WELCOME

Welcome to the BITL Division Staff Computing Guide. As a staff member there are a number of computer related services that will assist you within our Division. This simple guide should provide you with the information necessary to use these services. Services outlined range from how to provide student access to online resources, to University data copyright issues.

We believe that this is a very important resource, as it highlights many services that are not generally known about by staff. We hope that you gain a better understanding of the network and the services that we can offer staff through this booklet.

If you are a new staff member, further information is also available to you in the form of the “New Staff Guide” available at the BITL Helpdesk (ECL 1.015) or online at: http://wwwbusiness.murdoch.edu.au/bitlhelp/staff/index.html

THE BITL COMPUTER NETWORK

About our machines and servers

The Division has an extensive network covering machines in the BITL, Economics Commerce and Law, Science and Computing, and Physical Sciences buildings. In addition we have machines in Rockingham connected to the South Street network.

*The law school runs a separate network from that covering Commerce, Information Technology, Economics, Politics and ARC*. If you are a law staff member, please contact the technical staff within the law school and disregard this publication.

There are approximately 200 staff machines and 250 student lab machines, all using Novell Netware 5.1 for network authentication, directory services, file services and printing. We also have a Microsoft Exchange server for email, and several Unix servers for staff and student use.

The main BITL servers are:

- **DECAF**: Staff Novell Netware 5.1 server
- **ESPRESSO**: Student Netware 5.1 server
- **MOCHA**: Rockingham Netware 5.1 server
- **GROUCHO**: Microsoft Exchange 5.5 server
- **DIJKSTRA**: School of IT Unix server
- **RED**: School of IT Linux server
- **HARPO**: Windows NT 4.0 Primary Domain Controller (PDC)
- **CHICO**: Windows NT 4.0 Backup Domain Controller (BDC)
THE BITL COMPUTER HELPDESK

Helpdesk Details

The BITL Helpdesk is located in Room 1.015 on the South Wing of the Economics, Commerce and Law building. It is staffed from 8.30am to 5.00pm Monday to Friday. If the Helpdesk is unattended a message can be left and you will be contacted at the earliest opportunity. Within the Division, the Helpdesk takes ALL of the calls of a technical nature. Please ensure that you log any computer problems with the Helpdesk on extension 6700 and not with a technician directly. Jobs that are not logged through the Helpdesk will not be put into our job tracking system and will not be followed up by the technician.

Phone: 6700 (internal) or 9360 6700 (external).
Email: bitlhelp@murdoch.edu.au

Helpdesk Library

At the Helpdesk is a library of books and manuals for many common software packages. You are encouraged to borrow a book if you are having trouble with a program or wish to acquire some new skills. There are titles for both beginners and advanced users, if you are unsure of which book is suitable, please ask the Helpdesk staff member on duty. Borrowed items need to be entered into our lending system.

WHO ARE THE BITL TECHNICAL GROUP?

The BITL Computing Services group look after all the staff and student machines for the schools of Business, Information Technology, Politics and the various research centres. We do NOT look after the school of Law. If you are a Law staff member, you must contact the school administration directly.

Within the Division, the BITL Helpdesk takes ALL of the calls of a technical nature. Please ensure that you log any computer problems with the Helpdesk on extension 6700 and not with a technician directly. Jobs that are not logged through the helpdesk will not be put into our job tracking system and will not be followed up by our technicians.

