

## ***To: The JCU Community***

### **ICT Week in Review - Week ending 7<sup>th</sup> April, 2017**

Topics in this Bulletin:

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

Read previous [ICT Week in Reviews...](#)

For more information about outages, please see the [ICT Stay Informed](#) page and follow [ICT Twitter](#) for updates about Service Outages and Planned Maintenance events.

#### **Software Update**

##### **1. Skype for Business for Mac**

*Microsoft have released an update for Skype for Business for Mac client*

- Microsoft have building on the capabilities for SfB for Mac since its release late 2016. The new updates released today improve the functionality considerably; it is now equal to the Windows version in most areas and has some additional functionality not available on the Windows platform.
  - Where can you get the client?
    - If you are using a JCU Mac device (imac or Macbook) you will have an application on your computer called **Parallels Application Portal**. Click on the application icon and you will see a number of software applications that have been made available for installation on your JCU owned Mac and one of these is Skype for Business. Click on the Install button and the software package will auto install. To make sure you have the very latest Microsoft release after the installation has completed, Goto **Help -> Check for updates** and any updates available will download and install. If you don't

have the Parallels Application portal contact the ICT [ITHelpdesk](#)

- Did you know that you can access a **PEXIP Virtual Meeting Room** now from Skype for Business, either on your PC or Mac. Enter the Virtual Meeting Room address in your contacts and connect in, you will need to know the Pin number of the virtual meeting room if one has been set. I recommend that you create a contact group and enter all of the PEXIP VMRs that you regularly connect to in this contact group, It makes it much easier to locate them.

## 2. O365 Planner.

Planner is one of the online applications available to staff and students from the O365 app launcher. Microsoft has made a change to the application that will now allow you to assign more than one user to a Planner task, for those who are using Planner you will appreciate this change.

Information about Planner can be found on [Microsoft Site](#) also videos are available on YouTube

3. **Office 365.** All JCU staff and students have an O365 account, providing email, calendar, OneDrive for Business storage, Skype for Business desktop/Mobile video conferencing, Office Online and a range of other applications. Your JCU O365 subscription also provides you will access to Office 2016 for iOS and Android devices + the application to install on your personally owned PC or Mac. See the [ICT Web Site](#) for information on how to access these resources.

## Completed Systems and Service Maintenance

N/A

## Planned Upgrades & Outages

Information about Planned outages for this month can be found on the [ICT Web Site](#)

## Helpdesk Contacts

### [JCU Singapore Campus](#)

#### **Staff IT enquiries:**

Phone: MIS +65 6709 3681-685

8:30am-6pm Mon-Fri

Email: [ITHelpdesk@jcu.edu.au](mailto:ITHelpdesk@jcu.edu.au)

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

#### **Student IT enquiries:**

Web Site: [IT on Campus](#)

**Email:** [itr-singapore@jcu.edu.au](mailto: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](mailto: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:** [ITHelpdesk@jcu.edu.au](mailto:ITHelpdesk@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](#)

**On Campus:** Infohelp Desk in Townsville & Cairns Library during Library Open Hours

#### **Staff IT Enquiries:**

**Email:** [ITHelpdesk@jcu.edu.au](mailto:ITHelpdesk@jcu.edu.au)

**Phone:** 15500 (on Townsville Campus) 21777 (on Cairns Campus) and select Option 1

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

8am-6pm Mon-Fri

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

## **Subscribe, Unsubscribe and Bookmark for ICT Week in Review**

Please note that all members of the JCU Community are automatically subscribed to the list and need to opt-out via the unsubscribe link if they do not wish to receive the messages.

[Bookmark](#) ICT Week in Review

[Subscribe](#) to ICT Week in Review

[Unsubscribe](#) from ICT Week in Review

Note Well: Non-subscribers will be cleared at the start and middle of each calendar year.