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Introduction

Welcome to the School of Computing & Information Systems at the University of Tasmania.

The School is a cross-campus School, with labs and servers for student use on both the Launceston and Hobart campuses. Access to the School’s facilities is reserved exclusively for students studying units offered by the School.

This document is an introductory guide to School and University facilities for new students - it provides an overview of our infrastructure, what you need to access it, the basic services we offer, and where to go for more help.

In addition to the facilities provided by the School, the University has centrally-provided facilities, and other schools may have facilities for their own students. We can’t provide you with detailed information about these other facilities.

Where to Go for Help

There are a number of places you can get help within the University.

- For help with your academic programs, contact your lecturer or tutor
- For help with Central IT facilities, contact the Service Desk at the Library
- For help with School of Computing & Information Systems facilities, contact the School’s Help Desks in either Hobart (in the Centenary Building) or Launceston (in Building V)

Ethics Guidelines

As a user of the School’s computing facilities, you are expected to act responsibly. It is a condition of use that you agree to abide by the Ethics Guidelines. Failure to comply with these guidelines may result in your access to School systems being restricted or revoked. A copy of the guidelines is included at the end of this document - copies are also posted in all School labs.
Labs

The School provides a mix of PC labs (running Microsoft Windows 7) and Mac Labs (running Mac OS X 10.8). Unless scheduled for classes, these labs are open to all students 24 hours per day. (After hours access requires an after-hours pass).

In addition, there are a number of dedicated labs that are not general-access facilities. You will be provided with access to these labs as is required by your teaching program.

Hobart Campus

In Hobart, the School’s labs are located on levels 2 and 3 of the Centenary building.

<table>
<thead>
<tr>
<th>Room</th>
<th>Lab Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>CEN272, CEN275</td>
<td>PC Labs (running Microsoft Windows)</td>
</tr>
<tr>
<td>CEN369, CEN372</td>
<td></td>
</tr>
<tr>
<td>CEN278, CEN376</td>
<td>Macintosh Labs (running Mac OS X)</td>
</tr>
</tbody>
</table>

Launceston Campus

At the Launceston campus, the School’s labs are all located in Building V. The labs are as follows:

<table>
<thead>
<tr>
<th>Room</th>
<th>Lab Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>V195, V196</td>
<td>PC Labs (running Microsoft Windows)</td>
</tr>
<tr>
<td>V194</td>
<td>Macintosh Lab (running Mac OS X)</td>
</tr>
<tr>
<td>V197</td>
<td>Multipurpose lab (half Windows, half Macintosh)</td>
</tr>
</tbody>
</table>
After-Hours Access

Access to the School’s main labs is available 24-hours per day, throughout most of the year, to students enrolled in units offered by the School. (Labs are unavailable during the Christmas-New Year shutdown). Access to facilities outside the hours of 8:00am-5:00pm weekdays requires an after-hours pass.

Hobart Campus

To obtain an after-hours pass on the Hobart campus, go to the Contact Centre in the Student Union building and ask for an access card. There is a $10.00 deposit (refundable on return of the card) and a $15.00 handling fee.

Once you have an access card, take it to the School’s Help Desk on level 3 of the Centenary building, and ask to have it activated for the School’s facilities.

This access card can be used to access other buildings and facilities on campus, provided such access is approved by that building’s occupants.

Launceston Campus

To obtain an after-hours pass on the Launceston campus, apply at the School’s Help Desk in building V. There is a $20.00 deposit (refundable on return of the card).

- After-hours passes are issued for your personal use only, and you are not permitted to provide access to University facilities to friends, family or other students.
- Students who violate these conditions of use will have their after-hours access to the School’s facilities revoked.
- University security personnel periodically check labs after-hours. People not authorised to use the labs will be escorted from the building.
Accounts & Passwords

Before you can use any computing facilities at the University of Tasmania, you need to have an account (identified by a username) and a password.

Throughout your time at the University, you will have many different accounts to access different resources, but in most cases they will all have the same username, and in many cases, will use the same password.

Your “Central” Account

You may already know your standard University username – it is supplied along with your verification of enrolment. Your initial password should have also been supplied in the same document.

