



**AUSTRALIAN CATHOLIC UNIVERSITY**

**North Sydney (MacKillop)**

**STAFF USERS GUIDE**

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**Version 3, April 2010**

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## 1. Guide Purpose

Welcome to MacKillop Campus. Outlined in this document are the people and procedures to aid you in your teaching and work environment whilst at our North Sydney campus.

This guide is intended to act as a cut down quick reference of our website and is specific to MacKillop campus. If you would like further information or information on our other ACU Campuses please visit our website at:

<http://www.acu.edu.au/34663>

## 2. The North Sydney (MacKillop) IT Team

### **Client Service Team**

#### **Adam Graham**

IT, Client Service Coordinator

#### **Andrew Joma**

Client Service Officer

#### **David Prentis**

Client Service Officer

#### **Duane Cabasal**

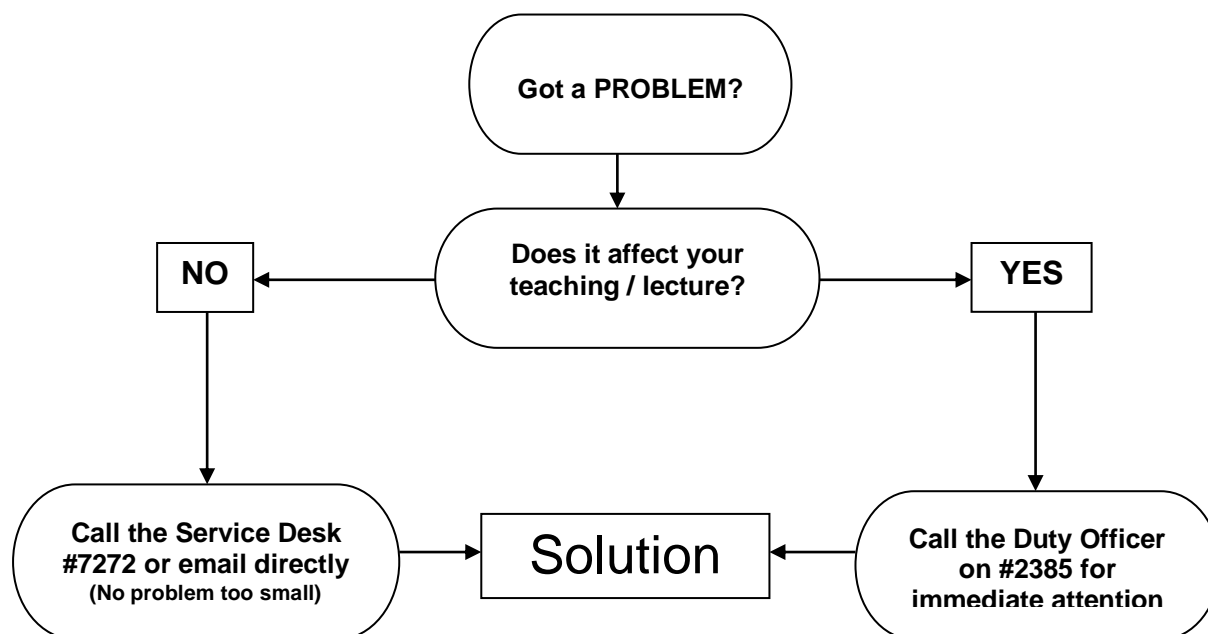
Client Service Officer

#### **Vasko Kirovski**

Client Service Officer

### 3. Procedures for requesting IT Services

The following system has been put in place to make the best use of IT resources:-



### 4. Network Accounts

Your network logon account will be the first two letters of your first name followed by your surname, i.e. John Smith = JoSmith

Your password will be supplied to you through your line manager, or if unavailable you may contact the Service Desk (#7272) to confirm this for you.

You will need your network account and password to be able to access the network and its resources, such as the network storage areas, Internet & Anti Virus updates.

### 5. Network Storage Areas

There are two Networks at North Sydney, a Staff network called “ACUSTAFF” and a Student network called “STUDENT”. On each network there are two main shares (areas to store data) that you should be aware of, these are:-

#### **STAFF Network:**

Currently we have limited storage space on the servers, and server disk quotas are enforced to ensure all staff has equitable storage capacity.

