



IT Tools

Quick reference guide to
IT Services for students at
The University of Queensland





From the Director...



Welcome to a new academic year at The University of Queensland.

Many IT services are available to support your study at UQ and you will find details of these services and how to use them in this booklet. It is important to remember that there is a lot of help available and you will find a summary of where to get that help on the back page, together with more detailed information about different services inside.

The University has its own Internet Service Provider (ISP) called UQconnect which is run by Information Technology Services and provides a range of free and discounted services to all students. All students receive free dial-up access to UQ from most places in Australia, free access to the University's network, UQnet, which includes access to the my.UQ student portal, the eLearning online learning system and the Library, together with a monthly download allowance for traffic from the general Internet. Students have access to some free centrally provided disk space, the growing Wireless network and can receive UQconnect's free installation CD and some free software. UQconnect also offers computer discounts through its Portable Computing program, and discounts on Microsoft software.

I hope you have an excellent year and that this booklet is a useful introduction to the services that are available from Information Technology Services, the Library and many others around the University.

Nick Tate

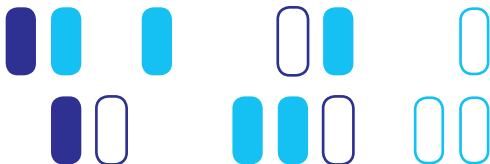
Nick Tate

Director, Information Technology Services (ITS)



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Your UQ Sign In Username & Password

Your UQ Sign In Username and Password gives you access to everything you need to do online at UQ.

What can you do with it?

With your UQ Sign In Username and Password you can access:

- > Online enrolment through mySI-net
- > FREE student Internet access on campus, including wireless
- > FREE Dial-up Internet access from home
- > Your official UQ student email account
- > Access to my.UQ, the student information portal
- > Access to mySI-net, the study information portal
- > Online learning through eLearning
- > Access to Library resources from home

Please note! It is important that you do not give your UQ Sign In Username or Password to anyone.

Hints on Passwords

- > Passwords should contain between 8 and 10 characters
- > Passwords should be a combination of letters and numbers. We recommend you avoid using symbols
- > Random passwords are preferable to proper words (and avoid using the word 'password' as your password)
- > Ideally passwords should be changed regularly and after using a public Internet Café





Internet for Students

UQ provides every UQ student with a **FREE** Internet account with email and dial-up access to help with their studies. **UQconnect**, provided through ITS, is UQ's very own Internet Service Provider. It delivers dial-up, ADSL and wireless Internet services throughout UQ and the wider community.

FREE Services

FREE Internet access

- > National dial-up for Internet access throughout Australia for the cost of a local call
- > On-campus access, including through the wireless network
- > 200MB download per month with unlimited download from certain sites

Please note: Access to services such as net banking & MSN Messenger are restricted with the free account. See further information in this booklet about buying UQconnect services

FREE email account

- > Used for all official UQ communication, so check it frequently
- > Can be accessed from anywhere in the world via my.UQ
- > Large mail storage

FREE DiskSpace

- > Store files for use at home or on-campus
- > Generous capacity of 100MB
- > Files are accessible through my.UQ under the myFiles menu
- > Can be used to create a webpage that is only viewable within UQ



UQconnect

Virtual Private Network (VPN)

- > Make a secure connection to the UQ network at home just like you are on campus through VPN

FREE StarOffice and Java2 CD

- > StarOffice is a free alternative to Microsoft Office
- > Java2 is required to use UQ's eLearning system Blackboard

FREE installation CD

- > Easily set up your computer for Internet access through a step-by-step process
- > Includes a number of FREE useful programs
- > Pick up a copy from the UQconnect O'Week or Market Day tent or an ITS Service Centre

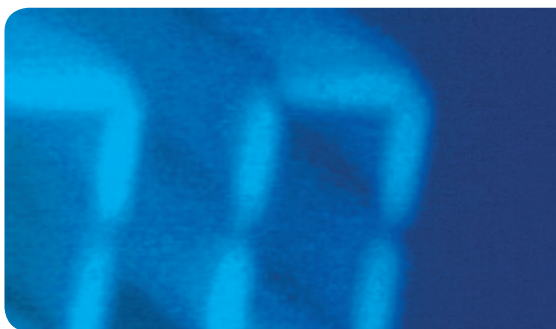
Further Information

For details about your FREE services, please visit:

www.uqconnect.net/student-free

By using this FREE account you must agree to abide by the **UQ Internet Code of Practice** and the UQconnect email and Internet **Terms and Conditions** (available online).

