Common problems and solutions

I get to the Launching Elluminate Live! window/I have logged in at the Login page but nothing seems to be happening. What should I do?

The speed and success of the Elluminate Live! launch process will depend on the speed of your connection to the internet, your browser settings, whether you are operating from within a secure network and the processing speed of your computer. The launch process is usually slowest the first time you use Elluminate. It can, on slower internet connections, take up to 15 minutes. If nothing happens after some time, there could be something wrong.

Explanations and Solutions

Internet connection speed and reliability
The speed and reliability of your internet connection can influence the speed of the launch process. If you are experiencing difficulties when you try to launch Elluminate, it may be due to a loss of wireless signal (if you are using a wireless connection) or other problems with your internet connection. A good way of checking this is to try accessing a different web page in a new browser window or tab (for example, the UTAS homepage). If the web page doesn’t load, it may indicate that you have problems with your internet connection.

Solutions:
☑ Check that you are connected to the internet by testing your connection to another website. If you cannot access another website, you may need to contact your internet service provider for assistance.

☑ If you are using a wireless connection, check that your wireless signal is still strong. If it isn’t, you may need to find a location with a stronger signal or use a cable to plug directly into your modem.

Browser settings
Microsoft Internet Explorer, Mozilla Firefox and Safari and other web browser use security settings to protect your computer from malicious content on the web. Some settings may cause you to receive a warning message that prompts you to give your permission to view or download content, or run applications. Usually, browsers display warning messages in front of the browser window as pop ups or as information bars. This is an image of a common information bar message in Internet Explorer:
Sometimes, warning messages can appear behind your web browser window, making them difficult to notice. If you don’t notice the warnings and don’t respond to them, they can prevent the launch process from continuing. This is fairly rare as most warnings will pop up in front of the browser window.

**Solutions:**

- ✔ Check that no warnings have opened up behind your browser window. If there are warnings in the form of pop-ups, you will need to respond to them. For more information, refer to our [Web conferencing problems: warnings and popups information sheet](#).

- ✔ Check that no warnings have appeared in your browser window. For more information, refer to our [Web conferencing problems: warnings and popups information sheet](#).

**Elluminate is launching but is not visible**

Sometimes, the *Elluminate Live!* window can open behind your browser window. This can make it seem like Elluminate hasn’t launched, even though it has. If this is the case and you are using a PC, you will probably see the *Elluminate Live!* tab appear in your desktop’s task bar (generally located at the bottom of your screen). It might look something like this. The *Elluminate Live!* tab will have a small icon of a light bulb at the front of it.

![Elluminate Live! tab](image)

**Solution:**

To bring the *Elluminate Live!* window to the front of your desktop, click on the *Elluminate Live!* tab in the task bar.

**You have not clicked the Login button or you have clicked it several times**

As part of the launch process, you will be asked to login to Elluminate. At this point, all you need to do is type your first name and surname and click on the *Login* button. Doing this will help others identify you when you join the session. If you don’t click on the *Login* button, the process will not continue.

![Elluminate Session Log-in](image)

Clicking on the *Login* button will initiate the remainder of the launch process. You only need to click on it once.
Once you have clicked the Login button, be patient. It can take a while for the rest of the process to continue. Do not click on the Login button several times, otherwise Elluminate will try to launch in several windows and will take much more time to load.

**Solutions:**
- If you have not yet clicked on the Login button, click on it.
- If you have accidently clicked on the Login button more than once, you will need to wait until all launches of Elluminate have been completed. For example, if you have clicked on the Login button three times, three Elluminate Live! windows will open. Once this happens, leave one Elluminate Live! window open and close excess Elluminate Live! windows.

**None of these solutions worked. What do I do now?**

You can find solutions to related problems on our webpage. Alternatively, contact Elluminate for support on:

1800 267 338 (free call within Australia)