Student IT Handbook 2010

A commitment to ongoing support and assistance for AUT Students

IT HANDBOOK CONTENT

What's in this Student IT Handbook

Welcome to AUT University, IT Service Desk. This handbook will help you get started on using the IT resources available to you and provide information on how to make the best use of the IT facilities available.

To contact the IT Service Desk, log a job via the ITHelp website http://ithelp.aut.ac.nz
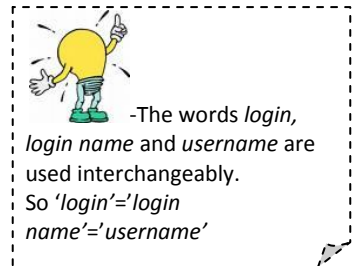
GETTING STARTED

Login and Password

What's my login?
- Your login can be located on your AUT student ID card in the bottom-right corner. It often starts with three characters followed by four digits e.g. *abc1234*. However, if you're a returning student who has studied at AUT before 2003, then your login may have a different format.

-The words *login, login name* and *username* are used interchangeably. So '*login'='login name'='username'*

What's my password?
- If this is your first year of study then your password will be your date of birth in the following format: the two digit day followed by the first three letters of the month. For example, if you are born on the first of January, then you password will be 01jan.

AUT Email
What's my AUT email?
- Your AUT email is *yourlogin*@aut.ac.nz e.g. *abc1234*@aut.ac.nz

ACCESS TO SYSTEMS

Your AUT login and password will allow for access to:

- The AUT Network
- Unicentral
- AUTOnline
- AUT Email
- AUT Library

-NEVER give out your password to anyone!
-Beware of hoax emails asking for your username and password, never reply to them!

ACCOUNT REGISTRATION

Before you start using AUT online services, all students must setup their IT account. Setting up your account will enable you to setup self-service password, setup mail forwarding etc. Log in through https://distance.aut.ac.nz or https://unicentral.aut.ac.nz and click on

Please complete first time registration

ACCOUNT SETUP

You have 4 logins to complete the registration process. If you do not complete the registration process within that period your account will be disabled. To re-enable your account you will need to contact the IT Service Desk (extn: 9688)

SET PASSWORD

Ensure your password is secure and make sure you remember it.

* Enter current password:
* New password:
Strength:
* Confirm password:

SET PASSWORD HINTS

These password hints will help you reset your own password when you forget it.

* Hint question 1: Father's middle name
* Answer 1:
* Hint question 2: Name of your first pet
* Answer 2:
Add Hint Question

UNISURF- WIRELESS

UniSurf lets you connect to AUT on-line services via Wi-Fi.

Show info
Enable Wireless Access: ○ Enable   ● Disable

EMAIL FORWARDING

Do you wish to forward your emails from your AUT email account to your existing External email address?

Warning Note
Forward AUT emails to:

INTERNET

Internet Access is charged by how much data you use, not the time.
Your Internet account will be credited with 50c on completion of registration. To add more credit to your account please visit the top up Kiosks situated in the labs.

Submit

3. Enter your current password and new password

4. Setup password hints, select two different hints.

This step is essential if you have forgotten your password.

5. Please ignore this step if you are never on the campus.

6. If you wish to forward your AUT email to a personal address, enter the address here.

7. Click submit to complete registration.

SELF SERVICE PASSWORD RESET

Open up a web browser and go to
https://distance.aut.ac.nz
Click on 'Discover Internet Password'

Internet Login

AUT WebSite
AUTonline
cover Internet Password

Links:
Citrix
Groupwise (staff)
IT Support

AUT Distance Login
Login
Password
LOGIN

Self Service Password Reset Form

This page allows you to reset your password yourself by providing identifying information such as your login name and the 'secret' security questions setup previously.

Please complete the information requested below and click the [Submit] button to proceed.

Login:

Enter the Security Code numbers and letters you see above :

Submit

1. Type in your AUT login in the Login box
2. Type the Security Code numbers and letters seen in the box below

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Self Service Password Reset Form

Please complete all the following questions to verify your identity. The answer for each question must match exactly to the response you provided previously. After entering all the information requested below and click the [Submit Answers] button to proceed.

