eLearning Frequently Asked Questions (FAQs)

Overview

This page contains a list of commonly asked questions organized by topic. The list will grow as necessary so check back often.

FAQs - Browsers

Which Internet Browser Do I Use?

What is a browser?

- A browser is a software application used to retrieve and view websites from the Internet.
- While there are many different browsers available, the most widely known are Internet Explorer, and Mozilla Firefox.

While Internet Explorer and Mozilla Firefox are the most widely known, there are others:

- Google Chrome
- Safari (Mac)
- Netscape
- Respondus LockDown Browser
- Opera
- SpaceTime
- And many other less known options.

The most important question is: Which Internet browsers have proven to be the most compatible with eLearning (Desire2Learn) and all of the other web based tools we use to develop and implement online instruction?

First, there is a difference between “viewing” and “interacting with” online content. For simply viewing online content it really doesn’t matter which browser you use. However, even something as basic as taking a quiz constitutes “interacting” with online content.

There are essentially two internet browsers recommended by the UWF Academic Technology Center (ATC) and Information Technology Services (ITS).

They are:

- Mozilla Firefox, and
- Safari (for Macintosh users)
- Respondus LockDown Browser is a special case.
  - It is used to improve the security of the online assessment process.
  - The Respondus LockDown Browser is very reliable (for Macs and PCs).
  - And, for its stated purpose, is our only option.

Is there any issue with having all three browsers installed and available on my computer at the same time?

- Absolutely not.

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eLearning Officially Supported Browsers

Windows

<table>
<thead>
<tr>
<th>Browser</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Explorer 8</td>
<td>Supported</td>
</tr>
<tr>
<td>Internet Explorer 7</td>
<td>Supported</td>
</tr>
<tr>
<td>Firefox 3.6 (Preferred)</td>
<td>Supported</td>
</tr>
</tbody>
</table>
### Mac OS X

<table>
<thead>
<tr>
<th>Browser</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firefox 3.6 (preferred)</td>
<td>Supported</td>
</tr>
<tr>
<td>Firefox 3.5</td>
<td>Supported</td>
</tr>
<tr>
<td>Safari 5.0</td>
<td>Supported</td>
</tr>
<tr>
<td>Safari 4.0</td>
<td>Supported</td>
</tr>
<tr>
<td>Safari 3.1</td>
<td>Supported</td>
</tr>
</tbody>
</table>

### Mobile web

<table>
<thead>
<tr>
<th>Operating system/browser version</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>iOS 3 (Safari)</td>
<td>Supported</td>
</tr>
<tr>
<td>iOS 4 (Safari)</td>
<td>Supported</td>
</tr>
<tr>
<td>Android 1.5</td>
<td>Supported</td>
</tr>
<tr>
<td>Android 2.1</td>
<td>Supported</td>
</tr>
<tr>
<td>Android 2.2</td>
<td>Investigation</td>
</tr>
<tr>
<td>Blackberry 6</td>
<td>Supported</td>
</tr>
</tbody>
</table>

### Where do I get these browsers?

- For Mozilla Firefox, go here:

- For Safari, go here:

- For the Respondus LockDown Browser, go to the eLearning sign-in page ([https://elearning.uwf.edu/index.cfm](https://elearning.uwf.edu/index.cfm)), and select the link to “Respondus LockDown Browser.”
  - Doing so requires your ArgoNet username and password.

### FAQs - Incomplete Students

- **How do I change a student’s status to incomplete?**
  - Instructors must send an email to helpdesk@uwf.edu from their facstaff email account requesting the role change from student to incomplete student.
    - In the request, the instructor should include the student's name, username, and the course.
• The instructor or student must email helpdesk@uwf.edu once they would like their role changed back from incomplete student to student. This will ensure the course does not show for them indefinitely.

FAQs - Respondus Assessment Tool

Where do I find the password for the Respondus Assessment Tool

You can find the Respondus Password in the Software Downloads in MyUWF:

• Login to MyUWF
• Locate and click on the Software app or type it in the Search field

• Click on the link that says Software Downloads at the top of the page

• Locate and click on the link for the Respondus Assessment tool about half-way down the page

• Under the heading titled "Installing Respondus" on this page, you will see a link to view “Respondus Installation Instructions”

• The password is located in those instructions

FAQs - Respondus Monitor

Why can’t my students access an exam that requires Respondus Lockdown Browser and Webcam?

If your students receive an error message (like the image below) that there is a problem with the settings for an exam that requires the LockDown Browser and Monitor, the instructor needs to login to the course and access the LockDown Browser Dashboard once in a new course to fix the problem.
Why is my quiz not showing up in the Respondus Dashboard?
Sometimes if there is no text in the "Submission Views" "Messages" area, the quiz won't show up in the Respondus Dashboard. The instructor can go into the course and add a space with the space bar and the quiz will show up. Here is the info on the issue: http://bit.ly/2nAR88P

FAQs - Syllabus

How do I upload my Syllabus to the FACS system?
Follow this link for instructions (may require a login): https://confluence.uwf.edu/x/9i68

FAQs - Classes

Some of my classes aren't listed. Why?
Visit the Can't See Your eLearning Course? Confluence page for more details.