18. *Where do I get Java for a Mac?*

Problem: You are using a **Macintosh** computer. When you log-in to the online course system, you are getting a message regarding **Java** or the **JRE**. Both refer to the **Java** plug-in**,** which is required in order to work with all functions in the online course system.

As you are working in the course, you may also be seeing some strange things like a red "X" when trying to use the **HTML Creator** or a white blank box with an "X" when working with **My Files** and the **Whiteboard** tools.

Remedy:

Step 1: Download and install **Java** for the **Mac**.

[Click here to get the version of Java compatible with Macintosh computers.](#)

Step 2: Follow the prompts compete the install of **Java**.

Step 3: Restart your computer once **Java** has completed installation.

Step 4: Log back into your course.

Step 5: Go to a tool that requires **Java.**

For example, the **HTML Creator** is a visual text editor that is available in tools like **Mail** and **Discussions**. In the **Mail** tool, for example, click **Create Message** and then for **HTML Creator**, select the circle beside **On**.

After installing **Java**, the first time you open a **Java**-enabled tool, a coffee cup animation flashes as **Java** loads. This will only happen once, but the process may take a few minutes. Be patient.

In the **Create Message** box for example:

Again, be patient. Once the tool, in this case the **HTML Creator**, loads for the first time, this and other **Java**-enabled tools will run fairly quickly (over a high-speed connection).

NOTE: The installation of **Java** only affects the current computer you are working on. If you use a different computer (desktop or notebook), you may not have any problems at all with **Java** or you may have to go through this process all over again.

If you need additional help, please contact the WNMU Help Desk at helpdesk@wnmu.edu **or 575.574.4357.**