment requests in his local node. Registry approves only the course enrolments that are paid in full before the deadline, otherwise rejects the enrolment request. Payment methods vary in each local node, and registry needs to verify if full payment for course fees has been made by the student. Student receives email notification of enrolment results. Approved course enrolment requests make the students eligible to start studying online.

To view course enrolment requests:

Step 1 Login to VClass

Step 2 Open Students function page.

Step 3 Click Course Enrollment on the Students *Sub Menu*.

Step 4 Select status New from the drop-down list. Click Go. This will display course enrollment requests of selected status.

To approve course enrollment requests:

Step 1 View course enrollment requests, as above.

Step 2 For Bulk Enrollment:

Select students enrollment requests to approve by clicking on the corresponding checkboxes; to select all, click on topmost checkbox. Click Accept. This will display the list of approved enrollment requests. Email notification of course enrollment results will be sent to each student.

Step 3 For Individual Enrollment:

Select course enrollment request to approve, click on Submission Date. Course Enrollment details, with option to approve or reject, will be displayed. Click Accept. This will display the details of the enrolled course. Email notification of enrollment result will be sent to the student.

To reject course enrollment requests:

Step 1 View course enrollment requests, as above.

Step 2 For Bulk Enrollment:

Select students enrollment requests to reject by clicking on their corresponding checkboxes; to select all, click on topmost checkbox. Click Reject. Select reason for rejection. Enter comment. List of rejected enrollment requests will be displayed. Email notification of course enrollment results will be sent to each student.

Step 3 For Individual Enrollment:

Select enrollment request to reject, click on Submission Date. Course Enrollment Details page, with option to approve or reject, is displayed. Select reason for rejection. Enter comment. Click Reject. This will display the details of the course rejected for enrollment. Email notification of enrollment result will be sent to the student.

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5. What are the communication tools I can use to communicate with students and staff?

To communicate with staff and students in VClass, several communication tools are available.

A web board is a threaded discussion where the administrator can communicate with other users without having to be online at the same time. Administrator can access all forums in the system. In a forum, administrator can read messages, reply to a message, and post a new topic. In addition, administrator maintains the web board, and can delete posts and topics as necessary.

The online chat facility is used for communication among users of VClass having to be online at the same time. VClass Online Chat uses the IRC Java-Applet for its online chat.

Email, using the default email client, is also used for sending messages to VClass users.

In addition, calendar and announcements functions allows the registry to post system announcements and events (check FAQ entry on [System Announcements and Events](#))

A detailed discussion on how to use the communication tools is found in the VClass Registry Manual (see FAQ entry on [VClass Registry Manual](#) for information on where to download).

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6. How do I post system announcements and events?

Registry can post system announcement and events that all users can see when they login to VClass.

To post system announcements:

- Step 1** Login to VClass
- Step 2** Click Communications on the *Main Menu*.
- Step 3** Click Announcements on the Communications *Sub Menu*.
- Step 4** Enter announcement in the *Text* field. Enter the number of days announcement should be posted in *Duration* field. Select *Type* in the drop-down list. Click Add.

New announcement will be added to the *Announcement List*. This announcement will be displayed in Home function page of all users for the entire duration period.

To post system events:

- Step 1** Login to VClass
- Step 2** Click Communications on the *Main Menu*.
- Step 3** Click Calendar on the Communications *Sub Menu*.
- Step 4** Click Add on the *Event* options. On the pop-up window, enter values for the fields and select values from the drop-down lists. Click Add Event.

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7. How do I maintain student accounts?

Registry maintains student accounts. Registry creates student profiles. If the student already exists, the registry can search for student name to view the profile. The subfunctions Edit Profiles, Education can be used to manage a student profile.

To create a new student profile:

- Step 1** Login to VClass.
- Step 2** Click Students on the *Main Menu*.
- Step 3** Click New Student on the Students *Sub Menu*.
- Step 4** Fill in values for all the fields in the *Student Profile*. Click **Create**. Message that student profile has successfully been created will be displayed.

To edit a profile:

- Step 1** Login to VClass.
- Step 2** Click Students on the *Main Menu*.
- Step 3** Search for a student to manage.
- Step 4** Click Edit Profile on the Students *Sub Menu*.
- Step 5** Fill in new values for fields to be modified in the *Student Profile*. Click Update.

To enter education background for student:

- Step 1** Login to VClass.
- Step 2** Click Students on the *Main Menu*.
- Step 3** Search for a student to manage.
- Step 4** Click Education on the Students *Sub Menu*.
- Step 5** Fill in values for fields in *Educational Background*. Click Add. New educational background will be added to the list.

