

Solving Mac Issues with the UCOL Timetable Page

Some Mac users are reporting issues when trying to access the UCOL timetables web page on the student intranet from home – <http://student.ucol.ac.nz/MyProgramme/Pages/Timetables.aspx>

Yosemite User Only

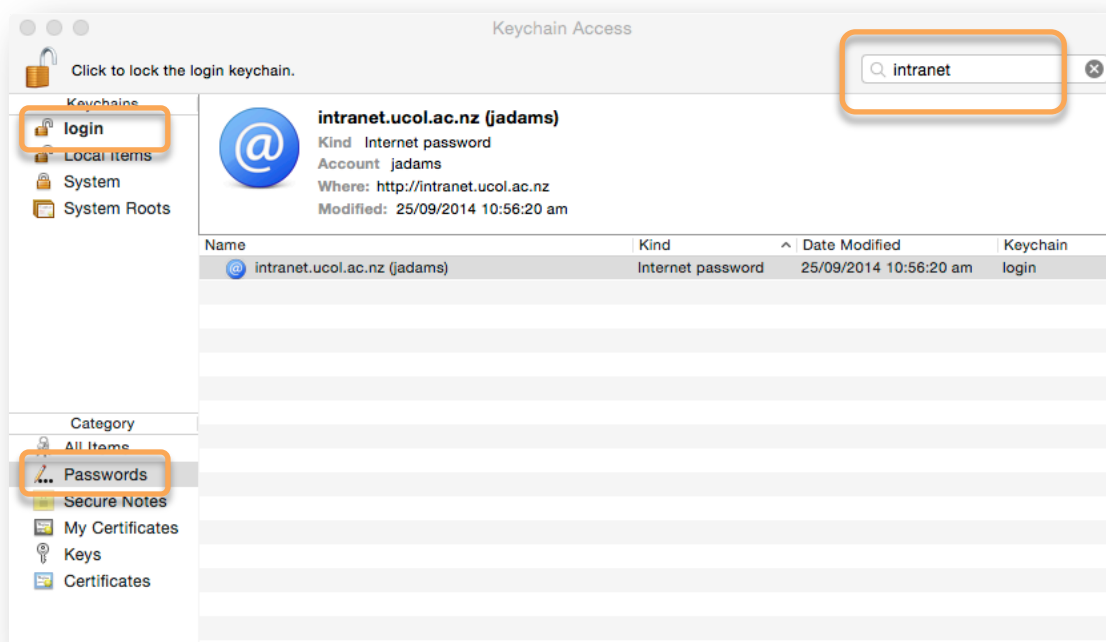
There is a known issues with early versions of MAC OS X Yosemite when trying to log in to NTLM based sites like the timetable page. Check what version you have - choose **About This Mac** from the Apple menu:



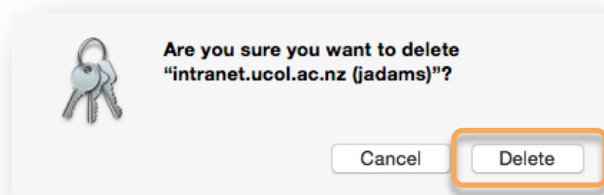
If you are on less than 10.10.2 you should upgrade. Upgrade to the latest version of Yosemite by choosing **App Store...** from the Apple menu then click on the Update button. You should see the OS X Update there. Install it. Installation requires a restart so save any work and close all other apps first. When updating is finished go to the next section, below.

All Users of browsers that save passwords in the keychain (e.g. Safari)

Delete any passwords in your keychain relating to intranet.ucol.ac.nz. Do this by running **Keychain Access**, in Applications > Utilities (or use Spotlight to find it). Once Keychain Access is open select **login** (top of left column) and **Passwords** (towards the bottom of the left column) then type "intranet" (without the quotes) in the search box and hit enter.



If you have saved your password in the keychain you should see at least one entry for **intranet.ucol.ac.nz** come up. Delete each entry for intranet.ucol.ac.nz by highlighting it then hitting the delete key. You will be asked to confirm the delete:



Click the **Delete** button.

Once all the entries are gone, browse to the timetable page. You should be prompted for a login. Enter your UCOL username and UCOL password. The timetable page should now work correctly.

All Users of browsers that DON'T save passwords in the keychain (e.g. Chrome)

You are less likely to be having issues but if you are, go into the preferences of your browser and find where passwords are managed and delete any associated with **intranet.ucol.ac.nz**.

Once all the entries are gone, browse to the timetable page. You should be prompted for a login. Enter your UCOL username and UCOL password. The timetable page should now work correctly.

The UCOL timetables web page on the student intranet has been tested on multiple Macs from outside UCOL. Any of the few problems encountered have been fixed using the above methods. If these do not work for you please contact Student Support with the following information and ask them to forward it to the UCOL webmaster:

- What version of OS X you have
- What browser(s) you have tried and what versions they are
- A full description of what you did and what the page did, or didn't do
- Your student ID
- The programme timetable you were trying to get:
 - Programme name
 - Intake and start date
 - Week(s) you were trying to get
 - Time period you were trying to get
- Who your Internet Service Provider is e.g. Spark, Vodafone etc.

Screenshots showing the issue would also be useful.