

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

### **ICT Week in Review - Week ending 14th July, 2017**

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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.

#### **Welcome back to JCU**

Welcome back to campus next week with all of the OWeek activities to experience.

The ITHelpdesk is available to assist you with any questions that you may have about ICT at JCU, assisting with setting up your laptop/mobile device to work on the JCU Wireless service (Eduroam), access to O365 products to install on your computer or mobile device and how to find a computer to use at JCU.

The [ICT Web Site](#) contains useful information including how to contact the ITHelpdesk. Follow the ICT Twitter feed you can access quickly from the ICT Web Site.

Stay safe online, hints and tips on the [ICT Cybersecurity](#) page

## Software Update

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

### 1. *Lynda.com new courses added in July*

All current staff and students have access to the wealth of resources available through Lynda.com. Some of the new courses added to the online library in July are:

**Smart Cities:** Solving Urban Problems Using Technology. To solve modern problems like traffic and air pollution, governments need to think differently. Find out how smart cities like Palo Alto in California are using technology to create a better quality of life for their citizens

**Learning Mac OSX Troubleshooting:** Quick and easy tips for troubleshooting your iMac or MacBook

**Mobile Photography Weekly:** From apps and accessories to Instagram, a weekly update of instructions and inspiration to take your mobile photography to the next level

**Word Tips Weekly:** Become a power user of Microsoft Word by learning how to use more features. New video content each week

**Excel Tips Weekly:** Get a productivity boosting tip from Excel expert Dennis Taylor, new content added every Tuesday

## 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 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.

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