

Firewalls and nhsnet

In the process of preparing the Biomed Online Learning modules several of us using nhsnet at work ran up against a problem of 'firewalls'. Firewalls are set up for good reason – to prevent an outside agent attempting to access your system, unless you decide to admit them.

But with firewalls in place, you will not be able to access some of the features of your WebCT course.

Test

To test whether you are going to encounter a firewall problem, please carry out the following:

1. Go to <http://www.gre.ac.uk/biomed>
2. Click on 'Try a WebCT course now, under Useful Links on the RHS. (You can also reach it by clicking directly on <http://watts.gre.ac.uk/webct/logon/34681753001>
3. You have to type in the username and password "biomed_guest". If a message appears "you are already logged in somewhere else with this ID" please ignore this and continue with the demo course.
4. You may need to adjust the settings on your browser (Internet Explorer or Netscape) to allow interactivity. The instructions for carrying this out are attached. However it is highly recommended that you visit <http://www.webct.com/tuneup> and follow the onscreen instructions to make sure your browser is supported and "tuned" for WebCT. You can also find browsers that are supported by WebCT and download them to your pc if you need to and how to troubleshoot common browser problems e.g. turning off pop-up blockers.
5. Carry out the Task given on the first page of Course Content. It is reproduced below:

You are invited to post a response to the Discussion thread shown in the Discussion Room; to enter the Chat Room and to make an entry on the Calendar. Please contact me with a message in the Discussion Room or [email \(esupport@gre.ac.uk\)](mailto:esupport@gre.ac.uk) Web Services if for any reason these tools fail to work, letting them know which course you accessed. Please note that accessing the chat tool from work, may require you to ask your IT department to unblock certain ports, (due to a firewall) the details of which are below.

If you do run into difficulties with this test, you have two options:

1. Ask your IT department if they could enable access
2. Work from another network provider.

The route to enable access is as follows:

1. Request to your IT department that nhsnet is set up to enable access to WebCT Chat.
2. The case to make is that these are education tools that are crucial for communication between students on the course. They can only be accessed by a password allocated by the WebCT administrator located at the University of Greenwich.

The details for access are:

<http://watts.gre.ac.uk>

Chat Port: 2304

For more details, contact

[Web Services](mailto:esupport@gre.ac.uk) (esupport@gre.ac.uk)

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