BITL Computing Services Staff

<table>
<thead>
<tr>
<th>Full Time Staff</th>
<th>Part Time Staff</th>
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</thead>
<tbody>
<tr>
<td>IT Manager</td>
<td>Web Officer</td>
</tr>
<tr>
<td>Helpdesk Coordinator</td>
<td>Helpdesk Assistant</td>
</tr>
<tr>
<td>Network Systems Administrator</td>
<td>Network Systems Administrator</td>
</tr>
<tr>
<td>Technician Software Support</td>
<td>Technician Desktop Support</td>
</tr>
<tr>
<td>Network Technician</td>
<td>Unix Administrator</td>
</tr>
<tr>
<td>Unix Administrator</td>
<td>Technician Desktop Support</td>
</tr>
</tbody>
</table>

John Dakin | Philippa Hatch | John Crowe | Ralph Sunley | Sid Bartle | Cory Fiorentino | Royce Jenkins | Anthony Middleton | Tylar Scott | Justine Walters | Gehan De Silva | Baden Morgan | Jacek Gonsalves | Drew Harris | Edmond Engelbrecht
THE BITL DIVISION STANDARD OPERATING ENVIRONMENT

Standard software and hardware

Each staff member and postgraduate is given, or has access to, a PC or Mac connected to the University Network.

Minimum Hardware Specification:

PC
Pentium 2, 366 Processor
64MB of memory
4GB Hard Disk
CD-ROM Drive
Floppy drive
Windows ‘98 Second Ed.

Mac
G3 Processor
64Mb RAM
10Gb Hard Disc
MacOS 8.6

Asset registration

Any staff machine purchased either directly through the university or as part of research funds, must have an asset sticker on it. If you have a machine that is kept at home or a laptop that travels between home and work, Murdoch will need to be provided with your home address for insurance purposes. **If your machine does not have an asset sticker, please contact the BITL Helpdesk immediately. ALSO, if you move your machine, we must notify the Assets Clerk. Please contact the BITL Helpdesk, so that we can do this for you.**

Minimum software specification:

Microsoft Windows 98
Microsoft Office 2000 (Word, Excel, Access, Powerpoint, Outlook)
Real Player
PowerZip (Freeware zip program)
Adobe Acrobat Reader
Norton Antivirus
Internet Explorer 5.5

Every connected machine has Internet access and is connected to a general use printer (See separate section for locations).

If your machine does not have all of the minimum software or if you wish to have additional software such as SPSS added, please contact the BITL Helpdesk.
ACCESSING THE BITL COMPUTER NETWORK

Staff Accounts

There are several types of accounts in use, which allow access to various systems. At the minimum, you will need to have a Novell account to log on to your PC, and a central account to be able to use email. Below is a list of accounts and where to get them set up:

<table>
<thead>
<tr>
<th>Account</th>
<th>Allows</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Novell</td>
<td>Login and printing from BITL Network</td>
<td>BITL Helpdesk x6700</td>
</tr>
<tr>
<td>NT</td>
<td>Access to business NT domain</td>
<td>BITL Helpdesk x6700</td>
</tr>
<tr>
<td>Exchange</td>
<td>Webmail, messages on server</td>
<td>BITL Helpdesk x6700</td>
</tr>
<tr>
<td>Dijkstra</td>
<td>Access to IT Unix server</td>
<td>BITL Helpdesk x6700</td>
</tr>
<tr>
<td>Linux</td>
<td>Access to IT Linux server</td>
<td>BITL Helpdesk x6700</td>
</tr>
<tr>
<td>Central</td>
<td>Basic email and dialup from home</td>
<td>ITS Helpdesk x6999</td>
</tr>
<tr>
<td>MAIS</td>
<td>Access to HR and other databases</td>
<td>ITS Helpdesk x6999</td>
</tr>
<tr>
<td>WebCT</td>
<td>Online materials for units</td>
<td>WebCT Help Line x6269</td>
</tr>
<tr>
<td>FinanceOne</td>
<td>Access to University finance system</td>
<td>Finance Help Line x7474</td>
</tr>
<tr>
<td>Callista</td>
<td>Student Records access</td>
<td>Callista Help Line x7500</td>
</tr>
</tbody>
</table>

Each account should have its own password, except for Exchange email (which for ease of use is the same as your Novell password). Make sure you choose passwords that you can remember, but which are not easily guessable. Use a combination of letters and numbers if possible, and if you must write your passwords down, keep them in a safe place!

