

GETTING STARTED

Access to StaffOnline is only available from the link below:

<http://www.cdu.edu.au/pmd/staffonline/index.html>

This page should be bookmarked as the only entry point for StaffOnline as it is also the central repository for all information about StaffOnline including help documentation, notification of availability of StaffOnline, frequently asked questions and notices of upgrades or new functionality.

StaffOnline may be accessed from home, or any other location outside the University that has internet access providing the minimum browser requirements are met, and you have a University computer account.

Browser Requirements/Specifications

In order to use the Kiosk, your browser must be configured to:

- accept cookies
- be frames capable
- support Java and JavaScript.

Minimum browser requirements are:

- Netscape Navigator 4.7 or
- Internet Explorer 5 or above

It is recommended that you use Internet Explorer (5 or 6) to access StaffOnline. IE 7 has not been tested for use with StaffOnline and People Management & Development does not offer troubleshooting or support for IE 7 users.

Security Issues

Information moving between the HRIS and StaffOnline, is protected from potential unauthorised interception by the use of an encryption facility; the **Secure Socket Layer** (SSL) protocol. StaffOnline sits within an SSL framework, and encrypts all transactions you make within the system. This ensures the privacy of your information. You may be familiar with SSL, if you use Internet banking, or pay for goods by credit card on the Internet.

It is important to not share your password with others, and, if prompted, **do not save your password into your password list.**

Always close your internet browser after using StaffOnline as closing the browser removes temporary cookies which could potentially be used to gain access your account (although this would have to be done from your computer).

StaffOnline is set up so that you will be **automatically logged off** after a short period of inactivity. This has been done to safeguard your access, if you step away from your computer while using StaffOnline.

Access to the Kiosk is **logged and monitored**, and provides information regarding login attempts including the IP address of the machine that is the source of the login.

You are allowed 3 unsuccessful attempts at logging in to the Kiosk. On the 4th attempt your access will be **temporarily disabled** for a specified time period. A message will be displayed indicating the date and time to which your account has been suspended.

Availability

StaffOnline is available during the following times:

Monday to Sunday 6am – 10pm

Due to backup requirements StaffOnline is not currently available between 10pm – 6am. This is currently under review and any change to these times will be advised thorough email and the web page.

StaffOnline may occasionally be unavailable at other times due to maintenance or technical issues; these will also be advised in advance where possible through the CDU-Staff email list and on the webpage.

If you have technical issues with StaffOnline please let ITMS know by phone 08 8946 6600 (x6600) or email itms-support@cdu.edu.au.