

Your Online Environment And Resources

At CSU, we believe that using and developing your online skills will greatly enrich your educational experience and give you key skills for employment and life.

The University has designed an extensive online environment and provided access to online services for you to use during your time as a CSU student. Our online facilities and services can assist you in your study and research, and can also meet some of your social and administrative needs as a student.

This section of the guide encourages you to make use of the online resources at CSU effectively. It outlines the various facilities that make your studies efficient and productive. It also covers valuable information on the University's expectations for the use of its information technology facilities.

We are confident that the online services and resources on offer at CSU will make the coming year a rewarding educational experience for you. If you are new to online technologies, we recognise how daunting it may seem, but rest assured that we are here to help and together we can open up a window to the world that will enrich your study experience well beyond your time with CSU.

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The CSU Online Environment

The University's extensive online environment provides you access to the online services and facilities you will need to access during your time as a CSU student.

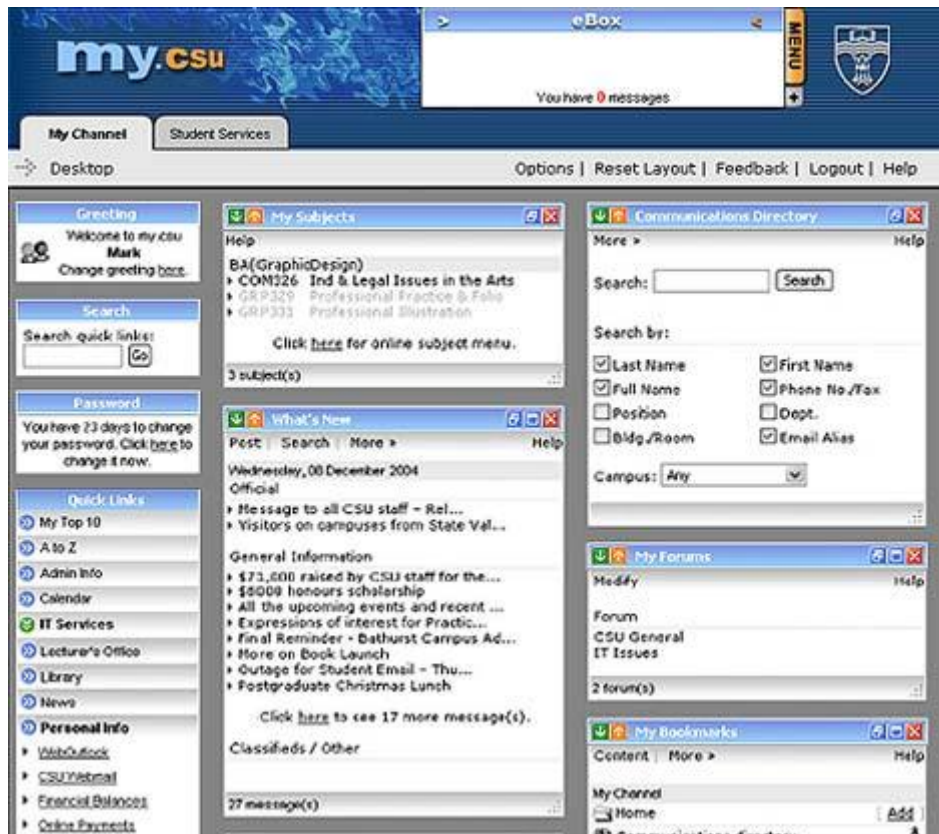
As a student, you can:

- communicate with staff and with other students electronically;
- participate in class and social discussions via forums regardless of your location;
- check and renew library loans, search for and request library books and articles;
- check administrative details such as enrolment, exam results and finance balances;
- receive and reply to official University communications online;
- access resources to assist in the preparation of assignments such as help with essay writing and referencing; and
- request assistance from the IT Service Desk, the Student Services Support Central and the Library.

