



IT Support for HDR Students

February 2018



Where can I get help?

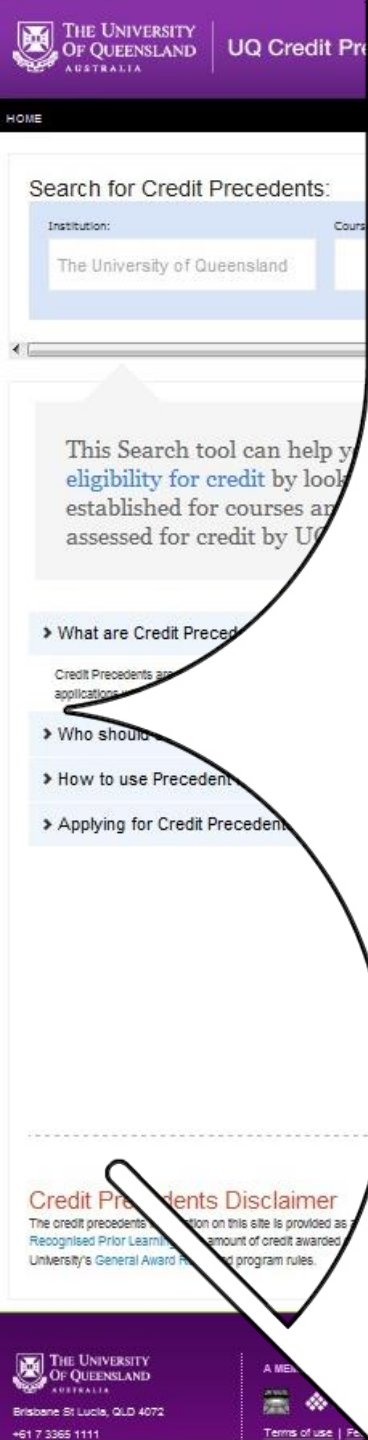
1. Call – (07) 336 56000
2. Visit – its.uq.edu.au
3. Email – help@its.uq.edu.au

As a HDR student you are able to access IT support the same as UQ staff.

When you contact the ITS Service Desk, have the following information ready:

- Your **username** – if you don't already have one, you need to get a staff username (uqxxxxxx). You can forward your student email to your staff account if you need to for convenience.
- Your **location** – Campus, Building, Floor, Room (**really important**)
- An alternative contact number – **mobile number** if you have one
- If you aren't on-site full-time, your **availability**

USERNAME – LOCATION – MOBILE NUMBER - AVAILABILITY



BACK UP YOUR DATA

1. Please save your data to either your **P: Drive** (personal drive) or the **shared drive** for your research project.
2. Research Data Management project (currently underway):
 - 1TB of research storage per project
 - See rdm.uq.edu.au for details
3. There is a research version of Dropbox which you can have access to FOR FREE. [Cloudstor+](#)

A USB Stick or External Drive is not an appropriate place to store your research data. If it fails, it can be \$\$\$\$\$\$ to get your data back. You don't want that. We don't want that.

USE APPROPRIATE STORAGE FOR YOUR VALUABLE DATA



Interwebs on UQ Campuses

You can use [Eduroam](#) to connect to wireless internet services on all UQ Campuses – it is available at some but not all Queensland Health Hospital sites, Greenslopes Private Hospital, Mater Hospitals and the Wesley/St Andrews.

Username: `uqusername@uq.edu.au`

Password: UQ Password

Off Campus...

If you need to access Shared Drives off campus, you will need:

1. An internet connection
2. The VPN client – visit <https://vpn.uq.edu.au>
Username: `uqusername`
Password: `uqpassword`
3. The full path to the file share:
`\\nas02.storage.uq.edu.au\shares\
\\nas02.storage.uq.edu.au\homes\uqusername`



Software Licensing

The University of Queensland or your Faculty may provide licensing for some of the software you may need during your studies (e.g. SPSS or SAS, Office 365)

Further information: <https://www.its.uq.edu.au/services/software>

If you have a UQ machine, Software Centre (PC) or Self Service (MAC) is available for you to install your own specific software. Be aware of your machines specifications.

To arrange for software to be installed that is not self serviceable, or for software licensing quotes, **contact ITS**. Should you need software that is not covered by a current agreement, you should discuss this with your supervisor.



IT Resources

New faculty scheme where advisers of new students will be able to assess needs.

<https://medicine.uq.edu.au/research/rhd-student-support/hdr-computing-support>

Your first point of contact for IT resource requests is your supervisor or HDR Co-ordinator.

Printing

The Faculty uses “follow-me-printing”. This means there is one print queue that can print to the majority of printers without needing to select a specific printer.

For Windows and Mac users print to: MED-Ricoh

Then walk up to the device, tap your card and follow the prompts to release.

Your student and staff cards will automatically be associated with the respective student or staff account. You can associate another card ie a GoCard (you don't need a balance). We recommend that you use your staff account instead of your student account.

To associate another card, tap at the printer and follow the prompts.

TRI has a separate by similar system.

If you need a hand, contact ITS.

BACK UP YOUR DATA

This was a 2TB mirrored system of someone's important research data...

Both drives failed.

He didn't have his data saved anywhere else.

**MAKE GOOD CHOICES
EARLY WITH YOUR
DATA STORAGE**

Use the data storage provided by the University



Code of conduct and Acceptable Use of ICT Resources

Guided by the Code of conduct and Acceptable Use of ICT Resources.

When you are on the University or Hospital Campuses, please try to avoid the “3 Ps”:

Poker

Pornography

Promises

- It is NOT OK to use the Internet to using online gambling.
- It is NOT OK to use the Internet to view/record Pornography
- It is NOT OK to use torrent services, or to install unauthorised software on University computers. BE AWARE of scams – both email and click scams.

PLEASE don't mess with or swap around components of your computer with others such as monitors etc,