Date of Birth DD/MM/YYYY:
Student ID:
Name of your first pet:
Father's middle name:

Submit Answers

3. Enter your date of birth as well as your student ID

4. Enter the answers to the two secret questions that you selected at the time of registration

5. Click Submit Answer.

Self Service Password Reset Form

Please click below to confirm the reset of your password.

Reset Password

6. Click Reset Password.

You will be given a random generated password. Use this password to login to https://distance.aut.ac.nz

After logging in you can click on 'Change password' to setup new password.

NOTE: Sometimes it takes up to 15 minutes for your password change to take effect.

UNICENTRAL

UniCentral is a single access point to all your essential IT resources; you can access it by going to https://unicentral.aut.ac.nz

Once you have logged in you will be able to access the following resources without having to login again.

AUT online: Access your online courses
Arion: pay fees, results or update information such as personal and academic details
Student Web Mail: Access your AUT email account
Library: Setup and use catalogue search preferences and check your Library details (items on loan, etc) & access the online library resources
Noticeboard: Check for community notices or any IT notifications – e.g. if IT systems are down etc

AUTONLINE

AUTonline is a web-based learning environment that enables students to access course material, interact with other students, complete assignments online from any location with access to the internet.

All My Courses
This tab contains all your available courses.

Community
This tab contains AUT Organisations and iscussion boards.

Help
Clicking on this icon will take you to AUT*online* Help.

Log Out
Click here every time you have finshed using AUTonline.

Tools
Calendar, My Grades, Tasks etc.

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Personalise Your AUTonline

1. Log on to http://autonline.aut.ac.nz using your **UserID** and **password**.
2. You will now see the home page to AUTonline with your current courses shown on this home page. Click on the course link to enter your course.

HOW TO Personalise Your AUTonline

1. Students can personalise their AUTonline homepage: Click on the **Add Modules** button to view the modules available.
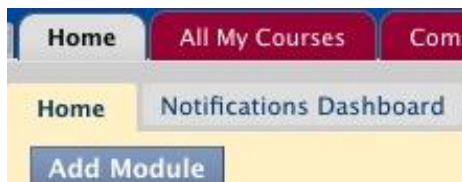
2. Select from the list of modules you would like to add to your homepage by clicking the **checkbox** to the left of each module name. Some modules eg My Announcements are permanently checked.
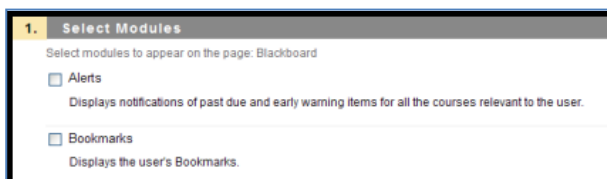
3. Once you have finished selecting modules, click the **Submit** button to complete your customization.
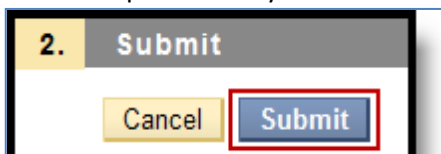
4. A confirmation message is displayed. The modules that you have selected are now displayed on your homepage.
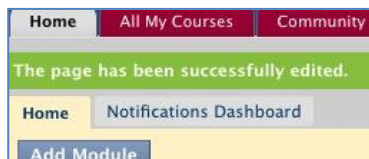
5. You can modify the order of your modules using the **drag-n-drop** functionality.

6. Another method of modifying the order of your modules is to click on the Keyboard icon to use text boxes as shown here. Simply use the arrows up and down or move them from one panel to another.
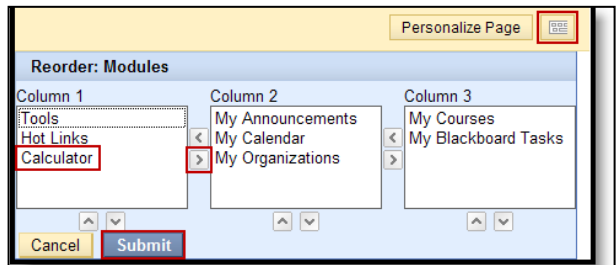
7. If you would like to change the appearance of the modules, click **Personalize Page** to change the colour and style.
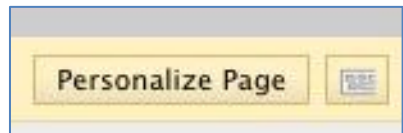
8. Click **Submit** to save your changes. A confirmation message is displayed. The new colour theme will now be displayed on your homepage.