- Submit assessment items electronically using EASTS (Electronic Assignment Submission and Tracking System) if the subject is offered by distance education.

my.csu

Throughout this Guide, reference will often be made to my.csu, which is identifiable by its distinctive blue-coloured desktop (as shown below):



my.csu is your personalised portal to the full range of online services and facilities for CSU students and staff. The URL (or Web address) is: <http://my.csu.edu.au>

This portal is the front door to the CSU online environment and provides links to a wide variety of online services necessary for students, such as email, CSU discussion forums, personal details, exam results, Student Services, the Library and other administrative areas of the University.

To access my.csu, type the URL into the address bar of your web browser and press **Enter**.

Exploring my.csu

Log in to my.csu now and check out the services and facilities offered. The address is: my.csu.edu.au

Remember the [Guide to Learning Hotline](#) is available if you need help.



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Searching my.csu

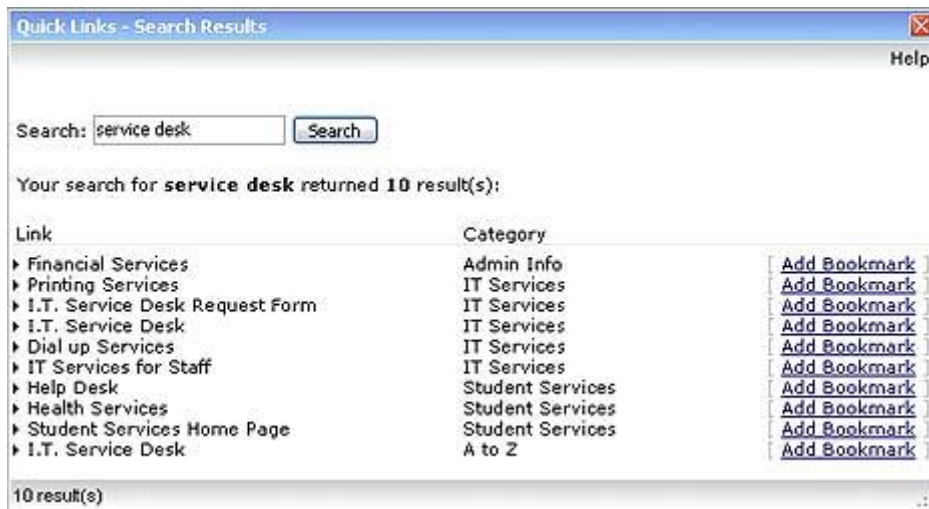
An easy way to locate information in my.csu is by using the search box located in the sidebar.



Simply enter a keyword or phrase and click **Go** . The results will be returned on a screen similar to the one below. This screen also allows you to bookmark any relevant sites returned in the search.

Keywords

Throughout this document you will see keywords listed. These are supplied as guides to finding further information on the topic discussed.



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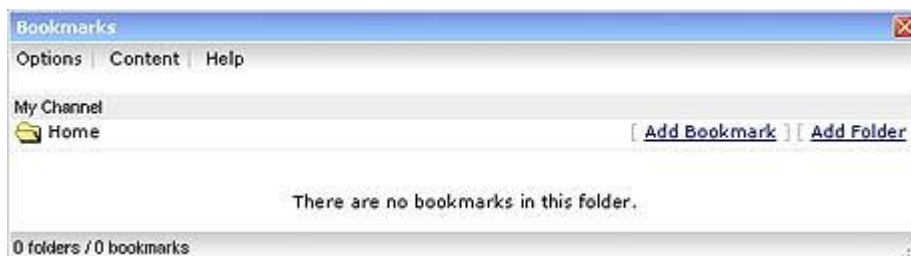
Bookmarking In my.csu

Creating bookmarks from within my.csu allows you to access your favourite sites when using any other computer with internet access.

