



## 7. SCISWEB ACCESS PROBLEMS

Here are some technical things to do if you are having problems logging on or using *SCISWeb*.

If possible, check the access from another computer in the school. This will establish if it is just restricted to the computer in the library or if it is a school-wide issue.

### Web address

Delete any *Favorites* for SCIS previously set, close and restart the Internet. Use the URL <http://www.curriculum.edu.au/scis/> to locate the SCIS homepage. A new *Favorites* could then be saved for easy future access.

### Temporary Internet files

SCIS, like other websites, creates temporary Internet files every time you visit. These temporary files can build up to a large amount and slow or stop processing. Deleting all temporary Internet files may help your access.

A quick way to delete temporary Internet files is to press the *Control* key and the *Shift* key and click the *Refresh* button on the browser's toolbar.

Another way to clear temporary Internet files:

1. From *MS Internet Explorer* select *Tools* from the top menu bar.
2. Select *Internet Options*.
3. Select the *General* tab.
4. Select *Delete Cookies* and click *OK*.
5. Select *Delete Files* and tick *Delete all offline content*. Click *OK*.
6. Click on *Settings* and check that *Every time you start Internet Explorer* is selected.
7. Click on *OK*, then *OK* again to return to browser screen.

Please note that changed settings will not be activated until you have rebooted. Correct settings ensure that a latest version of *SCISWeb* is delivered to your computer. All subsequent appearances in that session will be retrieved from the temporary Internet

files or computer cache. **Note:** The computer support staff may need to clear the temporary Internet files on the server.

## Pop-ups blocked

If the browser has pop-ups blocked, this may cause problems trying to log on. The log on box is a pop-up. From the *MS Internet Explorer* toolbar select *Tools*. The list should include *Turn off pop-up blocker* and *Pop-up blocker settings*. Either turn off all blocks to pop-ups or include the SCIS address for access in settings. If this functionality is not available on your desktop, you may need to seek the assistance of your computer support to unblock.

## JavaScript

JavaScript may have been turned off for security reasons. This may cause problems in viewing web pages. If JavaScript is turned off on your browser, the following instructions may help if you have access to these settings. For *MS Internet Explorer*, from the toolbar of the browser, select the following:

1. From *MS Internet Explorer* select *Tools* from the top menu bar.
2. Select *Internet Options*.
3. Select the *Security* tab and select the *Internet* (represented by a globe).
4. Click on *Custom level*.
5. In the *Settings* box scroll towards the bottom.
6. On the *Scripting of Java* applets, check that the radio button *Enable* is selected.
7. Click on *OK*, then *OK* again to return to browser screen.

After completing, you may have to shut down and reopen your browser for the new setting to take effect.

If these settings are unavailable to change, then seek the help of your computer support to have JavaScript enabled.

## Settings, security and proxies

You will need to enlist the help of your computer support to review the **settings** and **security** which may be blocking access. Ensure they know that you **log into SCIS**. They may need to **bypass any proxy** which is causing the access denial. ISPs (Internet Service Providers) can sometimes cause the problem, so a check with them may be required.

## .dat file extension

When you download order files from SCISWeb, you will notice the .dat extension is required as the file type.

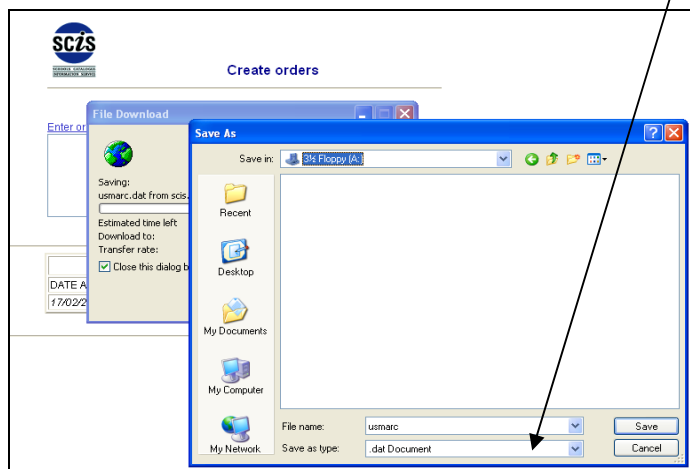


Figure 7.1 .dat extension file type

You may need to ask your computer support to enable saving a .dat file extension as this is required to save SCIS records.