How to Navigate a course
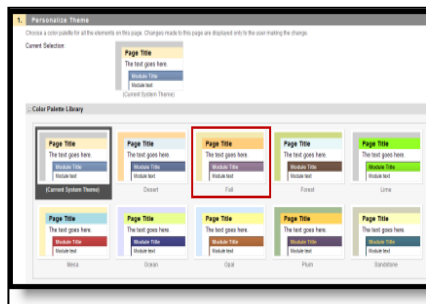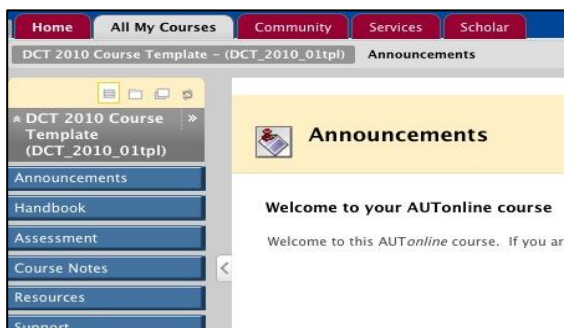
When you access a course, you will find the navigation links or buttons on the left side of the page, which is called the Course Menu. The course menu indicates the different content areas of your AUTonline course, where lecturers can place information like the course descriptor, lecture notes, assignments, readings or other course materials. The names of the buttons may differ from course to course. Below are some of the major areas of the course Menu:
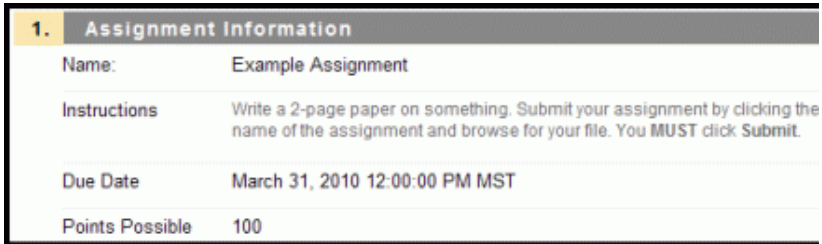
- **Announcements** are where your lecturer will post important information about your course. Good idea to check this on a daily basis.
- **Assessments** are where the lecturer will have set assessments which are to be handed in online.
- **Discussion Boards/Communication** allows you to communicate by using forums and threads.
- **Tools** allow you to do many tasks eg send email, check grades etc.
- **Library** This will take you to links to electronic course reserves etc.
- **Support** takes you links for IT Support, user manual etc.

How to Submit an Assignment

You can submit assignments from the Assignments link in your course. If you are required to submit an assignment through Turnitin (which checks for plagiarism) read the Turnitin instructions supplied by the lecturer.

To submit an assignment, follow these directions:
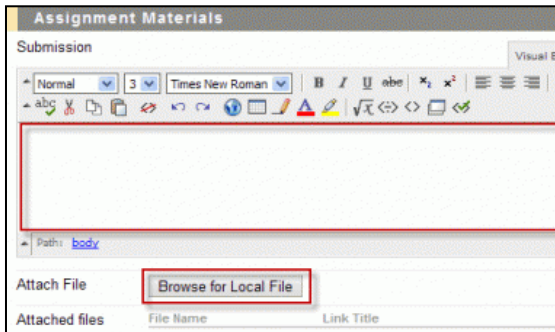
1. Click on the link for the assignment/assessment, and find the

    assignment you need to complete.
2. The first section gives details about the assignment.

    3. Depending on the assignment, type text into the **Submission** box
    and/or click the **Browse for Local File** to add a file from your
    computer. Ensure the file name is in a correct format and that you
    are using an appropriate file type eg Word, pdf.

3. Add comments for the lecturer, if you wish.

4. Click **Submit** to submit your assignment, or you can click **Save as Draft** to save your work without submitting (for example, if you started on an assignment and ran out of time and want to return to it later).

