

Guide to IT Services for UNE students

The purpose of this guide is to provide UNE students with general information about ITD's computing services, the ITD Computer Labs and the Dixon Library Internet Searching Room

UNE Username:

UNE Email:

@une.edu.au

Registering for your account

If you want to use the World Wide Web, email through UNE, access your online units, use library resources, or login to the central academic computer, you will need a UNE account. To obtain your UNE username and password, you will need to register via our online registration form at <https://login.une.edu.au/register/>

Changing your password

If you have forgotten your password or you think that another person may know it, you can reset the password by re-registering by going to the online registration page: <https://login.une.edu.au/register/>. Please change your password at regular intervals, especially if you suspect that your password is known to other students.

MyUNE Student Portal

Your account will give you access to a number of online facilities, many of them outlined in other areas of this booklet. UNE launched its student portal in late 2005 and many of the online facilities that are available to you can be accessed through a central student portal website. The portal address is my.une.edu.au. Login with your username and password to access pages customized with your details. Within the portal, you can access your email and your online units, your results, check on administrative information such as your currently enrolled units and change / update some of your personal details. You can also enroll online.

Computer Labs

The Information Technology Directorate provides two computing labs for use by students and staff of the university. All of the labs are located on level 2 of the IT building and contain 20 computers each that run both Windows and Mac operating systems. A variety of applications and services are available through these labs. These include: Microsoft Office applications (such as Word, Excel and PowerPoint on both Windows and MacOSX); Internet Access, Telnet access and access to the Dixon Library Catalogue. As well as these computing labs, Dixon Library, EBL, Law library is also able to provide similar services.

Mac OSX on IT Lab Computers

All IT Lab computers are set up to run Mac OSX and Windows. The icons for the most commonly used applications (Internet Explorer, Microsoft Office) will appear in the dock at the bottom of the screen. Click on the icon to open the application(s) you would like to use. Each Mac is equipped with USB ports for Memory Sticks also known as Thumb Drives. You can also map to your Metz drive from the Macs.

Mapping the Metz drive

Mapping a drive to Metz (our UNIX server) is a way for you to save your file to your area on the server (10Mb). This means you do not have to rely on floppy disks to store your files. When you start a Windows session, a dialogue box will be displayed that allows you to connect ("map") to your Metz drive. Enter your UNE username and password and then click on the Connect button. The Metz drive is mapped as M: It will be available in the usual drop down list of drives and you will be able to save and retrieve your files from any networked machine on campus. Each computer is equipped with USB ports for thumb drives. It is recommended that you use thumb drives for saving your work while you are in the labs.

Logging out

Please make sure you close all programs and restart the computer before leaving the labs. You can do this by clicking on the blue apple in the top left corner then click on "Restart".

Printing in Labs

The IT Labs provide automated self-service charging for printing. The U-Swipe system allows you to credit an amount of money to your UNE Card by means of autoloaders located in the labs. Swipe units attached to each copier and printing station allow you to make copies and prints. The cost of each printout is automatically deducted from the balance on your card. Please note that the U-Swipe system will accept any card with a magnetic strip (Student card). To top up your card in the IT labs use the U-Swipe machine on the wall in lab 1. U-Swipe machines are also available in the Law Library, the Curriculum Centre and the Dixon Library.

Dixon Library Internet Commons

The Dixon Library provides an Internet Commons with computers running from the ITD lab servers offering Microsoft applications and Internet access. Included is access to the University Library Catalogue and many databases. Printing is via a network printer and uses the U-Swipe system. To add money to your card in the Library, use the autoloader on the First Floor near the central stairwell. The University Library subscribes to a large number of databases for staff and student use. These are accessed via the University Library page at <http://www.une.edu.au/library> and by clicking on e-resources link. For the majority of these, you need to use your UNE username and password for access.

Library Online Resources

There are many online resources available to staff and students from the University Library page at www.une.edu.au/library. Try the following buttons:

- **Catalogue.** This tells you the books, journals, Reserve Collection items, audiovisual materials and other resources that are held in the collections of the University Library and its branches.
- **eReserve.** Here you will find electronic copies of articles and chapters of books recommended by lecturers as having high relevance to your unit/s of study.
- **Exam papers.** Use this to see any officially released exam papers for your enrolled subjects or check all available exams by Unit Co-ordinator and Unit Code.
- **Resources.** These valuable resources include journal indexes, links to useful websites, and web search tools (like Google).
- **Training & Help.** Here you will find information on on-campus library tours and classes, online tutorials, subject and assignment guides, technical help pages and an Ask a Librarian form to consult a librarian. Included is eSKILLS UNE, a series of lessons showing you how to find and evaluate information, write essays and reference assignments in the correct manner.

