
IT Information for CDU Staff

Office of Information Technology Management and Support

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1. INTRODUCTION

This booklet is a general introduction to Information Technology (IT) at Charles Darwin University (CDU).

2. ITMS

The Office of Information Technology Management and Support (ITMS) is responsible for a range of information, network and communication technologies at CDU.

ITMS provides IT support to students, staff and affiliates across CDU campuses in the areas of academic teaching, research and general administrative functions. We can assist you with email, internet, phone and voicemail access, training, and student computer lab access and information.

Please visit our ITMS page at <http://www.cdu.edu.au/itms> for additional information.

3. STAFF COMPUTER ACCOUNTS

Computer accounts are handled by the Identity Management System (IDM). A new staff member must first "**activate**" their computer account. Once this has happened, their computer account components will be managed automatically by IDM.

The activation process requires you to go to <https://activation.cdu.edu.au> and provide the details that were used when you applied at CDU.

Please refer to the **Staff Accounts** page at <http://www.cdu.edu.au/itms/staff-accounts> for further information.

4. ECENTRE

eCentre is our self-service application that provides a range of functions in relation to your CDU account ranging from requesting access to corporate drives and updating your personal information to getting reports of your internet, phone and printing usage.

For an overview of what is available in eCentre and how to use it, please have a look at <http://www.cdu.edu.au/itms/ecentre>.

5. CHANGES TO YOUR LEVEL OF ACCESS

Changes to your level of access can be requested via [eCentre](#) – these include access to shared mailboxes and restricted network drives or folders. Once the request has been made it is first sent to your supervisor for approval before the change is made. ITMS does not decide your degree of access we just make it happen.

In some cases, ITMS may require more information to process your request. Please ensure your contact details are up to date when logging the request.

6. PASSWORD MANAGEMENT

Your password is unique to you and provides access to your CDU account. **ITMS will NEVER, under any circumstances, request your password via email or telephone.** We have tools in place to assist with password resets.

There are many ways to protect your password as outlined in the [ICT Password Policy](#) (<http://www.cdu.edu.au/governance/doclibrary/pol-023.pdf>) and it is clearly stated that user passwords must not be disclosed to anyone under any circumstances. This includes sharing passwords with colleagues, family, friends, other students or supervisors.

It is important to protect your password as it can allow people to access not only your data, but also the majority of your personal information. Should you need to reset your password, there is a self-service password reset tool at <https://resetpassword.cdu.edu.au>.

7. HARDWARE

CDU Computers – CDU computers have a three-year lease and warranty. Devices are purchased through the Facilities Procurement from a contracted supplier, and selected from an approved hardware list. Devices are delivered with a managed operating environment (MOE) base image pre-installed which includes Windows 7, Microsoft Office 2010, and other essential applications which have been tested to work within our corporate environment.

A list of available devices can be found at <http://cdu.edu.au/itms/purchasing-it>. Once a computer reaches the end of its lease period, it will receive limited support from ITMS.

Apple Computers – Mac users should be aware that software used at CDU is not always compatible on Apple computers due to these devices not supporting our base MOE image. Support for these devices is limited and ITMS handle such requests with best effort approach.

Personal Computers – You are free to use personal devices at CDU and have access to our wireless network provided you have a current staff account. Unfortunately, ITMS is unable to manage issues regarding personally owned devices. Please seek assistance from external vendors or suppliers outside of CDU or return to the place of purchase for hardware/software support.

8. DATA STORAGE OPTIONS

Corporate V: W: or X: Drive – The corporate drives are used for the storage and sharing of all CDU business data. Data stored on the corporate drives is backed up regularly. Your access to the drives themselves and the content on those drives is dependent on the level of access requested by your business area when your computer account was set up (changes to levels of access are requested by using eCentre). Everyone should have at least one drive letter, either V: W: or X:

OneDrive for Business provides 1 Terabyte (1TB) of storage space for the same use as above. Data is stored in the cloud and is accessible anywhere, at any time from most devices. Head to <http://cdu.edu.au/itms/adapt/onedrive> to find out more.

Both of these options should not be used for the permanent storage of CDU business data. Once work has been completed or finalised, it should be moved the appropriate area on the corporate drives.

C: Drive / My Documents / Desktop – The C: drive is the hard drive on your computer which contains your “My Documents” and “Desktop”. It should not be used for the storage of any data that is not backed up elsewhere. If anything happens to your computer, it is likely that all the data stored here will be lost.

External Storage – USB pen drives, external hard drives, CD’s and DVD’s are a convenient means of storing data however there is a chance that they can become corrupt, lost or stolen. It is recommended that they should not be used for storage of critical or CDU corporate data. ITMS do not support the troubleshooting of such devices.

9. WIRELESS ACCESS (WIFI)

CDU provides 3 wireless networks for staff and students to use. The wireless networks cover most campuses.

