

## The IT Service Desk office has moved

The Service Desk office in the Learning Commons of Dixon Libraries has moved into the old Security Office – this has given us more space and a more easily accessible space to support students (*and staff*) during the library opening hours.

Don't forget that if you are a staff member and are enquiring about issues with your UNE computer, you can also visit our desktop support team in their office in the IT Building (*glass door, Western end*).



*IT Service Desk office in Learning Commons in Dixon Library*

Come see us in person at the library or in the ITD building



*IT Desktop Support office ground floor in the IT Building.*



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## Upgraded Meeting Rooms

ITD upgraded a large number of meeting rooms across the campus in late 2017 and they have been seeing some great use so far.

All have been equipped with 360 degree camera and audio systems, which greatly improve the online meeting experience when using Skype for Business, Adobe Connect, Zoom, Standard Skype, or any other collaboration platform. They can also be used for recording via Echo360.

If you haven't yet used one, or would like to learn more, please contact the Audio Visual Support team on ext. 2489 or via email at [av-support@une.edu.au](mailto:av-support@une.edu.au) and they will be more than happy to show you through the facilities and features of the new systems.



## Moodle 3.3 Upgrade

At the beginning of Trimester 1, UNE will upgrade Moodle to version 3.3.

The new version has brought improvements and bug fixes. There are no major changes to tools.

We have developed short tours for both staff and students. These will pop up to show the new features the first time you access Moodle following the upgrade. We also have a tour for students to assist with assignment submission and for staff when creating new assignments and accessing the Gradebook.

The Grades link will move to the Navigation block. Access to Gradebook setup remains in the Administration block.

Notifications will be able to be accessed from the top menu bar in Moodle sites. See the page on notifications for more information.

Messaging will be available within Moodle. The messages icon will be located next to notifications in the top menu bar. See the messaging page for more information on this feature.

## Dell Staff Discount

UNE is a member of **DELL's STAFF PURCHASE PROGRAM** - we have a **COMPANY CODE** that UNE staff can use to get some discounts on some Dell items.

The process is ...

1. Go to <https://www.staffpurchase.com.au/>
2. Click on the "Dell Coupons" link in the top right.
3. Scroll down past the "Sales" to the "Coupon Offers"
4. Click on the offer you want to use.

The discount won't be visible until you register with your UNE email address and the Company Code of 444208CAFA23.

This will then display a coupon code for you (*and email it as well*) that can then be used in the next steps (*on the Dell webpage*) at the checkout to get a reduction on the total cost.

## Computer Lock Screen – 15 minutes

The automated screen lock for Windows computers is currently set at 10 minutes (*but may have been modified on some machines to longer periods*).

The Information Technology Governance Committee has recently approved a recommendation to extend the timeout to 15 minutes and in the near future this setting will be pushed out to all networked Windows computers.

We understand that it can be inconvenient to enter a password to unlock it if a device is left unattended or idle, however, an unattended device that is not locked can be accessed by anyone which can present a security risk if left unlocked for an extended period.

You can, of course, lock your computer at any time by simply holding down the **Windows** key with one finger and tap on the **L** key with another.

If you have any questions about this change or come across any issues, please contact the IT Service Desk via <https://une.service-now.com> (*or email [servicedesk@une.edu.au](mailto: servicedesk@une.edu.au)*).

## FIM update – password recovery

One of the major IT projects this year is the upgrade/replacement of our current account and password management system. A feature this project will introduce is a new self-help tool for "forgotten" passwords.

Rather than using the current system of security questions, the new system will use a personal/non-UNE email as a recovery email address for your UNE account. For you to be able to make use of this feature, a non-UNE email address will need to be set in Web kiosk for your account.

If you haven't already done so, we recommend that you set (*or update*) your personal email address in Web kiosk - it's a quick and easy change, but will give you the option to reset your password for your UNE account (*once this feature becomes available in the next few months*).

To update/set your personal email, log into Web Kiosk and then choose **My HR -> Personal Details -> Email Addresses** and follow the prompts on-screen.

