

Helpsheet:

Connecting to eLive from outside the Deakin network

Deakin eLive sessions can be accessed from anywhere with an internet connection providing you have a Deakin username and a password and have been invited to the session.

Although you don't have to be connected to the Deakin network to access eLive, you may encounter difficulties when attempting access from some locations. You can connect with any ISP connection, however if you try to access eLive from your workplace, you may need help. For example, your workplace may have a firewall and your IT support staff may need to change the proxy settings. You will also need Java to be able to use eLive.

This helpsheet will take you through the steps required to connect to an eLive session from outside Deakin's network, such as from your workplace or at home, when simply logging in to the session has failed.

Browser selection

The preferred browser for use in eLive sessions is Mozilla Firefox. You can download this for free from the Deakin software library at <www.deakin.edu.au/software/internet.php>.

If you are having problems connecting to eLive from your workplace

If you are having difficulty connecting to an eLive session from your workplace, it may be due to your workplace firewall settings. Your workplace IT Systems Administrator will need to adjust Java Webstart and Elluminate Live! by completing the steps below so that you can access sites outside your local network.

Re-configuring Java WebStart

1. Open Java from your C: drive.

Go to **Start > My Computer > Local Disk (C:) > Program Files > Java > [highest version number, should be jre1.5.0_05] > bin > javaws.exe**

2. Your Internet/Systems Administrator will then need to change the proxy settings under **Edit > Preferences > General > Network Settings**.
Your Systems Administrator will know the proxy settings to be entered.

Elluminate Live!

Launch your eLive session. Your lecturer may have provided you a link to the session.

Otherwise you may log in at <<http://elive.deakin.edu.au/>> with your Deakin `username` and `password`. Then select the relevant eLive session from the list.

Once you have started your eLive session, Java WebStart will link to the Elluminate server. Elluminate will then need to authenticate through the firewall.

If Elluminate Live! has already been set up with your workplace proxy server settings, you will be asked to authenticate. If not, the connection will fail and your Internet/Systems Administrator will have to change the eLive proxy settings.

Which version of eLive do I have?

You will need to know which version of eLive you are using to complete the following steps.

1. Select **Help**.
2. Select **About...** A box will appear with the version number.



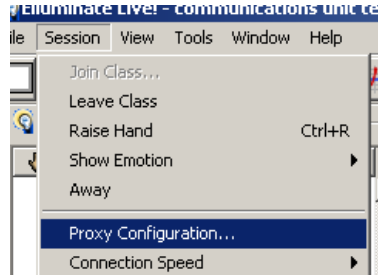
Changing the proxy settings

1. If you are using Elluminate 7 go to:

Session > Proxy Configuration

If you are using Elluminate 8 go to:

Tools > Preferences > Proxy Settings

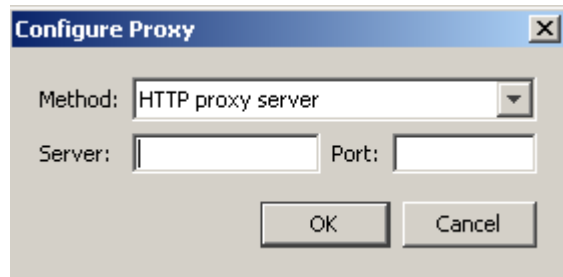


2. In the **Configure Proxy** box, complete the following settings:

Method: HTTP Proxy Server

Server: [proxy server address]

Port: [outgoing proxy server port number]



3. Now reconnect to the session:

If you are using Elluminate 7 click on **Session > Join class**

If you are using Elluminate 8 click on **Session > Join session**

If you still cannot connect to the internal eLive session, contact the IT Service Desk on ext. 72400 or it-servicedesk@deakin.edu.au

Alternatively, you may call the Institute of Teaching and Learning (ITL) support on ext. 78127 or itl-tss@deakin.edu.au

How to disconnect from eLive

Once you are finished with your eLive session disconnect from it.

1. Click on **File** at the top left corner of eLive.
2. Click on **Exit**. This will close down the eLive window.
3. Finally, select **Log Out** from the top right corner of the eLive webpage.