

To: The JCU Community

ICT Week in Review - Week ending 15th April, 2016

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JCU Cyber Security- Your 5-minute Security Tip- Change your JCU Voicemail password

Elijah van der Kwast | Security and Risk Specialist | Information and Communications Technology |

Changing your JCU voicemail password protects any confidential information stored in voicemails attached to your extension.

Here are the instructions to change the JCU (Avaya) handset voicemail password:

1. Log in to your mailbox.
Press 5 to access your personal options.
2. Press 4 to change your password.
3. Enter the new password and press #.
 - Enter at least four digits and up to 15. Do not set an obvious code. For example:
 - Your extension number.
 - A sequence of digits, for example 1234.
 - The same repeated digits, for example 1111.
4. Re-enter the new password and press #.

We get lots of comments about passwords. This includes comments to the effect that changing passwords weakens security, as we just write down the new password.

In my view, this is largely due to the method by which we select/store passwords. Selecting new passwords is new information and it takes our brains time to commit this information to memory. We feel more prepared writing it down so that we can reference this later.

Here are some alternatives:

1. Use a [password safe](#) or something similar to store passwords.
 2. Use pictures to select your password. For example, my laptop has the numbers 7450. So I use this as my voicemail password and take a picture of the location. That way I don't need to remember the numbers, I just remember the location or where to look. I find this much easier.
 3. If you are going to write down your password, then my advice would be to store this wherever you would keep a \$100 note.
- Read the terms and conditions carefully. Some services may include clauses that assign certain intellectual property rights over to the provider.
 - Use a unique and complex password for each service.
 - Regularly check the folders and files you have shared to ensure they are correctly shared and to the right people.
 - Security breaches affect the biggest and most reputable companies. As a general rule, carefully consider the use of public cloud services to store carefully consider the use of public cloud services to store any data that would result in significant loss (personal, business etc.) if it were made public.

Useful Links:

https://www.jcu.edu.au/_data/assets/pdf_file/0003/187608/ICT-Week-in-Review-Week-ending-27th-November-2015.pdf

UCI 2016 Mountain Bike World Cup- 22/4 to 24/4/16

Dr Russell Joshua | Acting Director, Future Students & International | Global Strategy & Engagement |

JCU is proud to host a round of the UCI 2016 Mountain Bike World Cup at our Cairns campus. The World Cup is being held over the Anzac Day weekend from Friday 22 April 2016 to Sunday 24 April 2016, please visit the World Cup site

<http://www.mtba.asn.au/mtbworldscairns> for further information.

Access to the World Cup park and all events is free on Friday 22 April. Attendance on the Saturday and Sunday of competition is ticketed. Tickets can be purchased at <http://premier.ticketek.com.au/shows/show.aspx?sh=UCICYCLE16>. A special concession ticket price has been arranged for JCU students, staff and alumni. We encourage all

students, staff and alumni to attend this world class event which is being held on our Cairns campus.

JCU's very own elite athlete and student ambassador, Tracey Hannah who is ranked World #3, will be competing at the World Cup in the Downhill event. Let's ensure we get a big turnout of students, staff and alumni to support Tracey as she goes for gold. If you can't make the event please support Tracey at <https://www.facebook.com/pages/Tracey-Hannah-Racing/158660490872822>.

We are also seeking volunteers for a range of activities prior to the event and during the three days of competition. So if you, family or friends are keen to help out and make the World Cup a huge success for JCU and the Cairns region please visit <http://www.mtba.asn.au/mtbworldscairns/get-involved/volunteer> to register.

Together with our partner organisations, UCI, Cycling Australia, Mountain Bike Australia, Cairns City Council, Tourism Tropical North Queensland, Queensland National Parks and Tourism and Events Queensland we welcome your participation in the UCI 2016 Mountain Bike World Cup.

If you can't make it to the Mountain Bike World Cup, SBS 2 will be broadcasting the Downhill events of the Cup live between 1 and 5pm on the Saturday across all State and Territories.

Class Registration for the second half of 2016

Julie Devery | Enrolments Coordinator, Enrolments & Fees | Student Services Division |

Class Registration for the second half of 2016

[Class registration](#)* for the second half of 2016 is opening soon with the proposed [Class Registration Opening Schedule](#) now available. Make sure you have [enrolled in your subjects](#) to receive email notification when registration is available.

If you are enrolling in Study Period 7 subjects, or Study Period 2 subjects that commence prior to the start date of Study Period 2, you can check the published [Timetable](#) now to see when your lectures and tutorials are available.

The published Timetable for Study Periods 2, 8, 9, 10 and 11 is proposed to be available in the week commencing 30 May. You will then be able to plan your class times for the remainder of the year.

If you are planning to [change course](#) or [take a break from study](#) please submit the appropriate form now.

We are here to help so do not hesitate to [Ask Us](#) or [contact the Student Centre](#).

* Students studying Pharmacy will be registered into classes for Core subjects by the College. All you need to do is enrol in your subjects in eStudent. However, you will still need to register in classes for elective subjects separately. Students studying Medicine are currently not required to register for classes. Pharmacy and Medicine students should obtain the timetable from your College.

Software Update- TechSmith Relay Update

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

TechSmith Relay has been recently updated to v5.0.6 on desktop computers in all Teaching rooms and on staff computers. This update includes support for Windows 10 and Mac OS X 10.11 and fixes known issues with the portable recorder and the Mac recorder. A new file upload feature has been added to allow you to drag and drop your existing images and videos into Relay. You can upload one or many files at once and select from any of the available output profiles.

