

# ITCS CLIENT SUPPORT SERVICES

ACU National Student Computer Guide  
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Ballarat Campus  
(Aquinas)

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## Computer Labs and the Library

### Computer Labs

There is one computer laboratory on campus with 26 student computers and one lecturer's computer connected to a data projector. The PCs are available for student use when the rooms are not timetabled for classes. All student-use PCs have a standard software set installed as a minimum, with other specialised software added to specific rooms as required by lecturers.



### Library

The library has two areas that contain computing facilities: The Library Commons and the Library online centre. Both areas are not timetabled and can be used at any time the library is open. The library is the best place to go for uninterrupted computer based study and has skilled staff on hand to offer assistance.



## Logging on to the Computers

### Computer Log-on

To use any of the student-use computers on campus users must enter a username and password before gaining access to the PC. When sitting down to work on a PC the first thing to do is hold down CTRL +ALT + DELETE keys to bring up the log on box. The username and password must then be typed in. The format being:

**USERNAME:** your student number.

**PASSWORD:** your date of birth

eg. 23041984 for someone born on the 23 of April 1984

You are advised to change your password as soon as possible after logging on for the first time

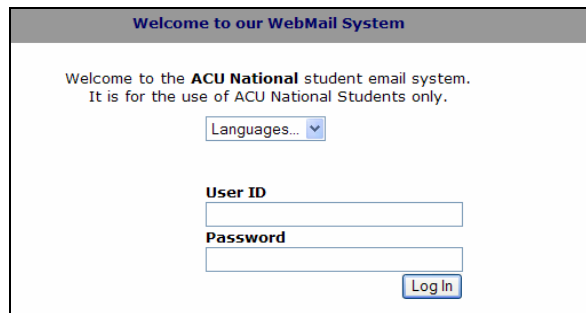
To do this hold down CTRL +ALT + DELETE keys once you are logged on. Then click on "Change Password". This will allow you to change to a new password that will be for all other logons except Student Connect.



## Your Student Email

When you enrol at ACU National you are given an email account. You are given a username and password to log in and use your account. Your username and password is the same as the username and password you use to log on to the computers (student number and date of birth – until you change your password).

It is important to note that if you want to change your password for logging onto the computer or email, you can do this within your email account as well. If you change your password for your email it automatically changes your password for logging onto the computers as they are linked. Below is the email log in screen



The screenshot shows a web browser window with a grey header bar containing the text "Welcome to our WebMail System". Below the header, the main content area has a white background. It starts with the text "Welcome to the ACU National student email system. It is for the use of ACU National Students only." followed by a "Languages..." dropdown menu. Below that are two text input fields labeled "User ID" and "Password". To the right of the "Password" field is a blue "Log In" button.

You get to the log in screen by typing the following address or URL into the address field in any web browser (Internet Explorer)

<http://mail.student.acu.edu.au>

The university including the library will communicate with you from time to time through this email account, so it is important to check it regularly.

### Forwarding your email

If you do not wish to use this program to access your university email you can forward your student email to your existing email account (eg.hotmail, yahoo, bigpond). You can do this by logging into your email clicking on "**Account Options then Forwarding**". Type in the email address you would like to forward to and click on "save". From then on any email sent to your University account will be forwarded to your nominated account.

### University email policy

The university has strict rules regarding the use of student email (see Acceptable Use Policy) Misuse will lead to disciplinary action.