*(You will, of course, still have the option to contact the Service Desk if you forget your password and don't have a non-UNE email address or don't have one on record with Web kiosk).*

The screenshot shows the UNE HR system interface. The top navigation bar includes 'My HR', 'My Team', and 'My Administration'. The 'My HR' menu is expanded, showing options like 'Personal Details', 'Leave', 'Payroll Details', etc. The 'Personal Details' menu is further expanded to show 'Personal Contacts', 'Email Addresses', 'Emergency Contacts', etc. The 'Email Addresses' section is highlighted. Below the menu, there is a table with columns for 'Action', 'Job Number', and 'Mail Type'. The 'Action' column has an 'Edit' button. Below the table, there is a 'Record 1 of 1' indicator and a red box around the 'Add new Email Addresses record' button.

## Staff Directory Portal

Are your staff details correct in the Staff Directory on the web site? The staff portal for Directory updates has been enhanced making it easy for staff to update their details directly.

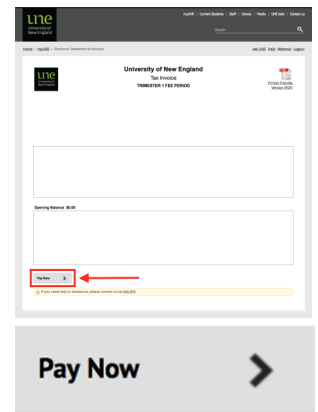
To update your details log into [https://une.service-now.com/sp\\_it](https://une.service-now.com/sp_it) browse the Service Catalog and select **Staff Directory Update** under the Phones category.

The screenshot shows the Service Catalog interface. The top navigation bar includes 'Home', 'Service Catalog', and 'Phones'. The 'Service Catalog' page has a search bar and a list of categories. The 'Phones' category is selected, showing options like 'Phone / Network cabling Request', 'Mobile Devices and Services', and 'Staff Directory Update'. The 'Staff Directory Update' option is highlighted.

## New Pay Now Button for Students Current Invoices

The Online & Learning Applications group have extended the functionality of the Current Invoice page within myUNE to include a 'Pay Now' button. This will provide students with the option to make additional contributions towards their tuition fees up to census date.

The button can be located by navigating to the 'myEnrol' tab in myUNE, then selecting 'Current Invoice' within the Financial Details portlet. The Pay Now button will redirect students to a UNE payment portal where they will be provided with a range of payment options such as Visa, MasterCard and PayPal.



## CLMS/Open Windows

The Legal and Governance portfolio is currently in the process of implementing a system to support improved management of contracts across the University. Contracts is being developed by Open Windows Pty Ltd., and is currently being used successfully by a number of other organisations in the government, higher education and private sectors.

Contracts will help staff across UNE academic and professional business areas to create a single, secure, and accurate contract repository in which to manage all types of contracts. Some benefits of the Contracts system include: easy access to key contract data and documents; accurate reporting functions; alerts for key contract dates; embedded processes for procurement, contract execution, and variations; streamlined approvals processes; and integration with our records management system.

Once the system is built and tested over the coming months, relevant staff will have access to training to use Contracts effectively. The introduction of Contracts is key to adopting more rigorous, compliant and consistent processes for the management of contracts across UNE. If you have any queries about Contracts, or contract management at UNE, please email [contracts@une.edu.au](mailto:contracts@une.edu.au).



## Why shouldn't I share my password – what could possibly happen??

Here's just one example of what can happen - anyone who has your password can access your email account from anywhere, at any time and send emails from you to anyone saying anything and you won't even know they've done it until it's too late. It's really hard to prove it wasn't actually you if something goes wrong.

Still think it couldn't happen to you? You might think you're being helpful by giving your colleagues your password to access stuff when you're not around but sharing your UNE password is not only in contravention of UNE Rules and Policies, it's just not a smart thing to do so please, don't give your UNE password to anyone for any reason!

## NVIVO online training courses updated

IT Training have worked with QSR to update our current NVIVO online training courses. We are very happy to announce we have secured the following courses available to staff and students.

