

Welcome

Congratulations on joining the team at **Charles Sturt University**. In your new position you will need to know a number of things to enable you to work both efficiently and effectively in your role. One of these things is the computer equipment and services available to you as a new staff member.

The aim of the **Staff Induction** is to provide you with the necessary skills and knowledge required to use the computer equipment and CSU online environment available to you as a staff member of Charles Sturt University and to guide you how to navigate and automate this environment more effectively.

Where to go for help

There are a number of people available to support you in using IT Services.

Your first point of contact is the University **IT Service Desk**. You can contact them by phoning:

External 1300 653 088

Internal 84357

IT Trainers are also available to assist you at Bathurst and Wagga Wagga.

Using this Training manual

You should work your way through this training manual by reading each section and then going to the associated web page by clicking on each of the links provided. Example link below.

Example Link

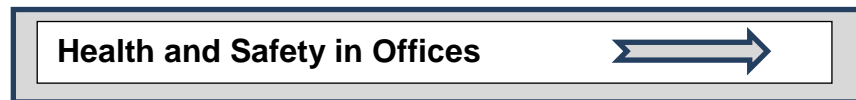


Please contact your IT Trainer by calling the IT Service Desk when you have finished the training so we can enter your training details into the HR Training Database.

Before you start

Before you attempt to use the computer, it is important that you are aware of **occupational health and safety** issues and how to use the keyboard and other equipment correctly. You may have some knowledge of this area already but remember that safe working habits need to be established from the start when you are spending so much time at your computer.

For more information refer to the University's



Where to Start

There are a number of different ways that you may access the University Network to undertake your day to day work. These are:

- The computer at your desk (your workstation)
- A Macintosh Computer
- A Thin Client Session

Thin Client is a technology that allows you to access a Windows environment remotely from a computer. It means that you have access to the University Server as well as a wide variety of software that you would otherwise not be able to use unless it was physically loaded onto your home

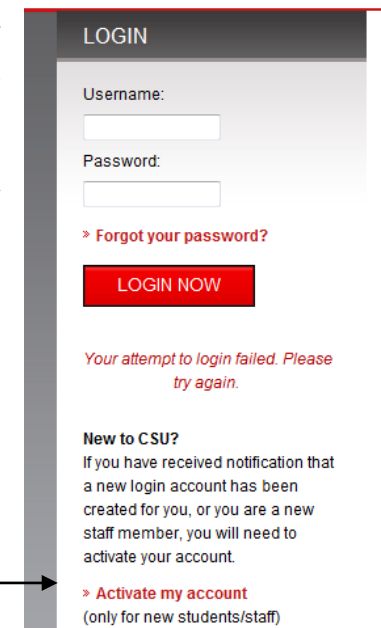
computer. You access **Thin Client** from the Thin Client icon on the desktop.

Logging on, or Connecting to the University

Network

Once you (or your employee) have formally accepted a position to work at CSU the Division of Human Resources will enter your details into their system. Overnight, DIT automatically creates your login. Staff are then required to work through the activation process by clicking on the **Activate My Login** button on the My.CSU login screen. Double click Internet Explorer to access the login screen.

Click here to Activate the Login process



To log into My.CSU (existing staff) simply double click on Internet Explorer and enter your **username** and **password** then click on the Login Now button.



NOTE: If a logon message displays that says “*The system cannot log you on now because the domain CSU MAIN is not available*”, your computer’s network connection may not be working. Check that the blue cable that plugs into the back of your computer is connected correctly.

Good Password Practices

Here are some tips to help you choose a password:

Your password must:

- be between 6 and 8 characters in length (inclusive)
- be easy to remember
- **not** be your first name, surname or login name (with or without a number at the beginning or end)
- **not** be a single real word eg book (with or without a number at the beginning or end)
- **not** be a similar format / theme / trend to your current password
- **not** be "qwerty" or something similar, as it is amongst a hacker's favourite first attempts.