Student Labs

There is a separate Student manual, which contains all the information you need about using the student labs (Available online at: http://wwwbusiness.murdoch.edu.au/bithelp/students/index.html). If you need to login to the lab computers for a tutorial or workshop you will need a separate lab account, which can be obtained at the Help Desk. When you apply for your Student Novell account, please specify the campus that you will require access at and whether you need access to Commerce, IT or Postgraduate labs.

The student and staff networks are completely separate within the Division. If you logon to the student machines, your rights will be much more limited than those that you have on your staff machine.
USING EMAIL

Using Outlook Exchange

The Division of BITL has now adapted a more standardized approach to email and scheduling. In the past our email and schedule requirements were satisfied by a mixture of applications, ie. Eudora, Pegasus, Schedule+, and Lotus Notes.

Our migration towards Outlook 2000 has been the foundation for a much simpler way of integrating all organizational requirements through MS Exchange. These Outlook Exchange accounts now allow for:

- Remote access to your email via a web browser (very handy for use overseas)
- Access to a “global address book” which has up-to-date email addresses of all Murdoch staff directly from Outlook
- Out of office assistant which allows you to set your own vacation messages
- The flexibility of public folders and calendar sharing
- Plus much more………

If you do not yet have an Exchange account you will need to contact the BITL Helpdesk. You will need the details of your central email account, and will need to fill out an Exchange account application form. Please allow a few days for processing these accounts.

When your account has been created a technician will contact you in order to configure your machine for Exchange. Please refer to the staff booklet for further details regarding the use of Outlook exchange, or alternatively ask for a training manual at the Helpdesk library.

IMPORTANT: Each account on the Exchange server can store up to 25mb of messages, and allows users to access their email from anywhere in the world via webmail. It also provides access to the University global address book (all email addresses at Murdoch), and it enables you to make appointments and meetings with other Exchange users. **Outlook is the only email program supported by the Help Desk.** Each user should maintain personal folders within Outlook. This allows you to archive old messages to your hard disk and stop you from exceeding your quota on the server (25MB). To archive messages, simply use the drag-and-drop method to transfer something from your Inbox (or other folder) to the personal folder. **If you do not archive your messages, you will eventually get a message from the systems administrator warning you that your mailbox has reached it’s limit, and you may be prevented from receiving and sending mail.**

If you do not have any personal folders, please contact the Help Desk.

For more information on the features of Outlook Exchange, there is a comprehensive Outlook user guide available at the helpdesk website.
Webmail access

One of the best features of Outlook Exchange is that you can access it via webmail from anywhere provided you have Internet access. To use webmail, you must be connected to the Internet and have your browser open.

Firstly, go to address http://webmail.murdoch.edu.au/
At the first screen type your full name eg James Wilson
In the login box that appears, use business\<your Novell account id> as the user name, and your Novell password as the password.

Example:

User name:  business\wilson
Password: sp00ky

Then you will be able to read and send email using the webmail interface. It is similar to Outlook, but does not have all the features, and it looks a little different. You can access help by clicking ‘click here’, which is highlighted on the left hand side of the initial login screen, or by clicking on the ‘?’ symbol at the top of the webmail screen.

When you have finished using webmail, click ‘Logoff’ on the left hand side of the screen. This is important, as the next user (if you are at a public machine) could access your account.

Using Maillists

There are a number of e-mail addresses that have been reserved for use for mailbombs. You can get a list of these addresses by contacting the Helpdesk. Please remember to limit your use of these to broadcasts of information essential to everyone.
STEPS FOR THE NEW STAFF MEMBER

A separate brochure entitled “Steps for the new staff member” is available at the helpdesk. This simple guide should provide you with the necessary information and application details to gain initial access to a number of services including; access to the BITL network, provision of an email account and access to Murdoch dialup services. A number of relevant application forms are also attached for your convenience at the back of this booklet.