Timed Tests/Quizzes

The official timer for any quiz is maintained by the AUTonline server. It starts when you first click on the link for the test, and will stop counting when you click th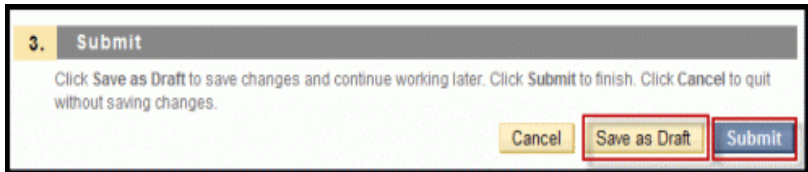e **Submit** button at the bottom. This timer is always accurate and is what lecturers use to know how long it has taken a student to complete a test.

There is a timer that shows in your browser window and a pop-up window that warns you when you have 1 minute left. This timer and warning uses a web technology called "JavaScript", and JavaScript can be (intentionally or inadvertently) disabled by you based on:

1. Settings in your browser (Internet Explorer 7, Firefox, etc)
2. Security settings on your machines
3. Pop-up blockers
4. Third party security applications (like Norton or McAfee's security suites)

If you don't see this timer then you can follow directions below to change your browser settings, or use your own clock/stopwatch to keep track of time while taking your quiz.

FireFox

Enable the Status Bar:
Go to **Tools** | **Options** | **Content** | **Enable JavaScript** | **Advanced** | place a check next to **Change status** bar text.

Internet Explorer 7

Enable the Status Bar:
Tools | **Toolbars** | Place a check next to **Status Bar**.

Enable Javascript:
Tools | **Internet Options** | **Security Tab** | **Internet** | **Custom Level** | Scroll down to **Scripting** and enable **Active Scripting**, Allow status bar updates via script, Allow websites to prompt for information ..., and Scripting of Java applets. **OK** back to browser.

Adding AUTonline to Trusted Sites in Internet Explorer 7

Some of the AUTonline features (eg: the text editor box, etc.) may not appear if you are using Internet Explorer version 7 or higher. In order for these features to become available you must add **https://autonline.aut.ac.nz** as a "Trusted Site".

Open the Internet Explorer 7 browser and Click **Tools > Internet Options**
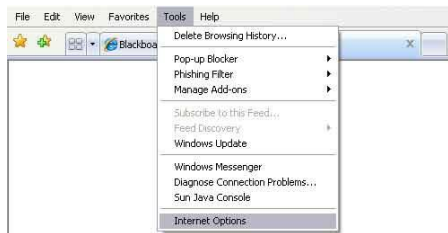
1. Click **Security**
2. Click **Trusted sites**
3. Click **Sites**

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1. Type in **https://autonline.aut.ac.nz** in the text field
2. Click **Add**

   NOTE: IF YOU RECEIVE A WARNING REGARDING HTTPS VERIFICATION, CLICK *OK*, UNCHECK *Require server verification (https:) for all sites in this zone*, AND TRY TO CLICK *Add* AGAIN.
3. Make sure the **Require server verification (https:) for all sites in this zone** is checked
4. Click **Close** to exit from Trusted sites
5. Click **OK** to exit from Internet Options
6. Close the Internet Explorer window and reopen to the Blackboard website.

My Grades

Students can find 'My Grades on the home page of AUTonline under 'My Grades' in the 'Tools' area which provides quick access for students to check grades if the lecturer is using this option.

Or some lecturers may add a **My Grades** link under Tools to your course menu.

The

My Grades table displays a student's grades posted by the lecturer. The format of the grade may vary (i.e. score, letter, percentage, etc.). The table displays the **Item Name**, **Due Date** (if used by the lecturer), **Submission Date/Time**, **Grade**, **Points Possible**, and **Comments** for each assignment.

(A) Last Submitted, Modified or Graded: This field will show the last activity for this assignment, eg if the assignment was submitted but hasn't been graded, it will display the submission date and time.
 (B) Score: When the assignment has been graded, the score will be displayed. When an assignment has been submitted (document attached) or an online test taken, the score will be bold and underlined. This means a student can click the link to access the lecturer's feedback.
(C) Not Graded (Exclamation Point): When the bold green exclamation point is displayed, it means that your assignment was submitted and is now waiting to be graded by the lecturer.
(D) Comments: If the lecturer provided comments on the assignment, it will show in the Comments column. Please note that comments on individual test essay questions are viewed in the graded test.

