

To: The JCU Community

ICT Week in Review - Week ending 20th September, 2017

Topics in this Bulletin:

- Who to contact if you need help with IT
- Software Update
- Completed Systems and Service Maintenance, Planned Upgrades & Outages
- Planned Upgrades & Outages -
- Unplanned ICT Service Disruption/a
- Helpdesk Contacts
- Subscribe, Unsubscribe and Bookmark for ICT Week in Review

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

Who to contact if you need help with IT

If you can't get your computer or software to do what you want it to do.

If you need assistance with finding information about how to use your computer at JCU or access to a computer setup for use by students in the ICT Computer Labs (GATCF Labs), Libraries and informal student spaces)

Find out about the Microsoft O365 applications that you can install on your own computer and mobile device.

Please contact our ITHelpdesk staff, either by phone (15500 Option 1 in Townsville and 21777 Option 1 Cairns) OR email ITHelpdesk@jcu.edu.au OR from the [ICT Web Site](#)

Software Update

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

1. New release of Apple iOS for iPhone and iPad

Apple will release a new version of the Apple iOS software (iOS 11) today 20/9/17. Please do not upgrade your JCU owned device until you have spoken with your ITSupport person via the ITHelpdesk.

If you are upgrading your own device please make sure that you backup the device via iTunes. If you don't know how to do this contact the ITHelpdesk and one of our friendly team will help you

2. New release of MacOSX for Apple computers

Apple will be releasing a new version of MacOSX on the 26th September, called High Sierra. Please do not upgrade your JCU owned computer. Testing of services such as printing, access to File Shares, Sophos, SPSS, Matlab and Office 2016 applications has not yet been completed and these may be impacted by the new version. Once testing has been completed advice will be sent out and IT Support staff will be ready to assist you.

If you are planning to upgrade your personally owned Apple computer please ensure that you follow the upgrade instructions carefully and that you have a backup of your important data and access to software installation packages that you have installed on your computer so that you can restore your computer if the upgrade is not successful

Completed Systems and Service Maintenance, Planned Upgrades & Outages

n/a

Planned Upgrades & Outages -

n/a

Unplanned ICT Service Disruption/a

n/a

Helpdesk Contacts

[JCU Singapore Campus](#)

Staff IT enquiries:

Phone: MIS +65 6709 3681-685

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

[JCU 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](#)

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.