BACKING UP YOUR DATA

Your H:

Every user with a Netware account is given access to network space on the DECAF server. The default allocation is 200MB for Academic staff and 500MB for General staff. This area can be accessed via the H: drive on your machine once you have logged in. Only you can access your personal network area, it is not visible to other users.

It is essential to backup important information to your H drive, because in the event of a hardware failure on your PC, your files will still be on the server.

In order to backup to your H drive, simply use the “save as” option for any of your data. In the drop down section of the “save in” area you will see your (H:). It will be named Jbloggs (your Novell username) on Decaf BITL staff (H:). Simply highlight this area and save as normal.

All the files on the DECAF and ESPRESSO servers are backed up to tape every night. If you accidentally delete or lose something on the network, it can be restored from the tape.

CD Burning

If you have old files and data that are taking up space on your machine or network area, but which may occasionally need to be referred to, they can be burned (written) to a CD as a permanent record. Then the space can be freed for newer information.

To arrange for a CD to be burnt, put your files in a folder clearly labelled “CD burn” on your H: Then contact the Help desk with the location of the files you want archived, and a technician will do it for you.
PROVIDING ELECTRONIC STUDY RESOURCES FOR STUDENTS

Putting Up Lecture Notes

The ESPRESSO server enables you to put files on the network for students. There are 2 areas for this, one for internal access and one for external access. Files in the internal directory are visible only from the BITL student labs, while files in the external directory are visible to anyone in or outside the university via FTP. To access external files, students need to open their web browser while connected to the Internet and go to ftp://bitftp.murdoch.edu.au/. They can then go to the school folder and retrieve data based on unit code. Note that ftp:// is used instead of http://.

In order to put data on this site for your student you will need to map a drive to the espresso server. All staff have access rights to this drive. The directory path for the internal directory is \espresso\lab\lectures. (If you are unsure how to map a drive see the Useful tips section at the end of this booklet). Once you have done this you can drop the documents into the folder named after the unit code. Most units have folders, but you may need to create a new folder if your unit does not yet exist.

BE CAREFUL: If you intend to erase or move data please ensure that you do so carefully. If you are taking over a unit previously coordinated by another staff member, please get permission to erase the data.

You will note that there is also an external folder. As mentioned above, files kept in this external directory are visible to anyone in or outside the university via FTP. If you are happy for your material to be accessed by any person with Internet access, then put your files here also.

A USEFUL NOTE: If you wish for your files to be viewed by students ON and OFF campus, you must put your data in BOTH the school folder and the external folder!!

If you want to map another drive directly to the external folder, the directory path for the external directory is \espresso\lab\lectures\external. Again, the subdirectories are organised by School and then unit code. IT units are in the IT directory.

It is the responsibility of the lecturer to ensure that data placed in the internal and external lecture folders is in a usable format such as .ppt or .doc, and that the data is readable. Please ensure that the file size is no bigger than 2MB, as there are print size restrictions in the labs, which will prevent students from printing documents larger than 2MB.
SOFTWARE AND COPYRIGHT

The BITL Helpdesk supports a number of software applications, but cannot offer support for all software used by the Division. For a comprehensive list of all of the software that we support, please visit the helpdesk website.

At Murdoch, we have an obligation to comply with copyright law as it relates to the Copyright Act and various agreements we have with the copyright collecting societies. For further information on Murdoch’s copyright visit http://www.murdoch.edu.au/copy/

ACCESSING THE INTERNET AND WORK DATA FROM HOME

Dialup and FTP

You can dial up the University and access the Internet using Murdoch as your Internet Service Provider (ISP). This is provided that you have a modem on your home machine and a central account with dialup access. If you do not have authorisation for dialup access, you will need to contact the Central ITS Helpdesk on extension 6999.

Once you have authorisation, the BITL Helpdesk can provide you with a software disk that will set up your machine with a connection to Murdoch, and it includes an FTP (File Transfer Protocol) program that allows you to transfer files to and from your home directory.