Once you are finished viewing your grades and feedback, click the **OK** button.**NOTE: Turnitin Assignments** are different from regular assignment**s a**nd these will be viewed differently depending on how the lecturer has set them up.
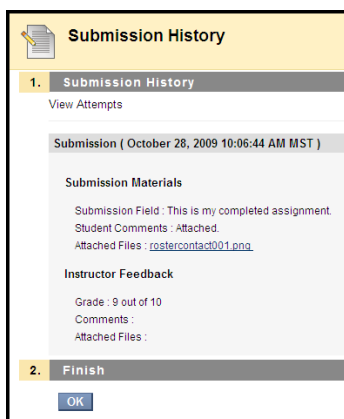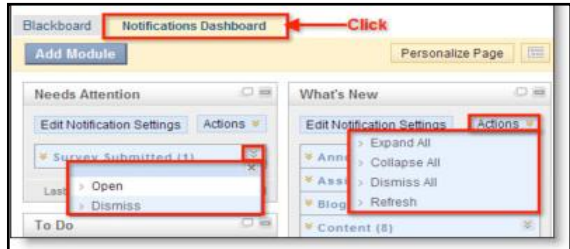
Notifications Dashboard

The Notifications Dashboard contains four basic modules that give information to users based on their enrolments. Users with multiple enrolments will receive information in modules for all their classes and organizations. Users can navigate to individual items to take action.

Some examples of modules are:

- **Alerts** - Displays past due and early warning notifications from course lecturers. Students see any assignments, tests, or other items that are past due and any early warning messages received.

- **What's New** - Displays a list of new items in all relevant courses and organisations. Students see new discussion board posts, new grades posted, new content that is available.

- **To Do** - Displays the status (Past Due/Due) of relevant course work and tasks. Students see any grade items that have listed due dates in two categories, what is past due and what is due in the future. Links to relevant course items are provided.

To view Notifications - Click the **Notifications Dashboard tab** on the AUTonline Home Page.

Users can manage their module information using **Contextual Menus**. Users must **Refresh** the module to get the most recent information, which can also be done using the contextual menus.

My Places
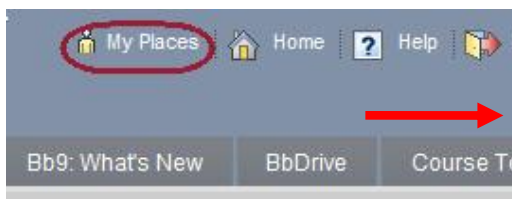
Click on "My Places" above to open up a separate window which can be customised with your preferences. Students can upload photos which will appear in your 'My Places' and under the 'Personal Information' area and click **Edit Notification Settings** to make changes to these.

Your AUT email address is: *yourlogin*@**aut.ac.nz** e.g. if your login is *abc1234* then your email would be *abc1234*@aut.ac.nz

Webmail is a web-based email which means that it can be accessed from anywhere as long as you have internet access.

Either go into http://webmail.aut.ac.nz or click on the Webmail tab in UniCentral.
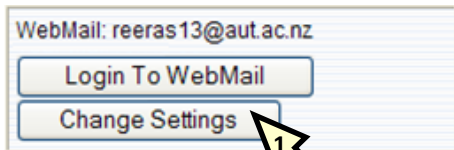
Students get 40MB of email storage.

Students can forward their AUT webmail to their personal email address.

Forwarding AUT webmail emails to personal emails

If you're carrying out this process from off-campus, then go to: http://distance.aut.ac.nz/

Click on **Change Settings**

WebMail: reeras13@aut.ac.nz

Login To WebMail

Change Settings
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Delivery of reeras13@aut.ac.nz:

If you have your own email account elsewhere, you may have email forwarded to that address. Otherwise, the email will be your AUT WebMail account.

○ Deliver my email to my AUT WebMail mailbox.