If you are under 18, you need your parent/guardian's permission to use Internet services. Download a permission form from **www.uqconnect.net/student**



Accessing the Internet at UQ

Internet for Study and Research

As a UQ student, you are given a UQconnect account for on-campus use, with free dial-up access for off-campus use. Through your UQconnect account you have access to the high capacity AARNet Internet network, which connects UQ to education and research communities and their research partners. This includes most Australian universities and UQ-hosted sites. Some educational websites, such as ABC news, are also quota-free for students. Information accessed from AARNet members is **on-net** and does not count towards your download quota. In other words, you have unlimited access to **on-net** sites.

Accessing External Sites

Sites from outside the AARNet member network are **off-net**, so whenever you access them, you will be prompted to log in via login.uq.edu.au with your UQ Sign In details. At the end of each session you must remember to log off so no one else uses your account. You receive 200MB of download quota for **off-net** traffic. All Internet access to **off-net** traffic on-campus and via dial-up will count towards your download quota.

When you log in via login.uq.edu.au you can take advantage of our download quota system for managing your Internet account. This allows you to:

- > Manage and track your Internet usage
- > Manage your download quotas if you have more than one
- > Check whether you have unlimited access to a particular site

For more information, visit: www.uqconnect.net/trafficmgt

Accessing Library Journals and Download Quota

If you access online Library Journals from a public computer in any UQ library, it will not count towards your download quota. Accessing these journals from a laptop in any UQ library or from a lab outside the library will count towards your quota.

Research Higher Degree Students and Download Quota

Research Higher Degree Students are allocated download quotas by their organisational unit, on the same basis as UQ academic staff.

Run out of download?

You will be sent an email when you have used 70% of your download quota. If you run out of download you may purchase an additional one-off block through an online form or from an ITS Service Centre (see back).

For more information, visit: www.uqconnect.net/download

Forwarding your email

You can redirect your official UQ emails to a different email address that you regularly use through an option in my.UQ.

1. Go to my.uq.edu.au
2. Go to the 'Personalise' tab then to 'myMail'
3. Enter your regular email address in the 'Redirect my email to:' box
4. Click the 'Add Address' tab
5. Click the 'Forward and Keep Copy Locally' button or the 'Forward All Mail' button to choose how you want your mail forwarded
6. Save your changes by clicking the 'Save Preferences' tab at the bottom of the form

Wireless

Wireless

The UQconnect **wireless network** gives you the freedom to access the Internet at hotspots around campus.

If you have a laptop with an 802.11b or g wireless card, you can use your UQconnect student Internet account to access the web around campus.

You can also purchase an 802.11b/g wireless card for most laptops from any ITS Service Centre.

Look for these UQconnect WiFi Zone stickers around UQ campuses:



Further Information

To view coverage maps of the UQconnect maps of the UQconnect wireless network, and to find out what wireless can do for you visit: www.uqconnect.net/wireless



Special Student Deals

In addition to the free Internet services for study use, **UQconnect** offers a range of Internet services and products at special student discounted rates for personal use.

Discounted dial-up

- > No restrictions to Internet services such as net banking and MSN messenger
- > National dial-up
- > Unlimited access time

For more information, visit: www.uqconnect.net/student-dialup

Discounted ADSL broadband

With all plans, UQconnect provides:

- > Rapid DSL Transfer if you are changing from another ISP
- > Short contract time
- > No hidden costs, pay as you go

For more information, visit: www.uqconnect.net/student-adsl or the ITS Service Centre nearest you

Wireless Broadband

- > Enjoy mobile broadband access to the Internet no matter where you are in a number of major cities around Australia
- > Speeds similar to ADSL broadband
- > 75% of Brisbane currently covered by Network



Portable Computing

Students can buy a range of portable computing products at heavily discounted rates:

- > Notebook PCs
- > PDA's
- > Printers
- > WLAN adapters
- > USB keys

All laptops and PDA's can be bought through financing plans specially tailored for students.

For more information, visit: www.uqconnect.net/computing

Other products

- > DSL Modems at competitive prices
- > International phone cards designed for Asia, Europe and America

Microsoft student software

ITS has negotiated an agreement with Microsoft that allows students to purchase Microsoft software at heavily discounted rates. Available software:

- > Office Mac
- > Office Professional
- > Windows XP Professional

For more information, visit: www.uqconnect.net/software

Further information

For details about UQconnect and these special student deals, please visit: www.uqconnect.net/student or the ITS Service Centre nearest you.





The UQ Student Portal

The Student Portal, **my.UQ**, is your personalised gateway to the services you need as a UQ student. my.UQ provides access to a wide range of applications and information as well as communication and functional benefits. You can access **my.UQ** from any computer on the Internet, anywhere in the world, so you can stay in touch no matter where you are.