Your central username and password provides you with access to the following facilities which are managed (in most cases) by the University’s central IT section (IT Services):

- Desktop logons in central labs
- Email/webmail access
- Printing via the University’s CAPS printing system
- Internet access, via IMS and/or a proxy server
- MyLO and MyMedia (course management and lecture recordings)
- Wireless access to UConnect - the University’s wireless network
- VPN access (connection into the University network from home)

When you change your account password using the central password changing technique, you are changing the password you use to access all of the systems listed above.

Your School Account

Students who are enrolled in one or more School of Computing & Information Systems units are also provided with a School account, which is required to use
School facilities. This account has the same username as your standard University account, but may have a different password.

- To reduce the chance of confusion, we recommend that you use the same passwords for both your University and School accounts.

You can activate your School account at the School’s Help Desk after your enrolment has been processed, or via one of the School’s self-help kiosks.

Within the School, this account provides access to the following facilities (all managed by the School’s technical staff):
- Windows & Macintosh desktop logons
- Printing via the School’s LPS printing system
- Unix logons, to the School’s Unix servers
- Access to the School’s tutorial allocation system

School Servers

Your School account provides you with access to a number of different servers, some of which have command-line access, and some of which provide only file storage. These servers are campus-specific – you will have access to different servers depending on which campus is your primary campus.

These servers are as follows:

<table>
<thead>
<tr>
<th>Campus</th>
<th>Server</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hobart</td>
<td>huntley</td>
<td>Student file server – file storage only (2.5G/user) – provides storage for Windows and Macintosh logins.</td>
</tr>
<tr>
<td></td>
<td>alacritas</td>
<td>Student Unix server – command-line access, limited file storage (50M/user)</td>
</tr>
<tr>
<td>Launceston</td>
<td>liffe</td>
<td>Student file server – file storage only (2.5G/user) – provides storage for Windows and Macintosh logins.</td>
</tr>
<tr>
<td></td>
<td>lawson</td>
<td>Student Unix server – command-line access, limited file storage (50M/user)</td>
</tr>
</tbody>
</table>
Changing the Password for your Central Account

If you know your existing central password and wish to change it, open a web browser and visit the page:

https://password.its.utas.edu.au/

If you have forgotten your existing password, visit the service desk in the Library to reset your password. Please ensure you take your student ID card with you.

Changing the Password for your School Accounts

To change your School password, open a web browser in one of the School’s labs, and visit the page:

https://password.cis.utas.edu.au/

You will be presented with two buttons. One allows you to change your School password to something different. The other allows you to reset your School password to be the same as your central password.

Whichever method you choose, the change will be propagated to the various systems in use within the School, including the Unix server, the Windows domain controllers, the MacOS X authentication servers, the printing systems, and the tutorial allocation system. This new password will not be propagated to servers run by other schools or entities such as IT Services.

You can also reset your password at one of the School’s self-help kiosks, or you can visit our help desks.

Choosing Strong Passwords

Choosing a good password is important to protect against unwanted access to your account by others. While different systems have different password requirements, the School’s password policy mirrors that of the University. School passwords:

- must be 8 characters in length
- must not be the same as your account name or your student ID
- must contain at least one lower-case letter (a-z)
- must contain at least one upper-case letter (A-Z)
In addition, passwords must not be blank, must not be a derivative of your account name, and must not be a derivative of the word “password”.

**Wireless Networking & Personal Computers**

The University provides a wireless network for student computers and mobile devices. Access is free for current students.

- The information provided in this section is for information only. The University Wireless network is operated and supported by the University’s central IT Services section, and staff of the School cannot offer any assistance in connecting to or using this network.

The University’s wireless network is called **UConnect**. UConnect provides limited connectivity for student computers and mobile devices to University systems.

From your own computer, over the wireless network, you should be able to browse to external web sites, and use internal web-based facilities (such as WebMail and MyLO).

You **cannot** use the wireless network to:

- connect to file shares or databases hosted by the School
- connect to **ssh** services hosted by the School

For more information on UConnect, visit the web site at:

http://uconnect.utas.edu.au/
Printing Options

There are a number of printers available for student use within the School.

