

## IT Orientation Information for CQUniversity Staff

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CQUniversity provides staff with a range of services and resources to support their teaching, research and operational requirements.

### Access the University network & online resources

To access the CQUniversity network and secured online resources, staff will be required to login using their CQUniversity username and password. This is necessary to ensure the University maintains an appropriate level of security for the information it holds.

**Username:** Staff usernames are based on their surname, followed by the first initial of their first name. Usernames consist of 8 or less characters.

**Password:** When commencing employment at CQUniversity, staff will need to ring the ITD Service Centre to create their login password. This password is necessary to access the CQUniversity network. Please phone - 07 4930 9233.

*Note: The ITD Service Centre can not establish a staff password until the employees new staff account has been established and processed by the People and Culture Directorate.*

**Password age limits:** All CQUniversity staff passwords have an age limit of 90 days. Once a password reaches its age limit, staff must establish a new password before they can access the CQUniversity network or the University's secured online resources.

**Change passwords:** Staff are encouraged to regularly change their password. Staff are able to self sufficiently change their password online using the **Password Services System:** <http://password.cqu.edu.au>.

### Supporting staff with Technology

The **ITD Service Centre** provides technical assistance to CQUniversity staff and students. The ITD Service Centre is the first point of contact for staff requiring IT support.

*Staff can contact the ITD Service Centre from 7:30am - 5:30pm (EST) weekdays.*

Phone: 1300 666 620

Email: [servicedesk@cqu.edu.au](mailto:servicedesk@cqu.edu.au)

Internal Extension: 9233

Online Request: <http://itservicedesk.cqu.edu.au>

International: 61 7 4930 9233

Website: <http://www.cqu.edu.au/it-help>

When contacting the ITD Service Centre, staff are encouraged to help prioritise their requests depending on the level of urgency.

## IT Orientation Information for CQUniversity Staff (continued)

### Technology at CQUniversity

#### DESKTOP SUPPORT & SOFTWARE

When new staff commence at CQUniversity, their Faculty or Directorate will provide them with a workstation (e.g. computer and phone). Once their computer is connected to the University network, a range of software will be available for staff to use.

Staff can contact the ITD Service Centre if they:

1. Require personal assistance with setting up or moving a computer.  
*Please provide the location (campus, building & room number) and date when the computer needs to be moved.*
2. Need to request new IT equipment or specific software.  
*Costing will be organised through the Faculty/ Directorate.*
3. Would like to establish a new telephone extension.
  - Please state where the new telephone extension will be located (building & room number)
  - Name of the employee who will be using the new telephone extension
  - Date when the new telephone extension is required
  - Cost code information (available from the Faculty/ Directorate administration)*Note: Any new cabling required to install a new phone service will incur a charge.*

#### STAFF PORTAL

CQUniversity's Staff Portal <http://my.cqu.edu.au> enables staff to access University announcements, phone directory, Employee Self Service Online (ESSO), Staff Email and various online tools and resources from one easy location. For additional information please see the [Staff Portal Training Overview](#).

#### STAFF EMAIL

Staff are provided with a CQUniversity email account to communicate with their colleagues and receive official and general information from the University.

When staff are working at a campus, they can access their emails on their office computer using Microsoft Outlook. If staff are working off campus, they can log into their email account online using CQUniversity's **Staff Portal** : <http://my.cqu.edu.au>.

For example

1.

Staff name: John Michael Smith	Email address: j.smith@cqu.edu.au
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2.

Staff name: Josh David Smith	Email address: j.d.smith@cqu.edu.au
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CQUniversity staff email addresses generally consist of a persons first initial, decimal point, then surname. In situations when staff have the same email address, another character will be added to the most recent email address that is created.

#### TELEPHONE & VOICEMAIL

Staff will have access to a personal or shared office telephone. If new staff are issued with a phone, they will need to set up their voicemail mailbox and record a personal message. Further information is available online regarding the [use of telephones](#) and [setting up voicemail mailboxes](#) at CQUniversity.

#### SHARED ACCESS TO NETWORK DRIVES

Once connected to the University network, staff will be able to use the shared network drives that are available for each Faculty, Directorate and operational area. These shared drives are useful for storing and sharing files between staff and work groups.

## IT Orientation Information for CQUniversity Staff (continued)

### EMPLOYEE SELF SERVICE ONLINE

Employee Self Service Online (ESSO) <http://esso.cqu.edu.au> is CQUniversity's online Human Resources system. It allows staff to access their personal and payroll details, submit leave and book training. Staff can access ESSO both on and off campus using the internet.

