

# 2007 Student IT Guide

*Your guide to using computer and information technologies in the Faculty of Business*



**UNSW**  
THE UNIVERSITY OF NEW SOUTH WALES

Faculty of  
Business

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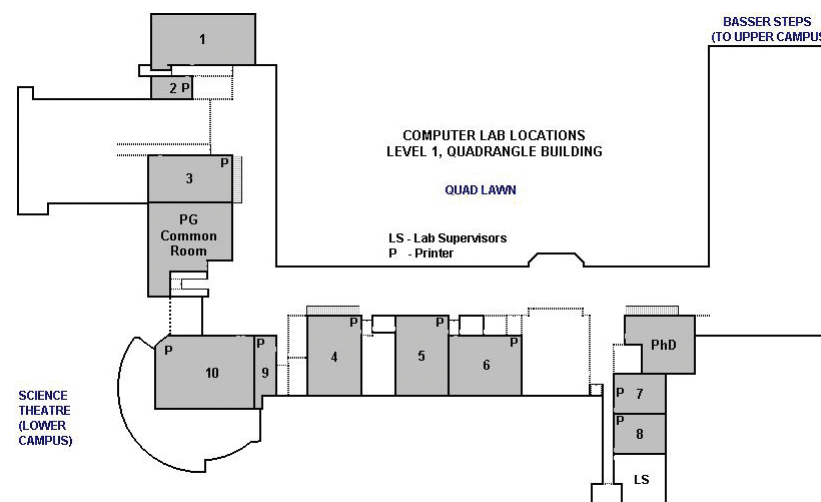
## Where are the Labs?

The Faculty has a number of computer labs located in the Quadrangle Building.

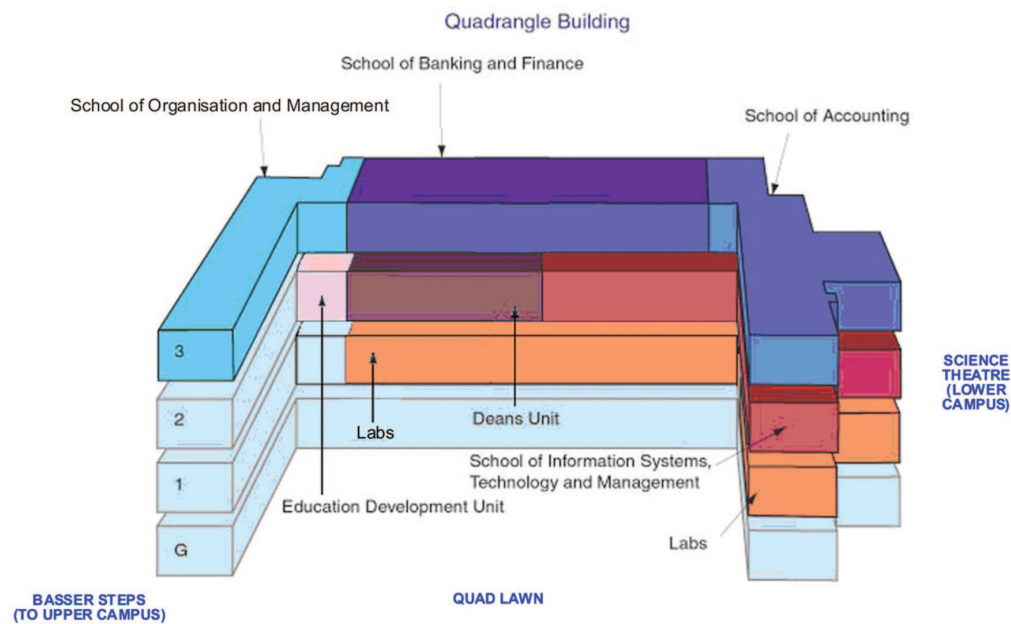
### Quadrangle Building Laboratories (Quad Labs)

Quad Lab	Room	Function
1	1041	Postgraduate access only, multimedia, projection, teaching
2	1042B	Postgraduate access only
3	1043	General access, multimedia, projection, teaching
4	1035	General access, multimedia, projection, teaching
5	1031	General access, multimedia, projection, teaching
6	1030	General access, multimedia, projection, teaching
7	1023	General access, multimedia, projection, teaching
8	1024	Postgraduate access only, multimedia
9	1038A	Postgraduate access only, multimedia
10	1038	General access, multimedia, projection, teaching
PhD	1022	PhD student access only

### Aerial view of Quad Labs, Level 1, Quadrangle Building



## Perspective view of Quadrangle Building



### Lab functions

General access	Available to all postgraduate and undergraduate students
Postgraduate	Available to Masters and Honours students only
Multimedia	Lab has multimedia capabilities

**Note:** Labs designated as either general access or postgraduate will only be available when there are no scheduled classes as displayed on the booking sheet outside each lab. Under no circumstances will you be permitted to continue to work in a lab in which a scheduled class is being conducted.