The available wireless networks are;

- CDU Staff - used for staff access to the staff network
- CDU Students - used for student access to the student network
- Eduroam - this allows you to connect to CDU or other university wireless networks with your CDU login where eduroam is available. It needs to be set up and tested on your computer before you visit the other universities. For further information on where eduroam is available, visit <http://www.eduroam.edu.au>

Instructions on how to connect can be found at <http://www.cdu.edu.au/itms/staff-wireless>

Due to the nature of wireless connections, staff should not rely on the wireless network for teaching and conducting exams. ITMS will always recommend staff to use a wired network connection where available.

10. INTERNET ACCESS

When first connecting to an external website, staff members are prompted to enter their username and password. If you have previously been on the Internet, but have not used it for a period of time, you will be asked to re-verify your username and password.

Guidelines for internet usage can be found under the “Information and Communication Technologies Acceptable Use Policy” located at [“https://www.cdu.edu.au/governance/policies.html”](https://www.cdu.edu.au/governance/policies.html)

11. PRINTING

Access to CDU Staff printers is an automatic process based your location in the CDU Directory so make sure you keep your location details are kept up to date which can be done through eCentre.

Information about printing can be located at <http://www.cdu.edu.au/itms/printers>

12. EMAIL

ITMS provides options, which makes email easily accessible on all platforms and devices, to keep you connected anywhere, anytime.

- **Webmail** (<https://email.cdu.edu.au/>) – uses an interface called Outlook Online which is available on any device using an internet browser. Eg. Safari, Chrome, Firefox or Internet Explorer.

- **Mobile Devices** – ITMS also offers the availability to connect your staff email to your mobile devices. Instructions on how to do this can be located at <http://www.cdu.edu.au/itms/how-to/externally-connect-email-365>.

Note: When updating your computer account password, please make sure you update the password saved in the mobile device simultaneously to ensure security.

CDU Staff are provided with 50GB of storage in their mailbox – It is recommended that staff perform regular clean-ups of inbox/sent items.

ITMS will never request your password.

Staff should be aware that they should never reply to emails that request their username and password, no matter how legitimate they look. Any email requesting such information should be viewed as malicious and forwarded via email to “report-spam@cdu.edu.au” before deleting it.

If you think you might have inadvertently supplied your CDU username and password to an email or website, please change your password and immediately contact ITMS on (08) 8946 6600 so we can take action to stop any potential spread.

13. SOFTWARE ON STAFF COMPUTERS

CDU provides a range of software that is available for you to install on your staff computer through the “Software Center” link on your Desktop. These have been tested as being compatible with our systems and environment. This can be done without any involvement from ITMS.

If you have found a piece of software that is not already available in the application catalogue that you would like installed, please contact ITMS for assistance. Should software be licenced, you will need to provide proof that you hold a current software license.

Purchasing of software licences is organised through ITMS. It can be requested at www.cdu.edu.au/itms/purchasing-it. A quote will be sent back to you and your area will need to raise a purchase order. Once the purchase order is received, the software will be installed. Please keep a copy of the purchase order for future reference. Menzies staff will need to organise the procurement of software licences through their own Human Resources department.

14. ADAPT TECHNOLOGIES & PORTAL

The Any Device, Any Place, at Any Time (ADAPT) technologies are an exciting way ITMS is bringing versatility to the way you work by making your work

functions easily accessible on a variety of devices. This gives CDU staff the accessibility and mobility today's evolving society demands.

All of these ADAPT Technology services are available through the Portal (<http://portal.cdu.edu.au>).

The list of available ADAPT Technologies is constantly evolving so please visit our site (<https://www.cdu.edu.au/itms/adapt>) to discover what we currently offer!

15. MAILING LISTS

Mailing lists are both a formal and informal means of passing information between staff members. It is important to understand the function of each list, so that they are not used inappropriately.

The lists can be found from the staff homepage and clicking on the mailing list icon or at the following address <http://lists.cdu.edu.au>

Information about how to use mailing lists are available on the ITMS webpage at <http://www.cdu.edu.au/itms/mailing-tips>.

16. GETTING HELP

Most software programs have comprehensive help information included with them. If you have an issue, such as how to do something specific in an application, the help information should be consulted first and can often be accessed by pressing the F1 key.

Training for common software applications, such as Microsoft Office, is available from the OHRS via the Lynda.com website (<http://www.lynda.com>). You can use your normal CDU username and password to access lynda.com via the “**Organization Login**” as opposed to the “**Individual Login**.”

ITMS offer several ways to get in touch with us:

- **Via Web:** <https://logit.cdu.edu.au>
- **Phone:** Extension 6600 or 89466600
- **Physical Location:** IT Kiosk (Red 1.1.20) on Casuarina campus

The hours of operation are below;

- **Phone:** 7:30 to 18:00 (Friday 17:30)
- **In Person:** IT Kiosk, Red 1.1.20 (next to ATM) 8:00 to 16:00

Information to have ready:

- Serial Number of the computer
- Name of Software / Name of printer

17. THE HELP PROCESS

It is important to understand the help process:

- Log a job using LogIT (<https://logit.cdu.edu.au>), calling the Service Desk on (08)8946 6600, or by heading over to our IT Kiosk (Red1.1.20).
- You will receive a confirmation email with a job number and a link to your job in LogIT. This will allow you to monitor, update and close the job.
- The job is prioritised (based on urgency and number of people affected)
- The job is completed and closed (on the phone where possible)

If the job cannot be completed by the Tier 1 technician on the service desk, it is assigned to a Tier 2 technician, who then completes the job based on its priority. The technician will contact you to complete and close the job.