- 40 x Fundamentals of NVivo – WIN
- 10 x Fundamentals of NVivo – MAC
- 40 x Moving on with NVivo – WIN
- 10 x Moving on with NVivo - MAC

If you are interested in undertaking an NVIVO online training course please email [it-training@une.edu.au](mailto:it-training@une.edu.au) for the course details and course code.





## IT Training Update

The training schedule so far is now available through web kiosk.

We are currently working on a range of new courses that will be released throughout 2018.

### APRIL

Wednesday, 11 April 2018 9:00 - 10:30  
Skype for Business

Wednesday, 11 April 2018 2:00 - 4:00  
Protecting and Sharing Documents in Word 2016

Tuesday, 17 April 2018 1:00 - 4:00  
Introduction to Excel

Thursday, 19 April 2018 10:00 - 12:00  
Adobe Connect the basics

Thursday, 19 April 2018 2:00 - 3:30  
Echo360 Using Personal Capture

Friday, 20 April 2018 9:00 - 12:00  
Moodle Getting started with Course Content

Friday, 20 April 2018 2:00 - 4:00  
Moodle Forums & Communication Tools

Monday, 23 April 2018 9:00 - 10:30  
Understanding Cell Referencing in Excel

Monday, 23 April 2018 2:00 - 4:00  
Echo360 Active Learning Platform Features

Follow us on Workplace  
[Training@UNE](mailto:Training@UNE).

## Expressions of Interest

We are looking for staff who are interested in attending special training workshops on:

- Project 2016 training
- SPSS training
- NVIVO training

Courses to be held on campus with external trainers.

Cost approx. \$300.00 per person.

If you are interested please email  
[it-training@une.edu.au](mailto:it-training@une.edu.au)



# From the Vault

## News snippets from the Network and Systems Group, ITS.

### Modem magic

A "modem" is that magic black box which is used to connect a remote user to the UNE campus network. The word "modem" is a 20th century word from the first letters of **MO**dulator/**DE**Modulator. The modulation and demodulation describe the means by which computer signals are transmitted over a telephone line. The electrical signals from the computer are converted to audio tones (*modulated*). The audio is transmitted over the Public Switched Telephone Network (PSTN) to the receiving modem. The audio signal is then converted back into electrical signals (*demodulated*). The electrical signal then feeds into a server on the campus network.

But the modem hardware itself is only one part of the complex story. For the remote computer to operate as full member of the UNE campus network or the Internet many disparate parts must come together and interoperate correctly. These parts include the microcomputer itself, the communications software on the microcomputer, the cable between the modem and the microcomputer, and the modem configuration.

What's this, you might ask - why is something so trivial as a cable so important? When data is transmitted to the microcomputer from the modem more quickly than the microcomputer can receive it (*or transmitted from the microcomputer to the modem more quickly than the modem can transmit it into the computer network*) the transmission of the data must be put on hold for a moment. The microcomputer and modem can use "hardware flow control" to tell each other when to stop or start transmitting data. If the cable doesn't have the correct pins connected then these flow control signals will never be seen (*and thus data will be transmitted when the receiving device cannot cope with it*). If this happens then the network link may be lost.

And how many ways are there for the modem to cause the link to fail? Far too many to discuss in this small column. "Modems: what to buy and how to care for them" will be an article in a forthcoming ITS Newsletter. Stay tuned.

### New newsgroups

Over 200 new newsgroups were created recently. They are all dedicated to Microsoft products. Look for groups with names beginning with "microsoft.public."

### Trivia time, not so trivial...

As UNE's computing systems get more powerful, CPUs get faster, multiple CPUs in machines, more memory is installed, more disk, higher capacity tape drives....they also get smaller. metz, the general purpose systems used by over 6000 users, would fit under a Lazenby Hall exam table. Once upon a time the University's mainframe computing system and peripheral devices took up most of the entire ground floor of the old Computer Centre building.

Gordon Smith ([gsmith@metz.une.edu.au](mailto:gsmith@metz.une.edu.au))  
Manager, Network and Systems Group, ITS. 16 August 1996