To enable the .dat file extension on your computer:

1. Click on *Start* and select *My Computer* or from the keyboard press the *Windows* key (between Ctrl and Alt).
2. From the *My Computer* screen, select *Tools* from the top toolbar.
3. From the *Tools* list, select *Folder Options*.
4. From *Folder Options*, click on the tab (from the top of the box) called *File Types*.

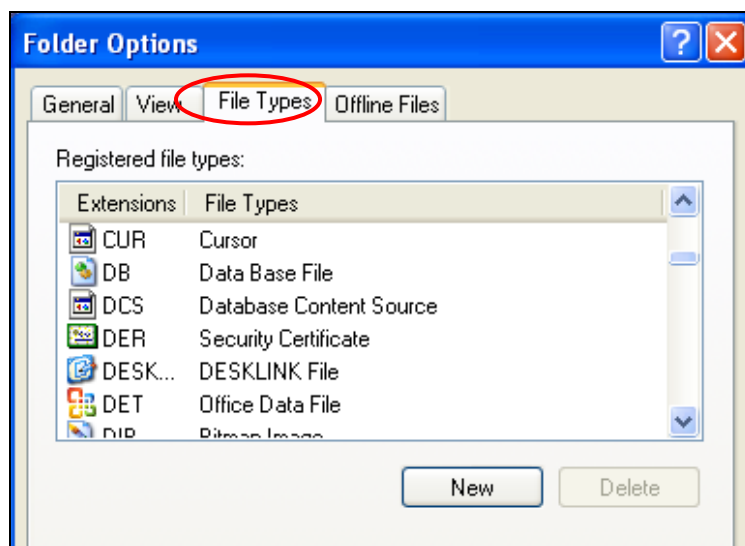
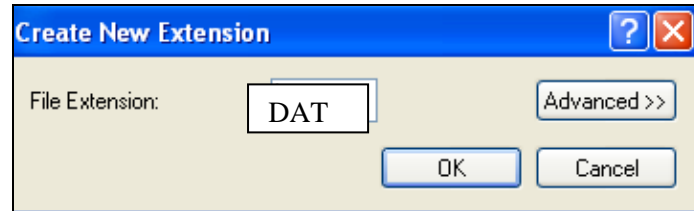


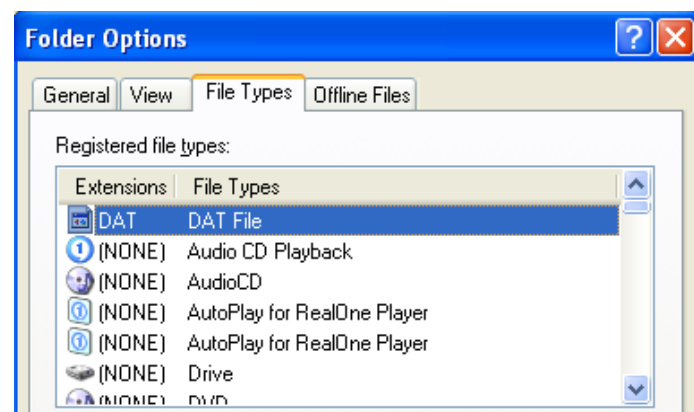
Figure 7.2 File Types tab

5. Press the *New* button (button under the *Registered file types* text box). A pop-up box called *Create New Extension* will appear (see Figure 7.3).
6. Type DAT (capital letters) into the *File Extension* box and press *OK*.



**Figure 7.3** Create New Extension dialogue box

7. A new data file type will be registered and appear at the top in the *Registered file types* text box (see Figure 7.4). Press *Close* to exit. This should then allow you to save SCIS records in the correct file type.



**Figure 7.4** The DAT file is registered