## When are the labs open?

### Undergraduate students

#### During session

The general access computer labs are open:  
Monday to Friday, 8am to 9pm

#### After-hours access: Quad Lab 5 and 10

Undergraduate students can apply for after-hours access to Quad Labs 5 and 10. [See the Lab Supervisors (Quad 1025) for application forms.]

### Postgraduate students

Postgraduate students will have 24 hour, 7 days per week access automatically enabled on their Student ID Cards. This will give after-hours access to Quad Labs 1, 2, 4, 5, 6, 8, & 9; and the FCE Postgraduate Common Room (Quad Room 1039).

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## Student Accounts

In order to start using the computer labs, you will first need to setup your own individual student account. To do this, you'll need your personal username (student number) and a **validated** UniPass.

### Validate your UniPass

If you do not know your UniPass, visit the DIS>>CONNECT Help Desk, located on Level 2 (Room 231) in the Main UNSW Library Building (near the Loans Desk).

If you would like information on the UniPass system, go to: <http://www.disconnect.unsw.edu.au>. Once you have your UniPass, you'll need to validate it by agreeing to the UNSW rules ("Conditions of Use") for student use of computing and electronic communications facilities.

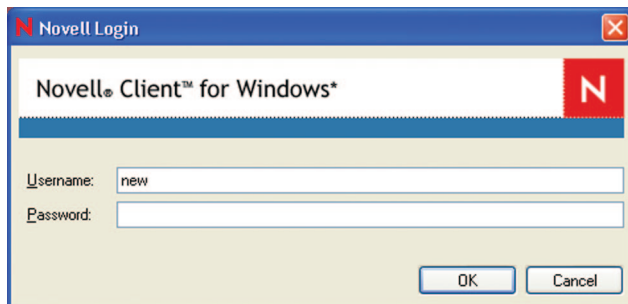
Go to: <https://wombos.unsw.edu.au/agreement/index.shtml>  
Your UniPass will only work once you have read through and accepted the University's Conditions of Use.

## Set up your account

**Note:** *This procedure needs to be completed only once per session. When your new account has been set up, you will not need to repeat this process until the next teaching session.*

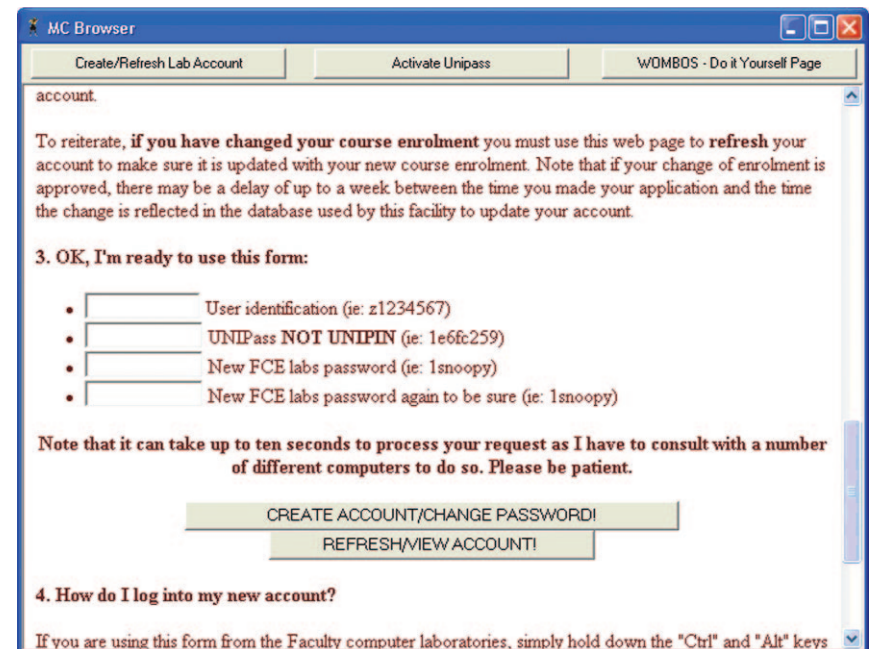
*However if you need to update your enrolment details or change your password (because you have forgotten or lost it), then you would need to go through this same procedure again.*