◉ Forward my email to
2   3

Change My Delivery Method
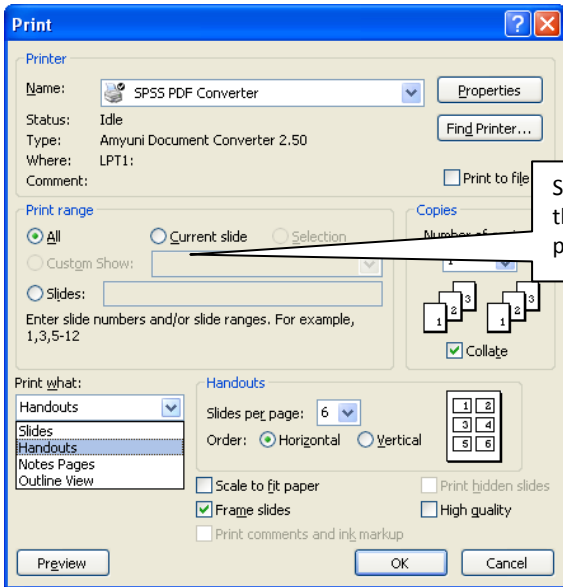4

-You must have money on your internet account in order to receive and sent emails from or to an external email, this includes email forwarding.

How to print a PowerPoint handout

Select handouts and then the number of slides per page
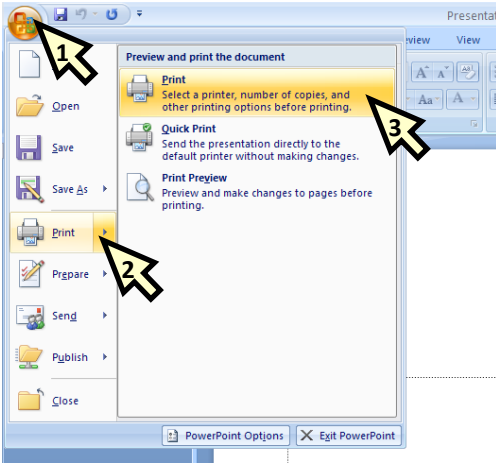
How to create a PDF document
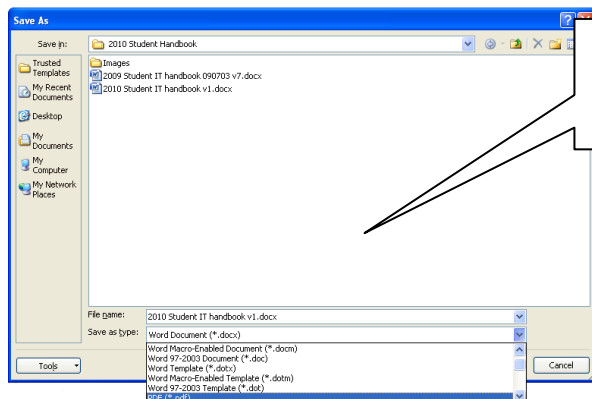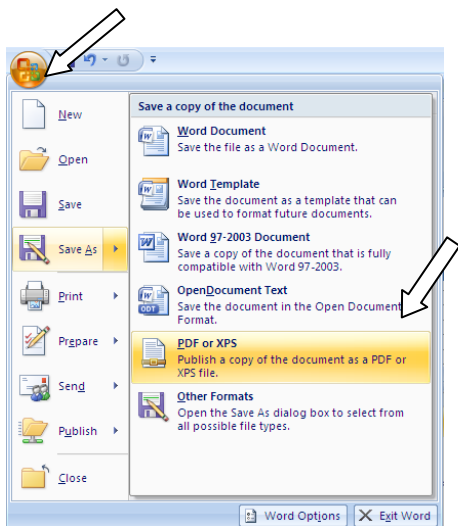
Select PDF from the save as type menu and save your file

FREE SOFTWARE FOR STUDENTS

AUT has the following software available for its students free of charge. This software can be downloaded by going to:
https://itdownloads.aut.ac.nz