The disk is designed so that you can install it yourself, a copy of the instructions will be provided when you collect the disk. Please note that the software only works on Windows 95 or 98.

The Central Dialup service is administered through ITS. Should you have any difficulties with dialup access, you should contact ITS directly on extension 6999.

The Helpdesk no longer supports the Novell Client on home machines. The software disk that can be loaned from the Helpdesk should remove your existing Novell client. In addition, we can only assist with machines which have a Murdoch University asset sticker on them. We will not assist with personal PC’s or laptops.
SCANNERS, PROJECTORS AND PRINTERS

Using the Projectors in Lecture Theatres

All of the lecture theatres in the ECL building are now equipped with cables which connect directly to the video projectors. Using the projectors should be as simple as connecting the cable to your laptop and turning on the machine. If you are experiencing problems connecting your laptop to the projector whilst in the lecture, please call the Helpdesk directly using the phone in the theatre.

If you are experiencing difficulties with the video player or other audio visual equipment, please contact Audio Visual services at the AVS Help Desk on extension 2935

Using Scanners

There are a number of scanners within the division. There are guides available at the helpdesk for the use of these scanners. If you require additional assistance with any of these machines, please contact the Helpdesk directly.

General use printers

There are 8 general use printers available to staff, located as follows:

<table>
<thead>
<tr>
<th>Location</th>
<th>Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECL 2.063 (IT Resource Room)</td>
<td>IT staff</td>
</tr>
<tr>
<td>ECL 2.010 (Commerce Resource Room)</td>
<td>2\textsuperscript{nd} floor Commerce Staff</td>
</tr>
<tr>
<td>ECL 1.015 (BITL Help Desk)</td>
<td>1\textsuperscript{st} floor Commerce Staff</td>
</tr>
<tr>
<td>ECL 4.011 (Economics Resource Room)</td>
<td>Economics Staff</td>
</tr>
<tr>
<td>ECL 3\textsuperscript{rd} Level corridor</td>
<td>All Commerce Staff + 4\textsuperscript{th} floor IT Staff</td>
</tr>
<tr>
<td>BITL 3.009</td>
<td>Asia Research Centre Staff</td>
</tr>
<tr>
<td>BITL 2\textsuperscript{nd} Level Corridor</td>
<td>Politics Staff</td>
</tr>
</tbody>
</table>

The ECL 3\textsuperscript{rd} Level Corridor printer is available 24 hours a day.

If you are not yet connected to the printer closest to you, please contact the Helpdesk.
LAB AND EQUIPMENT BOOKINGS

Equipment bookings

The Help Desk has a variety of equipment available for loan by staff and students:

**Staff**
- 8 Business Laptops (2 used for long term loans)
- 3 IT Laptops
- 2 Projectors
- 3 Digital Cameras
- MiniDisc player

**Students**
- 7 Video Cameras
- 7 Tripods
- 6 Lighting Kits
- Microphone Kit
- 4 Cable Bags

Staff wishing to book equipment at a regular time each week should contact the Help Desk via email before each semester/trimester to arrange this. Overnight bookings are possible, and equipment can be booked for any period of time during the day. Please ensure that items are returned promptly (and with all equipment) after your booked time, so as not to inconvenience other borrowers.

Two of the Business School Laptops are set aside for long-term loans and bookings can be made by e-mailing the Helpdesk with the appropriate times and software requirements.

Students need to be enrolled in relevant units or have written authority from their course coordinator to borrow video equipment. **It is also a policy that we do not lend out laptops and projectors to undergraduate students. Do not direct your students to the BITL Helpdesk for this service as they will be refused!** Students are welcome to contact Audio Visual Services on 9360 2935, should they wish to borrow a projector.

NB. The Helpdesk is unable to provide power adapters for staff going overseas.