Key benefits of my.UQ

- > Access your UQ email (webmail)
- > Access online course information
- > Manage your student enrolment record
- > Access and customize your Address Book
- > Use a UQ-wide calendar and appointment system
- > Access University information and services
- > Access newsgroups
- > Find out what's happening at UQ and around the world
- > Search University directories, campus websites, and more
- > Look up today's weather around the world
- > Write and send UQ e-cards

Getting started with my.UQ is easy

1. Open your web browser and in the address box, type in the my.UQ address, **my.uq.edu.au**, or from the UQ home page, click on Current Students
2. Enter your **UQ Sign In Username and Password**
3. Click on the **Sign In** button. (If you have trouble signing in you can get help from the UQ Sign In website at www.uq.edu.au/uqsignin)
4. When you have completed the sign in, the first page you will have access to is **myPage**

From **myPage** you can use the portal to access your email, view your calendar and address book, access online course information, see today's important reminders, find out what's happening at UQ and around the world, search the web and more!



Study Information Gateway

mySI-net allows you to enrol in courses online and access and change your study information. It is the student gateway to UQ's Student Information Network, or SI-net, a comprehensive student administration system that manages student information.

Students can use **mySI-net** to:

- > Maintain their personal details
- > Add courses
- > Drop courses
- > Request a program change
- > Request a plan change
- > View class and exam timetables
- > Sign-on for classes
- > View results
- > Make tuition fee payments by Internet
- > View and print fee invoices, and
- > View HECS-HELP and FEE-HELP statements

Accessing mySI-net

1. You can access **mySI-net** from **my.uq.edu.au**, **www.sinet.uq.edu.au**, or the UQ homepage **uq.edu.au**

From my.UQ: Under the my.UQ Sign In box, click on the link called 'Go to **mySI-net**'. You can also access **mySI-net** if you have already logged into my.UQ

From UQ Homepage: Click on 'Featured Links' on the left of the page

2. Enter your **UQ Sign In Username and Password**
3. Click on the **Sign In** button





Online Learning at UQ

Electronic learning, or eLearning, is being introduced to an increasing number of courses at UQ. **eLearning** is used to complement on and off-campus education by providing opportunities to access content, learning tasks and communication tools via the Internet. This is achieved using **Blackboard** (an online learning system).

Through Blackboard, lecturers can deliver course materials and create elearning experiences using a variety of tools such as Chat, Discussion Boards, Email, Group Tools, Tests, Student Homepages and a Global Calendar.

Accessing Blackboard

You can access Blackboard from **my.uq.edu.au**, or the eLearning website **elearning.uq.edu.au**

From my.UQ: Under the **myServices** heading on the left of the page, click on the link '**eLearning/Blackboard**' or click on the '**eLearning/Blackboard**' link in **myStudy**

From eLearning site: Click on the Blackboard icon on the left hand side of the page

Further Information

To access **eLearning** and look for more information on what it can do for you, visit **www.elearning.uq.edu.au**. This site includes a link to a booklet called *eLearning with Blackboard*, developed for students.

Turnitin Plagiarism Detection Software

Work submitted to Blackboard may be subjected to a plagiarism detection process. If this process is used, copies of work would be retained and used as source material for conducting future plagiarism checks.

For Blackboard Student support:

Sign in and technical assistance

UQ IT Service Desk **07 3365 6000** or **1300 738 082**

General assistance

Ask I.T. help@askit.uq.edu.au

07 3365 6000 or **1300 738 082** (Australia-wide)

or <http://askit.uq.edu.au>

or visit any **Ask I.T.** desk



IT Training & Print On Demand

UQtrainIT

UQtrainIT IT Certifications

UQtrainIT offers IT industry training and certifications.

Courses currently on offer include:

- > CCNA – Cisco Certified Network Associate
- > CCNP – Cisco Certified Network Professional
- > MCTS – Microsoft Certified Technology Specialist
- > MCSA – Microsoft Certified System Administrator
- > MCSE – Microsoft Certified System Engineer

For more information, visit: www.uqtrainit.uq.edu.au



Ask I.T. for IT Training

Ask I.T. offers **FREE** computing help and training for all UQ students.