1. Start up your computer. You should see the following screen:



2. Username: Enter "new" (without the quotes);  
No password is required: leave this blank  
Press OK

You should then see a web page headed 'Faculty of Business, Computer Laboratories, Student Computer Laboratory Accounts', and when you scroll down you will see the following which is used to set up your individual student account:



3. Enter your student information as required on this web page.  
Click: Create Account.

Your UniPass is used as a method of authentication, and the password that you set as the 'New password' will be used for your lab account. (This "new" password is for the Faculty Computer Labs **only** and is different from your UniPass.)

**Remember the password you set!** (It will be needed each time you login.)

4. Once this information is completed you should receive a message stating that your account has been set up.
5. Exit the Web page;  
Press Ctrl-Alt-Delete and click on the logout button;  
Press OK when prompted.

Congratulations: Now you have your own student account, and you can use the computers in the Faculty of Business.

## Access your account

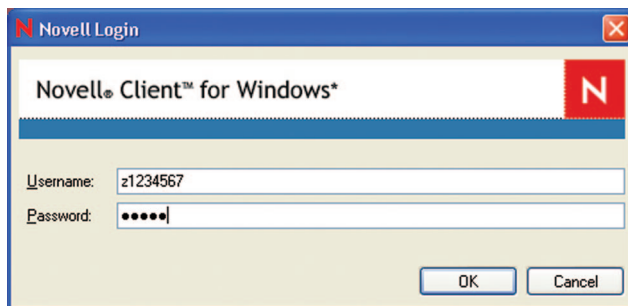
### Login

**Note:** You must have already set up your individual student account (see previous section) before you can do this.

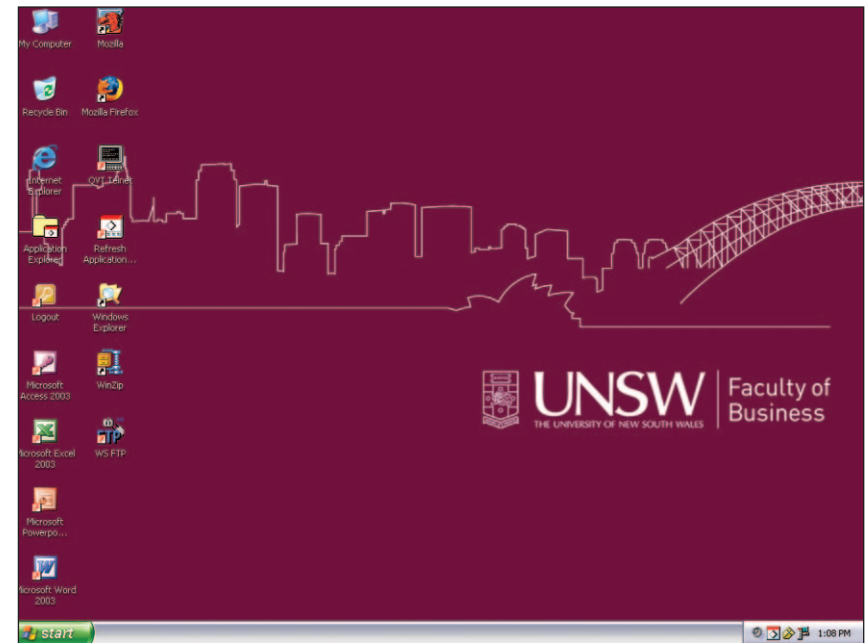
1. At the following screen, enter the details of the account that you have just set up.

Username: Enter your student number with a 'z' in front of it.

Password: Enter the **new** password you previously set when your account was created.



This will give you access to your individual student account. You should now have a screen similar to the following:



2. Click on the "Start" button on the bottom left hand corner of the screen.
3. Scroll until you reach the "Your Applications" folder.  
You will see all the applications that are available to you (for your registered courses).

**Note:** Because the courses you have chosen may be different to those chosen by other students, the applications available to you might be different to those available to the person sitting next to you.