Searching And Bookmarking In my.csu



1. Open the bookmark tool within my.csu and click **Add**



2. Type in the URL of the Guide to Learning website and give it a Label

3. Click **Add**

Bookmarks - Add Bookmark

Help

Destination

Channel: My Channel
Folder: Home

Bookmark

Label: Guide to Learning
URL: http://www.csu.edu.au/division/studserv/guide/

Description:

Add Cancel

Note: **Bold** fields must be completed

The my.csu page will refresh and have added a direct link to the Guide to Learning Web Site to your my.csu bookmarks. You can repeat this process for any web site you choose.

Guide

saving bookmarks, write meaningful descriptions in the text box provided, e.g. for first assignment".



When
"Good info

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Customising my.csu

The my.csu desktop can be customised to meet your specific requirements. By closing, adding and moving tools you can rearrange your desktop layout and even make your download time faster.

Customise Your Desktop

Go to my.csu and click the **Help** link to learn how to customise your desktop. Rearrange the tools to best meet your study requirements. To minimise download time, leave all tools on display, but minimise those you don't use regularly.



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Making my.csu Your Home Page

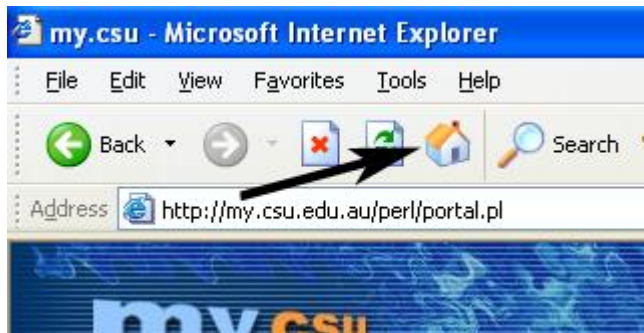
The my.csu site provides the gateway to all the online services necessary for CSU students. Because of the importance of this page, we suggest you make my.csu the default home page on your browser.

Setting Up Your Home Page

To do this:



Go to my.csu.edu.au in your web browser
Drag the address icon onto the home page icon
Click **OK**



These instructions apply to users of Internet Explorer 5 and above.

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Changing Your Password

Your password is a computer-generated sequence that is uniquely assigned to you. To minimise security risks, you must change your password at least every 60 days. You will be reminded via email to do this at regular intervals.

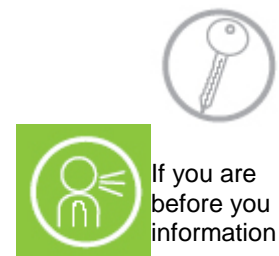
A message is also included in the left-hand side of my.csu displaying how many days you have left until your password expires. Clicking this message will take you directly to the password changing facility.



If you still have not changed your password after 60 days, your access to some CSU online services will be limited. You may need to contact the IT Service Desk to get your access re-established.

Password

going to change your password, do it just before logging off your computer, not start working online. It sometimes takes a few hours for the new password to be activated across all services.



If you are
before you
information

[^ top of page](#)

Forgotten Passwords

There is a link at the bottom of the entry point to my.csu titled **Forgotten password?** This link will prompt you to enter a question that will have meaning to you and its answer. e.g. your dog's name or your favourite football team. Once you have entered a question and answer, should you forget your password, clicking this link will allow you to retrieve your password details.



please login

username

password

Login Now

Activate My Login

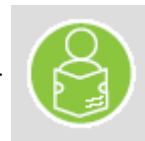
Forgotten Password?

[CSU Home](#) [Page Info](#) [Legal](#) [Search](#) [IT Service Desk](#)

©2009 Charles Sturt University
CRICOS 00005F (NSW), 019470 (VIC) and 02960B (ACT).

Enter Your Question And Answer

Locate the **Forgotten your password?** link at the bottom of the my.csu entry point. Enter your question and answer.



Remember that your password is case sensitive.