Access to Disk space

Your UNE username and password will automatically create an area on our UNIX server (Metz) for you. The storage limit for undergraduate students is currently 10MB, for postgraduates and staff it is 100MB. For information on how to access the Metz drive on campus please go to: <http://www.une.edu.au/it-services/students/account/serverspace.php>

Access to ITD Building, Dixon Library and Labs

Business hours: The ITD building is open to all students and staff during normal business hours (Monday to Friday, 8.00 – 17.00). To enter a lab, simply push on the door next to the swipe card reader.

After hours: Between 17:00 and 8:00 and over the whole weekend, access to the ITD building and the labs is restricted by swipe card access. Access to the Dixon Library Internet Commons is during Library opening hours only as per www.une.edu.au/library/about/hours.php

Accessing your disk space off campus

You do not need to be on campus to access the files that you saved to your Metz directory; it can be accessed from any computer connected to the internet by using FTP (File Transfer Protocol).

For more information on FTP go to: <http://www.une.edu.au/it-services/students/internet/ftp.php>

Personal Web Space

All staff and students of UNE have access to their own personal web space. For information on how to setup and access your personal web pages please go to:

<http://www.une.edu.au/uneweb/guidelines/personalpages.html>

Internet access from on campus

Every time you access the internet (i.e any website that is not part of UNE's website) you will be asked to enter your username and password for authentication. From this point onwards everything you view is

considered a download and therefore affects your quota. You can check your proxy usage and your remaining quota anytime at <https://www.une.edu.au/its/proxy-usage> or through the student portal (MyUNE). Internet Proxy Quota. The current quota allocations are: 3Gb per month for undergraduate and postgraduate (coursework) students, 5Gb per month for staff and postgraduate (research) students, 1Gb additional on the above mentioned quota for residents at college. If you go over your quota you must pay \$7 for each additional Gb you use.

UNE Software Downloads

In order to study at UNE, students will need to install certain software onto their computers, ITD has created a 'software downloads' area on the local network. This will minimize the usage on students Proxy quotas thus saving them money. Access to the Software Downloads area is from the ITD software page (www.une.edu.au/itd/help/software/index.html). Simply click on the "Software Downloads" link in the centre of the screen. There are many programs that can be downloaded from this site, including web browsers, FTP programs, Winzip, Adobe Acrobat Reader, Open Office and more importantly Operating System Service Packs which can sometimes be several hundred Megabytes in size.

Email Access

Your UNE username and password will automatically generate an UNE email address for you (yourusername@une.edu.au). You can check your mail from any PC with an internet connection by selecting the "Webmail" link on UNE's homepage or through the MyUNE Portal. For further information on Webmail or the setting required to check your email from your own computer, please check the Service Desk website. The email quota for students is currently set to 100Mb. You are expected to check your email account at least once a week – the university will use it to email important information out to you on a regular basis. Please note that if you are writing a long email using webmail, you will be logged out after 20 mins. This is for security purposes to prevent other people from accessing your email. If you wish to write a long email, please ensure that you press the "Save as draft" button regularly to prevent the system from logging you out and causing you to loose your message.

Accessing email from on campus

Students can also access UNE's POP3 email server from their personal computer using mail programs such as Eudora or Microsoft Outlook. More information on how to configure an email program please go to: <http://www.une.edu.au/it-services/students/email/> You can also check email from off campus using the POP3 server but certain conflicts may arise with your ISP's network settings (you will not be able to use the outgoing server above. You will need to use the outgoing mail server settings provided by your ISP.

Internet Access in Colleges

To access the internet from your computer in your room at the colleges your computer need to have an Ethernet port/network card. Each network card has a unique address which can go by any number of names such as Hardware address, physical address and MAC address. This address contains 12 numbers and letters each in pairs and separated by a – (e.g. 00-D3-47-86-4E-H4). On each Operating System the location for finding the address is different.

Windows 2000/XP: From the Start menu click on 'Run' and in the 'Open' field type "cmd" this will open a command prompt window in this window type "ipconfig /all" and press enter. This will then display network information including the Physical Address for your computer.

