

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

### **ICT Week in Review - Week ending 28th July, 2017**

Topics in this Bulletin:

- Software Update
- Planned Service Outage
- Completed Systems and Service Maintenance
- Planned Maintenance
- Non-Scheduled ICT Service Disruptions
- 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**

Julie Land | Head, IT Services & Support | Information and Communications Technology

##### ***Communicating and Collaborating using Microsoft O365***

All current staff and students have access to Microsoft O365. Your email account is an O365 service.

All current staff and students have access to 5TB of storage in O365 through OneDrive for Business.

All current staff and students have access to OneNote, Yammer, Skype for Business and Office Online.

All of these applications provide you with an opportunity to collaborate and communicate with others at JCU or outside of JCU.

Lynda.com offers a number of courses in O365 Applications and you all have free access to Lynda.com. Take a look at:

- OneDrive for Business Essentials Training

- OneNote Essential Training
- Yammer Essentials Training
- Skype for Business Essentials
- Outlook 2016: Tips & Tricks
- Outlook 2016: Efficient Email Management.

You will also find guidelines on the [ICT Web Site](#) in the Quick Links Panel.

### *1. Office for iOS, Android, Windows and MacOSX*

All ICT's staff and students can install Office on their personally owned mobile device, desktop computer, notebook or laptop for free.

Login to your O365 account, Click on the cogwheel on top right hand side of the window, type Software into the search bar at the top and you will be taken directly to the download page.

You can also download your iOS and Android Word, Excel, PowerPoint, Outlook, OneDrive, Delve and Skye for Business apps from the apple and google app stores.

While you are in the app store look for Microsoft Lens, a great tool .

## Planned Service Outage

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## Completed Systems and Service Maintenance

n/a

## Planned Maintenance

Information about Planned maintenance for this month is available on the [ICT Web Site](#)

## Non-Scheduled ICT Service Disruptions

Information about ICT Service Outages is available on the [ICT Web Site](#)

## Helpdesk Contacts

[ICU 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 ICU 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](#)

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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.

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