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8. How do I maintain system settings?

Registry sets school categories, enrollment rejection reasons, admission rejection reasons, and grade symbols.

To add/edit a school category:

- Step 1** Login to VClass.
- Step 2** Click Setting on the *Main Menu*.
- Step 3** Click School Categories on the *Settings Sub Menu*.
- Step 4** To add: Enter the school name. Click Add. New school category is added in the *School Categories* list.
- Step 5** To edit: Select a school category to edit, click Edit. Enter new value for school category. Click Save. Change will be reflected in the *School Categories* list.

To add/edit enrollment rejection reason:

- Step 1** Login to VClass.
- Step 2** Click Setting on the *Main Menu*.
- Step 3** Click Enrollment Reject Reasons on the *Settings Sub Menu*.
- Step 4** To add: Enter a new enrollment rejection reason. Click Add. New enrollment rejection reason is added in the *Reason Categories* list.
- Step 5** To edit: Select an enrollment rejection reason to edit, click Edit. Enter new enrollment rejection reason. Click Save. Change will be reflected in the *Reason Categories* list.

To add/edit admission rejection reason:

- Step 1** Login to VClass
- Step 2** Click Setting on the *Main Menu*.
- Step 3** Click Admission Reject Reasons on the *Settings Sub Menu*.
- Step 4** To add: Enter a new admission rejection reason. Click Add. New admission rejection reason is added in the *Reason Categories* list.
- Step 5** To edit: Select an admission rejection reason to edit, click Edit. Modify admission rejection reason. Click Save. Change will be reflected in the *Reason Categories* list.

To add/edit grade symbols:

- Step 1** Login to VClass
- Step 2** Click Setting on the *Main Menu*.
- Step 3** Click Grade Symbols on the *Settings Sub Menu*.
- Step 4** To add: Enter number in *No.* field. Enter grade symbol in *Name* field. Click Add. New grade symbol is added in the *Grade Symbols* list.
- Step 5** To edit: Select a grade symbol to edit, click Edit. Enter new values for *No.* and *Name* fields. To make the changes permanent: Click Save. Change will be reflected in the *Grade Symbols* list. To retain previous values: Click Cancel.

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9. How do I reset the registry password?

Follow the steps below to change registry password:

- Step 1** Login to VClass.
- Step 2** Click Personal function on the *Main Menu*.
- Step 2** Click Personal Profile on the *Personal menu*.

Step 4 Modify the following fields: New Password and Retype New Password. Click update after entering new values.

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10. What are the minimum hardware and software requirements for running VClass?

VClass LMS runs on any standard desktop computer with an internet connection and standard web browser. Some additional software need to be downloaded. The following are the minimum hardware and software requirements.

Hardware Requirements:

- Pentium II 400 MHz
- RAM 128 MB
- Hard Disk 20 GB
- Network Card or 56kbps Modem
- SVGA
- Sound Card and Speakers

Software Requirements:

- Internet Explorer(IE) 4.0 or higher; Netscape Navigator 6.0 or higher
- [RealPlayer 10](#)
- [J2SE Runtime Environment version 1.4.2](#)

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11. How should I configure the web browser settings to work effectively with VClass?

Validated browsers for use with VClass include Microsoft Internet Explorer and Netscape. It is very important that a compatible browser is used. The browser settings should be configured to work effectively with VClass.

You will need to perform the following modifications to optimize the browser for use with VClass.

1. Enable Java

You will need to have the Java Runtime Environment (JRE) software version 1.4.1 (1.4.2 or higher recommended) installed in your browser. To download and install, go to [java2 SE download page](#). Then, follow the online instructions.

Please do the following changes to your browser settings.

a) Enable Java in your browser

Internet Explorer

1. Select **Tools** then choose **Internet Options**; the *Internet Options* screen appears; select the **Security** tab
2. Click the **Custom Level** button.; the *Security Settings* screen appears

3. Scroll down to **Java Permissions** and choose either Low, Medium or High safety
4. Click **OK**; the *Internet Options* screen appears
5. Click **OK**

Netscape

1. From the **Edit** menu, select **Preferences**
2. In the left-hand pane, select **Advanced**
3. Make sure the **Enable Java** checkbox is selected
4. Click **OK**

b) Switch to the Sun Java Runtime Environment

Internet Explorer

1. Open the Windows *Control Panel* by clicking **Start > Settings > Control Panel**; the *Control Panel* appears
2. Locate and double-click **Java Plug-in**; the *Java(TM) Plug-in Control Panel* appears
3. Click the **Browser** tab
4. Under *Settings*, select the checkbox next to your browser
5. Click **Apply** to save your settings
6. Restart the browser

