IT Handbook

Your guide to using computer and information technologies in the Faculty of Commerce & Economics.

Your guide to using computer and information technologies in the Faculty of Commerce & Economics.

www.fce.unsw.edu.au/tsg
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Version 2005.1
February 2005: Marc Bell, Roxane McDonald, Matthew Tolhurst & Cong Tran.
February 1998: Compiled by Oral Iliffe and Stuart Parker
Introduction

Welcome

Message from the Dean

This booklet is an initiative to assist you in using the Faculty of Commerce & Economics computer laboratories located in the Quadrangle and John Goodsell buildings.

IT is increasingly being used in Faculty'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 Faculty.

Yours sincerely

Professor Greg Whittred
January 2005
Where are the Labs?

The Faculty has a number of computer labs located in the Quadrangle & John Goodsell Buildings:

**Quadrangle Building Laboratories (Quad Labs)**

<table>
<thead>
<tr>
<th>Quad Lab</th>
<th>Room</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1041</td>
<td>Postgraduate access only, multimedia, projection, postgraduate 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>
</tr>
<tr>
<td>6</td>
<td>1030</td>
<td>General access, multimedia, projection, teaching</td>
</tr>
<tr>
<td>7</td>
<td>1023</td>
<td>General access, multimedia, projection, teaching</td>
</tr>
<tr>
<td>8</td>
<td>1024</td>
<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>PhD</td>
<td>1022</td>
<td>PhD student access only</td>
</tr>
</tbody>
</table>

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

![Perspective view of Quadrangle Building](image)

### John Goodsell Building Laboratories (JG Labs):

<table>
<thead>
<tr>
<th>JG Labs</th>
<th>Room</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>LG8</td>
<td>General access, multimedia, projection, teaching</td>
</tr>
<tr>
<td>2</td>
<td>LG9</td>
<td>General access, multimedia, teaching</td>
</tr>
<tr>
<td>PhD</td>
<td>LG19</td>
<td>PhD student access only</td>
</tr>
<tr>
<td>PhD</td>
<td>Level 1, (Next to Seminar Rm 119)</td>
<td>PhD student access only</td>
</tr>
</tbody>
</table>
Aerial view of John Goodsell Labs

Perspective view of John Goodsell Building
Lab functions

General access  Available to all postgraduate and undergraduate students
Postgraduate  Available to Masters & Honours students only
Multimedia  Lab has multimedia capabilities
Teaching  Available to booked supervised classes
Projection  Labs have video/data projection facilities

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, 9am 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 access to Quad Labs 1, 2, 8, & 9 and the FCE Postgraduate Common Room (Quad Room 1039). Postgrads will also have after-hours access to Quad Labs 4, 5 and 6.
2 Student Accounts

You’ll need an individual student account in order to use the computer labs. To setup this account, you enter 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 University rules (called “Conditions of Use”) for student use of computing and electronic communications facilities.

Go to: https://wombos.unsw.edu.au/agreement/index.shtml
Read through then accept UNSW’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 Commerce &  
Economics, Computer Laboratories, Student Computer Laboratory  
Accounts’, and when you scroll down you will see the following which  
is to be used to set up your individual student account:

![Web page screenshot](image.png)

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

Note: 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 entered 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 FCE.

**Access your account**

**Login**

Note: *You must have 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 set when you created your account.

![Novell Login](image)

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 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 Commerce and Economics Lab login screen.
Anti-virus protection

Anti-virus software is installed on every computer (PC) in the Faculty of Commerce and Economics 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 (see “Maintain Backups” below).

Students can purchase an education priced version of Norton Anti-virus from the UNSW Bookshop or Unimac (formerly called Apple on Campus) which is located on Level 1 of the Library, west of the Post Office inside the glass doors of the underpass on Library Road.

UNSW Students have access to some version of anti-virus software from the Academic Computing Supporting Unit (ACSU): Virex for Macintosh is available to students, for example, but Norton AntiVirus is not.

Visit the ACSU site: http://www.acsu.unsw.edu.au/

Follow the Anti-virus link. The software on the ACSU 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

All students will have “home directories” with free 30MB storage, which will appear as H: drive. This drive is only visible to the account owner and important documents such as assignments should be saved to this drive.

Note: While we will do our best to maintain this storage system, we cannot guarantee its security and so you should consider it to be temporary storage only. We recommend that you create backups of your work onto secondary storage (such as floppy disks) for extra security.

Maintaining backups

Maintaining routine backups of all your work will provide an alternate copy if you lose or damage your floppy disks, or if the data on them is corrupted (floppy disks are generally an unreliable storage media).

We suggest you backup your data at regular intervals (depending on the work you have done), and create 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. The Faculty of Commerce & Economics 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.

**Note:**
- It is your responsibility to pick up your printing.
- The Faculty of Commerce & Economics cannot accept any responsibility for lost printing.
- Cards (and credit on the printing cards) are not transferable.

**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 not logged in, enter the following:

1. Username
   Enter “new” (without the quotes).
You should see the following screen:

<table>
<thead>
<tr>
<th>Create/Refresh Lab Account</th>
<th>Activate Unipass</th>
<th>W/OMBOS - Do it Yourself Page</th>
</tr>
</thead>
</table>

To reiterate, if you have changed your course enrolment you must use this web page to refresh your account to make sure it is updated with your new course enrolment. Note that if your change of enrolment is approved, there may be a delay of up to a week between the time you made your application and the time the change is reflected in the database used by this facility to update your account.

3. OK, I'm ready to use this form:

- User identification (ie: z1234567)
- UNIPass NOT UNIPIN (ie: 1e6f:259)
- New FCE labs password (ie: 1snoopy)
- New FCE labs password again to be sure (ie: 1snoopy)

Note that it can take up to ten seconds to process your request as I have to consult with a number of different computers to do so. Please be patient.

CREATE ACCOUNT/CHANGE PASSWORD!
REFRESH/VIEW ACCOUNT!

4. How do I log into my new account?

If you are using this form from the Faculty computer laboratories, simply hold down the "Ctrl" and "Alt" keys.

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 see the Lab Supervisors in room Quad 1025.
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 of the other existing mail clients on a 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 NewSouthStudent, and to access the UNSW library’s catalogue and extensive databases.

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

- The DIS><Connect home page
  http://www.disconnect.unsw.edu.au

- DIS><Connect Help Desk, Level 2 (Room 231) of the UNSW Main Library Building.
4 Student Conduct

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 are not allowed in the computer labs*;
- *Closed Circuit Video Cameras (CCTV) are continuously monitoring the computer labs.*
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, 9 am to 9 pm, Friday 9 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 FCE, visit our Frequently Asked Questions (FAQ) web site for technology support:
http://www.fce.unsw.edu.au/tsg

You can search by keyword or topic—someone else may have asked the same question before. Or you can ask us a question and our support staff will provide the answer, usually within one working day.

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).
For further information contact:

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The University of New South Wales
UNSW Sydney NSW 2052 Australia

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        Undergraduate ugfce@unsw.edu.au
Web site: www.fce.unsw.edu.au

CRICOS Provider: 00098G