FREE IT training courses are available for:

- > Working with Windows
- > Computing at UQ
- > Microsoft Excel
- > Microsoft Word level 1, 2, and Advanced
- > Microsoft PowerPoint
- > TurnItIn (Plagiarism Detection Software)
- > Blackboard

For more information, visit: <http://askit.uq.edu.au>



Print on Demand

POD at the UQ Bookshop provide access to a range of printing, copying and binding services for UQ

students. Services include:

- > Digital and offset printing
- > Internet printing through Pod Express
- > Course note production
- > Thesis printing and binding
- > Comb and perfect binding
- > Stapling
- > Laminating
- > **FREE** advice & quotes

For more information, visit the UQ Bookshop

Computers on Campus & Lecture Theatre Recording

Computer labs are available around campus and many faculties provide free computer access to UQ students enrolled in that faculty.

These **computer labs** can be used to access the Internet, read email, download your lecture notes or prepare assignments. The labs include a collaborative Learning Centre, with seven teaching and learning spaces, and five Interactive Learning Centres for Faculty of Biological and Chemical Sciences students.

Equipment in the labs may vary. **Printers** are available in most and some lab computers have CD writers to create permanent copies of your files.

If you need to access computer facilities outside normal hours there are **computer labs** available 24/7.

For more information about computers on campus, visit: <http://askit.uq.edu.au/facilities>

Lecture Theatre Recording

In 2008, UQ is implementing a Lecture Theatre Recording (LTR) system on all three campuses. With LTR, students can access lecture recordings on the Internet 24 hours a day, 7 days a week. Audio and the screen content on the data projector (e.g. Power Point slides) are recorded, processed and sent to BlackBoard in a variety of media formats.

For more information, visit: www.its.uq.edu.au/ltr-students



Getting Help with IT

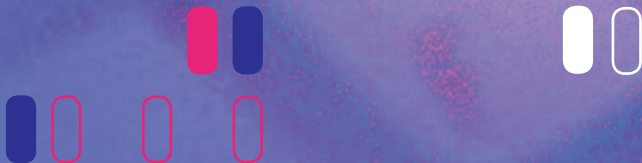
FREE eLearning, Internet Access & Email Support

Phone the **UQ IT Service Desk** on 3365 6000 or 1300 738 082 Australia-wide for computer advice and technical support on:

- > **UQ Sign In** – this is your unique UQ Username and Password
- > **eLearning** including **Blackboard**
- > **UQconnect Dial-up** – including your free student account, personal accounts, and download queries
- > **ADSL Broadband** – pre-sales & technical support
- > **Web browser** – proxies, download quota issues and basic troubleshooting for Internet Explorer, Netscape, Mozilla and Safari web browsers
- > **Email configuration**
- > **Wireless network setup**
- > **UQconnect Installation CD** for Dial-up Internet access – You can collect one from any ITS Service Centre, **Ask I.T.** or the Student Centre, or call to have one mailed to you.

Further Information

For more information about getting help with IT, visit: www.its.uq.edu.au/student or phone **07 3365 6000** or **1300 738 082** (Australia-wide) or email help@uqconnect.net



FREE Student IT Support

Ask I.T., located in the UQ Library, offers free computing help and training for UQ students. Assistance is available at help desks, by email, phone, or the **Ask I.T.** website.

eLearning & Blackboard – Ask I.T. can help with using online learning and course materials through Blackboard.

Windows – file and disk management, saving and printing

Macintosh – file and disk management, saving and printing

Microsoft Office – Word, Excel, PowerPoint and PhotoEditor

StarOffice – Writer, Calc, Impress

Email – Microsoft Outlook Express, Netscape Messenger Mail and Eudora

Web – Web browsers, my.UQ, mySI-net, file downloads and elearning on line course materials

Laptop computers – Students may borrow a laptop from the Library, or **Ask I.T.** will help set up your own laptop to connect to the Internet while in the Library via a laptop port

Setup for Wireless – **Ask I.T.** will help connect your laptop to UQconnect Wireless Network

Student passwords – Visit any **Ask I.T.** desk for help with passwords. If you need help by phone, call the UQ IT Service Desk (07 3365 6000)

DiskSpace – Access your student DiskSpace to save, delete or create new files from anywhere in the world

Further Information

For more information about free IT support, visit: <http://askit.uq.edu.au>

or phone **07 3365 6000** or **1300 738 082** (Australia-wide)

or email help@askit.uq.edu.au

or visit any **Ask I.T.** help desk



Buying Computers & Audiovisual Equipment

When it's time to buy hardware or audiovisual equipment, consider buying through UQ's preferred suppliers.

On behalf of UQ, **ITS** has negotiated the **UQ Preferred Supplier Agreement Panel**.

Purchasing from the UQ preferred suppliers means you are assured of a great deal on:

- > Computers
- > Laptops
- > Printers
- > Scanners
- > PDAs

There are significant savings available on consumables such as printer cartridges and USB memory sticks.

