

We hope that you found the first edition of our newsletter useful!

In this edition we have more information that will help ensure you get the most from both our services and the IT resources available at Monash University.

Staff update

In late September we said farewell to Jason Castel, who has moved to the Clayton campus to be part of their ITS Service Desk team. We are sure Jason will do a great job in his new role. Mark Gay has now joined our team, coming to us from ITS Client Services at the Clayton campus. We have also recently had a management change, with Sahar Oujil returning to the Gippsland Campus to oversee the new IT Shared Services structure which is being implemented. Taking Sahar's place is George Lambiris, who is now managing the ITS Service Desk teams at Caulfield, Berwick & Peninsula. Although we are all sad to see Sahar go, we are also looking forward to working with George in the future.

Software news

Lotus Notes is coming!

During 2008, Monash will be releasing Lotus Notes as a replacement for our current email and calendar tools.

So what is Lotus Notes?

Lotus Notes is a fully fledged communication application from IBM. Its tools include email, calendar, contacts, tasks and PDA synchronization.

When is Lotus Notes going to be released?

It is planned that the general release of Lotus Notes will begin in February 2008, and take between 6 and 12 months.

Where can I find more information?

For more information on Lotus Notes and the ICE (Integrated Collaboration Environment) project, please visit <http://www.monash.edu.au/staff/collaboration/communicate/>

To find out more information about your departments transition to Lotus Notes, please talk to your ICE Reference Group member. A list of these members can be found here:

<http://www.monash.edu.au/staff/collaboration/groups/about/contacts/reference.html>



"Mondo"
ICE mascot

Helpful hints

Problem: "I am receiving lots of spam emails in my inbox. Help!"

Possible cause: You may need to increase the level of your spam filter.

Solution:

1. Visit <https://messaging.its.monash.edu.au/mail/filter/> and login with your authcate username and password. If you are using Internet Explorer, click on 'Filter Management'.
2. Click the '*spam and whitelists*' filter on the left of the screen. Click the 'edit' link towards the bottom of the screen.
3. The first option is 'When a message gets at least:'
Check what the setting is for this option, the default is 5 stars. The **lower** the number of stars, the more stringent the email filter will be. To improve the effectiveness of your filter, change this setting to **3 stars**.
4. Click 'Save', and then click the 'Apply' button at the top of the screen.
5. Click 'Logout' at the top right of the screen.

Please note that changing this setting may result in some non-spam email being placed in your Spam-30 folder. We recommend checking this folder once a week for legitimate emails.

Did you know?

- There are several steps you can take to ensure your email remain below the 300MB quota:
 - Remember that emails in your inbox, folders, trash, sent items and Spam-30 folder all count towards your email quota. The Spam-30 folder is automatically emptied every 30 days, however you need to ensure that you empty both your trash and sent items folder regularly.
 - Thunderbird can also be configured to automatically delete all items in your trash on exit.
To do this:
Click 'Tools' from the menu bar at the top of the screen. Then select 'Account Settings'. A dialogue box will appear, click on 'Server Settings'. Place a tick in the box that says 'Empty Trash on Exit'. Click 'OK'.
 - If these steps fail to help, you can purchase more email quota by visiting <http://its.monash.edu.au/staff/email/quota/purchasing.html>

- Are your staff directory details up-to-date? Visit <http://mids.monash.edu.au> and search yourself to find out! If you are not listed or your details are out-of-date, you can update them by visiting <http://www.its.monash.edu.au/staff/phones/online/directory.html>.

TFSU Tip

Do you have some old educational videos you would like to convert to DVD?

TFSU on the Peninsula campus can help!

VHS tapes are rapidly becoming obsolete and can deteriorate easily with age. Converting their content to a DVD will ensure the material lives on for many years. In addition, DVD's are much easier to navigate and can be used in a computer.

For further information and pricing please contact Roo Du'Jardin on x44218.

Please note that TFSU Peninsula is also happy to extend this service to Berwick staff (note however there will be a delay to allow for transfer of materials between campuses).

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