**Info for   
OUCS Web Page about**

**On-Line IT Training Materials**

**Contents**

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# Introduction

## What is it

As an alternative to attending the taught courses at OUCS, University members can use self-paced “teach yourself” style training materials. The University uses a web-based product called ShineALite, from Shining Solutions Ltd. It is hosted on our server at http://ecdl.oucs.ox.ac.uk/

ShineALite is a set of computer-based training courses, covering everyday tasks of computer use such as word-processing, internet browsing and file management.

A course consists of a series of illustrated pages with information to read. Some pages have interactive content where you use a simulation of Microsoft Office software to try the skills being taught. Tests and quizzes assess your progress.

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Figure 1Targetting

## Who might use it

These courses are suitable for anyone wanting to improve their general competence with Windows and office software, and for anyone preparing to take ECDL (European Computer Driving License) [link to ECDL pages] tests.

## Level and scope of the training

These courses cover popular computer tasks to an everyday user level. They broadly correspond to the syllabus of the ECDL tests. Course modules are listed below (see **Section** ).

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Figure Inspiration

# Practical Information

## How to use it

You need an account to use this web-site. Individuals can obtain a sign-on name and a password from the OUCS Shop for £10. An account normally remains valid for a year. Colleges and Departments should email coments@sad.ox.ac.uk to arrange for groups to make use of the on-line training. Once you have a sign-on name and password, you can visit the web pages using a convenient computer at any time.

## What to do

1. Use Internet Explorer web browser and go to http://ecdl.oucs.ox.ac.uk

It looks like this: ##screenshot#

1. Give your sign-on name and password, then click [Login] buttonpic##
2. At the Main Menu page, use the drop-down list box to choose a course module##, then click the [Launch] button pic##
3. Choose a training topic, and double-click a topic name to start it.
4. The training material appears in a separate window, in front of the list of topics.
5. Work through the pages of information. Read the text or listen to the reader. Use the Next/Previous buttons ##button pics# to navigate.
6. Some pages have interactive elements. Follow the instructions in red text ##or whatever#.
7. When a topic has been completed, ##do what# and return to the list of topics.
8. Do some Quizzes – many users find these a useful revision aid, and a tool which points up their strengths and weaknesses.
9. When you stop work, exit from all the windows. ShineALite keeps a record of where you have reached, so you can continue at the same point, next time.

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Figure Technical Support

# Support For Users

## Minimum specification for running the training materials:

Windows 98 with the latest Windows Service Packs and critical updates installed, and Internet Explorer 5.01.

## Troubleshooting

Here are some of the snags that people have come across.

Some of this advice has been adapted from the FAQ document written by Shining Solutions Ltd, and we are grateful for their permission to use it here.

### Browser software:

These training materials are designed for use with Internet Explorer. If you use other browsers, some pages may not display correctly and some interactive elements may not work.

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### Application software:

You do not need to have the Microsoft Office software installed on your computer - the training material uses a simulation of Word, Excel, Access etc. Any Office software you may have on your computer is irrelevant to using the training material.

### Activ-X:

This web site uses Activ-X controls so your computer can interact with the server. These allow you to move between topics, change settings and so on. If Activ-X controls are not downloaded or have been disabled on your computer, then the training materials will not work properly.

If you are working in a college or University department, your Internet Explorer may not have these controls enabled. Please speak to your local IT support person.

The first time a computer is used to run this training, the Active-X controls will attempt to download. If asked, agree to accept the controls.

If you suspect a download is not being allowed, then do this:

In Internet Explorer, choose Tools|Internet Options|Security|Sites  
In the list of trusted sites, add our URL http://ecdl.oucs.ox.ac.uk  
Ensure that the checkbox for HTTPS verification is left unchecked.[[1]](#footnote-2)

### Other Activ-X problems

A firewall may also block Activ-X or block the download. See if you can add the URL http://ecdl.oucs.ox.ac.uk to the list of trusted sites[[2]](#footnote-3).

Windows XP may show a yellow bar at the top of the window, saying that it is blocking unsafe content. Deal with this by right-clicking on the bar and choosing Allow Blocked Content.

This is illustrated on page 6.

### Shockwave:

Some of the interactive pages use Shockwave. If your computer already has Shockwave, this will work immediately when needed. But if it hasn’t yet, you will be taken through a short procedure to download the software from Macromedia Inc, install it and perhaps register it. Follow the instructions on the screen. This is a once-per-computer procedure.