Mac OS X: Open System Preferences from the docking bay double click on the 'Network' icon, select the 'TCP/IP' tab and the hardware address is displayed in the bottom left hand corner under the heading 'Ethernet Address'.

Windows Vista: From the start menu, choose "All Programs", click on "Accessories", click on "Command Prompt". In the window that comes up type "ipconfig /all" and press enter. This will display information about all the network adapters in your system. Find the heading that says "Ethernet Adapter Local Area Connection" (you may need to scroll up to find it) and under that heading, look for the "Physical Address" of your card.

Once you have this address you will need to talk to the College Computer Officer or the College office; they take all network access requests and ensure that they are processed. Once the network connection has been set up for you by the college, you should approach them to have your computer configured for access to UNE's network. Before you can access the World Wide Web (www) you will need to set up your web

browser for proxy authentication. Information on how to configure your web browser can be found at: <http://www.une.edu.au/it-services/students/internet/proxy.php>

College Virus protection

There are a variety of anti-virus software packages available to buy through local or internet based vendors. If you do not wish to pay for anti-virus software you can download antivirus software from the internet for free, however it is widely known that these programs are not as efficient as those bought from shops. A free version can be found at <http://free.grisoft.com>

Spyware

Spyware is a type of program that can steal personal information from your computer such as email addresses and banking details. Two free programs to find & remove Spyware: **Spybot Search and Destroy** can be downloaded from: <http://www.safer-networking.org/en/index.html>, **Adaware** can be downloaded from www.lavasoftusa.com

Copyright and Computer usage rules

See www.une.edu.au/copyright for more on copyright information. A copy of the 'Rules for Use of University of New England Computing and Communications Facilities' is available at <http://www.une.edu.au/it-services/common/pdfs/policies/rules.pdf>.

Subnet 70

Subnet 70 is a restricted subnet, access to this subnet is for local students (Townies) that wish to bring a laptop to campus. Students who register their laptops on this subnet will need to find an active network point to plug in their computer. Students can use computer labs for this purpose, but they must ensure they reconnect and restart the computer they unplug from the network before leaving the computer lab. To access subnet 70 please come to the IT Service Desk. You should ensure your computer is virus free (using up-to-date anti virus program) before requesting access to the UNE network.

Wireless Network

A wireless network is available in the central court yard and surrounding areas. For a map of the wireless access zone and information on how to configure your wireless connection please go to:

<http://www.une.edu.au/it-services/wireless.php>

Online units (WebCT)

At UNE many units are available online through a central area called WebCT. This area can be accessed by clicking on the "myUnits" link on the UNE homepage, through the MyUNE portal, or by going directly to the page at www.une.edu.au/online to access your online units you will need to use you UNE username and password. Once you log in you will see a list of the units that you are currently enrolled in. If you are enrolled in a unit which is not available online, you will see the unit in your list of units but you will not be able to enter the unit. Within WebCT you will be able to see lecture notes online, download and submit assignments, send emails to your lecturer, keep track of your assignment results and be able to participate in discussion boards and chat rooms with fellow students from around the world.

Esubmission: To electronically submit your assignments go to www.une.edu.au/esubmission

Online computer skills courses

There are a number of courses offered such as the 'International Computer Driving Licence', Microsoft Office (Word, Excel and Access) as well as courses for Adobe products such as Pagemaker, Illustrator and Photoshop. To sign up for any of the courses or to see what's available browse to www.une.edu.au/training

Where to get Help: IT Service Desk

The Service Desk is the central point of contact for all your IT related problems and questions. We are located on the ground floor of the IT building and are open from 8:30am to 5:00pm Monday-Friday. You can also call us on +61 (02) 6773 5000 or email service@une.edu.au There will be limited phone and email support available on weekends during terms and residential school periods from 1:00pm and 5:00pm. Our website also contains information on the most common issues and a form to log a request online at www.une.edu.au/itd/help/index.html

Student Software

The IT Service Desk has limited quantities of Office 2003 (Windows) and Office 2004 (Mac) for students. Payment should be made at the cashier (Lamble Building) and receipts presented to the IT Service Desk to obtain a copy. Students outside Armidale can purchase both Office and Windows directly from <http://www.sigroup.com.au/student.nsf/unestudents>