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**M: Drive** An interdepartmental drive; this drive has a folder for each department. Within each department's folder there are two sub folders, Private & Public. The Public folder, as its name suggests, allows all users from any department to read documents held in it, although only staff that belong to that department can write (store documents) to this folder. This is a good place to store information that you want other departments to have access to. The 'Private' folder is private from all other departments, and serves as an area to collaborate information between members of your department/team.

**H: Drive** This is your personal network storage area that only you yourself have access to.

### **STUDENT Network:**

**S: Drive** This is the share drive, all lecturers have Read & Write access to this drive and all students have read access. This is the common area for distributing teaching materials to students.

**H: Drive** This, as for staff is a network storage area for the students, although staff with accounts in the student network, can also store data in this area. There is currently a quota limit of 40MB per person, which can be increased if students have a requirement, such as Management Information Systems students that need extra space for programming, etc.

### **Please Note**

Staff computers can be configured so that drives from both networks are available if requested, but it is not possible to view the Staff network drives from the Student network.

## **6. E-Mail**

### **STAFF**

All staff at ACU use Microsoft Outlook for email. Your email address will take the form of your first name a period (dot) and then your surname followed by the domain name information, i.e.

John Smith = [john.smith@acu.edu.au](mailto:john.smith@acu.edu.au)

Your email will be configured for you by our team on your local workstation.

If you are away from your desk or off campus and wish to access your email you may use Webmail, the address to access Webmail from your Internet browser is:-

<https://webmail.acu.edu.au>

**N.B.** Do not add 'WWW' to the address.

If you would like further assistance with Microsoft Outlook, you can contact the Service Desk or look up our atomic learning user guides (<http://www.acu.edu.au/99702>) for a 'HOW TO' document that can guide you through many of the features that Microsoft Outlook has to offer.

### ***STUDENT***

Students are each given a University email account and are encouraged to use this account as a point of contact between staff and students. If you require a list of student email addresses applicable to a course you are running, this can be obtained from Student Administration on the fourth floor of the Carroll building.

The student email accounts are in the form:-

[firstname.lastnamexx@myacu.edu.au](mailto:firstname.lastnamexx@myacu.edu.au) , where xx is an incremental number

Because these email addresses are intended to be available for use for life, a number will be required to distinguish between accounts with identical names.

For more detailed information on Email accounts and general issues please visit the web address below.

[http://www.acu.edu.au/student\\_resources/email/](http://www.acu.edu.au/student_resources/email/)

## 7. Teaching Spaces &amp; Room Facilities

Room	OHP	VCR	TV	Data Projector	PC & ACU Software	Slide Projector	Document Camera	CD Player	Tape Deck	Video Conference facilities	Seats	Computers	
<b>Major Tiered Theatres</b>													
Ryan	1	1	1	1	1	1	1	1	1		252	1	
<b>Lecture Rooms</b>													
B1	1	1	1	1	1	3 to service between these rooms & 3.1, 3.2, 3.3					55		
B2	1	1	1	1	1							45	
B5	1	1	1	1	1							35	
B6	1	1	1	1	1							40	
C1.10	1	1	1	1	1							50	
C2.7	1	1	1									24	
C2.9	1	1	1	1	1							200	1
C2.10													
C2.11													
C2.12													
C3.1	1	1	1	1	1							80	1
C3.2	1	1	1	1	1							80	1
C3.3	1	1	1	1	1							20	
C3.4	1	1	1	1	1							20	
C3.5	1	1	1	1	1							20	
C3.6	1	1	1	1	1							20	
C3.7	1	1	1	1	1							30	
C3.8	1	1	1	1	1						20		
C3.9	1	1	1	1	1						30		
C3.10	1	1	1	1	1						24		
C3.11	1	1	1	1	1						25	1	
C3.12	1	1	1	1	1						80		
C3.13	1	1	1	1	1						25		
C3.14	1	1	1	1	1						30		
C3.15	1	1	1	1	1						40		
C3.16	1	1	1	1	1						22		
C3.17	1	1	1	1	1						30		
<b>Science Labs</b>													
C2.1		1	1			2 to service between these rooms					24		
C2.2	1	1	1	1	1							24	1
C2.3		1	1									24	
C2.4	1	1	1	1	1							24	
C2.5	1	1	1	1	1							24	
C2.6	1	1	1	1	1							24	
<b>Computer Labs</b>													
C1.1	1	One TV & VCR to service all computer labs		1							25	25	
C1.4				1							25	25	
C1.5				1							25	25	
C1.8				1							25	25	
C1.9 Video Conf. Teaching Space										1	30	30	
C1.11	1						1				25	25	
C1.12	1				1						25	25	
Vice Chancellor Meeting Room		1	1							1	10		
Council Meeting Room	1	1	1	1	1						30		
Library		1	1			1					175		
Nursing Labs	2	2	2								4	4	
C1.6 Video Conference room		1	1				1			1	12	1	
Elicos Office	1	1									16		