### ONLINE FAX SYSTEM

CQUniversity maintains an [Online Fax system](#). This web-based fax system enables staff to receive, send and share their entire Faculty, Directorate or business area's faxes, online from one location.

### VIRTUAL PRIVATE NETWORK (VPN) SERVICE

Staff can request to use [CQUniversity's VPN service](#) to access the University's secure internal network, via the internet, from any location in the world. This is useful for staff that work off campus.

### ONLINE TEACHING RESOURCES

A significant number of CQUniversity courses are delivered online. This provides students with the flexibility to access their course resources, submit assessment, and communicate with their lecturer, tutor and peers while studying online.

All of CQUniversity's online courses are delivered using an open source Learning Management System (LMS) called **Moodle** <http://moodle.cqu.edu.au>.

### UNIVERSITY-WIDE & CAMPUS MAILING LISTS

New staff are automatically subscribed to the University's five primary staff mailing lists. These five mailing lists include: *Official, General, Academic Events, Services* and *Vacancies*.

It is mandatory for staff to remain subscribed to the *CQUniversity Official* mailing list, however staff have the option to unsubscribe from the remaining four optional mailing lists. To view information on the University's staff mailing list select: [All Staff Lists](#) / [Campus Lists](#) .

*Note: Subscription options for the campus-based staff mailing lists will vary at each campus.*

## Resources Available when working On Campus

### CQUNIVERSITY ROAM (WIRELESS NETWORK)

Staff can connect to the University's wireless network to access the internet via their laptop or mobile phone. They can view their emails and use online resources without being in the office. Instructions on how to connect to CQUniversity Roam are [available online](#).

### INTERNET ACCESS

Internet access is available on each computer that is connected to the University network and via CQUniversity Roam (the wireless network).

### VIDEO CONFERENCING & COMMUNICATIONS

CQUniversity provides a range of teleconferencing and videoconferencing resources. This includes theatres that support ISL (multi-campus) lectures and online recordings. Staff can [book a videoconference online](#). *If staff require assistance during a videoconference, dial extension 2020.*

### ACCESS GRIDS & RESEARCH COMPUTING FACILITIES

CQUniversity's Access Grid is an advanced virtual collaboration tool which enables multiple participants from across the world to interact in a real time videoconference using the internet. CQUniversity also supports the high performance computing requirements of its academic and research staff.

### AUDIO VISUAL EQUIPMENT LOANS

A range of AV equipment is available for staff to loan. As requested, the ITD Service Centre can also set up any necessary AV equipment required during a lecture or presentation. Staff can make an [AV equipment booking online](#).

## IT Orientation Information for CQUniversity Staff (continued)

### PRINTING FACILITIES

Staff in each Directorate, Faculty and operational area have access to a shared printer. Instructions for connecting to a network printer are [available here](#).

### Being responsible with IT

It is important that staff act responsibly when using the University's IT resources. For information on **CQUniversity's IT Policies**, staff can search the Policy website: <http://policy.cqu.edu.au>.



Select "**Information Technology**" from the **Categories** search bar to generate a list of CQUniversity's IT policies (pictured right).

The following links refer to policies that have relevant information for new staff:

1. [Use of Internet, Email and Computing Facilities Policy](#)
2. [Information Security Policy](#)
3. [ICT Standard - Security: Passwords](#)

Information security is important to the University. Please *do not* record your password, or give your password (login access) to anyone else.

Staff should also be mindful of the impact their use of technology is having on the environment. Further information on how to efficiently use the University's IT equipment is [available online](#).

### How to get IT Assistance

1. Staff can use **IT Service Desk Online** <http://itservicedesk.cqu.edu.au>.

The *IT Service Desk Online* is a web-based program that enables staff and students to log their IT service requests and enquiries with the ITD Service Centre.

Staff working on campus can open the *IT Service Desk Online* by double-clicking on the icon that is available on their computer (pictured right) or pressing "**Shift + F11**".

The *IT Service Desk Online* is also available from the IT Help website by clicking on the "[Log an IT Request](#)" link.

For information on how to use *IT Service Desk Online*, a [user guide](#) is available.

3. Contact the **ITD Service Centre** via email or phone (details available on page 1).
4. Service information and online user guides are available from the **IT Help website** <http://www.cqu.edu.au/it-help/>.