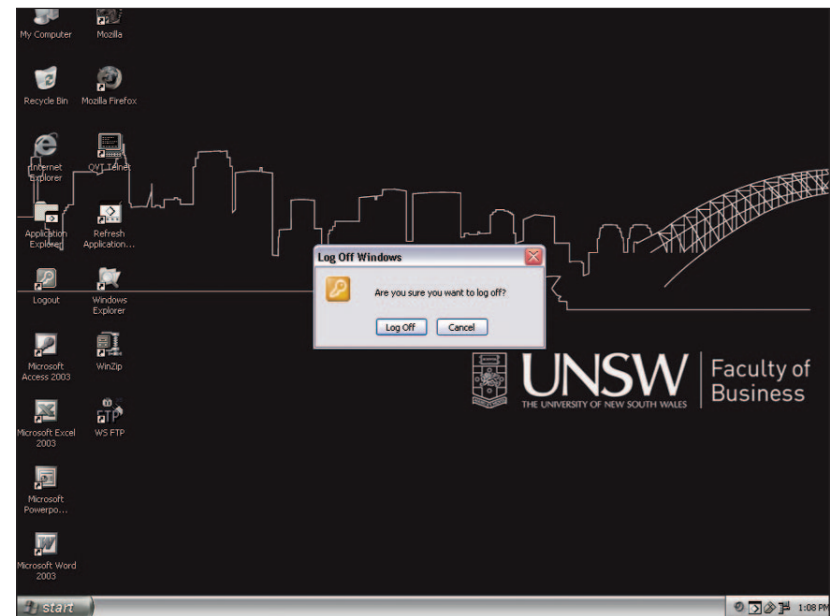
### Logout!

Once you have finished using the computer you **must** logout. (It is your responsibility to logout properly so that your student account is closed and no-one else can use it.)

#### To logout properly:

1. Click on the 'Start' button (located in the bottom left corner of the screen)
2. Select 'log off'

This will bring you back to the initial Faculty of Business Lab login screen.



## Anti-virus protection

Anti-virus software is installed on every computer (PC) in the Faculty of Business Labs. It is still possible, however, that a PC may become infected with a virus which could then infect your floppy disks and make it difficult for you to access or change your data.

You should therefore routinely backup all your work (Word documents and Excel spreadsheets, for example), rather than just rely upon a single copy on a floppy disk or USB memory stick (see "Maintain Backups" below). Symantec AntiVirus (formerly Norton AntiVirus) is available for download and installation for both PC and Mac. This software is available for students via download from UNSW IT Services (ITS).

Visit the ITS site at: <http://www.its.unsw.edu.au/>

Follow the Anti-virus link. The software on the ITS site is free to download (conditions apply). You will need your student number (ID) and UniPass.

## Storage and backups

Do **not** save files to the local hard drive as they will not be there when you next log in!

### Storage space

Every Faculty of Business student is provided with 30MB of data storage, available through a home directory shown as the H: drive in the labs. This drive is only visible to the account owner and important documents such as assignments should be saved to this drive.

Important: *While we do our best to provide this service, we cannot guarantee availability nor recovery of data. Therefore, you should always keep copies of your work elsewhere. We recommend that you create multiple backups of your work onto secondary storage, such as floppy disks or USB keys.*

### Maintaining backups

Despite the availability of USB memory sticks and floppy disks, it is important that you maintain routine backups of all your work. This will provide an alternate copy if you lose or damage your memory stick or floppy disks, or if the data on them is corrupted (memory sticks and floppy disks are generally unreliable storage media).

We suggest you backup your data at regular intervals (which will be dependant on the work you have done) and have several backup sets.

Example:

The following backup routine assumes that you have three sets of backup disks and that you have decided to backup your work once a week.

Week 1/4/7/10/13 set 1 (1 disk or more)

Week 2/5/8/11/14 set 2 (1 disk or more)

Week 3/6/9/12 set 3 (1 disk or more)

In week 1, you will back up any work you have done on the disk(s) labelled "set 1".

In week 2, you will backup any work that you have done including any changes that you have made to work on the disk(s) labelled "set 1" onto the disk(s) labelled "set 2". You will leave the disk(s) labelled "set 1" unchanged.

In week 3, you will backup any work that you have done including any changes that you have made to work on the disk(s) labelled "set 2" onto the disk(s) labelled "set 3". You will leave the disk(s) labelled "set 2" unchanged.

In week 4, you will format the disk(s) labelled "set1" then backup any work that you have done including any changes that you have made to work on the disk(s) labelled "set 3" onto the disk(s) labelled "set 1". You will leave the disks labelled "set 3" and "set 2" unchanged.

