



ResNet - Support and Acceptable Use

ResNet is a joint initiative of CSU Residences and Catering, and the Division of Information Technology, providing Internet and telephone services to CSU Halls of Residence on Bathurst, Dubbo, Orange, Thurgoona and Wagga campuses.

Technical Support

Technical Support for ResNet is provided by DIT under an agreement with Residences. DIT technical support is limited maintenance and repair of data and phone ports, network and telephony cabling, assistance with registration and connecting to the ResNet Network and issuing telephone handsets.

What this means is that you now need to contact Student Central to report problems with Network and Telephone Access. DIT will send a ResNet Support Officer to investigate and resolve your problem where possible. If your problem is network related, it will be referred to the DIT Networks team

Please note that DIT only provides assistance for connecting to the Network. We do not provide support for your computer, any hardware or peripherals associated with your computer or any software.

DIT makes no guarantee that any particular configuration of computer can access the ResNet Service. Some computers, due to hardware and/or software configurations, the age of the computer or its operating systems, will not be able to establish a connection to the ResNet Network. While DIT will assist where we can, we make no guarantees that your computer will be able to establish a working connection. Student Central for network connections is limited to Windows XP/Vista/7 and MacOS 9.x and OS X.

General Rules on Acceptable use

No Servers to be connected to the ResNet Network
Students are not to connect any DNS, DHCP, Chat, web, email, FTP or File sharing Servers to the CSU ResNet Network.

No Wireless Equipment

No personal Wireless AP's under any circumstances as they interfere with the performance of CSU's wireless network. Personal Wireless AP's will be automatically blocked.

File sharing of copyrighted materials

Students are not to download and/or distribute, or make available for download and/or distribution copyrighted materials including music and video/movie files, commercial software applications or any other materials in breach of copyright laws.

CSU Information Technology and Telecommunication Services Disclaimer of Liability

By registering your computer on the ResNet Network, you are deemed to have accepted the following terms and conditions as the Charles Sturt University Information Technology and Telecommunication Services Disclaimer of Liability. Students found in breach of these condition may have their access revoked, and face further disciplinary action under the CSU Code of Conduct.

By registering your computer you agree to abide by the following conditions:

- I agree to use my connection to the Charles Sturt University Network for Course Related/Research Purposes only and I have read and understood Charles Sturt University's Code of Conduct <http://www.csu.edu.au/adminman/tec/policy-use-computing-comm-fac-v3%201-220310.pdf>
- I accept all liability for my computer while on Charles Sturt University premises.
- I am responsible for securing my computer from theft and access from others.
- I will be responsible for ensuring that my computer has a Network Card installed.
- I agree that I am not entitled to any onsite technical support other than to the data connection.
- I am responsible for all software and peripherals.
- I agree to supply all my own software and provide licenses to cover this software.
- I have a recent Anti-Virus product installed and I agree that Charles Sturt University will not be held liable for any virus contracted while connected to the Charles Sturt Network.
- I agree to install any software necessary to prevent any threat to the operations of the CSU server.
- I agree that I will only use network ports (Data ports) that are specifically dedicated for personal equipment.
- I shall not install software that may conversely impact on IT facilities or services, or that which is not academic or research orientated.
- I guarantee that all information provided to be accurate and correct, and accept all responsibility if found not to be
- I will immediately notify the Department of Residences & Catering of any changes to the information provided in the form of a new Disclaimer.
- This Agreement is subject to review by the Director of Information Technology and access may be terminated at any time without notice.