**Lab Bookings**

The BITL Helpdesk takes bookings for tutorials and classes that are to be held in any of the Business school computing labs. If you wish to make a booking, please send an email outlining prior to the commencement of the Trimester or Semester. All bookings for Information Technology labs need to go through the nominated lab administrator within the school.
GETTING A NEW MACHINE AND HAVING A MACHINE REBUILT

Staff members who are receiving a new machine, or who wish to have their existing machine rebuilt are asked to fill in an application form outlining the software they require and other related information. This must be done AFTER approval is given by the School head for a new machine to be provided. Usually, a member of the technical staff will email this application form to you, and request that you fill in the relevant fields and return via email. If you wish to have your machine rebuilt for performance purposes, please contact the helpdesk in order to grab a copy of our machine build form.

For data transfer purposes, it is up to the staff member to place all necessary data on your home directory (H: ) on Decaf.

Once the machine build form has been completed, the machine will be built to your specifications. This process should take approximately a week. A technician will contact you when the machine has been completed and organise a mutually convenient time to setup your new machine.

Please bear in mind that if you are receiving a machine previously owned by another staff member, that there is an additional waiting period of at least one week in order to ensure that ALL data is removed from the old machine.
UNIVERSITY WIDE SYSTEMS

This includes; Gateway, WebCT, Callista, Finance, Central e-mail and MAIS.

University-wide software systems

The BITL Helpdesk is unable to support the University applications listed above. For more information on the systems, including contact details, see below.

WebCT: The online learning system for students

WebCT allows course materials to be placed on the World Wide Web. To set up a unit you need to email diana@cleo.murdoch.edu.au, so that your account can be set up. Include information such as the teaching period (ie. Trimester2), full unit name, unit code and tutor names if you have any. It takes 24 hours for an account to be created.

There is a lot of information on WebCT available at http://cleo.murdoch.edu.au:8900/, or you can call the WebCT Helpline on 6269.

Callista: Student records system

To access Callista, firstly you need to apply for an account on the ‘System & Application Server’ form available at the Helpdesk. Take the completed form to the ITS Help Desk in the Science and Computing building (Refer to map).

Once your account is created, contact the Help Desk have the client software installed on to your machine. Then Callista will be ready to use.

If you experience any problems with Callista, please call the Callista Help Line on 7500, or go to the Callista web page at http://www.murdoch.edu.au/callista/

Finance 1: Finance and Accounting System

To access Finance 1, firstly you need to apply for an account on the ‘System & Application Server’ form available at the Help Desk. Take the completed form to the ITS Help Desk in the Science and Computing building (Refer to map).

One your account is created, contact the Help Desk have the client software installed on to your machine. Then Finance1 will be ready to use.

If you experience any problems with Finance 1, please call the Finance Help Line on 7474.
Additional University-wide systems

Email accounts and dialup are also administered centrally. In order for staff members to have a generic @murdoch.edu.au mail account setup, or to gain access to Murdoch university for dialup purposes, each staff member must apply through the ITS helpdesk in person. For further details regarding this, please refer to the “BITL Guide for the new staff member”
HELPDESK POLICIES

Personal machines

Machines and equipment with a Murdoch asset sticker are fully supported by the Helpdesk, please call if you are experiencing problems.

Machines that do not have a relevant asset sticker and are therefore not Murdoch assets (i.e. purchased by Murdoch) are not supported by the Help Desk. If you have a problem with your home machine, please contact the Help Desk Coordinator or the IT Manager, and a private consultation may be able to be arranged. Note that pay rate, times etc must be negotiated personally with the technician. No responsibility is taken for private jobs negotiated between technical staff and Murdoch employees.

Use of private laptops on the BITL network is not encouraged, however, if you have a need for this, please speak with the IT Manager.

Supported software

Software in the Division is categorised into 4 different levels of support. Please refer to: \decaf\bitlstaff\helpdesk\bitl helpdesk\loan software\software support2000.doc for complete information.