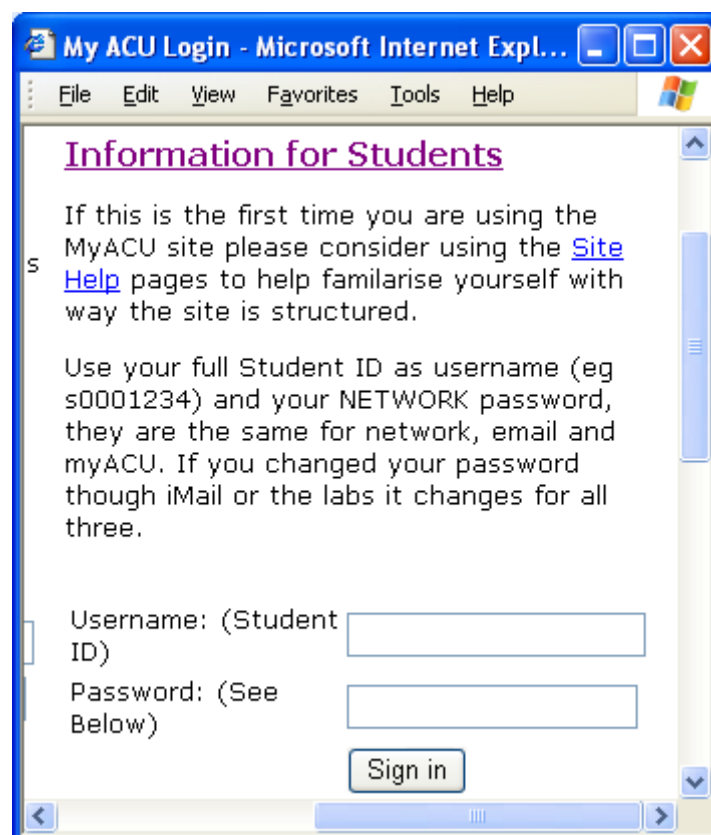
# MyACU

The MyACU site is a central point of internal information for staff and students. It provides access to information on timetables, courses, programs and quicklinks to study resources and support. It also has information on events within the ACU National community.

To access the site type the following address in the address bar of your internet browser

<http://my.acu.edu.au/>

Click on **"Please log in"** at the top of the page  
then click on **"Information for students"**



## ACU National Online—WebcCT

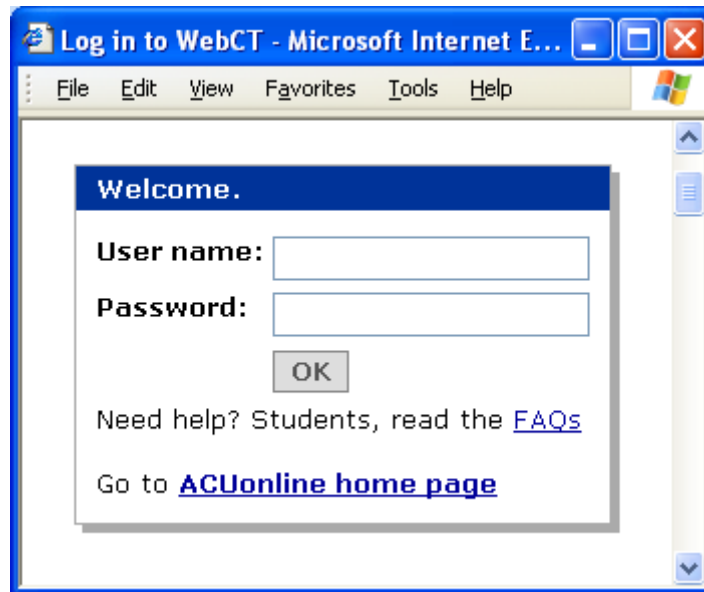
**The Address:** <http://acuonline.acu.edu.au/>

### WebCT - Getting In

WebCT is used at ACU National to provide on-line courses as well as supplementary resources and tools for other courses

Your lecturer decides what will be on WebCT and how it will be available to you. Only students enrolled in a course can enter WebCT for that course

To access WebCT –



**WebCT ID:** Your Student Number (S000.....).

**Password:** The same as you password to log on to computers on campus and your university provided student email account

## Student Connect



Student Connect is an ACU National website that will allow you to log in and change your personal details and manage your enrolments

The instructions for logging in to Student Connect, as they appear on the website are listed below.

- Please enter your User Identification Number (**Your student ID eg; S00001214**) and your Personal Identification Number (**PIN**).
- The first time you log on, your **PIN** will be your date of birth. eg: If your date of birth is 15/09/1973, You would enter your PIN as **150973**. If your birth date is 6th of June 1985 your PIN would be **060685**
- When both **ID** and **PIN** are entered - select **Login**.
- On first Login your "Date of Birth" **PIN**, will automatically expire. This will enable you to set your own personal PIN of **6 numbers ONLY** (choose a number combination you will remember).
- You will also be asked for a security question, and its answer will enable you to recover your **PIN** should you forget it.
- If at any time you try to log in and your **ID** or **PIN** are rejected twice, **DO NOT** try a third time. Use the "forgot PIN" button.
- If all else fails contact a [Student Centre](#) for help.



## E-Reserve

When your lecturer has documents you need to access they may likely load them on e-reserve.