In Launceston, a large high-capacity printer is located adjacent to the School Help Desk. In Hobart, standard office-style laser printers are located in most computer labs.

The School supports two different printing systems — the University CAPS system, and the School’s own LPS system. In order to print, you need to first deposit money into one of these printing accounts.

You can pay money into your School printing account at either of the School’s Help Desks (Launceston or Hobart).

You can pay money into your CAPS account at a number of places on campus — including the service desk at the Library. You cannot pay money into your CAPS account at the School’s Help Desks.

When you print a document via a School lab computer, the job is sent to a print-release station located next to the printer. At the print release station, follow the prompts to indicate which payment approach you wish to use (LPS or CAPS), and then follow the on-screen prompts.

Unprinted jobs are deleted from the print release station after 15 minutes.

At the time that this document was produced, the cost of printing via LPS was 11 cents per page (including GST), and the cost of printing via CAPS was 12 cents per page (including GST).
Connecting to University Resources from Home

Some University network resources are available to all users on the internet from outside the University – for example, the University’s web server. Other resources are not available in this way, and are restricted to users who are within the University (for example, access to the School’s student file servers is restricted and not available from outside the University).

The University provides a service that allows you to securely connect to many internal computing services from your own internet connection at home. This service makes use of a technology known as Virtual Private Networking or VPN.

- VPN support is provided by the service desk in the Library – not by the School of Computing & Information Systems.

In order to use the University’s VPN service, you first need to install the VPN client software on your computer.

Once you’ve installed the client software, and you want to connect to a restricted University resource from outside the University, you connect to your Internet Service Provider (ISP) in the usual manner, and then activate the VPN client software. The client program prompts you for your central username and password, and then communicates with the VPN server at the University. Provided a correct username and password is supplied, a secure encrypted link is established and you can access the resources you need.

While there are a number of different VPN systems in commercial use, the University uses the Cisco VPN system. Currently this software is available for many versions of Windows and MacOS X.

To download the client software, and for more information about the University VPN system, please visit the site:

http://www.its.utas.edu.au/vpn/

School Services Accessible via VPN

Once you have VPN software installed, and have established a VPN connection, you can connect to a number of School services.
**Command-Line Connections**

For command-line access, you can use an SSH client to connect to your School Unix account. If you use Windows at home, we recommend either **Putty** or **SSH Client**. If you use MacOS X or a Unix-variant at home, use the terminal to run an SSH session. You need to specify the full hostname for an SSH connection, eg.:

```
ssh alacritas.cis.utas.edu.au
or
ssh lawson.cis.utas.edu.au
```

**File-sharing Connections**

You can mount your Unix and file server accounts at home as follows:

**On MacOS X**, in the Finder, choose **Go -> Connect to Server**. In the dialog box that appears, enter **smb://hostname.cis.utas.edu.au**. For example, if your home Unix server was **lawson**, you would enter

```
smb://lawson.cis.utas.edu.au
```

You will be prompted for the username and password for your School account.

**On Windows**, we recommend you map remote network shares to a drive letter. To do this, open an Explorer window (not an Internet Explorer window) and choose **Tools -> Map Network Drive** (Win XP) or **Map network drive** button (Win 7). In the window that is displayed, select any available drive from the drop-down menu. In the **Folder**: section enter the path of the share you are connecting to as shown below. (Note: replace **username** with your username):

<table>
<thead>
<tr>
<th>Host</th>
<th>Share Path</th>
</tr>
</thead>
</table>
| alacritas or lawson | `\alacritas.cis.utas.edu.au\username`  
`\lawson.cis.utas.edu.au\username` |
| huntley or liffey | `\hustley.cis.utas.edu.au\username`  
`\lifey.cis.utas.edu.au\username` |

Select the **Connect using different user name/(credentials)** option, then in the resultant window enter the user name: **CIS\username** and then enter your CIS password (here again, replace **username** with your username).

Click **OK** and then **Finish** to complete the drive mapping.
Linux & Other Operating Systems

Internet traffic is increasingly expensive to the University, and you are not permitted to download large files such as Linux and BSD ISO images.