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Policy For The Use of University Computing And Communication Facilities

As a user of CSU's online services, you have certain responsibilities that you must be aware of. These are outlined in the Policy for the Use of University Computing and Communication Facilities. You are strongly advised to read this Policy as soon as possible so that you can become familiar with the University's rules for safeguarding the interests of CSU and its online users.

Some important points of the Policy to be aware of are outlined below:

- Do not use anyone else's access details (username and/or password).
- Do not give anyone your personal access details.
- Do not use the University's electronic facilities to harass or interfere with the work of other users.
- Do not use CSU facilities or computer laboratories to access inappropriate materials.
- Use the facilities in the computer laboratories for course-related purposes only.
- Students should also be aware of copyright legislation when attaching third party material onto forum messages or placing this material online for others to view within the CSU online environment.

Copyright



The Code of Conduct

read the Policy for the Use of University Computing and Communication Facilities. policy and store it in this folder for future reference.



Locate and Print the

Conduct



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Your eBox

Your eBox is your "electronic letter box" to which official University communications such as HECS notices and invoices are sent. Your eBox is a secure storage area for your official communications and is located in the header section of my.csu. Your eBox is not email.



Through your eBox you will:

- receive official messages from the University, and
- be able to reply to these official messages.

Official University communications are only delivered online and not by post.

You should check your eBox at least once a week to ensure you don't miss any important messages.



Reading An eBox Message

1. Go to my.csu.edu.au in your web browser. The newest message will appear in your eBox window at the top of my.csu
2. Click on the **Menu +** button of the eBox to go to your **In Box**
3. Click the **View** button in the action box next to the message you wish to read. Once a message has been opened it will move to the **Old Items** section of your eBox.

Replying To An eBox Message

1. You must be viewing a message in order to reply to it. To view, either click the Subject of the message from the eBox window or click the **View** button in the **In Box** or **Old Items** folder.
2. When the message is open, click the **Reply** button, type your response and click **Send** . All replies will appear in your **Sent Items** folder.

Checking Your eBox

Go to your eBox at the top of my.csu. Ensure you are able to access and read messages by viewing the **Welcome Message** from the Executive Director , Division of Student Services and Indigenous Support Units. Respond to the message if you wish.



There is an online tutorial for my.csu homepage that gives an overview of how to use this online resource go to:[my.csu tutorial](#).

Email

As of 2009 CSU will not be providing a free email address to new students. All new students must provide an email address when they enrol. Email is the preferred means of communications between CSU staff and students.

Redirecting Email

If you already have an existing email account, you may prefer for your CSU email to be sent to this account. If so, you can redirect your CSU email so it is automatically forwarded to your preferred email address.

Be careful when redirecting your CSU email to accounts like Hotmail. These accounts expire after a certain time of inactivity and also have storage limits. If you do redirect your CSU email, make sure it's to an account that you use and check regularly.



Your Email Account

Access your personal details and click on the **Redirect Your Email** link. Check to see that your email is being sent to the correct address, and update your details if necessary.



Personal details

When sending email messages, use meaningful subject headings, e.g. EDN611, 1 query.

email has a spam filter and junk mail filter that may catch emails without an subject heading. including the subject code is a good way to prevent your emails from being filtered. Please remember to include your student number and name in your emails to CSU.



When Assignment CSU Staff appropriate

Forums

It's helpful to be able to discuss issues with other students and staff. Holding these discussions online is available via forums.

A forum is a communication tool. A forum allows for an open discussion, at the convenience of the users.

A forum is like an electronic bulletin board. You can post messages to it and read messages from other people. The forums use web technology and allow you to access messages the same way you would on a web page, i.e. by clicking a hyperlink.

Each online subject has a forum through which to discuss issues related to that subject. There are also a number of general interest and administrative forums where you can ask questions, share ideas and communicate socially.

Student mentors are available on the Student Services forum to provide advice and support.

An example of a forum is shown below.



