

IT Service Desk Support Hours

Monday—Friday: 9am—9pm
Saturday: 9am—5pm
Sunday: 9am—5pm

The IT Service Desk is open to 9pm weeknights and 9am – 5pm weekends to help you. If you do need help with your assignment submission, have forgotten your password or encounter technical issues with any of UNE's IT systems, don't hesitate to contact us.

Check our website at <http://www.une.edu.au/current-students/support/it-services> first or contact us via our webform (<http://une.service-now.com>), by email (servicedesk@une.edu.au) or phone (x5000 or 1800 763040)



2016 Maintenance Dates

Month	Date	Length	Impact
January	Saturday 16th	Full Day	Teaching
February	Saturday 13th	Full Day	n/a
March	Saturday 12th	Full Day	Teaching
April	Saturday 9th	Full Day	Prior to Intensives
May	Saturday 14th	Full Day	Teaching
June	Saturday 4th	Full Day	Prior to Intensives
July	Saturday 9th	Full Day	Teaching
August	Saturday 13th	Full Day	Prior to Intensives
September	Saturday 10th	Full Day	Teaching
October	Saturday 15th	Full Day	n/a
November	Saturday 12th	Full Day	Teaching
December	Saturday 10th Sunday 11th	Full Day Full Day	Christmas Break
January 2017	Saturday 14 th	Full Day	Teaching



From the Director

We hope the New Year and your academic pursuits have begun well for you in 2016.

Technology is such a critical component to your success and UNE has put this as a strategic objective in its new Strategic Plan, 2016—2020. 'Together we can do this' with an objective to take a digital leadership position in the higher education area. This is a significant and challenging objective for any organisation in this highly competitive world but I believe UNE has achieved significant inroads to enabling this strategy over the last five years that with the ingenuity of our academic staff, technical staff and our students we can do this. The next five years are going to be great and we want you to participate in designing the on-line education environment of the future, keep an eye out for how you can participate!

Are you using your UNE Skype for Business account? If not, you should be. This is a fantastic way for you to collaborate with your fellow students and UNE staff

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without incurring any telecom charges. You can use it from your Smart Phone, Tablet or PC so if you haven't already done so, log in and start making the most of it. You are the first university students in Australia and New Zealand to be provided with Skype for Business, a platform used by thousands of companies to be more productive every day! If your having any difficulty call our friendly staff on the IT Service Desk for help.

We hope our on-campus students and visitors are also enjoying the new Wifi network that was completed just before the Christmas break last year. This is one of the best university wireless networks in the world, with blisteringly fast speed and highly reliable (although we did have some problems with our authentication services at the beginning of the Trimester that affected access to the WiFi for which we are sincerely disappointed about and apologise for any inconvenience!).

I would also like to thank the students who joined our recent strategy session and the great ideas provided.

Free Software!

Did you know that as a student at UNE, you can install Microsoft Office on up to 5 devices free of charge? All enrolled UNE students are licensed (while they are an enrolled student) to access a full version of Microsoft Office (Word, Excel, Powerpoint, Skype for Business etc) – saving you a substantial amount of money. For more info on Office as well as other software available to student at UNE, please check <http://www.une.edu.au/current-students/support/it-services/software/>

Be careful!

Another scam (phishing) email has been reported to us by a number of UNE users.

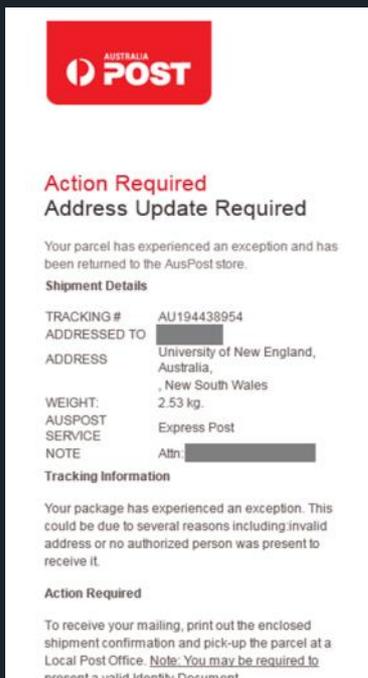
This one pretends to come from Australia Post regarding a parcel pickup / address change.