Think of it as a challenge! You have to keep those nosy hackers out of your files with the best password you can think of - you want to make it simple for you to remember, but exceedingly difficult for them to guess. Hackers tend to use dictionary files to help them, so using real words is not a good idea.

Good Password Examples (Don't use these ones!)

- **mrg00fee** - 8 characters, no real words, but easy to remember.
- **tac0snax** - 8 characters, no real words, but easy to remember.
- **s0ak&w8 (soakin' wet)** - Use numbers or special characters instead of letters in words, ("&", "!", or "#")
- **zcbm0864** - easily remembered keyboard patterns instead of words.

Never reply to emails asking you to supply your username and password. Email requests for your password are ALWAYS a scam. CSU will never ask you to supply your CSU password





Banner and Alesco users **MUST NOT** choose a password which contains special characters or a password which starts with a digit (0-9) as

Banner will not recognise them

Your P & S Drive

On all computers you have storage areas where you can save and store your files. Within the University, there are also two Network drives, these are called the **P:** and **S:** drive.

 sdixon on 'fsba01\userdata\ba_s' (P:) The **P:** drive is your **Personal Work** or Private Work drive where you can save private and confidential work documents. It is an area that has been put aside on one of the university file servers and cannot be accessed by staff other than yourself. It is easy to determine as it starts with your username e.g. sdixon

 csushared on 'FSBA01 (fsba01.csumain.csu.edu.au)' (S:) The **S:** drive is the **Shared** drive and is the recognised area on one of the University file servers where staff can save documents. This drive is used within CSU to share documents with other staff members.

The **P:** and **S:** drives are secure and are backed up each night. Files can be restored from a backup tape, but cannot be restored from a **C:** or **D:** drive when there is a malfunction.

How to determine if you are logged onto the Network

There are a number of ways to determine if you have successfully logged onto the network but the easiest way is to check the icons on your desktop for the **P:** and **S:** drive


If you double click on the icons on your desktop and they take you to the **P:** and **S:** drive without any difficulties, then you have successfully logged into the University's network.

If you are unable to access the **P:** and **S:** drive, then you may need to restart your computer.

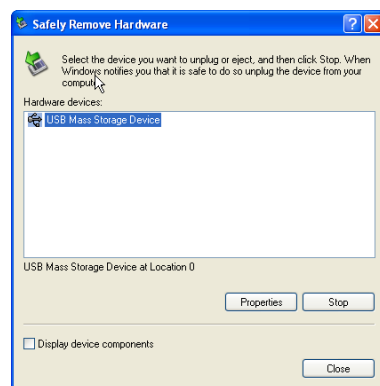
Saving to a memory stick (Thumb Drive)

Saving to a memory stick is now becoming the norm as more and more people have memory sticks. These small devices come in a variety of sizes. They are designed to fit into the USB socket on the front (or sometimes the back) of your computer. Once inserted into the USB slot you should see a balloon on the bottom right of your screen saying your USB drive is installed and ready for use. You will be able to save to this drive once you can see its icon in **My Computer**.

Once you have finished with the drive, you will have to “dismount” it from the computer rather than just pulling it from the slot. Otherwise you could lose data.

Method for dismounting is as follows. Double click the small icon seen in the bottom right of the taskbar  you will then get a dialog box much the same as this one

You must then click Stop. Make sure that in the next dialog box you have selected the correct drive, and then click OK. You will then get a balloon saying that it is safe to remove your hardware.



NOTE: Be very careful what you save to this drive as you can lose it easily. The information on it could be sensitive or valuable. Always have a backup of the information kept on these drives.

Saving to the D: Drive (PC Hard Drive)

The **D:** drive is the hard disk inside the computer on which you are working. If you save your files here, you will not be able to access them from another computer. The **D:** drive is not backed up by the university, so your documents are not well protected.

You are not able to save files to C: drive.

Saving to the P: (Personal) drive

The **P: (Personal) work** drive is a university provided storage facility for your personal files. The **P:** drive is regularly backed up, and when you save your files to the **P:** drive you'll be able to retrieve (open) them from any computer connected to the university's network.