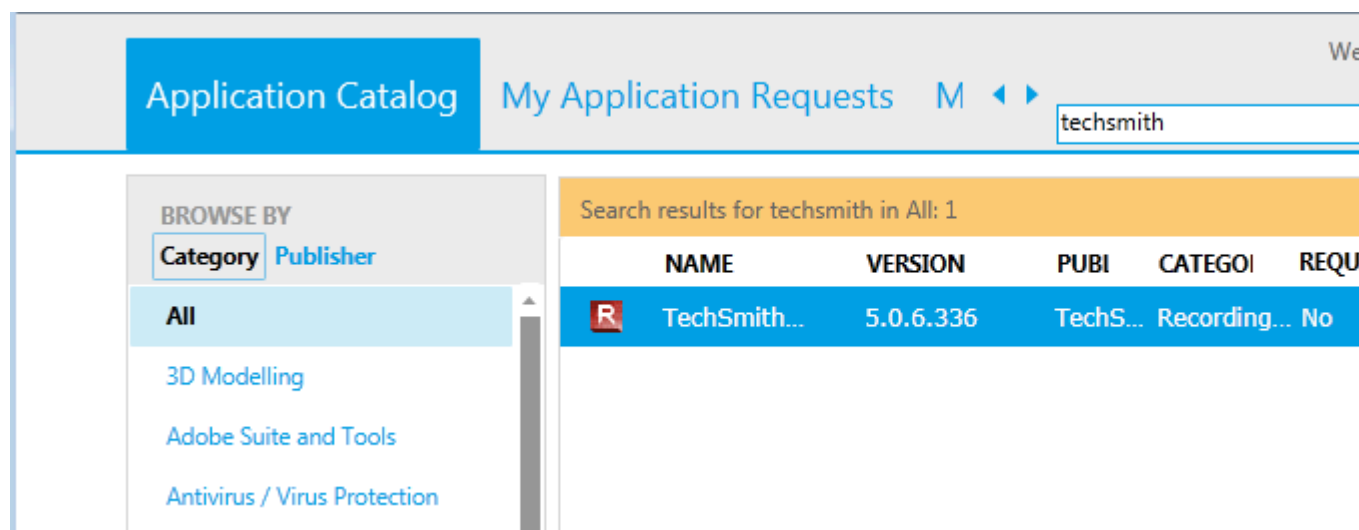
Changes to Techsmith Relay in teaching rooms (AV machines)

Please be advised that the Techsmith Relay Powerpoint Add-in is no longer enabled on the presenter's computer in teaching rooms. The PowerPoint add-in was removed to resolve compatibility issues with some commonly used software and also to reduce the large number of accidental recordings that have contributed to longer than expected queue times for intentional recordings and storage issues. Staff who wish to record their presentations are advised to launch Techsmith Relay using the icon on the desktop.


Updating the Techsmith Relay recorder on your JCU computer

Windows users

If you already have Techsmith Relay installed on your office computer, it will have been updated automatically to the new version. If you do not already have Techsmith Relay application installed, you can access the recorder app from the Applications Catalogue on your desktop.



The screenshot shows the 'Application Catalog' interface. At the top, there are tabs for 'Application Catalog' and 'My Application Requests'. A search bar on the right contains the text 'techsmith'. Below the search bar, a table displays search results for 'techsmith' in All: 1. The table has columns for NAME, VERSION, PUBI, CATEGOI, and REQU. The first row shows a red 'R' icon, the name 'TechSmith...', version '5.0.6.336', publisher 'TechS...', category 'Recording...', and requirement 'No'. On the left side, there is a 'BROWSE BY' section with 'Category' selected, showing a list of categories including 'All', '3D Modelling', 'Adobe Suite and Tools', and 'Antivirus / Virus Protection'.

NAME	VERSION	PUBI	CATEGOI	REQU
 TechSmith...	5.0.6.336	TechS...	Recording...	No

Mac users

You can install TechSmith Relay on your Mac by downloading it from the [TechSmith Relay Dashboard](#).

Personal computers

You may install TechSmith Relay on your laptop or home computer by downloading it from the [TechSmith Relay Dashboard](#).

Recommendations for making a successful recording

- Bring your own [USB microphone](#) and attach it directly to the computer used for recording. This will usually provide a clearer recording compared to a built-in microphone.
- Ensure you [select your microphone](#) as the audio device you wish to record
- Make a test recording by using the blue Test button on the recorder to ensure audio and video are being recorded
- Ensure you do not leave the recording unattended for more than 30 minutes - You will be logged out and your recording will be lost. Clicking your mouse on the screen is sufficient to prevent log out.
- Split long recordings into smaller segments (e.g. Make two 1 hour recordings for a 2-hour lecture)
- Use a title for your recording that is less than 32 characters in length and does **not** contain symbols, punctuation characters or spaces.

Please visit the [TechSmith Relay support site](#) for further information and advice.

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Dr Scott Bradey

Manager, Learning and Teaching Systems

Blended Learning & Innovation | Learning, Teaching and Student Engagement

James Cook University, Townsville QLD 4811 AUSTRALIA

Completed Systems and Service Maintenance, Planned Upgrades & Outages

n/a

Upcoming Systems and Service Maintenance, Planned Upgrades & Outages

n/a

Unplanned ICT Service Disruption^{n/a}

n/a

Helpdesk Contacts

[JCU 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

[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](#)

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