Unlike other, more generic scams, it uses your name and your position in the body of the message and can easily be mistaken for a genuine message from Australia Post.

PLEASE DO NOT OPEN THE ATTACHMENT of the message or click on any of the links. IGNORE and DELETE the message immediately.

If you have accidentally opened the attachment in this or similar messages, please immediately change your UNE and other passwords and run an antivirus / antimalware scan.

Example message below:



Academic Integrity Module

Don't forget that you won't be able to submit your first assignment until you have completed the Academic Integrity Module (AIM).

See <https://goo.gl/24pnOI> for more details.



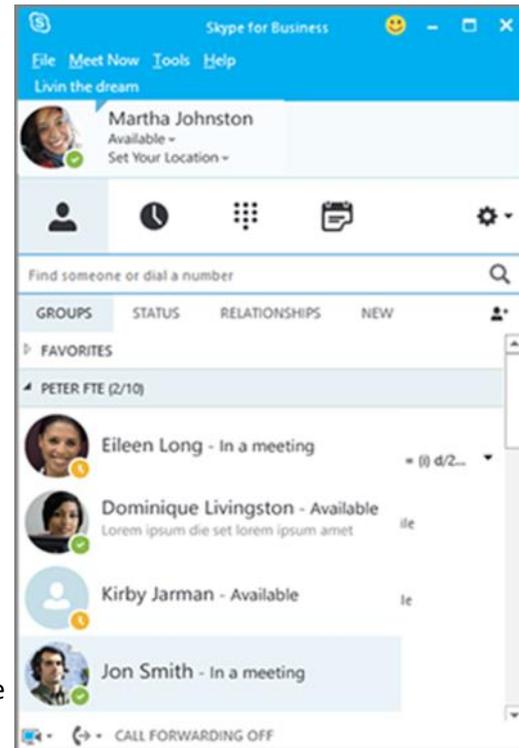
Skype for Business—an easy way to connect with other students and lecturers

In T3 last year UNE launched Skype for Business for all our students.

Skype for Business (also known as Lync on Macs and mobile devices) is part of the Microsoft Office suite and is a communication and collaboration tool that lets you use your computer or mobile device to make phone calls, instant message, video-chat, have ad-hoc or scheduled online video meetings/webinars, share screen and content with other students and staff at UNE. You can use your UNE Skype for Business to call your lecturer or UNE administrative staff without incurring additional call costs to you from any appropriate Internet connected device.

If you already have Microsoft Office installed (either the free student license available to UNE students or your own paid version) it is likely that you already have the Skype for Business (Lync on Mac) client installed on your computer and will be able to log-in right now.

Find out more info at <http://www.une.edu.au/current-students/support/it-services/skype-for-business> with details, including a short introductory video and look out for more info on upcoming training session.



Clutter (new feature in student email)

Clutter is an email filtering option available by default in Office 365.

It is similar to an anti-spam filter as it moves less important email (based on your reading habits) into a 'Clutter' folder where they can be ignored or reviewed later. Most of the mail going into the folder should be spam and messages from mailing lists. However, you will want to periodically check the Clutter folder as it may move legitimate email into this folder.

You can choose to disable Clutter if desired. To disable Clutter log into OWA, click on the Gear, Options, Automatic Processing, Clutter and select *Don't separate items identified as Clutter* then click Save.



If you are using OWA and need to mark messages as "not clutter", either right click on the message and choose 'Mark as not clutter' or just drag it to the Inbox. If OWA is missing messages you want marked as clutter, right click and choose 'Mark as clutter' or drag it to the Clutter folder.

Atomic Learning

Need help with Windows? Not sure how to do something in MS Word? PowerPoint assignment confusing you? UNE has a subscription to Atomic Learning, an online library of bitesize IT training videos. Check them out!