Eg. Assignment cover sheets, lecture notes, PowerPoint presentations.

Find e-reserve under Electronic Resources on the Library web page.

Then select your campus

The image displays two screenshots of a Microsoft Internet Explorer browser window. The left screenshot shows the main e-reserve page for the ACU Library. The address bar shows <http://dlibrary.acu.edu.au/library/elreserve.htm>. The page features the ACU Library logo and a navigation menu. Below the logo, it says "ereserve for assignments, unit outlines, reading lists, past exam papers...". A list of campus links is provided:

- Ballarat
- Brisbane
- Canberra
- Melbourne
- North Sydney
- Stratfield
- ACUonline (formerly ACUweb and ACU National Online)
- Exam Papers - Semester 1, 2006 (Papers still being added) Login using your ACU Network Account

The right screenshot shows the ACU McAuley Campus Library Electronic Reserve page. The address bar shows <http://dlibrary.acu.edu.au/ereserve/mcauley/>. The page title is "Electronic Reserve". A message states: "Many of these files are in PowerPoint format. If you don't have PowerPoint, you can download a PowerPoint reader [here](#)". Below this is a grid of subject categories:

<a href="#">Arts and Sciences</a>	<a href="#">Academic Skills</a>
<a href="#">Business and Informatics</a>	<a href="#">Unit Outlines</a>
<a href="#">Education</a>	<a href="#">Counselling and Careers</a>
<a href="#">Nursing</a>	
<a href="#">Philosophy</a>	
<a href="#">Psychology</a>	
<a href="#">Theology</a>	<a href="#">Assignment Cover Sheets</a>

At the bottom of the page, there is a "System Requirements" section.

## Quick Guide to Passwords

### Logging onto:

#### Campus computers-

**Username:** student number

**Password:** date of birth (until you change it)

#### Student email-

**Username:** student number

**Password:** date of birth (until you change it)

#### MyACU-

**Username:** student number

**Password:** date of birth (until you change it)

#### E-reserve-

Login not necessary on campus

but if you are off-campus

**Username:** student number

**Password:** date of birth (until you change it)

#### WebCT-

**Username:** student number

**Password:** date of birth (until you change it)

## Printing

The library supplies printing and photocopying facilities for students to use on campus. It supplies a printer in each area that contains student use computers.

In order to use printing and photo-copying on campus each student must either purchase a printing/photocopying card and add credit to it or add credit to their student card and use that as their print card. This can be done by contacting library staff at the front counter.

Each student computer has been setup to print to the printer in the room. When you click on print you must then go over to the print computer attached to the printer to select your document, pay for the printing and then release the job to the printer.

On the printer release computer you will see your student number next to the name of your print job. Select by clicking on it and then clicking on print. You will be asked to swipe your card and enter a pin (this is set when you first setup your card with library staff). If you have sufficient credit on your card the job will be released and printed out.

Please contact the library when you go to print for the first time. Staff will be able to run through the process and answer any questions you may have.

# Saving Your Work

## Introduction

When you put hours and hours of hard work into an assignment the last thing you want is for it to be lost in an instant...but it can happen. Working with computers can be frustrating but it is worthwhile spending a bit of time training yourself to backup and save your work regularly. It is advised to save your work in more than one place so that if one copy is lost or damaged in any way, you have another copy somewhere else. There are several place you can save your work all with varying levels of risk.

## The Computer's Hard Drive

You can save your work on the computer's hard drive (c:\). The student use computers are erased every now and then so you should not expect your files to be there if you go away and come back to the same computer. But it is recommended that you save a copy of your work to the computer's C drive while you are at the computer just in case your floppy or USB drive fails. (floppy and USB explained next). Remember—multiple copies of your work will ensure against the terror of losing hours, sometimes days of work.

## Floppy disks

Floppies are extremely unreliable! So you should never depend on them as your only method of file storage. They are handy for transporting files to and from uni but so is emailing the file to yourself. Having said that they should be used as one of the places that you should keep a copy of your work (as a backup)



## Your "Network or Shared" Drive

When you become a student at ACU you are allocated 10 megabytes of storage space on the campus network. This means that when you log onto any computer on campus you can save files to this drive, which can only be accessed by you, providing another place for you to store a backup copy of your work. It is handy for those files you can't fit on a floppy too. To access the drive click on "My Computer" and click on the drive with your student number in the name.