You can also buy audiovisual equipment such as stereos, TVs, projectors and more.

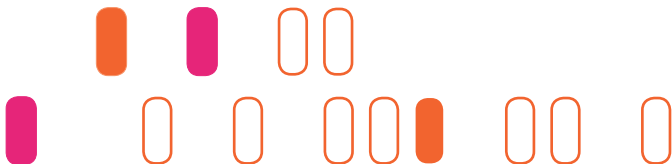
All preferred suppliers are reputable, name brands.

Further Information

To access more information on the great hardware and audiovisual deals available for UQ students, visit:

www.its.uq.edu.au/student

You can also purchase laptops from the UQconnect Portable Computing program. See the UQconnect Special Student Deals page in this booklet.



Buying Software

Special UQ Offers

UQ has arrangements with some of the biggest software manufacturers to offer UQ students free and discounted software to help with your studies:

FREE StarOffice Office Suite – a free alternative to Microsoft Office

Word processing, spreadsheet, presentation, drawing, and database capabilities plus compatibility with most Microsoft Office formats, PDF and Macromedia Flash.

Download your FREE copy of StarOffice from: **www.its.uq.edu.au/staroffice**

See page 10 for special Microsoft student software deals.

Academic Box Products

The UQ Bookshop sells box product software. All products are available at academic prices when you present your UQ student ID card.

Software available through the bookshop includes:

Microsoft (Vista Upgrade and full version, Office Pro & Windows Upgrade)

Symantec (AntiVirus, Internet Security & SystemWorks)

The MathWorks (Matlab & Simulink)

SPSS (Graduate & Student Versions)

Adobe (Creative Suite, Acrobat, Photoshop and more)

Macromedia (Dreamweaver, Fireworks, Flash and more)

AutoCAD/Autosketch

Corel Draw

Further Information

For more information on special UQ offers, visit: **www.its.uq.edu.au/student** or go to any ITS Service Centre

For more information on academic box products, visit: **www.bookshop.uq.edu.au** or go to the UQ Bookshop



Contacts for IT Services

Information Technology Services (ITS)

www.its.uq.edu.au
Phone 07 3365 6000 or
1300 738 082 (Australia-wide)
Monday to Friday
8.00am – 10.00pm,
Weekends 9:00am – 5:00pm
Email info@its.uq.edu.au

ITS Service Centre Locations

St Lucia: Staff House Road
(next to ANZ Bank)
Monday to Friday
8.00am – 5.00pm

Gatton: J.K. Murray Library
(Lower level)
Monday to Friday
9.00am – 3.00pm

Ipswich: Level 3, Building 12
Monday to Friday
8:00am – 4:00pm

UQ Sign In Username and Password

UQ IT Service Desk
Phone 07 3365 6000
Email help@uqconnect.net
or go to any **ITS Service Centre**
or **Ask I.T.**

UQconnect Internet Services

www.uqconnect.net
Email info@uqconnect.net

UQconnect Wireless Setup and Locations

www.uqconnect.net/wireless

Mobile Phones, Phone Cards, Wireless Cards

& USB Memory Sticks
Go to any ITS Service Centre
www.uqconnect.net

Online Enrolment

mySI-net

www.sinet.uq.edu.au

Online Learning: eLearning

www.elearning.uq.edu.au

For **Sign In** or technical assistance
phone the **UQ IT Service Desk**
07 3365 6000 or 1300 738 082

For general assistance with

Blackboard

contact **Ask I.T.** 07 3365 6000 or
1300 738 082 (Australia-wide)

IT Certifications

UQtrainIT

www.uqtrainit.uq.edu.au
Phone 07 3365 3610
Email uqtrainit@uq.edu.au

Software Training and Assistance

Ask I.T.: <http://askit.uq.edu.au>
Phone 07 3365 6000 or
1300 738 082 (Australia-wide)
Email help@askit.uq.edu.au
or go to any of the following
Ask I.T. help desks:

St Lucia: Level 2, Duhig Building

Monday to Thursday
8:00am – 10:00pm,
Friday 8:00am – 5:00pm,
Weekends 9:00am – 5:00pm

Level 2, Biological Sciences Library

Monday to Friday
9:00am – 2:00pm

Ipswich: Level 2, UQ Ipswich Library

Monday to Friday
8:00am – 5:00pm

Gatton: Level 1, UQ Gatton Library

Mondays and Thursdays
1:00pm – 4:00pm, and
Tuesday, Wednesday and Friday
10:00am – 1:00pm and
2:00pm – 4:00pm

Print On Demand

UQ Bookshop

Phone 07 3346 9407
Email pod@uq.edu.au