You would normally continue this cycle throughout the remainder of the session.

## Printing

First ensure that you have set up your Individual Account (see Section 2 Student Accounts) before attempting to print for the first time.

Lost or stolen printing cards will **not** be replaced.

Students will need to purchase a Unicard printing card from the card cabinet system located outside Quadrangle Room 1034 (outside Quad Lab 4) or John Goodsell Room LG8 (opposite JG Lab 1). The minimum purchase price is \$5.00, which includes the card plus \$3.35 credit. You can top up your printing quota using the same card. Simply follow the instructions on the cabinet.

**Note:** *This system is operated and maintained by a private company and the Faculty of Business cannot accept any responsibility for lost/damaged cards or unsuccessful print requests.*

If you are having a problem with the card dispenser or printing please contact Unicard using the phone located outside Quad Lab 4.

Double sided printing is available for the environmentally conscious, and is application specific. For this reason no instructions can be provided.

**Note:**

- It is your responsibility to pick up your printing.
- The Faculty of Business cannot accept any responsibility for lost printing.
- Cards (and credit on the printing cards) are not transferable.
- No discount is provided for double sided printing.

## Software

### Available software

Microsoft Office 2003 which includes:

- Microsoft Access
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Word

Norton AntiVirus

Microsoft Internet Explorer web browser

Mozilla web browser

Adobe Reader

QVT Telnet

WS FTP

Specialised software (according to course requirements)

### Missing software?

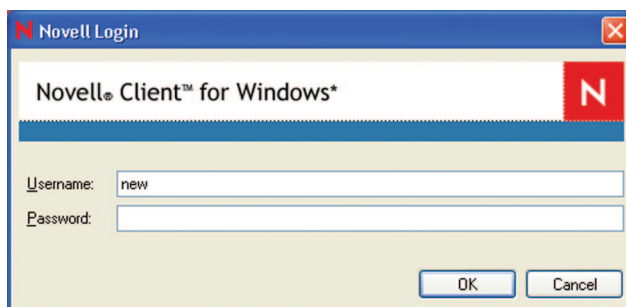
If the software required for your subject (course) does not appear when you log in, please first check that you are correctly enrolled in the subject,

If you are already logged in, go to:

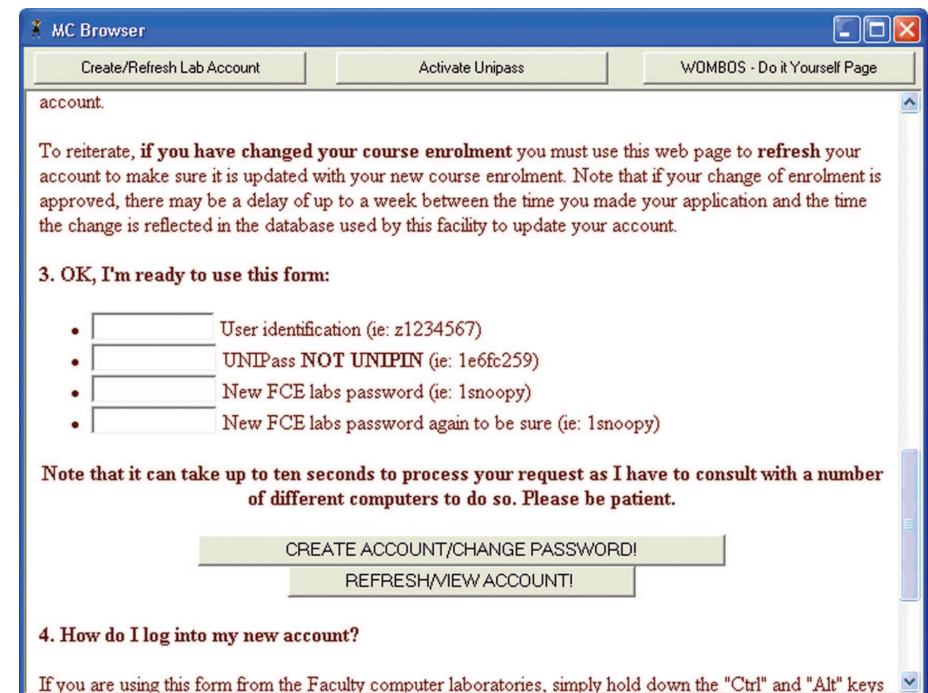
<http://admin.fce.unsw.edu.au/labacc>

If you are logged in, enter the following

1. Username  
Enter "new" (without the quotes)



You should see the following screen:



2. Enter your student number and UniPass, then click "Refresh/View account".

This should update your account with the software required for your currently enrolled subjects. If you are still experiencing problems after attempting this, please consult the Lab Supervisors in room Quad 1025.

