

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

### **ICT Week in Review - Week ending 22nd April, 2016**

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#### **LearnJCU (Blackboard) Phishing Email Alert**

**Kate Casey | Learning & Teaching Systems Administrator | Learning, Teaching and Student Engagement |**

We have been advised by Blackboard that some Learn users from other institutions have been sent phishing emails which intend to compromise user credentials. No LearnJCU users have been subject to this attack at this time, however it is important that the JCU community is aware of the format that these malicious communications may take so that they do not inadvertently disclose private information. An example of the email content is shown below:

From email address [contact@mail.blackboard.com](mailto:contact@mail.blackboard.com)

The message is as follows:

Dear user: Your Admin faculty has left two important course work in your Blackboard area. Please click below to read your messages [login.blackboard.edu/admin/faculty/read/t1748589630](http://login.blackboard.edu/admin/faculty/read/t1748589630) Note : The link above will be inactive after 10 minutes when mail has been read. Thanks Blackboard IT

Note: The link actually redirects the users to <http://advantagetraavel-ke.com/wp-content/upgrade/isis/couse/course/mycours.htm>, the phishing site.

If you receive a message similar to that above, please disregard all instructions listed in the message and contact the ITHelpdesk ([ITHelpdesk@jcu.edu.au](mailto:ITHelpdesk@jcu.edu.au)) immediately.

## UCI 2016 Mountain Bike World Cup- this weekend 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.

# Advanced Queensland Innovation and Investment Summit

Mr David Beitey, Online Technologies Manager | eResearch Centre |



Townsville City Council, in collaboration with Startup Townsville and James Cook University, are live-streaming sessions from the upcoming Advance Queensland Innovation and Investment Summit. Excitingly, a group of investment-ready startups from the Townsville, North Queensland region are travelling to Brisbane to attend the event and we want to maximise the reach of our regional startups into the event.

Be inspired by a range of national and international speakers including Shark Tank entrepreneurs and founders of successful global startups. Find out about attracting investment dollars for your startup and building a global venture!

The Queensland Government is hosting an inaugural Innovation and Investment Summit from 27 to 28 April and a Startup Festival on Friday 29 April. These Friday afternoon sessions from the Startup Festival portion of the summit, from 2.30pm to 5.30pm on Friday 29 April 2016, will be live-streamed into the JCU CBD Campus on Flinders Street in Townsville. Light refreshments will be provided. Stay on from 5.30pm to 6.30pm and meet other fellow local entrepreneurs and network to make valuable connections.

## **More about the Summit**

The inaugural Innovation and Investment Summit, hosted at Royal International Convention Centre in Brisbane from 27 to 29 April 2016, promises to put a global spotlight on Queensland innovation, and will bring together some of the world's best visionaries in technology and innovation to inspire and empower Queenslanders.

The final day of the summit will be a dedicated Startup Festival to showcase the talent and potential of Queensland's entrepreneur community. This inaugural event will enable startups, investors and businesses to learn from successful entrepreneurs, collaborate and create partnership opportunities to commercialise Queensland ideas.

Read more about the Summit and the speakers at <http://advanceqld.initiatives.qld.gov.au/summit.aspx>.

**Event Date: Friday 29 April 2016**

**Event Time: 2.00pm to 6.30pm**

**Event Location: Level 4, JCU Townsville CBD Campus Flinders Mall Townsville**

## 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.

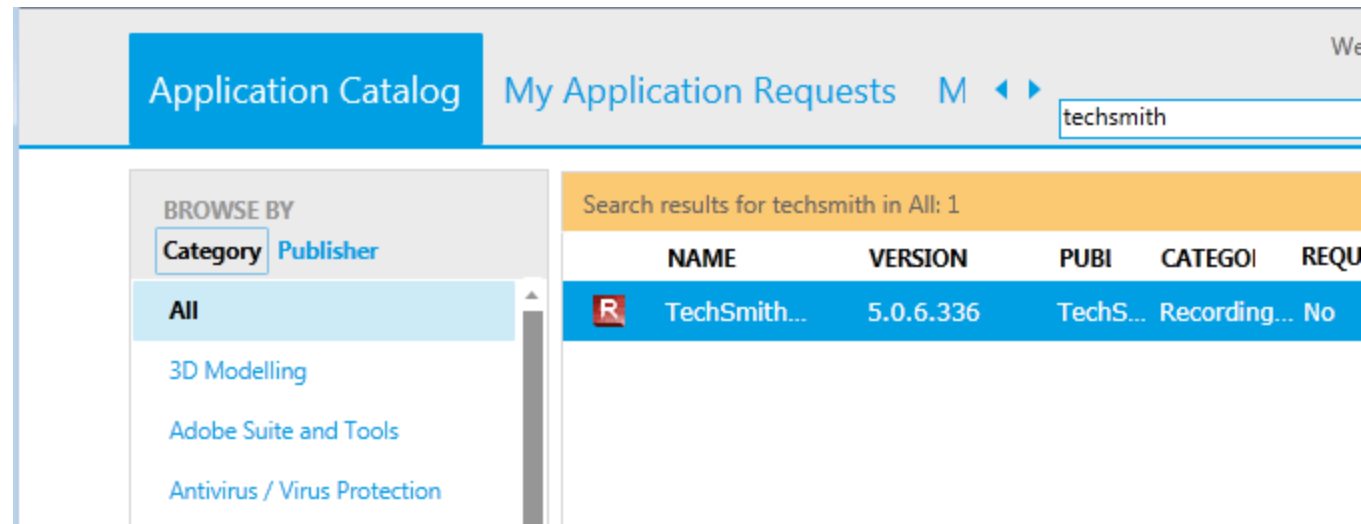
### Changes to Techsmith Relay in teaching rooms (AV machines)

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.



### 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 Disruptions<sup>ns/a</sup>

### Event 1 Monday 18<sup>th</sup> April 2016

**Who was Affected:** All JCU staff requiring access to reporting information

**Service Affected:** COGNOS Reporting Service

**When:** 18th April 2016 – 1:53pm AEST

**Status:** Restored 18<sup>th</sup> April

**Description:** At 1:53pm the Reporting Service for COGNOS became unavailable due to an issue with a database where information presented through the Reporting Service is held. Remediation action was undertaken by the ICT Infrastructure team, restoring the

service late in the afternoon. monitor [Central Computing Bulletins](#) for further updates.

### **Event 2 Wednesday 20<sup>th</sup> April**

**Who was Affected:** All JCU staff and students

**Service Affected:** Local Websites

**When:** 20th April 2016 – 12:22pm AEST

**STATUS: Restored** 8:00pm 20<sup>th</sup> April AEST

**Description:** Some JCU websites were either displaying incorrectly or not at all, this issue was confined to local web sites.

### **Event 3 Thursday 21<sup>st</sup> April 2016**

**Who was Affected:** All JCU staff and students

**Service Affected:** Numerous commonly used services and applications

**When:** Event commenced at approx. 2:30pm Thursday 21/4/16

**STATUS: Resolved** as at 6:45pm 21/4/16

**Description:** Initially the problem presented as a security related issue, working with the vendor the actual problem was identified and recommendations were made by the vendor to move back to a previous version of a particular configuration on hardware that performs firewall protection for our JCU environment. This recommendation was applied and access to services and applications restored

## **Helpdesk Contacts**

### **[JCU Singapore Campus](#)**

**Staff IT enquiries:**

Phone: MIS +65 65766811 – 814

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