Netscape

1. Open the Windows *Control Panel* by clicking **Start > Settings > Control Panel**; the *Control Panel* appears
2. Locate and double-click **Java Plug-in**; the *Java(TM) Plug-in Control Panel* appears
3. Click the **Browser** tab
4. Under *Settings*, select the checkbox next to your browser
5. Click **Apply** to save your settings
6. Restart the browser

2. Enable Javascript

Internet Explorer

1. Select **Tools** then choose **Internet Options**; the *Internet Options* screen appears
2. Select the **Security** tab
3. Click the **Custom Level** button; the *Security Settings* screen appears
4. Scroll down to **Scripting**, and enable *Active Scripting* and *Scripting of Java Applets*
5. Click **OK**; the *Internet Options* screen appears
6. Click **OK**

Netscape

1. From the **Edit** menu, select **Preferences**
2. In the left-hand pane, click the **arrow** next to *Advanced*, and select **Scripts & Plug-ins**
3. Under *Enable JavaScript for*, make sure the **Navigator** checkbox is selected
4. Under *Allow scripts to* or *Allow webpages to*, make sure the following checkboxes are selected, if shown:
 - o Move or resize existing windows
 - o Hide the status bar
 - o Change the status bar text
 - o Change images
 - o Create or change cookies
 - o Read cookies

5. Click **OK**

3. Set Browser Cache

Internet Explorer

1. Select **Tools** then choose **Internet Options**; the *Internet Options* screen appears
2. Select the **General** tab
3. Under *Temporary Internet Files*, select **Settings**. The *Settings* screen appears
4. Select the **Automatically** radio button
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Netscape 4.5 and higher

1. Select **Edit** then choose **Preferences**
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4. Turn off Anonymous Logon

Internet Explorer

1. Select **Tools** then choose **Internet Options**
2. Select the **Security** tab
3. Click the **Custom Level** button
4. Scroll down to the **User Authentication** settings
5. Under **Logon** select the **Automatic logon only in Intranet zone** radio button.
6. Click **OK**

5. Enable Cookies

To log in to VClass, you need to enable cookies.

Internet Explorer 6.x

1. Select **Tools** then choose **Internet Options**
2. Select the **Privacy** tab
3. Enable Cookies:
 - If using a **default** setting, move the slider to select any of the following privacy settings:
 - **Medium High**
 - **Medium**
 - **Low**
 - **Accept all cookies**
 - If using a **custom** setting:
 - Click the **Advanced** button
 - Select **Override automatic cookie handling**
 - Select **Always allow session cookies**
 - Click OK to return to the **Privacy** Tab
4. Click **Apply** then **OK**

Internet Explorer 5.x

1. Select **Tools** then choose **Internet Options**; the *Internet Options* screen appears
2. Select the **Security** tab
3. Click the **Custom Level** button; the *Security Settings* screen appears

4. Scroll down to the **Cookies** section
5. Set **Allow cookies that are stored on your computer** to **Enable**
6. Set **Allow per-session cookies** to **Enable**
7. Click **OK**

Netscape 6.x and higher

1. Select **Edit** then choose **Preferences**
2. Click on the arrow next to **Privacy & Security** in the left-hand pane and then select **Cookies**
3. Select **Enable cookies for the originating website only**
4. Click **OK**

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- b) Programs such as Norton Internet Security, Google Toolbar, Yahoo! Toolbar, MSN Toolbar, Microsoft Windows XP Service Pack 2, Netscape browser include pop-up blocking functions. Disable the pop-up blocking function or set VClass server as an allowed site.

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12. Where can I find VClass Registry Manual?

VClass Registry Manual is available for download in the [AVIST Website](#).

VClass Registry Manual contains a detailed guide for the registry on how to use VClass.

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13. If I have questions about VClass that I cannot find answer in the FAQs or Registry Manual, where can I ask help?

VClass Support is located in Internet Education and Research Laboratory, Asian Institute of Technology. VClass Support hours available on Monday - Friday: 08:00 - 16:00 (GMT+7).

Support staff can be contacted at:

Email: support@vclass.net

Phone: +66 2 524-6615

Fax: +66 2 524-5375

All queries to support will be acknowledged within one working day.

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