Filename	Version	Version Downloaded	Total Downloads	Description
EndNote-X1-Site-Installer.dmg 46.7 Mbytes	X1	never	837	EndNote X1 (for MAC) End Note X1 for the mac. Released: 2010-01-14 **(You have not downloaded this)**
EndNote-X3-Site-Installer.dmg 89.0 Mbytes	X3	X3	14	EndNote X3 (for MAC) End Note X3 for the mac. DISCLAIMER: AUT do not currently support X3, the AUT library is still using Endnote X1 and this is the current version that AUT supports. However we have supplied Endnote X3 online as this does resolve some issues the Endnote X1 version has on the MAC Platform. Released: 2010-01-19
EndNote-installer.exe 29.9 Mbytes	X	never	4105	End Note X Software For Microsoft Office 2000 and later. Only one copy of this software is permitted on a private computer belonging to an AUT staff member or student. Users are allowed two attempts to download one copy. If both attempts fail, please contact the AUT IT staff or student helpdesk. Released: 2007-07-30 **(You have not downloaded this)**
EndNoteX101-Installer.exe 47.0 Mbytes	X1.01	never	3009	End Note X 1.0.1 Software For Microsoft Office 2000 and later. Only one copy of this software is permitted on a private computer belonging to an AUT staff member or student. Users are allowed two attempts to download one copy. If both attempts fail, please contact the AUT IT Service Desk. Released: 2010-01-14 **(You have not downloaded this)**
EndNoteX3-Installer.exe 58.5 Mbytes	X3	never	30	EndNote X3 (for Windows) End Note X3 for the windows. DISCLAIMER: AUT do not currently support X3, the AUT library is still using Endnote X1 and this is the current version that AUT supports. Released: 2010-01-20 **(You have not downloaded this)**
NOD32ext.exe 12.0 Mbytes	2.70.32	never	1844	Nod32 Nod32 Virus Checker installer for Windows configured for AUT update server. Released: 2007-03-15 **(You have not downloaded this)**
NOD32ext9x.exe 11.1 Mbytes	2.70.32	never	335	Nod32 Nod32 for Win98/ME Nod32 AntiVirus installer for Windows 98/ME configured for AUT update server. Released: 2007-03-15 **(You have not downloaded this)**
savosx70sa.dmg 49.5 Mbytes	7.0.5	never	0	Sophos for Mac OS X Released: 2009-08-30 **(You have not downloaded this)**

Other free software is available through the Microsoft DreamSpark website: www.dreamspark.com Software includes:	Game Studio 3.0/ Visual Studio 2008 / Windows Server 2008/ IT Academy Student Pass/ SQL Server 2008 Developer/ Expression Studio 2/ Visual Studio 2005 Professional Ed / Windows Server 2003/ Visual C# 2008 Express Ed / Visual C++ Express Ed 2008 / Visual Studio 2005 Express Ed/ Visual Basic 2008 Express Ed/ Visual Web Developer 2008 Express Ed/ SQL Server Express/ Virtual PC

AUTonline

I can't login to AUT Online!

Are you currently enrolled as a student with AUT?

Is your course an AUTOnline course?

You may have entered an incorrect login name or password

How can I check my results online?

Results
Go to www.unicentral.info , or www.unicentral.aut.ac.nz (from home)
log in and then click the **Arion** Link

Or visit https://arion.aut.ac.nz/

But I can't login to Arion?

Check that you have not entered an incorrect login name

Check that you have not entered an incorrect password

What is my email address?

Email
Your email address is your *yourlogin*@aut.ac.nz e.g.*abc1234@aut.ac.nz*
and your password is the same as your login or internet password.

Can I use my personal email address instead of my AUT email address?

Yes! You can change your web mail settings to forward your AUT email to any other email address. This is done at the Internet Login page.

Why can't I send email using my AUT email address?

You need to have enough credit on your internet account to be able to send email outside of AUT. Also you need to have registered your account.

Where can I get a copy of Endnote Software?

Go to the AUT software download page: https://itdownloads.aut.ac.nz

Endnote

What if I don't know who to ask about my IT issue?

Go to AUTonline, to the "Online Assistant and FAQs for HCMUS-bassed Cycle 2 students" section

IMPORTANT

BACKUP! BACKUP! BACKUP!

Ensure that you're constantly saving your documents while you're working on them.

Give your document a name and save it before you start, even if it is blank, so that word will save it automatically every 10 minutes.

Ensure that you have second or even third copies of important documents saved either in your email on a CD, Flash drive, or personal computer.

When opening a document from an email/website/memory stick always make sure that you save it to your hard drive **before** editing it.