## 3 Email and Dial Up Services

### Email service

All students have free access to UniMail, the email service provided by the University's Communications Unit.

You can access UniMail from home using any popular email client (such as Outlook or Eudora), and you can forward your UniMail to a different account. Documentation and software on how to set up your computer from home is available from the DIS><Connect Help Desk, located on Level 2 (room 231) in the Main UNSW Library Building (near the Loans Desk).

You can also access UniMail via the Web Interface:

<http://www.unimail.unsw.edu.au>

For more information, go to the DIS><Connect's Unimail help page:

<http://www.disconnect.unsw.edu.au/student/unimail/unimail1.htm>

Do **not** install or use any existing mail clients on the lab computer! Bad things will happen if you do!

### Dial Up service

The University Dial Up Service (UDUS) supports remote dial in access via modem to the University Wide Network and Internet. You can use UDUS to view your assessment results using NewSouth Student, and also to access the UNSW library's catalogue and extensive databases.

For more information on UniMail, UDUS or other UNSW communication services, go to:

- The DIS><Connect home page  
<http://www.disconnect.unsw.edu.au>
- DIS><Connect Help Desk, located on Level 2 (room 231) of the Main UNSW Library Building.

## 4 Student Conduct

Students are expected to conduct themselves in a decent manner at all times.

**IMPORTANT:** *Infringement of Copyright or Misconduct may result in suspension of access to computing facilities, a fine from the Director of Information Services or the Deputy Principal, or exclusion from the University for a period.*

### Within Laboratories

It is a criminal offence to:

- Obtain access to data without permission.
- Damage, delete, alter or insert data without permission.

Penalties for the above offences include terms of imprisonment of up to 10 years.

Disciplinary action will be taken for:

- Allowing unauthorised access to a Faculty computer lab.
- Attempting to "crash" the computer system and/or installing unauthorised software.
- Attempting to circumvent the security and privacy features of the computer system.
- Unauthorised use of other user's accounts and charge numbers.
- On-selling printing cards with faculty-issued quotas.
- Unauthorised copying of licensed software or other copyrighted material.
- Removing, damaging or corrupting notices placed in laboratories by authorised staff.
- Causing wilful damage to equipment, furniture or fittings.
- Causing wilful damage or interfering with another user's property (such as printer output or floppy disks).

### Note:

- Eating, smoking, or drinking is not allowed in the computer labs.
- Closed Circuit Video Cameras (CCTV) are continuously monitoring the computer labs.

## Copyright

For the UNSW Copyright and Disclaimer statement visit the web page:  
<http://www.unsw.edu.au/gen/pad/copyright.html>.

In order to use the UNSW computing facilities you are to pay attention to the Conditions of Use at web page:  
<https://wombos.unsw.edu.au/agreement/index.shtml>.

Official University policy on non-permitted use, copyright and licenses, and penalties for breach of policy may be found at:

<http://www.infonet.unsw.edu.au/poldoc/rulcomp.htm>.

## 5 How to Get Help

### Lab supervisors

The computer lab supervisors can help you with computer problems such as:

- Faulty lab hardware and software
- virus infections

Lab supervisors will assist you to remove a virus from your floppy disk if required. However, the lab supervisors are not responsible for data that may be lost while removing a virus from your floppy disk on your behalf.

#### Where can I find the lab supervisors?

Quadrangle Room 1025, next to Quad lab 8.

#### When are the lab supervisors available?

Sessions 1 and 2: Monday to Thursday, 8:45 am to 6:15 pm, Friday 8:45 am to 5 pm. During holidays, summer and winter sessions: Monday to Friday, 9 am to 5 pm

## FAQ online

If you have questions or concerns about using technology in the Faculty of Business, visit our web site for technology support:  
<http://esupport.fce.unsw.edu.au/>

You can search by keyword or topic in the Knowledgebase: someone else may have asked the same question before.

## Academic staff

For matters relating to your course (or software that you may be using for your course), you will need to see your lecturer or tutor.

## UNSW Security

For any security issues, contact UNSW Security on extension 56000 (or telephone 9385 6000).