



Information Technology Services

(ITS)

Introduction

- **What is ITS?**
 - Central information technology and communications group of the University
- **Responsible for IT infrastructure and Services**
 - Network and internet connections
 - Lecture Theatre support
 - Service Desk and information services
 - Web services
 - my.monash Portal
 - Computer Labs
 - Network access including wireless

Computer Accounts

- **Authenticate**

- Central authentication mechanism
- Your online identity, Keep secure!
- Access to restricted sites
 - > Library Resources
 - > my.monash Portal and MUSO
 - > Student Email
 - > Web Enrolment System (WES)
- Register online
 - > <http://www.its.monash.edu.au/students/>

Email

- **General Information**

- Full Webmail:
 - > <http://mail.monash.edu.au/>
- ‘Simple’ Email via my.monash Portal:
 - > <http://my.monash.edu.au>
- Address: username@student.monash.edu.au
 - > e.g. mbom2@student.monash.edu.au
- Space limit: 40Mb
- **Monash Email is for official correspondence**
 - > Assignment extension requests, Special consideration
 - > Important broadcast announcements
- More information
 - > <http://www.its.monash.edu.au/students/email/>

Computer Labs

- **General Access Labs**

- 1E213, 1E214
 - > Available 24 hours per day
 - > Building access via swipe card at main reception after hours (**once activated**)
 - > Printing facilities via pre-purchased credit system:
 - in person from main **1W reception desk**
 - Online via '**Buy Print credit**' option from **my.monash Portal**
 - B&W, Duplex B&W and colour printing have different costs per page
- 2S109 (edu), 4N268 (infotech), 5N160 (buseco), 3W222 (sase)
- **⊘ No eating / drinking / smoking**
- Carry student card at all times
- Always log off before leaving lab
- Comply with ITS Regulations
 - > <http://www.its.monash.edu.au/students/>

Network Access

- **Wireless**

- All campuses
- Coverage to most areas of campus
- More information & setup instructions
 - > <http://its.monash.edu.au/wireless/>

- **Supported systems**

- Windows XP or Vista
- Linux
- Mac OS X v10.4 (Tiger) or v10.5 (Leopard)
- Pocket PC (Windows Mobile)
- iPhone 3G (limited support)

Network Access

- **Personal responsibility with resources**
 - No active Peer to Peer (P2P) software on Monash network
 - > Bittorrent
 - > Emule
 - > Limewire etc..
 - Download limits apply to internet usage
 - No inappropriate downloading or browsing
 - > Pornography
 - > Offensive content etc..
 - Disciplinary action taken against breaches of the Acceptable Use Policy (A.U.P)

My Monash Portal

- **Access World Wide**

- <http://my.monash.edu.au/>
- Monash 'Home Base' tailored to your requirements
- Summary of features available at:
 - > <http://www.monash.edu/portal/student-tour/>

- **Useful Links**

- MUSO / Blackboard
- Library resources
- Simplified Email
- Web enrolment system (WES)
- Timetable and Allocate+
- And many others...

Monash University Studies Online (MUSO)

- **Blackboard**

- Access information and assessment tasks related to units being studied
- Common resources include:
 - > Lecture notes
 - > Important announcements
 - > Useful links
 - > Discussions

- **Blackboard requirements:**

- Java installed for interactive features such as online assessment
- ‘Pop-ups’ allowed for the MUSO site.
- Use ‘Check Browser’ link on Blackboard home page to check
- Installation of a PDF reader highly recommended

Monash University Studies Online (MUSO)

MUSO support & information

- Online support
 - > <http://www.monash.edu.au/muso/support/>
- MUSO support contact methods and times detailed on site
- Student support section contains useful information such as:
 - > Student orientation video
 - > Guides on specific tools
 - > Downloadable resources (such as Java installer)
 - > Common issues and browser trouble shooter
- **MUSO support can help with technical support only**
- Academic / Content queries to be directed to Lecturer or Unit coordinator
- Not all units have a Blackboard unit site

Data Security

- **Problems and Consequences**
 - Viruses, Worms, Trojans, Malicious web sites
 - Loss of data, Stolen Identity, Financial Loss
- **Prevention**
 - Anti-Virus Software
 - > Sophos available online
 - Firewalls, Passwords, Software Maintenance
 - Awareness of email and web issues
 - **Backup of data is a personal responsibility**
 - Portable data options (e.g. USB memory)
 - 25Mb U:/ Drive available in student labs
- **More information**
 - <http://www.its.monash.edu.au/security/home/>

Online Help

😊 Available 24 hours per day

- **IT information**

- <http://www.its.monash.edu.au/students/>

- **Online Service Desk**

- <http://servicedesk.its.monash.edu.au/>

- **ask.monash**

- Web-based self help (FAQ) for IT, Library, and Student Admin
- Access via my.monash Portal or <http://ask.monash.edu.au/>

Other Help

- **ITS Service Desk**
 - Available all campuses
 - Student Card required for all enquiries
 - 9 am to 5 pm weekdays
 - 990 51777 (extension 51777)
- **Gippsland**
 - Building 1E, Room 1E216

Questions

- Questions?

- Presentation available at:

- > www.gippsland.monash.edu.au/its/