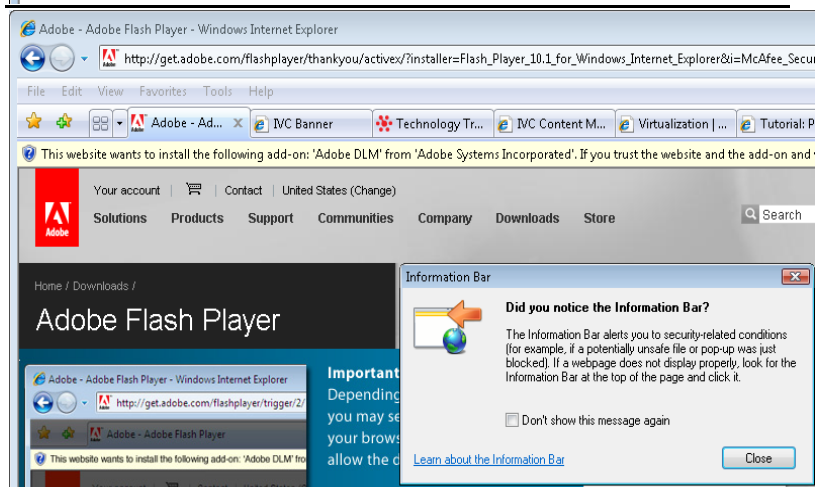


How can I view a technical support video online that shows me step by step instructions on “How to access my IVC e-mail account online”?

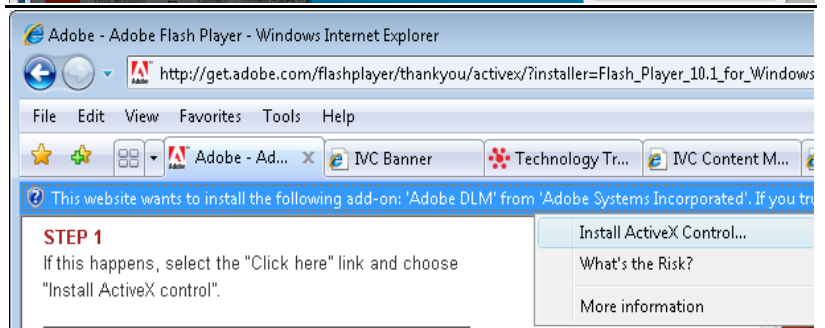
Step 1. First, you need to download the free Flash Player 10.1 version at <http://get.adobe.com/flashplayer/>, scroll to the middle with your cursor and uncheck the box (Free Google Toolbar – optional), then click Agree and Install Now.



Step 2. Second, click close on the information bar dialog box that appears.



Step 3. Position cursor on the yellow bar that says “This website wants to install the following add-on: Adobe DLM from Adobe Systems...right click- and select Install ActiveX Control.



Step 4. You may be presented with a series of User Account Control dialog boxes. For each of these, click “Continue” or “Install”, as appropriate.

Step 5. Click **Install**

Note: You will be redirected to a confirmation page once the download and installation is complete. Installation should take less than a minute with a broadband connection.

Step 6. Place a check box on “I’ve read and agree to the terms of the license agreement, then click **Install**.

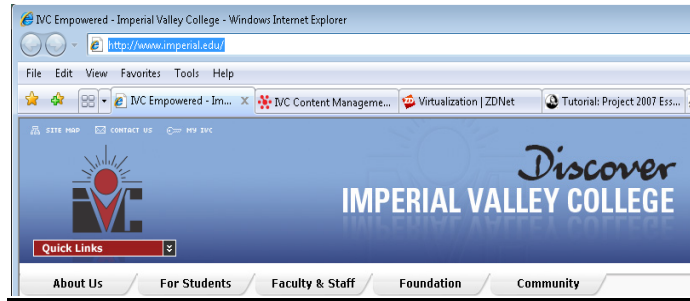
Then click **DONE**.

See screen shot on the right hand side as sample.

Step 7. Once you have successfully installed the Adobe Flash Player on your computer or laptop, go to your web browser and type in this web address www.imperial.edu then press enter.



Step 8. Click on the Faculty and Staff Tab.



Step 9. Scroll down and on the left hand side, click on Technology Training Center



Step 10. Scroll down and on the left hand side, click on Technical Support Videos.



Step 11. Click on the #4 Video to show you – [“How do I access my IVC e-mail account online?”](#)

Technical Support Training Videos
2010-2011



If you cannot view the online videos below, [click here](#) to download the handout (step by step with instructions) on how to install the Adobe Flash Player 10.1 version on your computer in order to view them online.

1. **New!** - [How do I view my current leave balances in WebSTAR?](#)
2. **New!** - [How do I log into WebSTAR?](#)
3. **New!** - [How do I import my classroom rosters from WebSTAR into Easy Grade Pro?](#)
4. **New!** - [How do I access my IVC e-mail account online?](#)

Step 12. Example of online video

