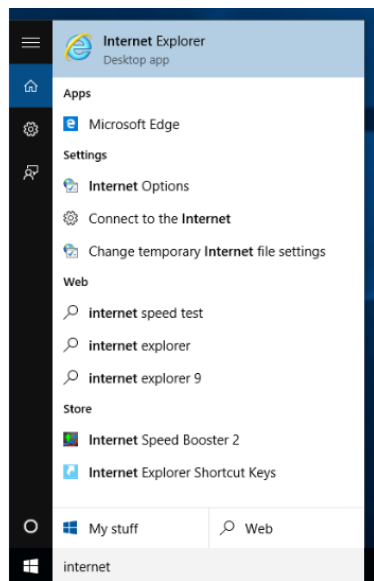


UWE External Access (XA) and Windows 10

Windows 10 comes with a new web browser called Edge. This browser does not support ActiveX controls and is therefore not compatible with the XA system. The following guide will help you to gain access to the XA system from Windows 10 by using Internet Explorer that is still supplied.

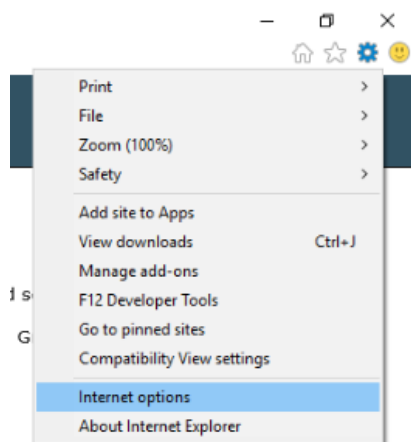
Start Internet Explorer (not Edge)

- Click Start, All Apps, Windows Accessories, Internet Explorer, or..
- Start typing Internet Explorer into the “Search the web and Windows” box on the taskbar, then choose “Internet Explorer – desktop app” from the results:

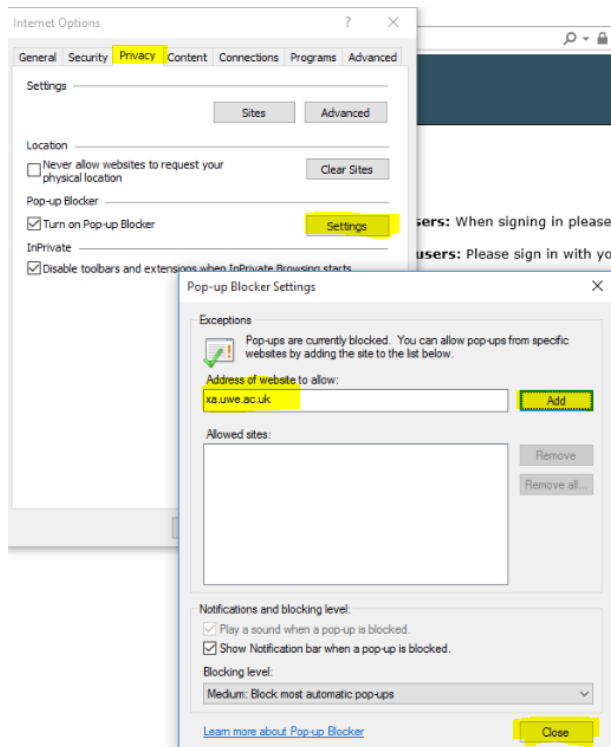


Add an exception to the pop-up blocker

- Click on the Cog symbol, then Internet Options:

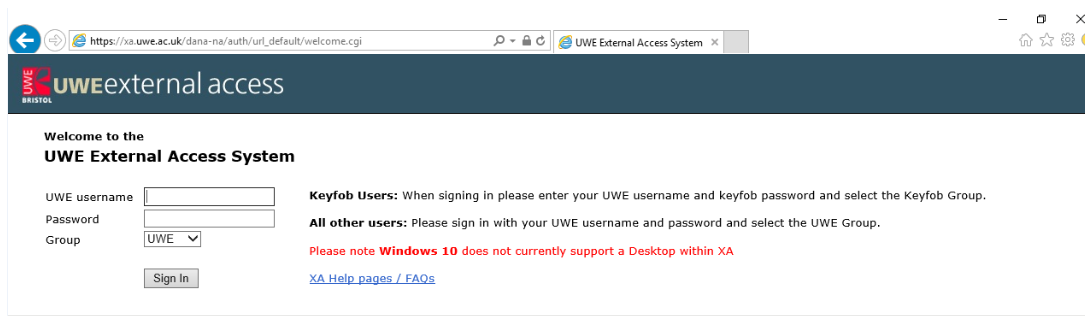


- On the Privacy tab, click Settings to the right of “Turn on pop-up blocker”
- Type xa.uwe.ac.uk into the box and then click Add, then Close, then OK

