



QUBE *team*

Accessing Qube from Home

Students: Type your PSN into the username box, and your date of birth (DDMMYY) into the password box. If you have problems logging in, or cannot see all your courses please talk to your tutor or contact the Helpdesk (01279 868090) during college hours.

Staff: If you cannot log in contact the Helpdesk (01279 868090) or the Qube Administrator (01279 868044).

Frequently asked questions

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Still having problems?

If the suggestions above do not cure the problem, please make detailed notes of the exact time when you try to connect to Qube, what you do, and what happens when things go wrong. Speak to your tutor or the Qube Administrator at Harlow College who will try to help you resolve the issue.

Please remember, the Qube Administrator

- Can only help you solve the common problems associated with your home PC setup and software.
- Cannot work directly on your home PC
- Cannot be responsible for any errors caused to your PC, its software or data as a result of trying to help you access Qube.



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Why is it important to enable 'cookies'?

Cookies are small bits of code that some websites use to store small pieces of information about users. Sometimes cookies are blocked by web browsers for security reasons. Qube does not use cookies for any purpose that would compromise your security, but it does need to use cookies in order to function.

If you are having problems accessing Qube at home, you may need to make an adjustment to your browser settings so that your computer will accept cookies.

Assuming you are using MS Internet Explorer (the blue 'e'), have a look under the Tools menu. Pick Internet Options, and then the Privacy tab. You should then see a vertical slider, and if you adjust it to Medium or Medium-Low and then click OK, you should then be able to get into Qube.

If you would like to keep the security High for your general web browsing at home, you can change this setting back to High again after you have finished using Qube.

I have problems logging in from home

You might have problems logging in if your computer has a firewall, for example, ZoneAlarm or Norton Security.

For those using ZoneAlarm, here is the fix:

- Open ZoneAlarm Privacy properties
- On the Site List tab click Add button and add the VLE site (qube.harlow-college.ac.uk) to the list
- Once listed, right click the site and select Options from the context menu
- In the Site Options property window uncheck everything on the 'Ad Blocking' tab and then click Apply.

For those using Norton firewall, the fix is available at the [Symantec Support website](#).



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I am an AOL user and cannot login / Have to repeatedly login

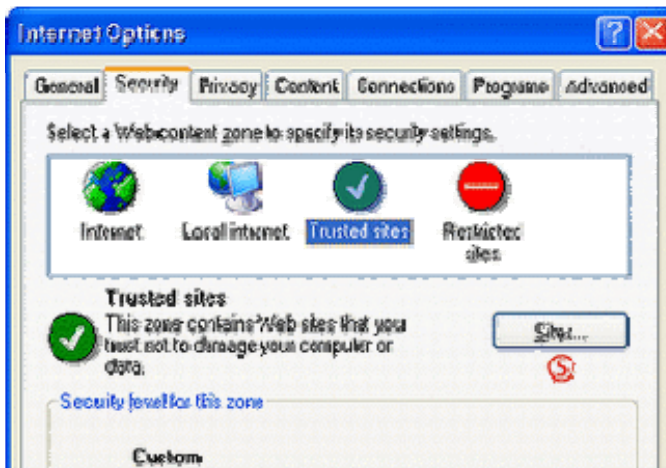
1. From your home PC you should connect to the Internet.

AOL Users

The web browser that appears when you connect to the internet often causes problems with Qube. Please follow the 2 instructions below:

- Close the web browser but stay connected.
- Start up another web browser (see the icon on the desktop or start bar).
- The following steps should now work correctly.

2. On your web browser top menu bar, click on Tools then Internet Options then on Security.



3. Click on the Trusted Sites icon

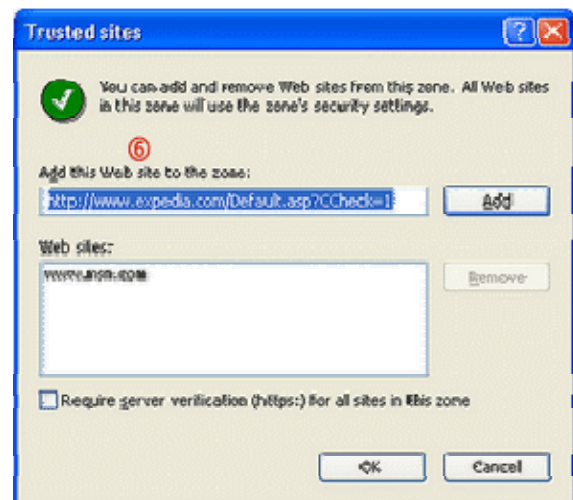
4. Then click on the Sites ... button.