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### Popup blockers:

If your browser has popup blocking set (also known as ad blocking), this will prevent some parts of the training materials from appearing. When you choose a unit to view, the training material should appear in a new window. If your computer has pop-up blocking, the new window does not appear and you may get a “BTEngine Run-time error” message. ##screenshot from AL doc##

Your computer may have ***popup blocking software*** installed, such as:

* Pop swatter
* Ad Blocker
* Pop Destroyer
* Ad Aware
* POW
* Pop Stopper

Usually these programs display an icon in the system tray (near the clock in bottom right corner of your screen):

##shot of sys tray from A-L doc#

You can find out about any icon in the system tray by pausing the mouse pointer over the icon. Usually, the name of the software then appears in a ScreenTip.

You can usually disable such a program by right-clicking the system tray icon, then choosing a command such as Disable on the context menu that appears.

Popup blocking may be incorporated in ***internet searching toolbars*** (examples shown below). The toolbar usually has an indicator which shows when a popup has been blocked: right-click the indicator and select a command such as Disable.

##screenshots of 4 toolbars#

### Windows XP Theme/Colour Scheme:

A quirk of the Windows XP operating system was found to affect the page where the training topics are listed.

Windows XP Themes come in blue, green or silver colour schemes. Blue and green are fine, but unfortunately silver does not support XML web pages such as these. The symptom is that the text in the list of topics appears as black on black, which is unreadable.

##screenshot from Shining doc##

The work-around is to change the colour scheme from silver:

Open the Display dialog in the Control Panel (e.g. right-click on the Windows desktop and choose Properties from the context menu).

Switch to the Appearance tab

If Windows and Buttons is set to Windows XP style and the Color Scheme is set to Silver, then change to another color scheme.

Or does he mean I should change the theme: Switch to the Themes tab/ Use the Theme drop-down list box and choose another theme such as Windows XP. ##?

Finally, click OK ##buttonpic# to set this theme/colour scheme on your desktop

##screenshot of doing this#

### API Adaptors:

This is a set of controls or protocols that the system uses to track your progress and quiz results and to allow you to move between pages of training information. If the API Adaptors fail to load on your computer, then buttons such as the #buttonpics Next, Previous, Exit## do not appear. You may also get an error message “API Adaptor not found”.

If you suspect the API Adaptors are not being allowed, then do this:

In Internet Explorer, choose Tools|Internet Options|Security|Sites  
In the list of trusted sites, add our URL http://ecdl.oucs.ox.ac.uk  
Ensure that the checkbox for HTTPS verification is left unchecked

##screenshot (the details of this action vary with different versions of Windows)

Firewalls and proxy servers may also cause this problem. Try to add this URL to the list of trusted sites: http://ecdl.oucs.ox.ac.uk. If in doubt, contact your IT Support person or OUCS Help Centre.

# Sources of Further Information

## Read more

##link to ECDL pages “Read more about the European Computer Driving License ECDL at Oxford University”

##link to OUCS ITLP Taught courses and booking pages “Read descriptions of IT taught courses that are scheduled at OUCS”

##go to On-line Training Materials http://ecdl.oucs.ox.ac.uk I hope this is the login page ready to go

Another mention of Shine-A-Lite

## What to do Next

## do Get permission from Shining Solutions Ltd to copy chunks from their FAQ document into our advice webpage

## template - put this doc into the usual web page template for OUCS information.

1 Set it up on a suitable server.

2 People should get to it from OUCS Home Page main alphabetical listing.

3 It should be on the menu of training information.

4 Can jump to it from Shining0\_Welcome web page - think about why we need this page, shall we just jump to the new web page instead?

5 Put a link on WebLearn page

6 Change the Access reports for sign-on names: remove Notes on Activ-X, Shockwave, popup blockers, put a Note saying “Further Information. For more details about the ShineALite training materials, including some notes on Troubleshooting, visit ##OUCSwebaddress## or follow links from the OUCS home page.”

7 Tell Help Centre too - put a page on the help Centre staff pages, with a para and a link.

# Help Desk page:

## On-Line IT Training Materials

University members can use “teach yourself” IT training materials on line.

Information about this is at ##web address##.

This includes: http://ecdl.oucs.ox.ac.uk

* A description of the training materials
* How to get an account
* How to use it
* Troubleshooting (including settings on your computer that may prevent it working)

Any further problems, contact the IT Learning Programme.

# Appendix: Further OUCS Resources

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1. The details of this action vary with different versions of Windows. [↑](#footnote-ref-2)
2. A broadband modem/router may have an option to block Activ-X [↑](#footnote-ref-3)