


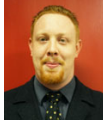






Welcome to the first edition of our newsletter...

Through these newsletters we will endeavor to keep all our SLA customers up-to-date with valuable information that will help ensure you get the most from both our services and the IT resources available at Monash University.

Meet the team!

Although most of you will have seen some of our faces around the Berwick and Peninsula campuses, we would like to give you a quick reminder of who is part of Berwick/Peninsula ITS Client Services.

	Sahar Oujil Manager
	Darrell Stitt Technology Services Coordinator
	Tania Horton Service Desk Coordinator Client Services Officer
	Dayne Sikma Client Services Officer
	Samantha Garrett Client Services Officer
	Jason Castel Casual Client Services Officer
	Roo Du Jardin Peninsula TFSU/Video-conferencing
	David Kajewski Berwick TFSU/Video-conferencing

Software news

As part of Monash licensing agreements, some software used at the University is also covered under Monash site licenses for staff members to use at home. This includes some Microsoft products, such as Microsoft Office and Microsoft Windows XP Upgrade, with staff members being able to order their own copy of the CD media for \$25.00. For details on the software available please visit <http://www.its.monash.edu.au/staff/software/catalogue/index.html>. You can also download an order form from this website to order CD media.

Also....SPSS 15 is now available. If you would like to upgrade your current version, or require a license renewal on your current version please contact the ITS Service Desk.

Helpful hints

Each edition we will include a description of and solution to some of the most common problems we see at the Service Desk.

This edition...

Problem: "I have logged onto my computer, but cannot see my network drives ('U' and 'V' drives) or print to my network printers"

Possible cause: When logging into the computer, you have logged in to the *Workstation Only* instead of the Novell network.

Solution: Logout of the computer so you are back at the initial login screen. Enter your username and password and before clicking on 'OK' ensure that the 'Workstation Only' box is NOT ticked. Click 'OK' to login.

If after following these steps you are still experiencing a problem, please contact the ITS Service Desk.

Did you know?

- When off-campus, you can access your Monash emails from two locations on the Internet:
 - Via the my.monash portal at <http://my.monash.edu.au>. This method only provides basic email controls and functionality
 - Via the full web mail client at <http://mail.monash.edu.au> which incorporates an address book, folders and the option to add a signature.

- Having trouble locating colleagues? Visit <http://mids.monash.edu.au> to access a comprehensive search engine which will allow you to search by name, campus, entity, phone number etc.

TFSU Tip

TFSU on the Peninsula campus has a range of portable equipment available for hire for use in teaching spaces. This includes portable data projectors, a notebook computer, video camera, PA system etc. For further information or a full list of equipment and prices please contact the ITS Service Desk. Please note that we require a minimum 24 hours notice for bookings.

Look after the environment!

Did you know that you can order a printer cartridge recycling box from Corporate Express - FREE of charge! Once you have filled the box with empty toners and cartridges, simply call Cartridge Rescue on 1800 628 854 to arrange for it to be emptied for FREE.

To order a box, please visit <https://netxpress.biz/> and select item code 86661340.

Please note that Corporate Express and Cartridge Rescue are separate companies.

How to contact us

Peninsula Campus

Our Service Desk is located in Building A, Level 2.

Our opening hours are 8am-5pm Monday-Friday during semester, and 9am-5pm outside semester.

We can be contacted on x44777 from internal phones, or 990 44777 for external phones.

You can also log a request with us online at <https://secure.monash.edu.au/its/helpdesk>.

Berwick Campus

Our Service Desk is located in the Library & Learning Commons, Building 901 Level 1.

Our opening hours are 9am-5pm Monday-Friday.

We can be contacted on x47777 from internal phones, or 990 47777 for external phones.

You can also log a request with us online at <https://secure.monash.edu.au/its/helpdesk>.

We want your input!

If you have any ideas or suggestions for things you would like to see in future editions of our newsletter please email us at brwpen.servicedesk@its.monash.edu.au

We will then compile a list of questions and answers in the next issue.

Regards, the ITS Berwick/Peninsula team

P.S. If you know of a new staff member who is not receiving this email, or wish to unsubscribe to this email, please let us know by emailing brwpen.servicedesk@its.monash.edu.au