

Web Page Info for Staff

1) Information For New Staff - the best source of information about computing at QUT is the Staff Computing Guide which can be found at: <http://www.scg.qut.edu.au>

- a. **Induction** – New staff members at QUT have access to the “Welcome to QUT” orientation program at: <http://education.qut.edu.au/staff/staff/>

If you are new at the Faculty of Education, and you would like a personal orientation to the IT environment, including hardware, software and network services which you are eligible to use, log a job with the Staff IT helpdesk by ringing 8400, and a Faculty Computer Systems Officer will contact you.

- b. **Staff Card** – Once your employment contract is finalized, you should visit the Campus Administration office at: Student Centre, Level 4, KBlock, to have a staff photo ID card issued. This card will make it possible for you to enter secured facilities such as the Education student computer labs. Allow 2 days for the access rights to be fully activated. If you find that your card does not give you the access you need then bring the card to the Technical Services Group in B343a.

- c. **Qutaccess Account** – The QUT-Access username and password is your master key allowing you to access online information services at QUT. You must present your Staff ID Card at the Library, R-block, Level 3, to obtain your QUT-Access username and password. Passwords can not be obtained or changed over the phone.

- d. **Student Computer Lab Access** – All staff and students in the Faculty of Education should have access, via their staff and student cards, to faculty student computing labs which are protected by the door access system. Access to these labs is as follows:

B240 24 hour access, card swipe between 9:00 p.m. and 7:00 a.m. approximately.

B403 Accessible with card swipe only when building is open, approximately 6:00 a.m. to 6:00 p.m.

L106 Accessible with card swipe only when building is open, approximately 6:00 a.m. to 6:00 p.m.

S413 Currently closed due to building refurbishment. Scheduled to re-open Semester 2 2005

If your card does not give you access to any of these rooms, bring the card to the Technical Services Group at B343a.

- e. **QUT Virtual** - QUT Virtual provides online services in a convenient, and easy to navigate way. QUT Virtual is designed to make all online services you need available from one point. More information about QUT Virtual can be found at: <https://qutvirtual.qut.edu.au/portal/page/portal/QUTVIRTUAL/STAFF/Administration>

2) How to get help

- a. **Staff IT HelpDesk** - For all staff, when you have a technical problem, the first point of contact is the Staff IT HelpDesk which can be contacted by ringing 8400 (3138 4000 from outside QUT), or by sending an email to helpdesk@qut.edu.au, or by logging an assistance request at <http://www.its.qut.edu.au/helpdesk/feedback.jsp>.
- b. **Staff Computing Guide** - (<http://www.scg.qut.edu.au>)
- c. **User Guides** - (<http://www.its.qut.edu.au/assist/userguides/index.jsp>)
- d. **School On-Line Technology Advisors**
Provides local assistance within each school to help and support online teaching and learning. This group consists of academic staff members who are informed in the use of teaching technologies at QUT and available to assist you with them. They also serve as their school representatives on the Technology Policy Committee.

3) Procedures and Guidelines

- a. **OLT Policies** – Policies and guidelines about on-line teaching at QUT can be found at: <https://olt.qut.edu.au/edu/ITP/sec/index.cfm?fa=displayPage&rNum=1624209>
- b. **File storage on the Faculty of Education local area network** – The Faculty recommends 1GB as an acceptable upper limit for electronic storage per staff member. Staff should not store mp3s or other media files without sufficient copyright licences. In accordance with the MOPP, periodic checks will be undertaken to ensure that no illegal files are stored on Faculty's servers. Staff members are encouraged to use discretion when deciding if files should be stored on the faculty server – program installation files, system files, and games files are discouraged. All files stored in staff home drives (H drive) will be completely backed up to tape every Friday night, and incremental backups taken every night.
- c. **Supported Hardware** –
Computers, printers, and other hardware items should be purchased, when possible, in accordance with the QUT Preferred Supplier Agreements (PSA) (<http://www.its.qut.edu.au/dmi/hardware>). If the equipment you are interested in is not covered by the PSA, ring 8400 and log a job for a Computer Systems Officer to consult with you.
- d. **Supported Software** –
As a QUT staff member you are entitled to use software which is held under site license by QUT. These programs are listed at: <http://www.its.qut.edu.au/dmi/software/license.jsp>. Most of them are installed on your computer, however if you need a program that is not installed, ring 8400 and log a job for a Computer Systems Officer to install software on your computer. <http://www.its.qut.edu.au/dmi/software>
- e. **Virus updates** –
Your office computer will automatically update its virus definition files when you login to the network. The software is configured to check for viruses every time a floppy disk is inserted or an email attachment arrives at the computer.

f. Recovering Lost Data

All files that you store on your network drive (H drive) will be backed up to a tape every weekend. In addition, incremental backups are taken of the same space every morning. If you have lost files, ring 8400 and log a job for a Computer Systems Officer, specifying the name and location of the files and the time and date from which you need them restored.

4) Frequently Asked Questions:

1) How can I get someone to look at my lap-top or home computer?

Providing that the computer is a QUT asset, we provide the same level of service to laptops and home computers as to your office computer. Ring 8400 and log a job. You will be contacted by a Computer Systems Officer who will arrange a time for you to bring the computer into the Technical Services at Kelvin Grove campus, room B343a. If you have specific time requirements for the service please communicate that to the technician.

2) Is my home computer supported?

Any computer that is the property of QUT and is not older than three years will be serviced by the Technical Services group. If you have a computer that is older than three years old, or if it is a computer you own, please make arrangements with an external service provider for hardware service.

3) How do I connect my lap-top to the Internet from overseas?

Before taking your lap-top overseas, be sure to bring it to Technical Services well before your departure date. We will check to make sure that the computer is properly configured to connect to QUT through the internet. For information on how this works, see the ITS pages on Virtual Private Networking (VPN) using IPass:

<http://www.its.qut.edu.au/offcampusaccess/globalroam/laptop>

Once VPN has been set up on your computer, and you have connected to the internet, you can then access your files by clicking on: **Start | Run | . . .** then type:

`\\edna\shared . . .` for the faculty's shared folder, or

`\\edna\users\your username . . .` for your personal network folder

4) How can I install QUT software on my home computer?

The QUT software site licences do not allow for the QUT standard operating environment (SOE) to be installed on any machines that are not QUT assets. The only free software for download in this case can be found on the ITS website

<http://www.its.qut.edu.au/offcampusaccess/downloads.jsp>

A reduced price copy of Microsoft Office can be purchased by QUT staff from Volante for around \$27 per copy <http://www.its.qut.edu.au/dmi/software/msagreement/workathome.jsp>

If the faculty has purchased or leased you a computer for work at home use, then it is entitled to have the QUT SOE pre loaded. These assets are treated just like on campus machines from a support perspective. For software installation call the help desk on 8400 and provide the details of your computer and the software you need. A Computer Systems Officer will contact you to arrange a suitable time to bring in the computer.