Accessing Forums

1. Go to **my.csu** at my.csu.edu.au
2. Choose the **Forums** tool
3. Click **Options** to select the forums you wish to have listed and click **Save**
4. Click the title of the forum you wish to visit

Note: subject specific forums can also be accessed from the Overview and Communicate section of the online subject outline.

To Read A Forum Message:

1. Click on the **Messages** tab
2. The message listing will be displayed
3. Click on the subject title of the message you wish to view
4. The message content will be displayed in the bottom frame, below the message listing
5. To view a message that has a reply, which is indicated by a plus icon, click the plus icon to expand the thread and click the minus icon to collapse the thread after you have read it.
6. Use the Help menu in the forum, located at the top right hand side of screen if you need assistance.

To post a forum message:

1. Click on the **Post** tab
2. Enter relevant text in the subject and message areas provided
3. Click on **Preview**
4. The message will be displayed as it will appear when posted. To review the message text click on **Edit** to return to the compose screen
5. Click on **Post** to confirm you wish to submit the message. A confirmation screen will be displayed



Check you are on the right forum before posting your message. Students cannot delete forum posts.

Using a Forum

Go to the **Forums** tool in my.csu.

Locate the **Test forum** and practise reading and replying to messages. Read the **Help** section of the forum to learn more about sorting and displaying messages and setting up email notification.

