



## Introduction to Computer Facilities For Students

### Contacting IT Support

<b>Phone</b>	1818 – UTAS IT Service Desk 4559 – Clinton Weber
<b>Offices</b>	RCS Room 210
<b>Webpage</b>	<a href="http://www.rcs.utas.edu.au/feedback/requestsupport.htm">http://www.rcs.utas.edu.au/feedback/requestsupport.htm</a>

The most up to date version of this document can be found in MyLO  
and at <http://www.rcs.utas.edu.au>

### Acceptable Usage

Computer equipment provided by the University of Tasmania is managed and supported by the IT Resources department on behalf of the Rural Clinical School. The conditions of use of these facilities are illustrated in the Information Technology Facilities Use Guidelines document, an agreement which is completed by all new Students.

The full document can be found at:  
[http://www.utas.edu.au/itr/policies/usage\\_guide.html](http://www.utas.edu.au/itr/policies/usage_guide.html)

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## Important Information

Please complete this information for your reference.

Student ID: \_\_\_\_\_

Username: \_\_\_\_\_

Email Address: \_\_\_\_\_

At the University of Tasmania, there are three main systems where you need to use your username and password.

**Novell (NDS)** – This account logs you onto:

- Any computer in a centrally managed space (Such as the library) or where you see the Novell logo on the log in screen.

**UNIX (POP)** – This account logs you onto:

- MyLO (My Learning Online) web pages.
- Accessing external web pages on campus.
- Also known as your POP and Webmail password and can also be used to access central UTAS restricted websites.

**NWRCS Active Directory** – This account logs you onto:

- All computers at the Rural Clinical School (Burnie and Mersey).
- If you do not already have an account for the RCS computers, please contact reception in Burnie.

**\*Note: Please see page 5 to reset your passwords.**

## Email

Your email address will normally be:

[username@postoffice.utas.edu.au](mailto:username@postoffice.utas.edu.au)

Student webmail can be accessed at <http://webmail.utas.edu.au/>

When sending messages with large attachments, please bear in mind that student mail boxes have a limit of 10MB total. If you send a message with a large attachment, other students may not be able to receive it as their mailbox may be full.

### Student not receiving e-mail for unit



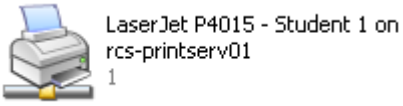
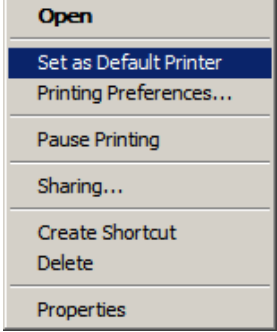
If a student is not receiving emails which have been sent out using a mailing list the student will need to check with Student Administration and make sure they are enrolled in that unit.

If problems still occur, please contact IT support.

## Printing

Students have two printers installed in Burnie and one at the Mersey Hospital.

### Setting up a default printer

1		Click the <b>“Start”</b> button
2		From the menu select <b>“Printers and Faxes”</b>
3		Right click on the printer that you wish to set as your default printer
4		Select <b>“Set as Default Printer”</b>

## CAPS

CAPS is the photocopying and printing payment system.

**Students must use their University ID cards to charge their CAPS accounts and to activate printing on the RCS printers.**

**Printing:** Print from UTAS computers by inserting your username and email password when prompted on your screen. You can see how much it will cost before printing is finalised. Money will be debited from your CAPS account at the point of printing.

You may access this account with your University of Tasmania ID Card.

You can add money to your account by:

1. Self-service EFTPOS in the student area – Instructions on wall - Ask for help if required.

Or

2. Over the counter cash sales at RCS Reception

**MBBS students at the RCS in 2009 will receive a printing bursary for the year (please see bursary schedule for more information), once this has been spent students will need to purchase their own additional print funds.**

## Passwords

### Question:

How do I change my RCS password?

### Answer:

Press <CTRL> + <ALT> + <DEL> and click the "**Change Password**" button in the bottom left corner of the window that appears.

### Tip:

*If your RCS computer login password has expired you will need to change it upon logging onto a machine. If it is locked out you will need to contact reception.*

### Password Rules:

Has to be a minimum of 5 characters

It changes every 42 days

It cannot be the same as the last 4 passwords

### Question:

How do I change my password for the Internet / Library / POP Mail system?

### Answer:

1. Go to the University Webmail Page <http://webmail.utas.edu.au/>
2. Click "**Change Password**" from the list on the right hand side.

## MyLO

MyLO is used by both staff and students for online teaching and learning. For assistance using MyLO visit the Teaching and Learning Online website for assistance, tutorials and many other useful MyLO resources.

Email: [mylo@utas.edu.au](mailto:mylo@utas.edu.au)

Phone: x3888

WWW: <http://tlo.calt.utas.edu.au/>

## Accessing external websites

To access external websites from the University of Tasmania, you must authenticate using your POP account username and password.

This account is separate to your RCS logon account.

Students should have this information already. If not, please call the ITR Service Desk on x1818 with your student ID number and ask them to reset this for you.

It is recommended that you make your UTAS AD and POP password the same.

You can change this password at any time by going to: <http://webmail.utas.edu.au/> and choosing “Change Password” in the WebMail Navigation menu on the right hand side of the screen.

## Staff Contact Information

From the RCS website click the “**People**” link

This will bring up a list of the General and Academic staff who work within the RCS. The list includes phone numbers and email addresses.

## Telephones

The telephones in the school are supplied by the communication team based within IT Resources.

To access an external line dial “0” first.

All student area phones are limited to calls within Tasmania.

If you have any queries regarding your telephone, you can contact them directly.

Email: [communications@utas.edu.au](mailto:communications@utas.edu.au)  
Phone: x6191  
WWW: <http://www.utas.edu.au/itr/voicecom/>

## Additional Software

There are a number of core software programs which are provided for your use on your RCS computer. If you require any additional software discuss this with IT Support.

## Video Conference Rooms

The RCS has three video conference rooms. There is also a video conference system at the Mersey Hospital. Bookings of the school owned video conference rooms may be made by contacting reception.

The call can be established manually using the instructions provided in the room.

### 3-Way conferences, other UTas video conference rooms and external sites

3-way conferences, conferences to other UTas video conference rooms and to external sites can all be booked by contacting the IT Resources central video conferencing support.

Email: [video.conference@utas.edu.au](mailto:video.conference@utas.edu.au)

## Student Internet Access

Broadband internet is available in all student accommodation; quotas may apply. To arrange for internet access to be set up please contact RCS IT support staff on 6430 4550 or visit reception. RCS IT staff will need to look at your computer to get the information required to register it on the system. Please allow one business day from the time of your registration being submitted for internet access to be established.

24-hour access to the main RCS building is also available, allowing residents to use on-site computers with internet access. Alternatively 24-hour access is available at the Cradle Coast Campus through an access card which requires a \$15 deposit (refundable on return).

University policy concerning the acceptable use of ICT facilities applies across all UTAS ICT facilities, including the residences, the RCS building and Cradle Coast Campus facilities. Please refer to:

[http://www.utas.edu.au/itr/policies/usage\\_guide.html](http://www.utas.edu.au/itr/policies/usage_guide.html)

## UANA Wireless

UANA is the "University Authenticated Network Access Project", aimed at providing secure network access for staff and students of the University of Tasmania. Access to the University network can be made via a laptop computer with either a wireless Ethernet card or a wired Ethernet port.

UANA wireless access is available within the RCS building in Burnie. Please see the instructions at <http://uana.utas.edu.au/uana/> to connect your laptop to this wireless network.