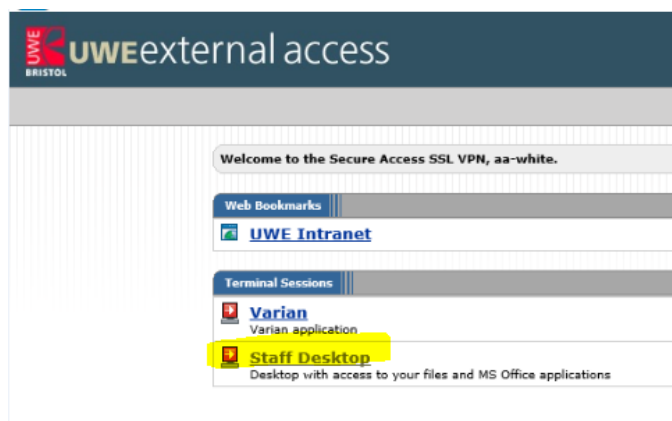


Start XA

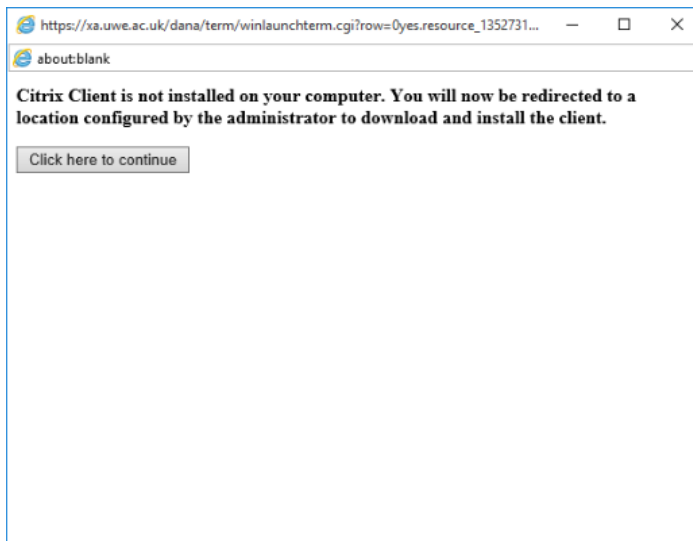
- Navigate to <https://xa.uwe.ac.uk> (type this into the address bar)



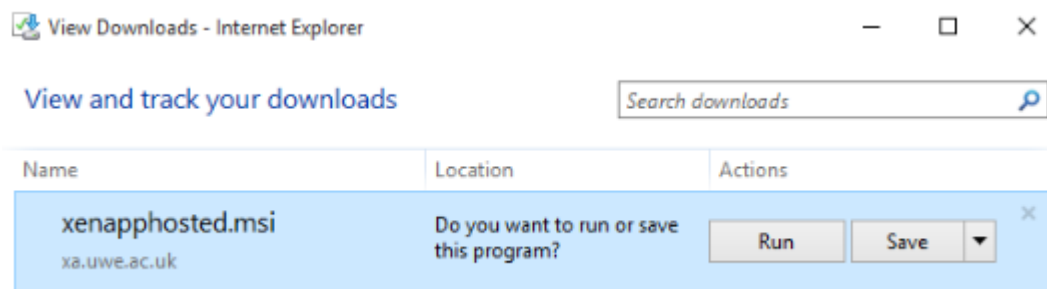
- Enter your credentials and click on Sign In
- Click on Staff Desktop:



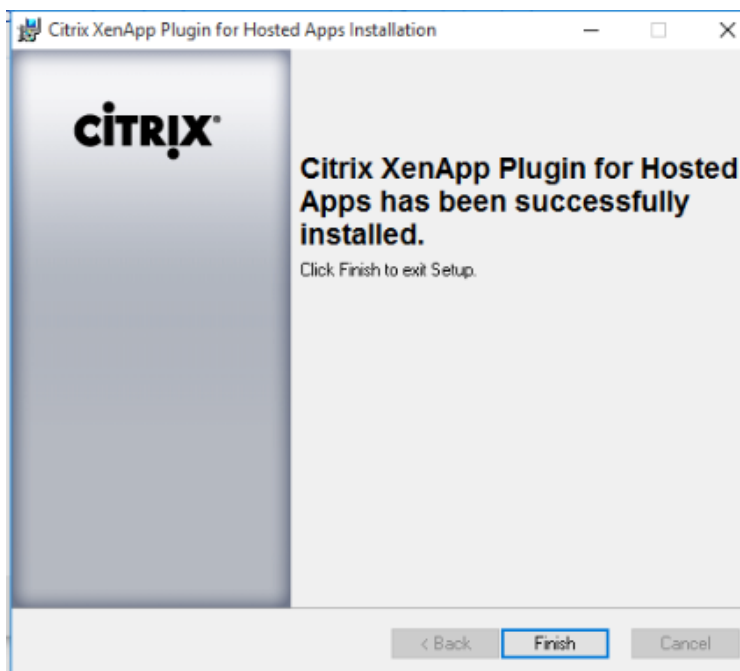
- You may now get a message about saying that the Citrix Client is missing:



- Click to continue
- The Citrix client installed download will appear, click Run:

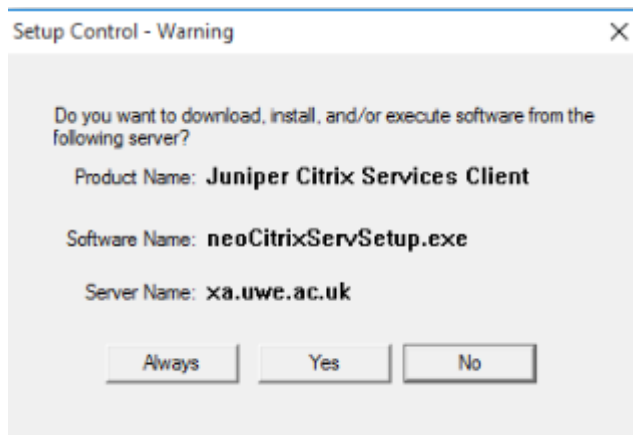


- A security box will appear, Click Yes, then Finish:



- Close the downloads window if it is still open

- Click on Staff Desktop again
- If required, you will be asked to install the Juniper Client, click Yes



- At this stage, hopefully Staff Desktop will appear, if not you may need to click on Staff Desktop again.