## USB Flash drive

USB flash drives or USB sticks are portable storage devices that that are more reliable and can store more information than floppies. They can only be used in the Library at this stage. You just plug them in at the front of the PC , click on "My Computer" an there it is.



## File hints and tips

### **Pdf Adobe Acrobat**

Many of the files you download from e-reserve or databases are pdf files. They look like a photocopy of the page.

- Pdf files are slow to download and print
- If you are accessing them from home you will need to have Acrobat loaded on your PC – it is free
- Be aware that pdf files may be large – you cannot email more than 10mb using your student account
- Use the Print icon in the Acrobat screen to print

### **PowerPoint on eReserve or WebCT**

PowerPoint's may

- open in PowerPoint
- open as a Web page
- Or be locked down because your lecturer does not want you to download or print them
- You will need to have PowerPoint or PowerPoint Viewer installed on your computer.

### **Dealing with PowerPoint problems**

To print if the PowerPoint is a webpage or if you are having other problems printing:

Try this –

- Point to the name of the file from the e-reserve list
- right click
- save target as - My documents
- Give the file a name
- You can now open the file in PowerPoint

Then, to print multiple slides per page

- towards the end of the page find "Print What " then select "Handouts" from the drop-down box
- then choose "Slides per page"

If it is less than 1mb you can also email this saved presentation as an attachment

## Useful links and addresses

### ACU National sites

<http://www.acu.edu.au> (ACU National's main website)

<http://mail.student.acu.edu.au>

<http://my.acu.edu.au>

<http://acunationalonline.acu.edu.au>

<http://>

### ACU policies

<http://>

<http://>

### Search engines

<http://www.google.com>

<http://www.>

### "How to" sites

# Using Laptops on Campus

## Your Laptop

If you are an ACU National Student, you are eligible to use this service. This includes all University students, faculty and staff. A current ACU National Student/Staff Identification card is required to use this service. You will also need to supply your own laptop with an Ethernet adapter.

To make sure you can connect to our network with ease you need to have a 10/100 network card installed on your laptop.

In order to plug your laptop into the University network you must register with the library staff at the front counter and you will receive a network cable on loan for the period you are in the library.

It is recommended that you have the latest patches and updates for the operating system version (available at [microsoft.com](http://microsoft.com)). That you have Antivirus software installed on the laptop and virus definitions are current. A recent scan on the laptop by this software should also have been completed.

It is forbidden to use any other cable than the one issued by the library. It is also forbidden to use laptops anywhere but the designated area in the library.

Library users accessing the University network from within the library are subject to the following policies:

ACU National acceptable Computer and Network Usage Policy and All applicable law

Misuse of computing and network resources or non-compliance with written usage policies may result in loss of your network access via this service.

## Where is the Software?

The Student Standard software set is installed in all computers accessible by students on campus.

This includes:

Microsoft Windows XP Pro  
Microsoft Office 2003  
Macromedia Studio MX2004  
Java 1.5.05  
InoculateIT Antivirus7.0  
Internet Explorer 6  
SPSS 14  
Career Builder  
Endnote 9  
NVIVO 7  
Acrobat Reader 7.0

### **Additional software is loaded in the following locations.**

Rm 210 , Library commons and Library online centre - Hyperstudio, Kahootz, smartboard software

## Computer and Internet Acceptable Use Policy

This policy is designed to guide members of the University community (including students, staff and religious members of the University) and contractors in the acceptable use of telephone, computer and information systems and networks (including local and hard drives, Internet, email and other electronic technologies) ('ACU National IT Facilities') provided by Australian Catholic University.

This policy is intended to be read in conjunction with other relevant policies which includes but are not limited to the University Telecommunications Usage Policy; Electronic Messaging (Email) Policy; AARNet Access Policy; the respective codes of conduct relating to staff and students; the policy on Discrimination and Harassment and the applicable grievance management policies for staff and students.

Please visit the site address below and read the policies listed there as they directly relate to your use of the technology and access provided to you by the university.

[http://my.acu.edu.au/studentervices/itcs/labs/pc\\_internet\\_policy/](http://my.acu.edu.au/studentervices/itcs/labs/pc_internet_policy/)

## **Contact**

**ITCS - Student computer support**

**ITCS Duty Officer**

Ph: 53365340 or 53365341

Room: 211 between labs see map B5

## Student Computers Location Map

**B4 Callinan Library**  
**B5 Computer Lab/s**