University-wide systems

There are a number of University applications that the BITLHelp Desk does not support. This includes; Gateway, WebCT, Callista, Finance, Concept (central HR database), Central e-mail and MAIS. Please see the section entitled University Wide Systems for more information on the administrators of these systems.
USEFUL TIPS

How to map a network drive
Open Windows Explorer
Click on the Tools menu
Select Map Network Drive
Choose the letter you want (the default one will be fine)
In the box next to path, enter the path you want eg \decaf\bitlstaff\transfer
Make sure the Reconnect at Logon box is ticked
Click OK
If the new drive does not appear in your list, or an error appears, you may not have permission to view the directory. Contact the Help Desk.

How to create a shortcut
To create a shortcut to a program or file on the desktop, firstly minimise all open applications.

Place the cursor in an open space on your desktop and right click once.
A menu appears, select ‘New’, then ‘Shortcut’.
In the box that appears you have two choices:
   a) You can type the direct path of the program or file you want eg c:\data\lectures\week1\notes.ppt
   b) You can press the Browse button and navigate to the target file. Then press OK.

The shortcut will now appear on your desktop. You may wish to right click on it and rename it to a more meaningful name.

Data forms (Office)
Documents and files come in many different formats. Below is a brief summary of which program you can use to view common files:

Microsoft Word: .doc .wpd .txt
Microsoft Excel: .xls
Adobe Acrobat Reader: .pdf
Microsoft Powerpoint: .ppt
Notepad: .txt
WordPad: .txt .wri
Internet Explorer/Netscape: .htm .html .jpg .gif
WinZip: .zip
Windows Media Player: .mpg .mpeg
RealPlayer: .rm .mp3

Transfer directory on Decaf
On the Decaf server, a common network directory called \transfer has been set up. This is to allow staff to easily swap or distribute files. As it is visible to everyone, you are advised to be very careful when dealing with confidential information. Periodically the transfer directory is cleared out, so don’t leave your only copy of an important file in there. The \transfer directory can be accessed via a simple drive mapping to \decaf\bitlstaff\transfer. See appropriate section for details on how to do this.
COMMON PROBLEMS AND SOLUTIONS

Examples

When you have a problem with your machine, there are a couple of steps you can take to either fix it yourself or aid the Helpdesk staff in diagnosing the fault:

I can't login, the Internet isn't working, and neither is printing

- Check that blue network cable in the back of the machine is firmly plugged in. Also make sure that it is properly connected into its wall socket. If the cable was a bit loose, reboot your machine and try again.
- Ask a colleague if they are experiencing similar problems, this might indicate a general network problem.

My machine keeps crashing and/or is very slow

- Let the Help Desk know if any changes have been made to your machine recently, such as new software being installed or a new setting.
- If many applications are open at once, close those which are not being used

The keyboard and/or mouse aren’t working properly

- Check that they are firmly plugged in at the back of the machine

The Helpdesk will often ask you to reboot your machine. This involves shutting down the machine and then powering the machine back on by using the power button. It is in your best interest to save your data and REBOOT your machine before calling the helpdesk, as this may solve your problem (and we’ll probably advice you to reboot and call us back anyway!!!!)

If you are still experiencing difficulty after trying these steps, please call the Help Desk on 6700.

TRAINING FACILITIES

As mentioned, the BITL Helpdesk has a library, and we encourage you to borrow our resources if you are having trouble with a program or wish to acquire some new skills.

In addition, the Teaching and Learning Centre offers a number of computing related courses. Visit their site below for more information: http://carmen.murdoch.edu.au/events/academic/general/events/
USEFUL CONTACTS

Useful telephone and email contacts:

BITL Helpdesk: 6700  bitlhelp@murdoch.edu.au
Callista Help Line: 7500  callista-help@central.murdoch.edu.au
WebCT Help Line: 6269  diana@cleo.murdoch.edu.au
Finance1 Help Line: 7474  (no general email available)
Audio Visual: 2935  avs@central.murdoch.edu.au
Telephone Helpline: 7222  (no general email available)