

IT Liaison Staff

Each of the following areas have staff who carry out, amongst other duties, administrative work that is IT related. They liaise closely with the Division's IT Support Services team and can assist you with queries such as software licensing and hardware purchases.

These staff members are your first point of contact for:

- IT related forms (new accounts, dialup, access to other systems, etc...)
- Hardware and software inventory management and disposal of legacy equipment
- Staff computer accounts - new, deletions, and extensions of contracts
- Email profile creation
- Connection to an alternative printer
- Dialup using AT&T or Compuserve, etc... - your area's specific arrangements
- Logging hardware faults with suppliers

IT Liaison staff:

Division Office: Joanne Kelly, Sue Alexander

School of Commerce: Larissa Lumsden

School of Law: Maggie Ball

School of Management: Melissa Ellmers, Tricia Huffa, Raylene Jones

School of Marketing: Dawn LeCornu, Alicia Gigante, Brian Zhou

International Graduate School of Business: Adrian Bock

Transnational Support Services: Allison Rudd-Dinan

Campus Central: Jasson Worrall (Magill), Ryan McEachen (ML), Matt Golotta (CE), Adrian Gaunt (CW)

City West Childcare: Nahid Mehraein, Noora Mehraein

Chancellery: Sandra Ciaramella

Graduate Research Centre: Wendy Bowes

Learning and Teaching Unit: Ellen Sowerby, Alexandra Greene, Stephen Parsons

Research and Innovation Services: Emma Stoddart

Student and Academic Services: Charles Murdock, Andrew Bailey

Planning and Institutional Performance: Duncan Murray

Transnational Support Services: Allison Rudd-Dinan

Assurance Services: Phil Armanas

Samstag: Erica Green

UniLife: Keith Rudkin



Division of
Business

NEW USER'S IT HANDBOOK

Welcome to the Division Of Business!

Your email address is: _____@unisa.edu.au

BUE IT Support provides support to the following areas:

- Division Of Business • Assurance Services • Campus Central • Chancellery • Childcare Centre City West • Graduate Research Centre • Learning and Teaching Unit • Planning and Institutional Performance • Research and Innovation Services • Student and Academic Services • UniLife • AV Support City West •

All IT requests and enquiries need to be directed to the UniSA IT HelpDesk

Web: <http://www.unisa.edu.au/helpdesk> (Preferred method)

Phone: 25000 (internal) or 8302 5000 (external)

BUE IT will provide the following resources:

- U drive for your personal data and email storage files (limited)
- Shared Division/School/Area drives I or M
- Printers
- Software requested by your School
- Desktop support requests (logged as IT helpdesk requests)

IT Helpdesk (ISTS) provide the following resources:

- Your user account and password
- Internet and Intranet (UniSA website) access
- Email address and Exchange mailbox (check your limit)
(See <http://www.unisa.edu.au/ists/Email/restrictions.asp>)

If you have not already done so, you should contact helpdesk to log a job with BUE IT to let them know that you have started and need access to appropriate resources.

Getting Started

Once you have started, you should be issued with a username and temporary password for access to the UniSA computer network. You should change this password immediately. Your password should be something you can remember, and be at least 8 characters with a mixture of letters and numbers.

Computer Software

Your computer will come with standard software pre-installed. If you require additional software, please log a job with IT Helpdesk (please note that some software has additional licensing costs)

Your Blue Plate Number

Each PC and networked printer comes with an Asset Tag in the form of a blue sticker with a 6 digit number. This is known as your Blue Plate number. Whenever you lodge an IT request, you will need to quote your Blue Plate number.

Printers

To add a printer, you need to know the name of the print server and the printer. Someone else in your office should be able to tell you this. Enter the details into the address bar of Internet Explorer in the form <http://server/printers> (where *server* is the name of the print server).

For example:

- BUO staff would enter <http://bue-prodprint/printers>
- Chancellery staff would enter <http://cha-prod/printers>

You can then click on the printer name you wish to add and click *Connect*

File And Data Storage

Your U: drive is reserved for personal storage. Limits apply and this is monitored. Your P: drive is for email PST storage. Typically, work related drives will be mapped to I: or M: If you do not see any mapped drives, please log a job with IT Helpdesk.



Outlook (Email) and PST (Personal) Folders

You have a limit of 200 MB on your mailbox (which includes any subfolders in your Inbox). To help manage your email you may need to set up a Personal Folder (PST) and move emails you want to keep into this new folder. There are instructions on the BUE IT website for this process. We recommend you create a new personal folder each year and archive your old Personal folder. Instructions can be found here: <http://www.unisa.edu.au/bueit/help/software/> If you require assistance, please log a job with IT Helpdesk.

Turning Off And Locking Your Computer

Your computer or laptop needs to be shut down each night to help with energy-saving measures and to ensure better working order. Go to *Start Menu* and choose *Shutdown*.

Whenever you are away from your desk, you should also lock your computer. Press *CTRL+ALT+DEL* and choose *Lock this computer*.

Saving Data

We recommend that you save all files and data to a network drive or an external USB drive. Do not save to your local C: drive. If in the event your computer is infected with a virus or becomes unstable, we may need to erase all data and reinstall the Windows operating system. In this event, any data saved locally may be lost and not recoverable. If data must be saved locally, save it to the D: drive partition.

What We Do Support

We offer support for Blue plated desktops, laptops, warranty issues, hardware purchasing, technical issues, software installation, computer configuration, virus removal and resolution of IT Helpdesk jobs.

What We Don't Support

Software training and education, people turning up at our office or ringing/ emailing us direct (please log an IT Helpdesk job first), personal computers, Apple computers, non UniSA equipment or Red Plated equipment. We also can't go against University Policies.

Division of Business IT support website and useful links

BUE IT Support Web Page - <http://www.unisa.edu.au/bueit/>

Getting Connected - http://www.unisa.edu.au/ists/GettingConnected/staff_default.asp

Software Instructions - <http://www.unisa.edu.au/bueit/help/software/default.asp>

How To Instructions - <http://www.unisa.edu.au/bueit/help/howto.asp>

Business Home - <http://www.unisa.edu.au/business/>

Ask IT @ISTS - <http://www.unisa.edu.au/ists/ITHelpDesk/FAQS/>

Passwords - <http://www.unisa.edu.au/ists/ITHelpDesk/FAQS/Password/>

Your BUE IT Support Team

Shawn Carpenter (Manager)
Lisa Cortez (Senior Technologist)
David Cannell (Team Leader)
Chris Borgardt
Simon Clarke

Tony Mullord
Luis Sanguesa
Nick Thomas
Miranda Trewren
Ross Williams