

IT Essentials for UQ Students

Course objectives:

- Use Library workstations
- Access your student applications
- Understand Library printing
- Prepare for online learning

Student Training and Support

Phone: (07) 334 64312

Email: askus@library.uq.edu.au

Web: <https://web.library.uq.edu.au/library-services/training/>

Service Points

St Lucia: Main desk of the Central, ARMUS, Law and DHESL libraries

Hospitals: Main desk of the PACE library

Gatton: Level 2, UQ Gatton Library

AskUs provide student I.T. help in the UQ Library. They can assist with general enquiries and IT support. This includes computing help and training for UQ students in: Study Management Applications like my.UQ and Learn.UQ (Blackboard), Software and I.T. fundamentals like file management, printing and laptop setup.

Library Workstations	3
Under-18 Internet Access	5
Student Internet Access.....	5
The Library Website.....	6
Library Services.....	6
Library Training sessions	6
LinkedIn learning	7
Trouble-Free Computing Tips.....	7
Office 365 Education.....	7
Printing in the Library	8
On Library Workstations.....	8
Wireless networks – UQ and Eduroam	9
Configure UQ Wifi	9
Eduroam	9
Configure Eduroam	9
UQ Study Management Applications.....	10
My.UQ.....	10
Student Email+	10
Learn.UQ (Blackboard)	11
Allocate+.....	12
After you enrol, you'll need to select your preferred class times. You'll then be allocated to classes based on these preferences.	12
UQ Planner.....	12
UQ Maps	12
SafeZone	13
UQ Print.....	13
UQ Book It.....	13
Online learning information.....	14
Software for home	14
Zoom for classes and group work.....	14
Passwords.....	14
edX	15
Academic Integrity.....	15
System updates.....	15

Library Workstations

UQ Library workstations are available for student use during Library hours. This includes some 24-hour study spaces during semester periods. The computers run various study-related software and are connected to Library networked printers and the Internet.

Login to a Library Workstation

Login with your UQ username and password.

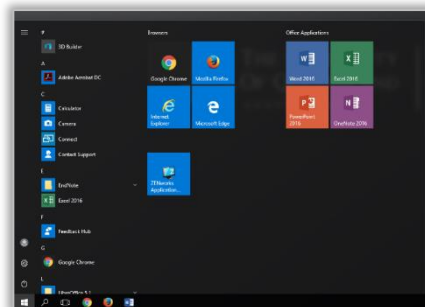
- Username:
s + 1234567 &
- <the first 7 digits of your student number>
- e.g. s1234567
- Password:
Your UQ password



Workstation Software

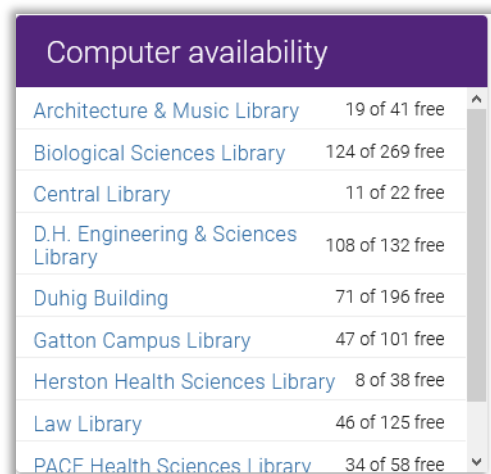
Library workstations run Microsoft Windows 10

- Microsoft Office 365
- EndNote
- Papercut (Printing)
- Firefox/Chrome
- Other software can be installed as needed by browsing the ZENworks application



Useful things to note

- Many library services connect to external databases and websites. As such, you should **log in** to the Library before you can gain full access to all our services.
- You can check Computer Availability on the Library home page:
www.library.uq.edu.au
- If you have questions or experience difficulties with Library workstations you can contact AskUs.



Computer availability	
Architecture & Music Library	19 of 41 free
Biological Sciences Library	124 of 269 free
Central Library	11 of 22 free
D.H. Engineering & Sciences Library	108 of 132 free
Duhig Building	71 of 196 free
Gatton Campus Library	47 of 101 free
Herston Health Sciences Library	8 of 38 free
Law Library	46 of 125 free
PACF Health Sciences Library	34 of 58 free

Saving your work

UQ Library public workstations do permit users to save files to the workstation. It is important to note that these files are automatically deleted daily. For this reason, it is imperative that all of your files are saved externally. Be aware that Library computers auto-logout after 15 minutes of inactivity and any unsaved work may be lost.

You can:

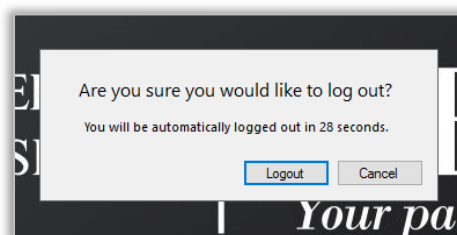
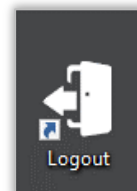
- Save to a USB device
- Save to cloud storage like Google Drive, Microsoft OneDrive, CloudStor or Dropbox (note that some of these services are not managed by UQ)

Extras you might need are headphones or a headset (So you can listen to YouTube, lecture recordings, etc.)

Logout

When you are finished using a computer remember to log out. The logout button can be found on the desktop.

- Double click the **Logout** button
- Confirm your decision to Logout
- Click **Logout**



Under-18 Internet Access

All students under the age of 18 are required by law to have parental/guardian consent to access the internet. Full information and an online consent form can be found at...

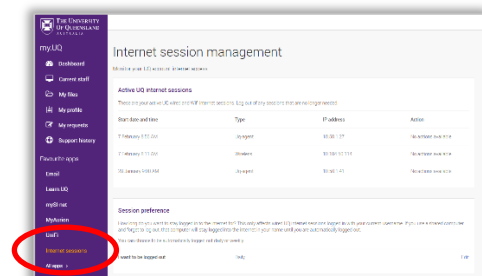
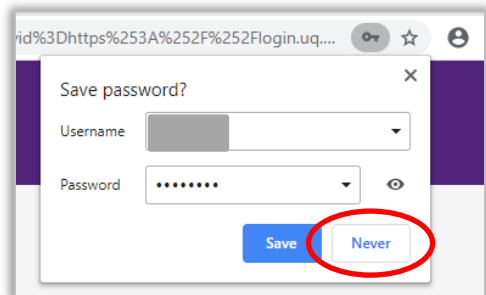
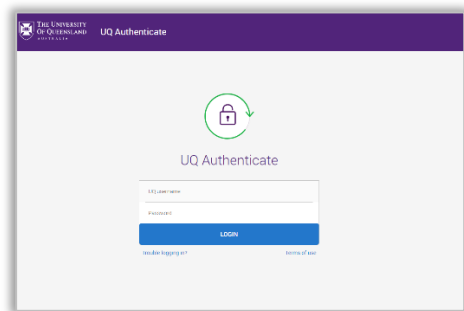
<https://identity.uq.edu.au/internet-access>

Please note that you must be enrolled in your course before you can be granted access.

Student Internet Access

Fast Internet access is widely available across UQ campuses. Enrolled UQ students receive access to the internet for use on campus. The UQ Internet Management System keeps track of all your active internet sessions. This can be accessed via my.uq. UQ Internet access is subject to the University's [Internet Code of Practice](#).

- When you log on to one of the public machines (or access a web browser via your own private device) you should be connected automatically to the UQ Internet Management System. If that does not happen you can take the following steps....
- Go to **login.uq.edu.au**
- The UQ Authenticate screen will appear
- Enter your Username and Password
- Click **Login**
- The browser may ask you to Save your username and password.
- This is **NOT** Recommended
- Click **Never**
- The **Internet Session Management page** will open.
- This can be accessed at any time via my.uq and then by clicking the **Internet Sessions** link at the bottom left



Internet Code of Practice:

<https://ppl.app.uq.edu.au/content/6.20.01-information-and-communication-technology>

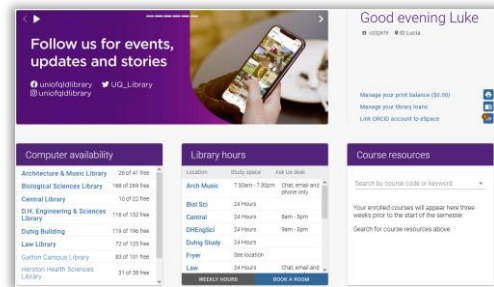
The Library Website

<https://www.library.uq.edu.au>

Your first port of call for all things Library related. It contains information on the different collections in the various branches alongside study guides and help information.

Login using your student number and password. This will personalise the library home page.

- Search our collection
- Check your borrowing record
- Browse course related resources.
Delivered to you based on your course selection within my.Si-Net

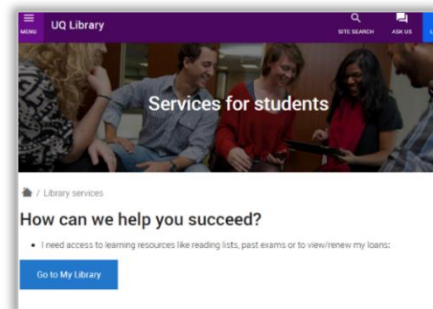


Library Services

<https://web.library.uq.edu.au/library-services>

The Library Services site is part of the UQ Library website. It offers a collection of links to the various services the library provides, and the resources available to students.

- Get I.T. information specific to UQ or access your student web applications
- Study tips and tools
- Research and referencing tips
- Acquire new skills with live training and online modules
- Where to find help and support



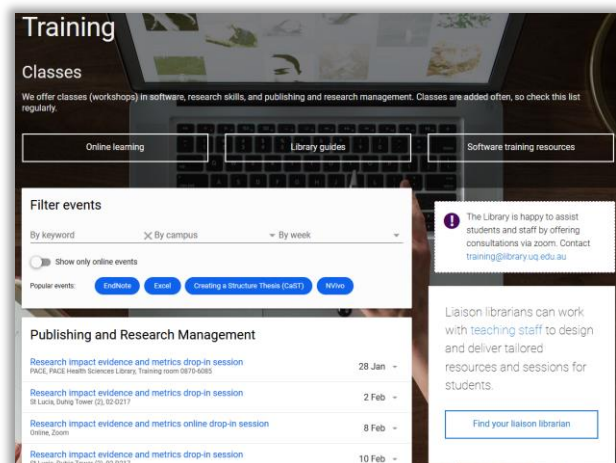
Library Training sessions

<https://web.library.uq.edu.au/library-services/training>

The Library provides research, referencing and I.T. training for UQ students throughout the year.

I.T. training includes:

- Microsoft Office
- Adobe Creative Suite
- R and RStudio
- Python
- NVivo
- EndNote
- QGIS
- Access to LinkedIn Learning for online training tutorials



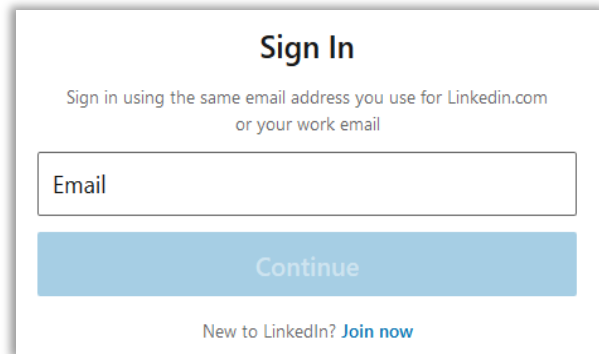
LinkedIn learning

<https://web.library.uq.edu.au/library-services/training/linkedin-learning-online-courses>

UQ subscribes to LinkedIn Learning for its students. Use it to work through video tutorials on a range of skills and software.

Log-in to LinkedIn Learning via UQ:

- Click **Sign In** in the top right hand corner
- Enter your student email
- Click **Continue to The University of Queensland**
- Use your UQ username and password



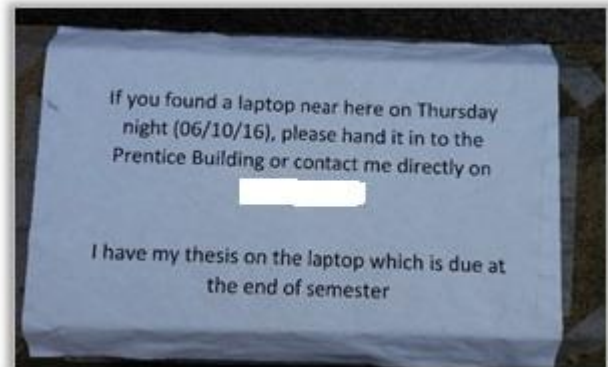
Trouble-Free Computing Tips

Backup your work

Avoid catastrophic data loss by ensuring you maintain backup copies of your files. A backup is not just a second copy of a file. A backup is a second copy of a file stored in a separate place.

Note: The person on the right did not have a good back up plan.

- Save documents to different locations such as a USB, laptop, secure cloud service, etc.
- Save a file when you begin and save regularly to prevent data loss



Use a reputable virus scanner

Viruses can slow down or render your device non-functional. Reputable free virus scanners are available online but for comprehensive protection you should consider investing in a virus scanner for your personal computers and smart devices.

Safeguard your devices

Never leave your devices unattended. They may not be there when you return. Enable any inbuilt security features like “Find my iPhone” or similar.

Office 365 Education

All students have access to an online version of Microsoft Office called Office 365 Education. This includes Word, PowerPoint, Excel and OneNote.

For full details on how to install Office 365 Education follow the instructions at

<https://my.uq.edu.au/information-and-services/information-technology/software-and-web-apps/software-uq/microsoft-software/office-365-personal-use>

Students: use your @uqconnect.edu.au student email address and your Office365 password



Printing in the Library

Printing, scanning and photocopying services are available in the Library and are activated via your student card.

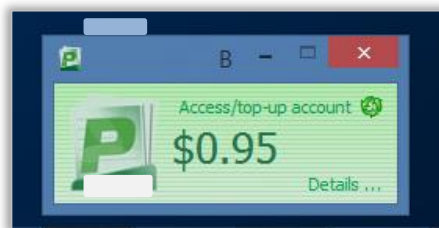
- You can recharge securely online by...
 - Using a credit card via the Library Paper cut print application. To top-up click **Access/top-up account** on the PaperCut box on a Library computer or go to <http://lib-print.library.uq.edu.au:9191/app>
 - Clicking the Printing Balance choice in My Library

On Library Workstations

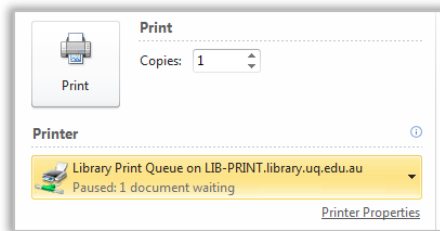
<https://web.library.uq.edu.au/library-services/it/print-scan-copy>

Step 1: print from your workstation

Ensure you have enough print credit for your print job. Your credit is displayed on screen by an application called PaperCut.



1. Open the file and choose the **Print** command - Ctrl + P (Windows)
On the print screen:
2. Choose the number of copies and adjust any print settings, e.g.: Double sided, Colour etc.
3. Click **Print** to send the job to the printer



You will receive a message to retrieve your job from the printer.

Step 2: pay for, and collect, your printing

1. Go to any printer in the Library branches
2. Touch your Student ID or print/copy card on the card reader zone on the printer

Note: This will unlock your printing account

3. Press the **Print Release** button on the printer menu screen
4. Select the print job(s) you have queued
5. Press the round **Start** button below the touch screen



Step 3: Log-out of the printer

To finish your print session:

- Press the **Log out** button on the right of the printer screen



Wireless networks – UQ and Eduroam

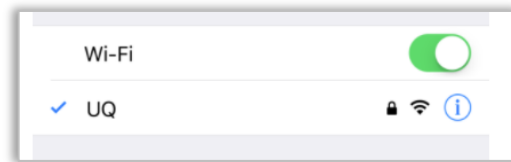
UQ deploys two wireless networks across its campuses: UQ Wifi and Eduroam. Both allow students full access to the UQ network including internet access.

If your studies will be conducted on UQ sites only then connect to **UQ Wifi** using your **UQ username** and **password**.

Configure UQ Wifi

<https://my.uq.edu.au/information-and-services/information-technology/internet-and-wifi/connecting-wifi>

1. Turn on Wifi and select the **UQ** Wifi network
2. Enter your **UQ Username and Password**
3. Select **Join or Connect**
4. If prompted to accept a certificate, select **Trust** (near the top right)



Eduroam

Education Roaming is a secure network also deployed at numerous universities and research institutions worldwide. So if your studies will take you to other education institutions elsewhere in Brisbane, Australia and overseas then connect to Eduroam using the steps below...

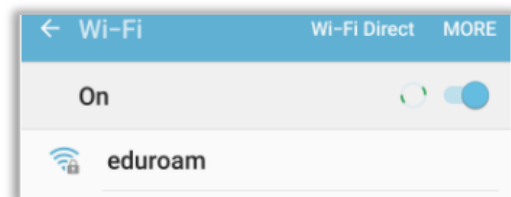
Configure Eduroam

<https://my.uq.edu.au/information-and-services/information-technology/internet-and-wifi/connecting-wifi>

1. Turn on WiFi and select the **Eduroam** network
2. Enter your **Eduroam username** and password

Important: Your Eduroam username is special. It is in the format: **s1234567@uq.edu.au** (using the first 7 digits of your student number). Your password is the same as your UQ login.

3. Select **Join or Connect**
4. If prompted to accept a certificate, select **Trust** (near the top right)



You may need to re-enter your username and password a number of times for the configuration to succeed.

Contact the Library AskUs service if you are having difficulties.

<https://web.library.uq.edu.au/contact-us>

UQ Study Management Applications

There are a number of study management applications to be aware of when studying at UQ. They are: my.UQ, Learn.UQ (Blackboard), mySi-net, Student Email+ and My Library.

My.UQ

<https://my.uq.edu.au>

my.UQ is the student portal for UQ study management applications.

It provides access to:

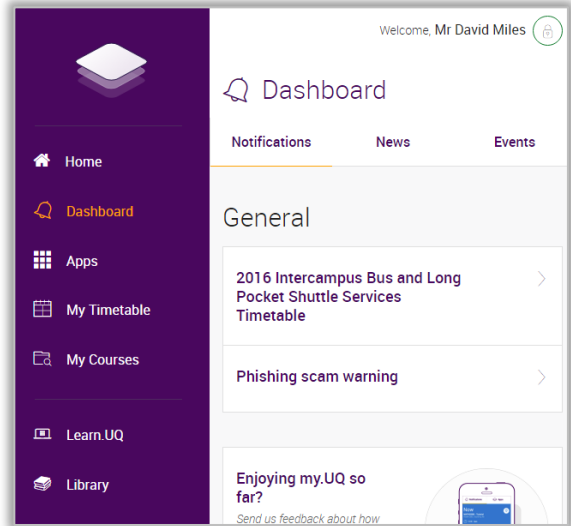
- My Timetable
- My Courses
- Learn.UQ (Blackboard)
- Library
- mySi-net
- Email

enabling you to:

- Manage your enrolment
- Access your course resources
- Keep up to speed with your studies and your UQ email

It is important to be familiar with all of the services available via my.UQ.

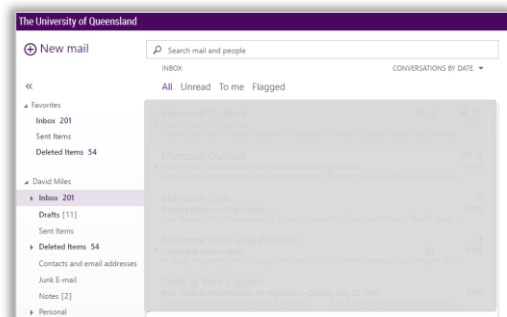
More information can be found at:
<https://my.uq.edu.au>



Student Email+

<https://outlook.office.com/mail/inbox>

UQ Student Email+ is a Microsoft hosted email account used extensively whilst you are studying at UQ. It has 50GB of storage space and allows for 20MB attachments. You can keep the email address after you have finished studying if you wish.



Learn.UQ (Blackboard)

<https://learn.uq.edu.au>

Learn.UQ (Blackboard) is the eLearning software UQ uses for course delivery.

Learn.UQ (Blackboard) provides:

- A user profile
- Course notes
- Lecture Recordings (Echo360)
- Collaborative tools
- Turnitin (for electronic assignment submission)

Note: your school may have specialised systems to supplement course delivery.

Course materials may disappear after a year. If you need to keep them, download the materials as they go. There is no batch download option. Students can try to find past resources by exploring the course archive (<https://archive.learn.uq.edu.au/>)

Leaving assignments till last minute is a bad idea since the systems get overloaded around due times when other students are trying to upload or submit. Make sure to submit with time to spare to ensure success.

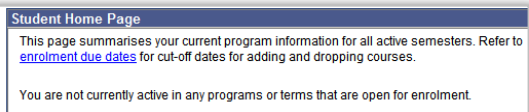
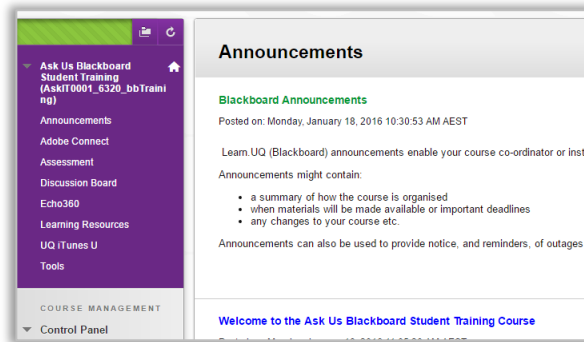
mySi-net

<https://sinet.uq.edu.au>

Use mySi-net to manage your enrolment:

- Enrol in your courses
- Pay your fees or apply for financial assistance
- Sign up for classes and tutorials

Note: Your enrolment may take up to 48 hours to process through the system. During this time you will be unable to see your Learn.UQ (Blackboard) courses or access the Internet.



Allocate+

<https://timetable.my.uq.edu.au/>

After you enrol, you'll need to select your preferred class times. You'll then be allocated to classes based on these preferences.

For more information please see the student guide for allocating class times.

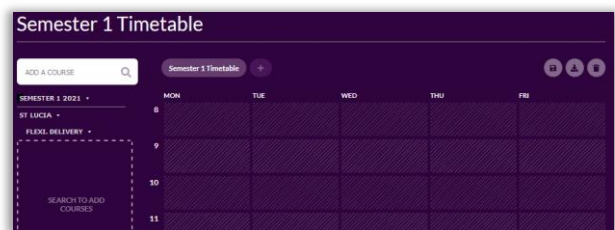
<https://my.uq.edu.au/node/212/3>

UQ Planner

<https://uqplanner.app/>

Plan your UQ semester *timetable* using *UQ Planner*. Works on mobile and desktop

Note: This app is not an official UQ tool, **always** check the official course timetable when enrolling.



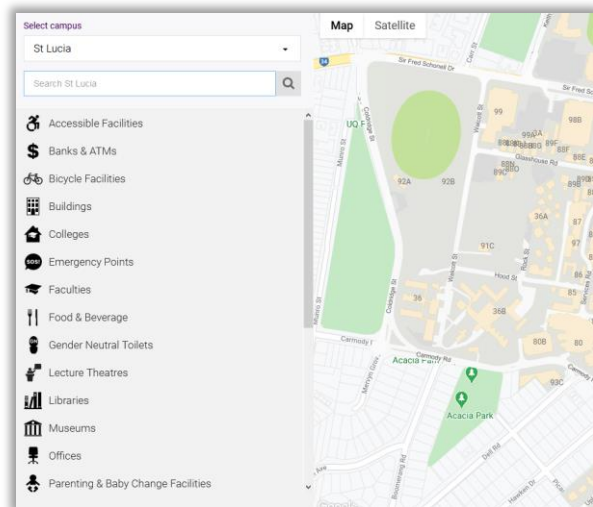
UQ Maps

<https://maps.uq.edu.au>

UQ maps is a mobile friendly website which can help you find your way around UQ campuses.

You can find:

- Faculties
- Buildings
- Libraries
- Public Transport
- Food outlets



SafeZone

UQ SafeZone is a free easy-to-use, location-based application for mobile devices. It connects staff and students directly with UQ security officers or emergency services during any type of first aid or emergency situation on UQ campuses and sites; providing the user has mobile phone or wifi coverage.

Activating the app's "help" feature will alert UQ Security to your name, phone number and location, enabling help to be dispatched swiftly and efficiently.

Full information can be found at <https://campuses.uq.edu.au/information-and-services/security/safezone/>.



UQ Print

<https://uqprint.com.au/student-print>

UQ Print operates as a subsidiary of UQ Publishing with close affiliations to University of Queensland Press (UQP). We use ethical and environmental supply chains so you can be confident of your purchase having a positive impact on the world.

Some of the services they can provide:

- Digital short run printing
- Large quantity printing
- Signage
- Merchandise and promotional products
- Apparel
- Corporate gifts
- Wide-format printing including posters and banners

UQ Book It

<https://uqbookit.uq.edu.au/>

Students at UQ are able to book rooms around UQ to use for individual study and group work. The system used to make room bookings is called **UQ Book It**.

UQ Book It allows you to book study rooms, both group and individual, as well as rooms with assistive technology or green screens.

Online learning information

Software for home

UQ provides software for academic, research and administrative use.
You can view the catalogue of software available via the *Software at UQ* webpage.

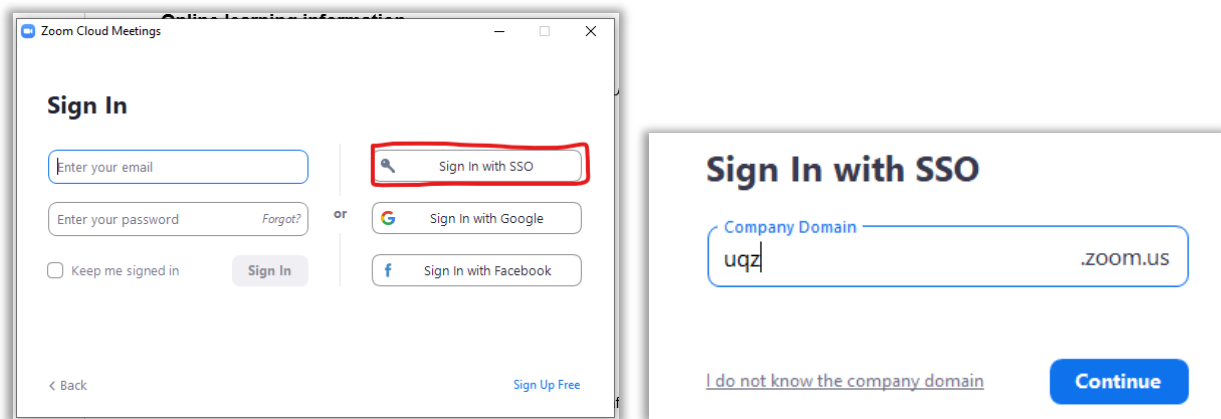
There is software in the following categories:

- Accessibility
- Business
- Collaboration and communication
- Educational and referencing
- Geographical and mapping
- Graphics, video and audio
- Operating systems and servers
- Scientific and engineering
- Security
- Statistical data analysis and modelling
- Storage
- Web and software development

Zoom for classes and group work

Some courses will require you to use Zoom to connect to teaching staff, tutors or other students.

Zoom can be downloaded from their website. Make sure to **Sign In with SSO**, the domain for UQ is uqz.



Passwords

Most of your interactions with UQ systems and services should be through the Single Sign On interface, meaning that you are only required to remember your one student account password.

However, some systems such as your Email may require you to set a different password.

If you need to reset your password, you can do so through the UQ Password Change webpage (<https://identity.uq.edu.au/password-change>).

You cannot reset your email password though the Microsoft reset password option. To reset your email password there is a button in my.UQ under Email.

edX

UQ is a charter member of edX, a non-profit online learning platform. UQ has a growing catalogue of public MOOCs and programs on edx.org.

Some getting started tips:

- Use Chrome or Firefox as your browser
- You may see nothing when first entering edX, go to your courses Learn.UQ site and access the enrolment link through Blackboard
- If you accidentally unenroll your instructors can manually re-enrol you
- Some students will get an error if they have previously created a separate account on Edge using their student email address. You will need to link the accounts following this guide: <https://web.library.uq.edu.au/library-services/it/learnuq-blackboard-help/edx-edge/link-your-edx-edge-account>
- Students may receive a “locked out” message if they log in through the default Edge account login screen. This often means that their account is not actually locked, instead they need to click **Use my university info** and choose University of Queensland from the list.

Academic Integrity

The Academic Integrity modules (AIM) are available to students through edX (Edge). These modules are **compulsory** for students to complete. You will not be able to see your grades or enrol in further courses until they are completed.

System updates

Try and update your personal computers operating system regularly. If your computer is out of date it may start blocking certain websites and systems because of improved security measures put in place for out-of-date computers by the manufacturer.