5. Type <http://www.qube.harlow-college.ac.uk/> into the top text box and click on the Add button.

6. Click on OK then on OK again.

7. Go to the Qube site and you should be able to login without problem.

www.qube.harlow-college.ac.uk

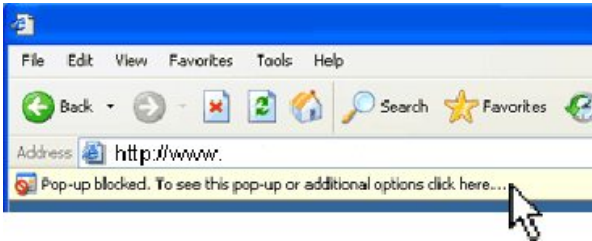




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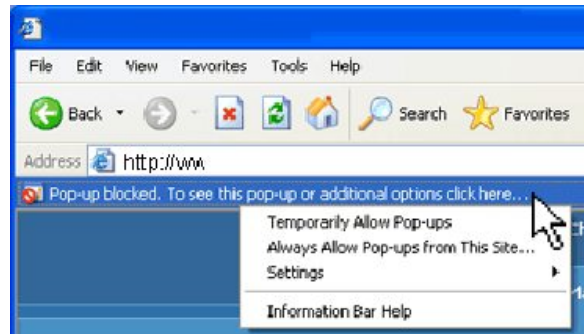
Pop-Up Blocking

Many PCs now have software to block Pop-Up Windows often used by advertising companies. Qube also uses these Pop-Ups to open learning resources.



The pale yellow Information Bar appears in the web browser to let you know something has been blocked.

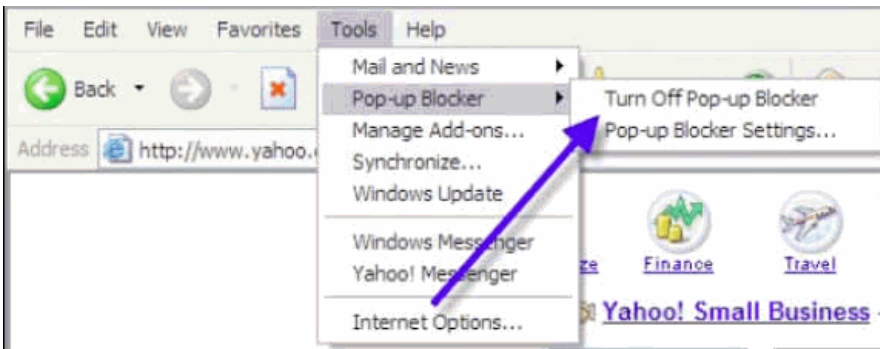
1. Click on the information bar and select Always Allow Pop-Ups from this site.



How to disable pop up blockers for other web browsers

<https://host.softworks.ca/Agate3/blocker/disable-blockers.htm>

If Pop-up windows are still blocked, and you have the Google toolbar installed, it may be the Google toolbar blocker:

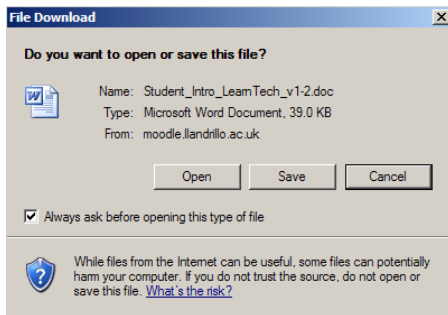




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Resources don't display

When logged into Qube, clicking on a link to a resource should bring up the Open/Save dialogue box.

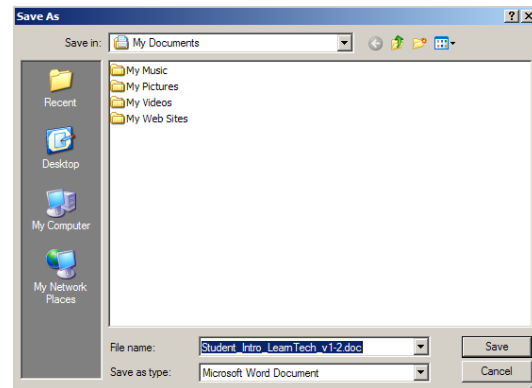


Usually, clicking on Open will display the word document, PowerPoint etc in a new web browser window.

Sometimes, a blank page appears instead (If you don't get an 'Open' button, your PC doesn't have the software needed to open the file).

1. Click on Save and choose a folder on PC to save the file into (My Documents in example shown right).

2. Open the file from your PC using the appropriate software (Word, PowerPoint or using Windows Explorer).



your
the

etc)

Resources display in a window with no menus or tool buttons

This is a well-known Internet Explorer problem. You need to change the settings on your computer:

- 1] Double click on 'My Computer'
- 2] On the menu above the tool bar, Click on Tools
- 3] On the menu that drops down, click on 'Folder Options'
- 4] In the Folder Options box that appears, click on the 'File Types' tab
- 5] When the box has populated, scroll down to 'DOC... Microsoft Word Document' and click on it (NOTE - - NOT the one below it - 'DOC... DOCMHTML File')
- 6] Click the 'Advanced' button near the bottom
- 7] Untick the ticked box 'Browse in same window'
- 8] Click 'OK'
- 9] Now scroll down the list of file types to 'XLS Microsoft Excel Worksheet' and click on it.
- 10] Click the 'Advanced' button near the bottom
- 11] Untick the ticked box 'Browse in same window'
- 12] Now click 'OK' then 'Close' to exit.



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Qube front page won't load (error 404 displayed by Internet Explorer)

Qube is unavailable between 2 am and approximately 6 am on Thursdays and Sundays - this is to allow the system to be backed up. Wherever possible, any other downtime for system maintenance is advertised on the Qube front page in advance.

If you have this problem at any other time, contact the Helpdesk (01279 868090) during college hours.