

Welcome back to all our customers!

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

We have just welcomed three new casual staff members to our team on the Peninsula campus. Bonita, Clark and Bhavna will be staffing the ITS Service Desk and the phones during our busy periods.

Software news

Blackboard – new for 2008!

As you may be aware, Monash University Studies Online (MUSO) has undergone a recent revamp, which has seen the release of Blackboard. The term MUSO previously referred to just the Learning Management System WebCT, however it now refers to the entire collection of online learning tools including Blackboard and Interlearn. **So.....what we previously knew as MUSO is now called Blackboard!** Blackboard is now accessed via logging into the my.monash portal, and clicking on the 'Blackboard' link on the left hand side of the screen.

Need help understanding the changes?

There is a whole web page dedicated to the staff transition to Blackboard, which can be found at <http://www.monash.edu.au/muso/support/staff/blackboard/transition.html>. It includes links to online information videos, quick guides, key differences between the old and new systems, a glossary and details of training sessions available.

Recent changes you need to know about!

➤ **New Monash Internet Service**

Information Technology Services have recently changed the delivery of the Monash Internet Service to provide a faster user experience and access to a wider range of online applications. The current proxy system is being replaced, and Internet authentication will take place via a 'Monash Internet Login'. **Most** Monash computers will be migrated automatically to this system in the next month, however if you would like to change to the new system beforehand, it is very easy! Either give us a call at the ITS Service Desk, or follow the instructions at <http://www.its.monash.edu.au/staff/desktop/internet/configuration.html>

➤ **New Monash Wireless Services**

The existing Monash-Wireless-Net is in the process of being replaced by the new Monash-Connect system. While wireless coverage around the campus will remain the same, the new system will simplify wireless access and eliminate the use of a VPN Client. The Monash-Wireless-Net will remain in service in the near future, but it is highly recommended that all staff migrate to the new system as soon as possible. To migrate to the new system, please contact the ITS Service Desk.

➤ **New phone number for student IT support**

To streamline student IT support, ITS now has one central phone number for all student IT enquiries. While students are still more than welcome to visit the ITS Service Desk on campus, they can also phone **x32777 (on campus)** and **990 32777 (off campus)**.

Did you know?

- ITS has training labs available to book on both the Berwick (A2.35) and Peninsula (G63) campuses. These labs are now capable of running training sessions in both student and staff environment. The training lab is available to book free of charge for all Monash departments for educational training purposes. If you would like to make a booking, please follow the procedure outlined below.
 1. Visit <http://servicedesk.its.monash.edu.au> and login with your authcate username and password
 2. In the 'Enter request details' box, list the following information:
 - Title the information ****LAB BOOKING - Peninsula ITS LAB A2.35****
 - The day, date and time that you require the booking
 - The number of computers that will be required (maximum available is 20)
 - The nature of the training that is taking place. Please list specifically what programs or internet sites will be used. This enables us to ensure that everything that is needed for the training is available.
 - The name and contact details of the trainer (if known)
 - The name and contact details of the person responsible for organising and/or booking the training.
 3. Click Submit.
 4. An ITS Berwick/Peninsula staff member will be in contact with you to confirm the booking.

If you have any questions, please contact Tania Horton on x47777.

- Need assistance with your voicemail? Visit <http://www.its.monash.edu.au/staff/phones/voicemail/>
- The Microsoft “It’s Not Cheating Offer” enables all Monash staff and students to purchase one copy of Microsoft Office Ultimate 2007 for \$75. Visit <http://www.itsnotcheating.com.au> for details.

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