

To: The JCU Community

ICT Week in Review - Week ending 13th May, 2016

Topics in this Bulletin:

- 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...](#)

Software Update

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

1. O365 Clutter tool.

Clutter is an email sorting tool that is available in Microsoft's O365 offering. By default, a Clutter folder is created by O365 in your mailbox and by default it is turned on.

The aim of Clutter is to move low priority mail out of your Inbox to your Clutter box allowing you to attend to more important messages and then review those messages in Clutter when it is more convenient.

The tool "learns" by analyzing your email habits. Those messages that you ignore or don't respond to for some time it determines to be low priority and moves them automatically to your Clutter folder. Like all tools it is not perfect and you do have to "train" it.

If the tool is moving email to Clutter that is not low priority move it back to your Inbox, it may take a few moves before the tool "learns" that the message should not be moved into the Clutter box, likewise if you have email in your Inbox that is clutter (low priority) right-click on the message and select "move to clutter".

If the tool is just an annoyance you can turn it off. Note you can't delete the folder.

Like all of the O365 products you customize it through the Web O365 environment (commonly known as OWA).

In any supported Browser (recent releases of Firefox, Safari, Chrome, IE, Edge) the simplest way is to go to <http://www.jcu.edu.au> and select either Staff email or Student email from the Email headline tags at the top of the page. You will be asked to enter in your JCU email credentials to authenticate to JCU's O365 service. Once you have authenticated the O365 Mail window will be the default window you see.

Next step: In the top right-hand corner of the Office 365 Outlook page there is a cogwheel. Click on this cogwheel and all your Setting options are displayed on the right hand side.

Next Step: Go to the bottom of the Settings list and under My app settings click on Mail. Your screen will change and you will see your Mail options listed done the left-hand side of the page.

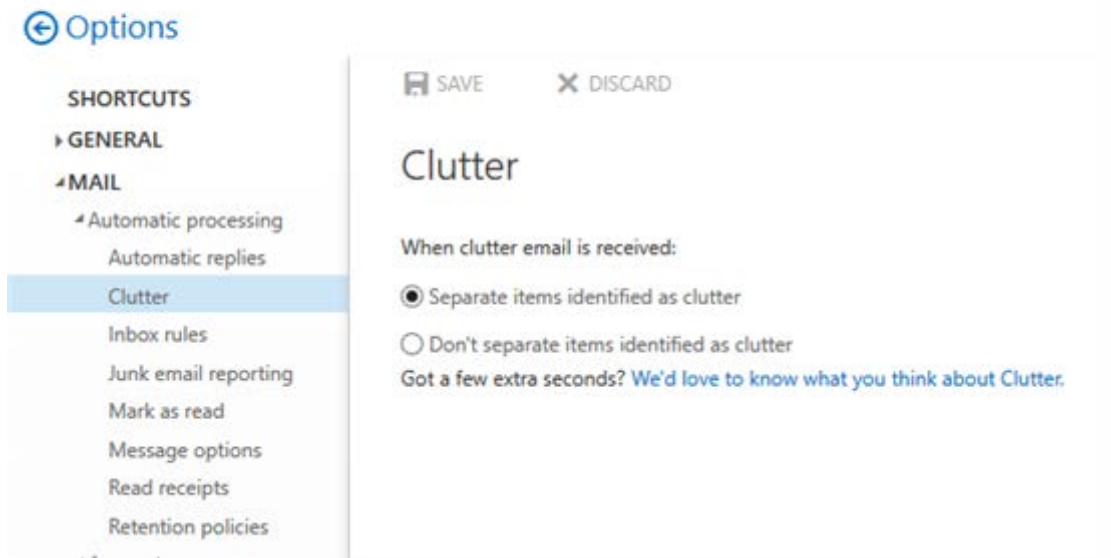
Next Step: Find the Clutter item under the Mail section and click on it.

Next Step: unselect the box ticked "Separate items identified as Clutter"

Last Step: Save that change by clicking on the Save icon at the top of the page.

If you decide to leave the Clutter tool enabled make sure that you check it regularly as in almost all cases it is legitimate mail. If it is Junk then right click on the message and select "move to junk" so that the Junk tool knows to move any like messages to junk.

My Clutter tool has told me that over the past 7 days Outlook classified 1066 of my messages as low priority and moved them to my Clutter folder and that this saved me 213.2 minutes of my productive time.....where did that 213.2 minutes got to!!



2. QLDGlobe

QLDGlobe is a free download layer for Google Earth supplied by the QLD Government with a multitude of geospatial and demographic information that can be displayed over the base imagery as you activate sub-components through a mouse click. The default information offers enhanced high resolution imagery of certain areas, all property boundaries throughout Queensland, terrain and elevation data plus much more.

In addition, you can add further layers including information on Trade & Investment, Land valuations, flood events.

Have a look at [Queensland Global KML](#) note you will need the latest free [GoogleEarth viewer](#)

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.