Saving to the S: (Shared) drive

The **S: (Shared)** drive is a university-wide storage facility that is regularly backed up. When you save your files to the **S:** drive, you'll be able to retrieve (open) them from any computer connected to the university's network.

Tips for Saving your files

If you are not sure where you should save your files, here are some guidelines:

- Work related files that you use frequently and are likely to want others to have access to should be stored on the **S:** drive
- Work related files that you work on infrequently and do not require others to have access to can either be stored on the **P:** drive or the hard drive of your computer under **D:Data**
- Personal work files that you would like to store on the network server can be saved to the **P:Data:** drive
- Personal work files can also be stored on the **D:** drive.
- If you need to take your document to an external site where you will not be accessing the University network drives, you should save it to a memory stick

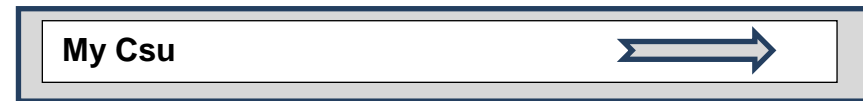
my.csu

Overview

my.csu provides students and staff with a personal and meaningful CSU web experience. It offers quick and convenient access to CSU online resources, communications and other relevant information, bringing together information from a wide variety of sources into one convenient location. Parts of my.csu are fully customisable. To open my.csu, open

up Internet Explorer and navigate to the following web address: <http://my.csu.edu.au/>

You will find instructions for using my.csu at:



Thin Client

What is Thin Client?

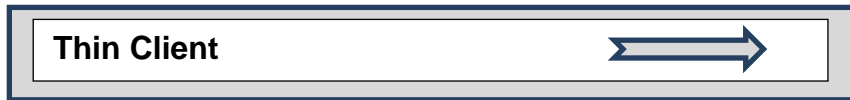
Thin Client is a form of "remote" computing, it is best explained as follows ...

Normally, you might use the computer on your desktop to do all your processing i.e. you might use Microsoft Word to write documents and Excel for Spreadsheets. Whether it is a PC or a Mac, these programs sit on your computer and your computer does all the work to manipulate and manage your data. Sometimes you would save your documents to your own hard drive or onto a network drive (such as CSU's S and P drives).

Now imagine DIT provided a very large, fast and centrally located computer - a server. This server has all the software programs on it that you need, and does the same things as your PC except that you (and others) access this over a network or via the internet.

In this case you would use your desktop computer to "view" your work on that Server. That server does all the work and your desktop computer becomes a "Thin Client Computer".

You will find instructions for using 'Thin Client' at the following link.

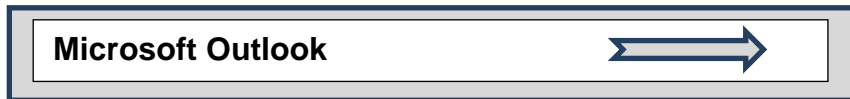


This page will also give you detailed instructions on how to use 'off campus printing'.

Email – Microsoft Outlook

While at the university, you will have access to an email account. Your email address will take the format of your first initial then surname @csu.edu.au eg. jbloggs@csu.edu.au. The University uses **Microsoft Outlook** to view, send, retrieve and manage emails.

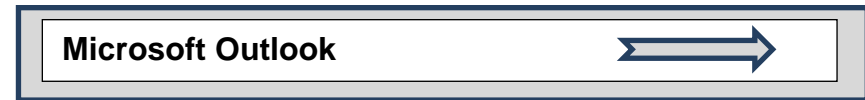
You will find instructions for using Microsoft Outlook at the following link.



How to Create a Rule

At times you may wish to create a rule to dictate what happens to your messages as they arrive in your 'Inbox'.

You will find instructions for making a rule at the following link.



