Your guide to using computer and information technologies in the Australian School of Business
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1 Introduction

Welcome

Message from the Dean

This booklet is an initiative to assist you in using the Australian School of Business computer laboratories located in the Quadrangle building.

IT is increasingly being used in the Business School’s teaching and research programs. We aim to provide state of the art computer facilities that are accessible to all students. You will find that all of the laboratories are equipped with current PCs running Windows. Ongoing activities include improving the servers and network, and maintenance procedures to ensure timely repair and upgrade of workstations. All of the Quadrangle teaching labs have projection devices to facilitate a more effective learning environment. As a student you will also have an individual student account, which will allow provision of better printing facilities for you and much better access to the World Wide Web and other required learning tools. If you have any issues concerning the laboratories please let the lab supervisors know so that information can flow to the appropriate people within technology services in the Business School.

Yours sincerely

Professor Alec Cameron
Dean
Australian School of Business
Where are the Labs?

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

**Quadrangle Building Laboratories (Quad Labs)**

<table>
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<tr>
<th>Quad Lab</th>
<th>Room</th>
<th>Function</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>1041</td>
<td>Postgraduate access only, multimedia, projection, teaching</td>
</tr>
<tr>
<td>2</td>
<td>1042B</td>
<td>Postgraduate access only</td>
</tr>
<tr>
<td>3</td>
<td>1043</td>
<td>General access, multimedia, projection, teaching</td>
</tr>
<tr>
<td>4</td>
<td>1035</td>
<td>General access, multimedia, projection, teaching</td>
</tr>
<tr>
<td>5</td>
<td>1031</td>
<td>General access, multimedia, projection, teaching</td>
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<td>6</td>
<td>1030</td>
<td>General access, multimedia, projection, teaching</td>
</tr>
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<td>7</td>
<td>1023</td>
<td>General access, multimedia, projection, teaching</td>
</tr>
<tr>
<td>8</td>
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<td>Postgraduate access only, multimedia</td>
</tr>
<tr>
<td>9</td>
<td>1038A</td>
<td>Postgraduate access only, multimedia</td>
</tr>
<tr>
<td>10</td>
<td>1038</td>
<td>General access, multimedia, projection, teaching</td>
</tr>
<tr>
<td></td>
<td>1015</td>
<td>Lab Supervisors</td>
</tr>
</tbody>
</table>

**Aerial view of Quad Labs, Level 1, 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 1015) 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.
2 Student Accounts

Access your account

When you turn on the computer, the following image will appear on the screen.

![Image of login screen]

As instructed, simultaneously press the Ctrl, Alt and Delete keys. At the following screen, enter your account details:

![Image of Novell Login screen]

Username: Enter your student number with a ‘z’ in front of it. Password: Enter your password (DOB for new students or what you were using in previous sessions if you are a continuing student).
This will give you access to your individual student account. You should now have a screen similar to the following:

Click on the “Start” button on the bottom left hand corner of the screen.

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 Australian School of Business Lab login screen.
Anti-Virus Protection

Anti-virus software is installed on every computer [PC] in the Australian School of Business Labs. It is still possible, however, that a PC may become infected with a virus which could then infect your 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 or USB disk [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: 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 Australian School 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 or USB disks.

Maintaining Backups

Despite the availability of floppy and USB 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 floppy or USB disks, or if the data on them is corrupted (floppy disks are generally unreliable storage media and USB disks, although much more reliable, are also prone to data loss).

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). 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.

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

Note
This system is operated and maintained by a private company and the Australian School 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.

It is your responsibility to pick up your printing. The Australian School 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
Symantec 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.

For further assistance, please consult the Lab Supervisors located in Quad Room 1015.

3 Email and Dial Up Services

Email Service

All students have free access to UniMail, the email service provided by UNSW IT Services.

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 IT Service Desk Counter, located on Level 2 in the Main UNSW Library Building (near the Loans Desk).
You can also access UniMail via the Web Interface:

www.unimail.unsw.edu.au

For more information, go to the IT Services web page:

www.its.unsw.edu.au

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
demodem 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 IT Services, go to:
– The IT Services home page
  www.its.unsw.edu.au
– IT Service Desk Counter, located on Level 2 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 School 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 school-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: 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:

www.its.unsw.edu.au/policies/policies_home.html

5 How to Get Help

Lab Supervisors

The computer lab supervisors can help you with computer problems such as:
– School 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 1015, Level 1, East Wing.

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 and summer sessions: Monday to Friday, 9 am to 5 pm.

e-support Online

If you have questions or concerns about using technology in the Australian School 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).