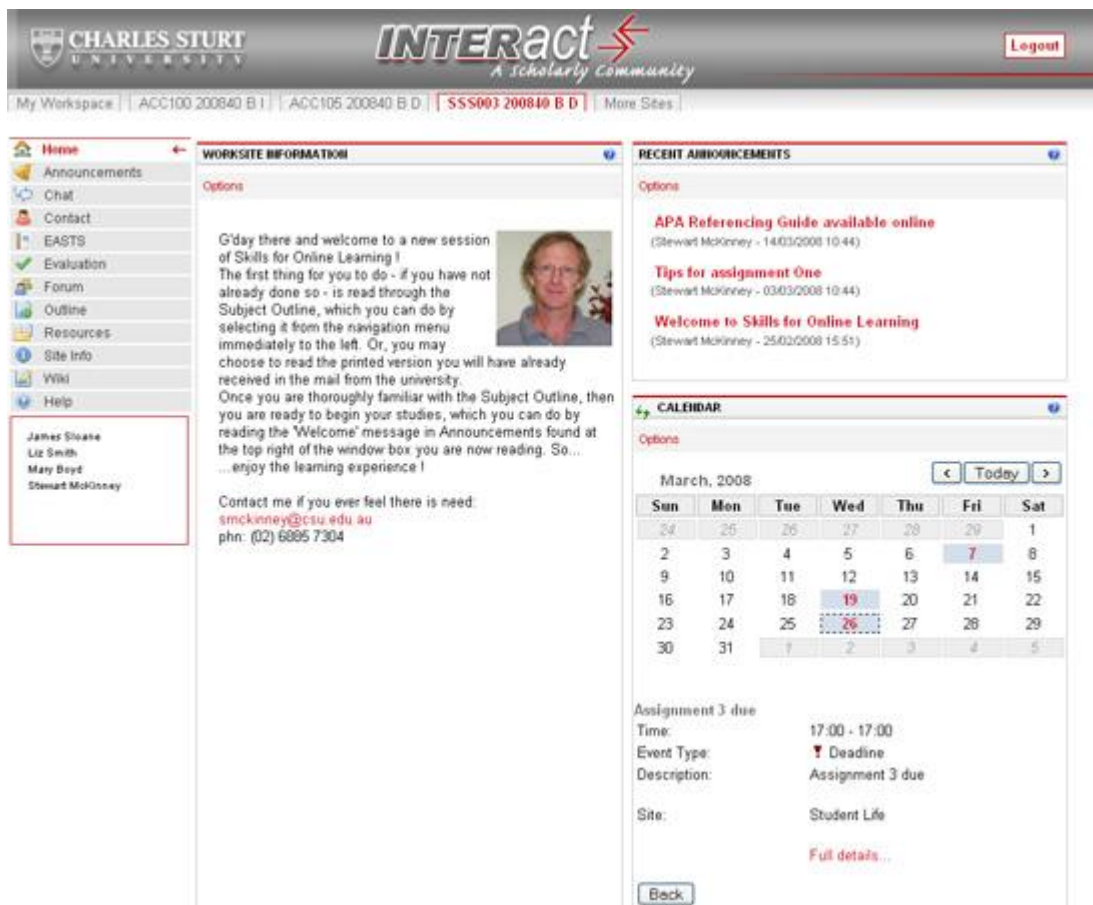


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CSU Interact

My Subjects tool within the **my.csu** desktop is your central gateway into **CSU Interact** – the online learning environment at the University.

CSU Interact is a new and developing online learning and collaboration environment where students and staff meet to build community, share knowledge, and work together in an online learning environment. All the essential learning content and learning tools you will need for your subjects are found within **Interact**. Each subject you're enrolled in has its own subject site within the **Interact** online learning environment. You can easily navigate to any of your **Interact** subject sites by using the subjects listed in the My Subjects tool, and simply clicking the subject code or title of the subject you wish to view.



The screenshot shows the CSU Interact website interface. At the top, there is a header with the Charles Sturt University logo, the 'INTERact' logo, and a 'Logout' button. Below the header, there is a navigation bar with links for 'My Workspace', 'ACC100 200840 B I', 'ACC105 200840 B D', 'SSS003 200840 B D', and 'More Sites'. The main content area is divided into three columns. The left column contains a 'Home' menu with links to 'Announcements', 'Chat', 'Contact', 'EASTS', 'Evaluation', 'Forum', 'Outline', 'Resources', 'Site Info', 'Wiki', and 'Help'. Below the menu is a list of user names: James Sloane, Liz Smith, Mary Boyd, and Stewart McKinney. The middle column is titled 'WORKSITE INFORMATION' and contains a 'Options' section with a profile picture of Stewart McKinney and a welcome message. The right column is titled 'RECENT ANNOUNCEMENTS' and contains three announcements: 'APA Referencing Guide available online', 'Tips for assignment One', and 'Welcome to Skills for Online Learning'. Below the announcements is a 'CALENDAR' section for March 2008, showing a calendar grid with dates 1 through 31. The calendar grid is as follows:

Sun	Mon	Tue	Wed	Thu	Fri	Sat
24	25	26	27	28	29	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Below the calendar is an 'Assignment 3 due' section with the following details: Time: 17:00 - 17:00, Event Type: Deadline, Description: Assignment 3 due, Site: Student Life, and a 'Full details...' link. A 'Back' button is located at the bottom of the page.

Interact



Library Online

The CSU Library Home page is your gateway to the Library, giving you access to the range of services and resources available for your study through Charles Sturt University. The resources listed below all sit on the Library's Home page and, along with many others, make up your Library anywhere anytime. Use the SmartSkills modules described below to become familiar with this invaluable virtual library, or explore the Home Page yourself discovering resources such as Online Reference, the Library's Blog, SmartSearch, and many more.

library



The self paced modules of SmartSkills introduce you to the Library's tools and services and give you the confidence to get started early. Database modules will guide you through navigating the Library's Home Page, teach you how to search the Library's suite of databases for information on journal articles and, if you are studying in distance mode, show you how to request books and copies of articles to be sent to you. The Catalogue module will teach you how to find and request resources to support your study, and how to use the Library's collection of online journals.

Smart Skills



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CSU Computer Centres

All students are welcome to use the CSU computer facilities. You will need your username and password to access these facilities.