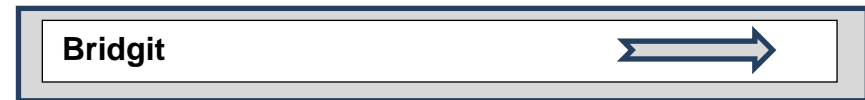
Using Bridgit @ CSU

Bridgit is the Software Used to Data Conference.

What is data conferencing?

Data conferencing is a means by which you can share your desktop with many remote users simultaneously. It is often used during video and teleconferences.

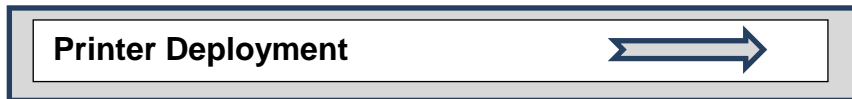
You will find instructions for using Bridgit at the following link.



Printer Deployment at Charles Sturt University

You can install a printer to your list of available printers via the 'Printer Deployment' page on my.csu

You will find instructions for using the 'Printer Deployment' page at the following link



Sophos Anti-Virus

Sophos Anti-Virus is software that detects and deals with

- threats: viruses, worms, Trojans, spyware, suspicious files, suspicious behaviour, and adware/PUAs (potentially unwanted applications)
- controlled applications on your computer or network.

In particular, it can

- scan your computer or network for threats and controlled applications
- check if each file you access is a threat or controlled application
- alert you when it finds a threat or controlled application
- clean up infected items
- stop suspicious behaviour







- prevent adware/PUAs from running on your computer
- clean adware/PUAs from your computer
- keep a log of its activity
- be updated to detect the latest threats.

You will see an icon for 'Sophos' on the right of your Task Bar.

It looks like this: 

By clicking on this icon you can run an unscheduled scan of your computer.

The appearance of the icon changes depending on whether on-access scanning is active, whether Sophos Anti-Virus is updating and whether Sophos Anti-Virus updated successfully last time. See table below for the different statuses:

Icon appearance	Explanation
	A blue shield means that on-access scanning is active. Sophos Anti-Virus updated successfully last time.
	If a green stripe appears running over a blue shield, this means that Sophos Anti-Virus is updating. On-access scanning is active.
	If a red circle with a white cross in it appears over a blue shield, this means that updating has failed. On-access scanning is active.
	A gray shield means that on-access scanning is inactive. Sophos Anti-Virus updated successfully last time.
	If a green stripe appears running over a gray shield, this means that Sophos Anti-Virus is updating. On-access scanning is inactive.
	If a red circle with a white cross in it appears over a gray shield, this means that updating has failed. On-access scanning is inactive.

If

you notice any changes in your shield then you should contact the Service Desk.

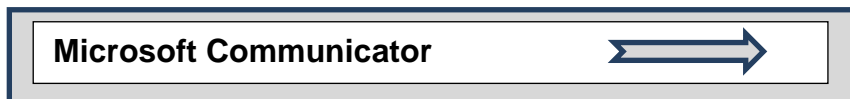
Warning: Never give out your password to anyone. CSU will never send you an email asking for your login and password. If you get an email message asking for your login and password details contact the Service Desk immediately, do not reply to it!

Microsoft Office Communicator 2007 - Real Time communication at CSU

What is Office Communicator?

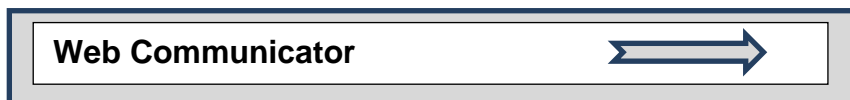
Office Communicator is a tool which will allow you to communicate in real time with colleagues

You will find instructions for using 'Communicator' at:



Communicator is also available for use through the web.

You will find instructions for using 'Web Communicator' at:



Using VoIP telephones at CSU

At CSU the telephone you have sitting on your desk is a 'VoIP' telephone. VoIP stands for 'Voice over Internet Protocol' which simply means that, rather than the phones running on the normal telephone lines they run via the computer system and the university network.

You will find more information on CSU VoIP telephones and instructions on how to use the various features available to you at:

