

To: The JCU Community

ICT Week in Review - Week ending 4th March, 2016

Topics in this Bulletin:

- Software Update
- Completed Systems and Service Maintenance, Planned Upgrades & Outages
- Upcoming Systems and Service Maintenance, Planned Upgrades & Outages
- Unplanned ICT Service Disruptions
- Helpdesk Contacts
- Subscribe, Unsubscribe and Bookmark for ICT Week in Review

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Software Update

1. Office ProPlus for Students and Staff.

Office for iPad App can be downloaded for free from the Apple App Store and Android from the Google store. To link the application to your JCU Office 365 Subscription once the App is downloaded and installed, enter in your JCU Credentials (firstname.surname@my.jcu.edu.au [students] or firstname.surname@jcu.edu.au [staff]). You can download and install the App onto a total of 5 mobile devices capable of running the App.

Under this same subscription entitlement staff and students can download and install on up to a total of 5 computing devices (PC, Mac). You need to be in Outlook Web Access:

- a. Click on the Cogwheel (top right hand corner of top menu bar)
- b. Select Office 365 Settings
- c. Select Software

You will see install instructions.

NB **Do NOT** install this software on your JCU Owned Computer. If you want to upgrade to Office 2013 on your PC you can do so from the Software Catalogue (start menu/applications)

You must be a currently enrolled student to be assigned the subscriptions, Alumni are not included in the entitlement.

2. OneDrive for Business App for MacOSX

Microsoft have released an update for the OneDrive for Business OSX application which now has support for Finder overlays. You can upgrade through the App store on your Mac

3. O365 for Staff and Students

Do you only access your email and calendar via the Outlook Client? If so, you are missing out on a raft of applications that are offered under our O365 Plan.

To see what is available go to Student or Staff email from the top menu options on JCU's Web Home Page. Enter in your JCU login credentials. Once you have been authenticated you will see your email. Go to the Microsoft O365 Menu button (also k/a the Waffle) located in the top left hand corner, click on the square and you will see all of the other applications that you can use in addition to email, calendar and tasks.

Completed Systems and Service Maintenance, Planned Upgrades & Outages

N/A

Upcoming Systems and Service Maintenance, Planned Upgrades & Outages

N/A

Unplanned ICT Service Disruptions

Who was Affected: All staff and students in Mackay Base Hospital, Mackay Mater Hospital and Griffin Street Residence

Service Affected: Network Services

When: 2nd March, 2016 – 6:00am AEST

Restored: 2nd March, 2016 – 9:55am AES

Description: : Access to the internet and other campus resources from Mackay was unavailable during the outage.

Who was Affected: All staff and students accessing eStudent and Student Management

Service Affected: Student Management System

When: 2nd March, 2016 – 2:09pm AEST

Restored: 2nd March, 2016 – 2:27pm AEST

Description: : Access to Student Management System including eStudent was impacted during the outage

Who was Affected: All staff and postgraduate students trying to connect to Townsville hosted Share Drives \\shares.ad.jcu.edu.au\

Service Affected: JCU Townsville hosted Shares

When: 3rd March, 2016 – 8:26am AEST

Restored: 3rd March, 2016 – 8:49am AEST

Description: : Staff and Postgraduate student were unable to access data stored in the impacted File Share environment .

Helpdesk Contacts

[ICU Singapore Campus](#)

Staff IT enquiries:

Phone: MIS +65 65766811 – 814

Email: ITHelpdesk@jcu.edu.au

Web Page: Log a call via the [ServiceNow Web Self Service Page](#)

8:30am-6pm Mon-Fri

Student IT enquiries:

Web Site: [IT on Campus](#)

Email: itr-singapore@jcu.edu.au

[ICU Brisbane Campus](#)

Student IT and support enquiries:

JCUB Learning and Support Team

Level 2, 349 Queen St

Phone: 07 3001 7813

8am-6pm Mon-Fri

Staff IT enquiries:

IT Helpdesk

Phone: 07 3001 8001

7am-7pm Mon-Fri

Email: ITHelpdesk@jcu.edu.au

Web Page: Log a call via the [ServiceNow Web Self Service Page](#)

[Other JCU Campuses and Study Centres - Cairns , Townsville , Thursday Island , Mt Isa , Mackay](#)

Student IT Enquiries:

Email: Infohelp@jcu.edu.au

Phone: 15500 (on Townsville Campus) 21777 (on Cairns Campus) and select Option 2

Web Page: Log a call via the [ServiceNow Web Self Service Page](#)

Infohelp Desk in Townsville & Cairns Library during Library Open Hours

Staff IT Enquiries:

Email: ITHelpdesk@jcu.edu.au

Phone: 15500 (on Townsville Campus) 21777 (on Cairns Campus)

4781 5500 (external) +61 7 4781 5500 (International)

And select Option 1

8am-6pm Mon-Fri

Web Page: Log a call via the [ServiceNow Web Self Service Page](#)

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