The Computer Centres at Albury-Wodonga, Bathurst and Wagga Wagga provide 24 hour computer laboratories, which are accessible with an authorised student card. Your cards can be authorised at the centre inquiry counters during business hours. 24 hour computer access on the Bathurst Campus is available in the new 'Library Commons' area.

CSU Computer Centres

Albury City - Adams Building, Olive Street Library

Albury/Thurgoona- Teaching and Administration Centre, ground floor, School of Environmental and Information Science Teaching Building, Building 761 Room 101 Library

Bathurst - Building S1 - 4th level Library

Broken Hill - Robinson Centre, Wentworth Road

Dubbo - Dubbo Interactive Learning Centre, Tony McGrane Place

Orange - Communication Building (Bldg E) R.J. Napier Building (Bldg A2) Library (Bldg C)

Wagga Wagga - Jack Cross Centre Boorooma campus Library

Goulburn - The John K Avery Resource Centre (Library) Laboratory Building B, Room 210

Detailed information regarding the facilities and opening hours of each computer laboratory are available from the IT Services quick link in my.csu

[computer laboratories](#)



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CSU Internet Charges

You will be charged for accessing the internet from the computers on campus, in the Department of Residences and Catering accommodation and by dialling in through the CSU network. Your internet account must be in credit to access the internet. Online payment is available via my.csu.

[payment](#)



Your usage will be charged on the basis of the amount of data downloaded to your computer from outside the University's websites. You will not be charged at an hourly rate. Once you leave my.csu and connect to outside websites, you will be charged for your downloads. Current charges are published under IT Services Quick Link in my.csu. Your usage information and current charges can also be found at this website.

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Printing

Printing facilities (both colour and black and white) are available in Computer Centres on the Bathurst, Orange, Wagga Wagga, Thurgoona and Albury Campuses. The Library's student-access computers are also connected to a networked printer in each library.

Printing on campus costs you money, and your printing accounts must be in credit to use this service. The charge is based on a cost per page printed. Current charges are published under IT Services Quick Link in my.csu. Your usage information and amounts owing can also be found at this website.

[printing services](#)



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IT Support

Contact the CSU IT Service Desk for IT support. The IT Service Desk can help you with technical issues like dialling into the CSU network, passwords and login problems, and internet and printing charges.

Local call Australia wide: 1300 653 088

International: +612 6338 4357

CSU internal: 84357

IT service desk: http://www.csu.edu.au/division/dit/sdesk_form.htm

Hours (AEST)

8am to 10pm, Mon-Thu

8am to 9pm, Friday

10am to 4pm, Sat - Sun

[IT Service Desk](#)



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The Guide to Learning Hotline

You will be able to make an appointment with a student mentor at a time convenient. Your student mentor will then phone you back and 'walk you through' using my.csu or put you in touch with the appropriate area for your concern. Just ring 1300 734 654



Accessing the internet from on campus accommodation

If you have a computer, the Department of Residences and Catering Services provides a network connection for student computers in most bedrooms. This allows you to connect directly to the University network and the internet. Dialling in through a modem is not permitted in the residences.

In addition to the standard hardware and software listed above, to connect your computer from the on campus residences, you will require a network card (installed into the computer) and a category five network cable (blue cable) at least three metres in length.

Wireless Access

Wireless access is available for students who have their own laptop computers. If you bring your laptop to the enquiry counters at the computer centres on either the Bathurst or Wagga Wagga campus' staff will configure it to use the CSU network provides a network connection for student computers in most bedrooms. This allows you to connect directly to the University network and the internet. Dialling in through a modem is not permitted in the residences.

Various areas on each campus are designated 'Wireless Hotspots' where wireless access is available. These areas are listed on the DIT webpage at <http://www.csu.edu.au/division/dit/> For detailed information on connecting to the internet from on campus accommodation, refer to the IT Services Quick Links IT Services for Students in my.csu and go to the section on ResNet in the menu on the left hand side.

[resnet services](#)

