

Helpsheet:

Computer laboratories @ Deakin

Deakin provides a wide range of IT facilities including bookable and non-bookable computer laboratories, adaptive technology, Library and JOBshop workstations.

When working in any of the computer laboratories you must ensure your behaviour does not disrupt other users and that you comply with the policies covering IT usage at Deakin.

Rules and regulations

You must comply with all federal and state laws, and the policies and rules of Deakin University when using Deakin's network, including the computer laboratories. Copies of these are on the *Deakin Learning Toolkit* (DLT), and the latest versions can be found in Deakin University's governance system (known as *The Guide*) located at www.deakin.edu.au/theguide.

Working in the computer laboratories

Log in to the workstation using your Deakin username and password and then you can access any of the available programs.

Always log out of the workstation when you are finished, or when you leave it, even if only for a few minutes. If you don't, someone else may use your username to print or access the Internet. **Remember all usage is recorded against the username associated with the workstation at the time.**

Where are the computer laboratories?

Computer laboratories are on every campus. Some are open 24 hours a day, 7 days a week. These include:

- Burwood – Building B, levels 3 and 4
- Geelong – Building ka, level 1
- Warrnambool – D129, E27
- Waterfront – Building D, levels 1 and 4

Full details of locations, opening hours and facilities available are on the DLT, and the most current information is on the website at www.deakin.edu.au/current-students/it-support/computers-on-campus/.

Working with USB drives

Insert your USB drive into the USB port on the front of the computer base. In most cases a window opens up, asking you what you want to do with the files (e.g. open a file or folder etc.).

If the window does not automatically open up when inserted, click on **Start → My Computer** then click on your USB drive letter to access your files. Your USB drive will normally show up as E:\ drive once connected.

If you insert your USB drive and a message displays asking you to install a driver, then you will be unable to use your USB drive as the relevant driver is not installed.

On the Library kiosks

You need to insert your USB drive *before* you select **Save** on the Library Kiosks. Your USB drive then automatically appears as your default **Save** location—if you don't insert your USB, it will not appear in your list of Save locations.

If your USB does not appear in your Save locations list, click on the **Desktop** folder icon on the left of your Save screen, then select your USB drive from the list that appears. Or **cancel** your save, insert your USB and re-select **Save**.

Things that may affect your access

Some computer laboratories are booked for teaching purposes and may be unavailable during class times. Check the signs on the door to find out if a particular laboratory is available to use.

All other computer laboratories are available for student use during their normal opening times.

Demand for workstations in these laboratories is high, especially during periods when assignments are due, so do not leave things to the last minute!

If all of the workstations in all the open computer laboratories are in use, contact Deakin Security on ext. 222 to ask them to open an additional computer laboratory (if available).

Scheduled maintenance

ITSD needs to perform regular maintenance on Deakin IT facilities. Maintenance is scheduled during times that cause the least disruption to students and staff whenever possible. Access to some, or all, IT services may be affected during these times.

The latest information on IT outages (both unscheduled and scheduled) can be found by ringing the IT Service Desk on ext. 72400 and listening to the recorded message.

Assistive technology

Deakin provides workstations in some computer laboratories with features to assist people with disabilities. Other students may use these workstations, provided they vacate them as soon as requested to by a person with a disability.

Deakin also provides assistive technology laboratories for any one who may need specialised hardware and software to facilitate their computer use. These are located in an accessible environment within the library on all campuses.

See <www.deakin.edu.au/current-students/it-support/computers-on-campus/> for more information and/or speak to Disability Resource Centre staff on your campus.

Internet cafés

Internet cafés are located on the Burwood campus, and are unique in that food and drinks can be consumed whilst you are using computers. A variety of food is available. Ideal for both study and socialising, the internet cafes feature a lounge and an outdoor area.

The café computers are the same configuration as other computer laboratory workstations.

Personal computers on campus

You can use your own computer on campus if you wish. Wireless access is available on all campuses, predominantly in the cafeteria and library areas. See <www.deakin.edu.au/its/wireless> for locations and instructions on how to use it.

Cable connections are available in student residences and the internet cafés.

Getting help

ITSD laboratory support staff are available to help you on weekdays between 10 am and 2 pm on the Burwood and Waurn Ponds campuses, and 11 am and 1 pm on the Warrnambool campus, with extended hours at the start of semester.

See <www.deakin.edu.au/current-students/it-support/computers-on-campus/> for the latest information on laboratory facilities.

ITSD provides a wide range of publications on using IT at Deakin which can be accessed from the ITSD Publications website at <www.deakin.edu.au/its/publications>.

Contact the IT Service Desk by phone (ext. 72400) or from the IT Service Desk website at <www.deakin.edu.au/its/servicedesk/>.