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## 8. Notes on Teaching Spaces

Each Teaching space should be equipped with the tools that you require to deliver a quality learning solution to your students. Should you identify any fault with the equipment, please log a request on the Service Desk to have this equipment serviced. The sooner IT is notified the faster we can provide a resolution. We would rather receive five requests for a single piece of equipment than none at all.

Each room that has a data projector installed also has a telephone that is clearly marked with the Duty Officer Telephone number (#2385). This phone is to allow you to call for support, and allows your lecture to continue with minimum interruption.

## 9. Australian Catholic University Telephone System

The University-wide VoIP telephone system enables telephone contact between staff on all campuses by dialing a 4-digit internal extension number.

The extension numbers are listed in the Staff Directory that can be accessed via <http://apps.acu.edu.au/staffdirectory/>

To obtain an external line, dial '0' followed by the number you wish to call.

While most staff telephones have access to STD dialing, IDD must be requested by a Supervisor. If you do not have IDD access you can request the Switchboard on extension '9' to place an IDD call.

To report telephone faults or request changes to your telephone access, contact the National Service Desk on extension #7272 or by email [Servicedesk@acu.edu.au](mailto:Servicedesk@acu.edu.au).

## 10. How to update your phone book entry

ACU's web-based phonebook is updated regularly. New staffs have their details added upon notification from HR. If any of your existing details change, there is a hyperlink button at the bottom of your listing 'Report Incorrect Data'. This allows you fill in your information which is sent off to the Service Desk for processing and your listing will be promptly updated.



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## 11. Accessing your phone messages when off-site

You can now listen to your voicemail messages from home – or even overseas. It's a simple matter of dialling into your local campus system, using the number below.

For MacKillop Campus:

Local  
**9739 2971**

STD  
**02 9739 2971**

International  
**+61 2 9739 2971**

When you hear the “Hello, Unity Messaging System...” press the star (\*) key. Then enter your phone extension number followed by the hash (#) key at the “Please enter your password”, enter your PIN followed by the hash (#) key. This will then allow you full access. To access your voicemail from another Campus, follow the above procedure, but without dialling the 4 digit campus prefix e.g. **2971**. If you have difficulties, simply check the Client Support Services web page or contact the Service Desk on #7272.

## 12. Web and Intranet Information

ACU is moving towards a managed web environment where content is drawn from databases and presented in approved templates for both public (corporate) and intranet (staff) sites. The ACU Intranet site is a central point for internal information for staff and students and can be accessed at <http://www.acu.edu.au/staff>. If you have any questions about the Intranet site please contact the Service Desk at [ServiceDesk@acu.edu.au](mailto:ServiceDesk@acu.edu.au)

Each organisational unit has a nominated Web Contact who is the coordinator for publishing information online. If your job requirements include maintaining web information, visit <http://www.acu.edu.au/34683> for:

- List of web contacts
- Manuals for Web Content Editors
- ACU Web Content Publishing Policy
- Current and ongoing projects

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### 13. Virtual Private Connections to ACU Library resources

Our Virtual Private Network (VPN) is a system which uses secure connections to enable staff to access ACU network resources from home through a broadband connection. At present, this allows access to the ACU network without extra passwords, just as if you were on campus. Any staff that utilise a private ISP to connect to the Internet and require access to the ACU network can use it, and should contact the Service Desk for assistance. Set-up instructions for home computers using Windows 98SE and Windows XP are on the IT Client Support Service website at

[http://www.acu.edu.au/staff/services/it\\_support/](http://www.acu.edu.au/staff/services/it_support/)

### 14. Video-Conference Facilities

MacKillop campus has one videoconference room and one teaching space available:

**C1.6** Is located on level one of the Carroll Building, and is suitable for smaller meetings of between one to eight people.

**C1.9** Is located on level one of the Carroll Building, and is suitable for teaching and a group of up to 30 people. It also has an e- podium and laptop facilities available.