Because of the interest that many students have in open source operating systems such as Linux and FreeBSD, the School provides copies of many of these images on its own servers, and instructions for burning your own copies of these images are posted on the walls of most of the School’s labs.

- Note that while the School encourages students to explore a range of different operating systems and computing platforms, it cannot provide assistance to students with the installation of alternate operating systems on personal computers.

To find the ISO images, and many other freely available software packages, open a web browser and go to the page:

http://software.cis.utas.edu.au/

Navigate through the hierarchy until you find the file you are looking for. When you want to download something, be sure to right-click it in the list and save it to removable storage. Do not download this software to your network home directory, as you could fill your quota very quickly.
Online Study Resources

Much of the School's course content is provided online via the University's online course management system known as MyLO. Access to MyLO is via a web browser. (Note that not all web browsers are fully compatible with MyLO).

The entry point for MyLO is:

http://www.utas.edu.au/learning-teaching-online

and in order to use it you must log in with your central username and password. After you log in, you’ll see areas for each of the units in which you are enrolled.

MyLO is used as a repository for course content, and can also be used to host tests, and to facilitate communication between teaching staff and students. In some cases, MyLO is used for assignment submissions.

As well as basic study materials, many lectures are recorded in audio and/or video format using the MyMedia (Echo) system. In these cases, the recordings are usually available through the MyLO site.
Ethics Guidelines

Users of School of Computing & Information Systems facilities are bound by the following ethics guidelines. Violations of these guidelines are considered to contravene the Statute of Discipline and may result in restrictions on access to facilities, fines, suspension from study, cancellation of enrolment, or cancellation of marks.

1. You may only access and use those facilities, software and information which you have been authorised to use. If there is password access, you must maintain secure passwords and take precautions against unauthorised access.

2. You may only use authorised facilities for authorised purposes. Specifically, teaching facilities may not be used for the playing of games, downloading inappropriate data, private consulting, or made available to other persons. Use of any facilities for direct personal gain is not permitted.

3. Software made available by the School for your use is subject to copyright, and you may not copy or attempt to copy this software from School systems, unless explicit permission has been granted by an authorised staff member.

4. You are responsible for the security of your own work. You must ensure that paper and electronic copies of your work cannot be stolen. You may not provide paper or electronic copies of your work to other students, as it is an attempt to gain or confer an unfair academic advantage through plagiarism. This does not apply to the sharing of work in a project group, but the extent of individual contribution must be identified on the assignment cover sheet. Providing a copy of your work to another student with the intent of helping them may result in you losing marks for your work.

5. Any attempt to interfere with the normal operation of computing facilities is prohibited.

6. Any attempt to subvert the security of any of the University's computing facilities or to subvert restrictions placed on your account(s) (such as disk or web traffic quotas) is prohibited.

7. Any use of computing facilities to send obscene, vulgar or harassing messages or images is prohibited.

8. Attempting to conceal your identity while using School of Computing & Information Systems facilities is prohibited.
9 You may not install onto or copy onto School storage systems any software licensed to third parties.

10 Except as noted here, you may not connect any device to the School’s computers or networks without the written consent of the Technical Services Manager.

- You are permitted to connect bus-powered USB and FireWire storage devices (eg., KeyDisks), and battery-powered digital cameras and digital video cameras - no guarantees are made as to whether these devices will work with the School’s system configuration.
- You are not permitted to connect mains-powered devices at any time.

11 You are responsible for reporting any action by another person which you consider may contravene these Ethics Guidelines to University staff.

12 You are responsible for reporting any malfunctions in equipment, furniture or buildings, so that repairs may be effected. Workplaces should be kept neat and tidy, with rubbish properly disposed of. Eating or drinking in laboratories is forbidden; smoking is prohibited in all University buildings.

13 Your use of School of Computing & Information Systems facilities may be monitored.

Enquiries regarding these guidelines should be directed to the Technical Services Manager of the School of Computing & Information Systems on (03) 6226 2956 or (03) 6324 3366.

Corrections

This document is periodically revised. Corrections and suggestions for additional content are welcome, and should be made at the Technical Services Help Desk.