Once you have logged a job, it is important to record the job number you are given. All further dealings with this job, such as questions or requests for updates should refer to the job number. This allows a technician to rapidly find your job and assist you.

In the event a technician is unable to contact you after numerous attempts, the job will be closed. When you are available, please get in touch with us and we can reopen the job.

Academics

18. TEACHING SPACES AND VIDEO CONFERENCING

Teaching spaces are used by staff and contain equipment to help facilitate learning such as video conferencing units and projectors. The Audio Visual Support Team provide technical support for audio visual equipment installed in teaching spaces.

You can contact them on (08)8946 6291, submit your requests via [LogIT](#), or visit the IT Kiosk located at Red 1.1.20

Opening hours – Monday to Friday - 8am to 4pm (excluding public holidays).

More information on teaching spaces and a full list of services, please visit their website: <http://www.cdu.edu.au/itms/teaching-space-support>

19. COMPUTER LABS AND SOFTWARE REQUIREMENTS

CDU offers a variety of general purpose and specialist labs located on our campuses for both staff and students to utilise. Locations of these labs can be found here (<http://www.cdu.edu.au/itms/labs>).

To book these labs, please contact the Exams, Graduation and Timetabling section of Student Services.

Note: If attendees do not have a CDU computer account, ITMS will need to be approached in advance, allowing for temporary accounts to be setup prior to the commencement of the booking.

If a computer lab is booked, it is essential that the lab is checked well in advance to ensure any required software is installed and working as required prior to the booking.

If the required software is not on the computers, please contact ITMS a **minimum of 2 weeks** before the lab is to be used for that purpose. This allows for the software to be tested to ensure it is working correctly and compatible with the existing software. Failure to meet this requirement may result in the inability for ITMS to have the computer lab ready when required.

20. STUDENT COMPUTER ACCOUNTS

Student accounts needs to be activated by the student before it can be used. This is done from the “My Computer Account” page located at <http://www.cdu.edu.au/current-students/computeraccount>

The naming convention for student accounts are an “s” followed by student number e.g. s123456 and students have two CDU email addresses as follows:

- s <Student Number>@students.cdu.edu.au,
e.g. s123456@students.cdu.edu.au
- <firstname.lastname>@students.cdu.edu.au,
e.g. james.bond@students.cdu.edu.au

(There may be a number after the name if it is already in use by someone else)

21. LEARNLINE

Learnline is your connection to online learning at Charles Darwin University and consists of Blackboard Learn, Blackboard Collaborate, Mobile Learnline and other platforms that connect you and your peers and support online learning

If you require help, you can contact the Learnline support team on:

- **Staff OLT** 8am - 5pm
Tel: (08) 8946 6198
Email: learnlinestaff@cdu.edu.au

Should students require assistance, they will need to be referred to

Students 24 hour Learnline Support
Tel: 1800 55 9347
Email: learnlinesupport@cdu.edu.au

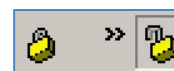
22. VPN

CDU uses the Cisco VPN client which is used to connect to your corporate applications. Eg. Callista, Area52, etc

The program comes with two profiles.

- **Offsite Connection (external files)** – Cannot be used whilst on-site – used to connect to file shares whilst off-site.
- **CDU Corporate Applications** – Needs to be connected when accessing corporate applications here at CDU.

When the VPN is connected, a locked padlock appears in the bottom right hand corner of your screen. An unlocked padlock indicates the VPN is not connected. A common problem associated with not being able to access the corporate systems is not having the VPN client connected.



CDU also offers a VPN product you can install on your personal computer called “**Cisco AnyConnect**” which can be installed on personal computers and Mac devices. This is available at “<https://corporatevpn.cdu.edu.au>”.

23. USEFUL IT LINKS

CDU Portal – your single point to access to CDU services

portal.cdu.edu.au

LogIT – our IT job logging tool

logit.cdu.edu.au

eCentre – self-service request application

eCentre.cdu.edu.au

Phone Directory – CDU staff directory

phonedirectory.cdu.edu.au

Webmail (OWA) – our browser based email application

email.cdu.edu.au

Password Reset – self-service password reset application

resetpassword.cdu.edu.au

Self-Install Software – onto a CDU Windows computer

installsoftware.cdu.edu.au

If you find errors, omissions or updates for this booklet, please send them to itms-communications@cdu.edu.au

Include “ATTN: Communications Officer” in the subject line.

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