For information and procedures on booking and scheduling video conferences are available at: <http://www.acu.edu.au/193264>

### 15. The Ryan Auditorium

The Ryan Auditorium is a fully equipped auditorium with seating for 300 people. The equipment in this room is controlled through an AMX system on the lectern; from here you can control such items as the PC, DVD/VCR, and DVD HDD

IT staff are available to show you how this equipment works, if you would like to familiarise yourself with these controls.

### 16. Software on Public Access Computers

All public access computers, such as those used with data projectors or lab computers have the standard ACU software installed on them. Staffs that have a requirement for additional software to be installed on to a public access computer are required to send a request to the Service Desk.

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If the software is not covered by the ACU licence agreement, a copy of the licence and a copy of the software media will need to be made available to the IT team.

Staffs are not permitted to install applications on to public access computers as this hinders the ability of IT to keep the computer systems running at their optimum.

Please allow plenty of time for your software requirements, as there are several processes that IT has to accommodate to ensure that any new applications are installed correctly, and work with existing software installations before the new software can go live on public access computers. We would expect a minimum of four weeks' notice prior to the date the software is required.

IT will send an email notification to all staff members reminding them to submit the following semester's software requirements.

## 17. Computer Labs

MacKillop campus has 7 computer laboratories available. The computer labs are based on levels one and two of the Carroll building. Each laboratory is equipped with the following software;

- Windows XP (plus security patches)
- MS Office 2007 (Professional Suite)
- Internet Explorer 6.0 (plus security patches)
- Acrobat Reader 8
- Macromedia Flash player 9
- SPSS 14
- InoculateIT Anti Virus
- WS\_FTP
- Putty
- QuickTime Player
- Real Player
- Ebrary reader
- Endnote
- Java JRE 1.5.0\_05 (for Blackboard)
- NVivo 7
- Nero Express
- CyberLinkDVD

All labs have full Internet access.

All labs have a data projector.

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The labs are open from 8am through to 8pm.

Should you need to make an ad hoc booking of a computer lab or require additional software in the labs, please log a request with the Service Desk.

The ACU Card is ACU's staff and student card, it enables you to: confirmation of your status as a student or staff member of the University, library use and borrowing, photocopying and printing.

The cards are fitted with chip technology; this means that instead of running your card through a magnetic stripe reader you will hold it in front of a chip reader to perform transactions. New or replacement cards for staff and students are available for collection from the Student Centre at a cost of \$20 for staff and students.

## **18. The mobile Data Projector**

The mobile data projector is held primarily to support rooms that have a data projector installed. In the event of a failure of one of these permanent projectors the mobile projector will be placed into the room and all bookings for the mobile projector will be cancelled until the permanent projector is repaired and operational.

## **19. To book the Mobile Data Projector:**

1. The projector is to be booked by a member of ACU staff through the Service Desk on extension #7272 or emailing them directly at - [servicedesk@acu.edu.au](mailto:servicedesk@acu.edu.au).
2. Please state the following requirements:
  - Person for whom the equipment is for
  - Date needed
  - Beginning time
  - Ending time
  - Location

## **20. Data Projector booking conditions:**

In order to make the equipment available to all staff at ACU the following conditions are in place.

1. Staff may make up to four (4) long-term bookings. Although future bookings will be accepted and entered on to the booking sheet for the data projector, if another member of staff wishes to book the equipment and has not exceeded the four bookings quota limit, they shall take precedence.

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2. Each booking is limited to two (2) hours. (Longer bookings are available if no other ACU staff member wishes to reserve the equipment).
  3. There is no limit to the amount of bookings within a two-week lead-time.

## 21. Software for Installation on Home Computer

Staff members are entitled under our WAH (work at home) licence agreement, to install a range of software that can be installed and used on a home computer.

To find out the details of these applications, go to

[http://www.acu.edu.au/staff/services/it\\_support/equipment\\_and\\_software/software/](http://www.acu.edu.au/staff/services/it_support/equipment_and_software/software/) or contact the Service Desk at [ServiceDesk@acu.edu.au](mailto:ServiceDesk@acu.edu.au).

### **Support Contact Points**

**SERVICE DESK**

**#7272**

**[Service Desk@acu.edu.au](mailto:ServiceDesk@acu.edu.au)**

**DUTY OFFICER**

**#2385**

**WEB SITE**

**[http://www.acu.edu.au/staff/services/it\\_support/](http://www.acu.edu.au/staff/services/it_support/)**