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Introduction

This document is an introductory guide to Windows 7 for School of Computing & Information Systems students - it shows you how to log in and begin using the School's Windows computers, and provides some useful tips on how to use Windows as configured in the School’s lab environment.

Your Windows Account

In order to use Windows, you need an account. Accounts are automatically created on the Windows environment for all students enrolled in units offered by the School of Computing & Information Systems. The username is the same as your University email account. School account passwords are not synchronised with your central University account.

- If you know your central account username and password, you can activate your account at one of the School’s self-help kiosks. Alternatively, visit the School's Help Desk in Launceston or Hobart for help activating your School account.
- None of the School’s systems use the password that may be included in your enrolment information - that password is only used in centrally-managed labs, such as the Library, and in some other School’s labs.

Further Assistance

If you require further assistance with any School of Computing & Information Systems system, please contact a member of the Technical Services staff via either of the School’s Help Desks.

You may see notices around on campus directing you to the IT Service Desk, which can be called on extension 1818. This number is only relevant (when using School of Computing & Information Systems computers) when you have a problem with a centrally managed service such as your email account, internet access, the UConnect WiFi service, the online learning site MyLo. In all other cases, please contact the School’s Help Desk in the first instance.
Apple iMac Keyboard mapping

Some CIS PC labs use Apple iMac hardware. The Apple keyboard provided with these machines appears slightly different to a standard Microsoft Windows style keyboard, but it is completely compatible. The following table gives a guide to the major differences between the two — please refer to signage on the lab walls for more information.

<table>
<thead>
<tr>
<th>PC key command</th>
<th>Apple keyboard equivalent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Control-Alt-Delete</td>
<td>control-option-delete</td>
</tr>
<tr>
<td>Alt</td>
<td>option</td>
</tr>
<tr>
<td>Backspace</td>
<td>delete</td>
</tr>
<tr>
<td>Delete</td>
<td>delete</td>
</tr>
<tr>
<td>Enter</td>
<td>return</td>
</tr>
<tr>
<td>Enter (numeric keypad)</td>
<td>enter</td>
</tr>
<tr>
<td>Insert</td>
<td>help</td>
</tr>
<tr>
<td>Num lock</td>
<td>clear</td>
</tr>
<tr>
<td>Pause/Break</td>
<td>F16</td>
</tr>
<tr>
<td>Print Screen</td>
<td>F14</td>
</tr>
<tr>
<td>Scroll/Lock</td>
<td>F15</td>
</tr>
<tr>
<td>Windows (打入)</td>
<td>Command (⌘)</td>
</tr>
</tbody>
</table>

Logging In and Out

Log into Windows 7 as follows:

- Hold down the Control and Alt keys, then press Delete.
- Enter your username and password into the relevant fields.
- Ensure that the ‘Log on to’ option is CIS.
- Click on the right-arrow, or press Enter on the keyboard.

After logging in, you can run applications on the computer, connect to network servers, browse the internet and check your email.
If you have problems logging into a Windows machine, it may be because your account details are incorrect. Ensure that the CAPS LOCK function is not on and that you have entered your password correctly. If this does not work, report the problem to the School Help Desk.

When you have finished your Windows session, you should log out so that other users do not have access to your files. Before you continue, make sure you have saved your work and closed all applications that are present in the taskbar.

To log out, click on the Start Button and then select **Log off**. The system should then save your settings and log you out.

Occasionally you may be prompted to save settings, or an application may fail to close and prevent you from logging out. It is your responsibility to ensure your session has properly logged out, so check to ensure that the logon dialog box appears before you leave.

A common issue that prevents you from logging out is when your profile (your personal Windows settings) is too large to be stored back to the file server. In this case, you will be informed through a dialog box that lists the files in your profile from largest to smallest. To log out, remove any unneeded files or move them to another storage media. The files are listed relative to your user profile, which is temporarily stored at `C:\Users\your-username`

You can check your profile space at any time through the quota application. To open, double-click the icon just to the left of the clock.

Once you log out it is possible to shut down the machine – although in general, the lab machines should be left running - please do not turn them off.

**Your Workspace**

Once you are logged in you will be presented with your own customisable workspace (also known as your **user profile**). The workspace consists of three major components, the desktop, the taskbar, and the start menu.

**The Desktop**

The desktop covers almost the entire screen, except for a strip at the bottom that holds the taskbar and start menu. Every desktop consists of a number of files that
are placed over a standard background. The desktop is commonly used as an area for shortcuts or for temporarily placing files. The desktop’s files are actually stored in your network home directory (H:\Desktop)

The Taskbar

The second major component of the workspace is the task bar. Tasks are applications that are currently running in your workspace. If you are not running any applications then this bar will be blank. A number of tasks run automatically when you log in - the small icons to the left of the clock indicate their presence.

The Start Menu

An important component of the Taskbar is the Start Menu, shown on the right, which can be accessed by clicking on the start button at the left-hand end of the Taskbar. The main purpose of the Start Menu is to allow you to run applications. It can also be used for other functions like logging off.

To run an application:

- Click the Start Button
- Move the cursor over the **All Programs** group
- Navigate through the program folders
- Continue until you have your cursor over the application you wish to load
- Click the mouse button and the application will start

In addition to the Start Menu you can also load applications from the quick launch bar, located just to the right of the start button. This bar contains shortcuts that are normally accessed through the Start Menu. The difference is that only one click is required to execute them. For this reason applications that are frequently used have been given shortcuts in the quick launch bar.
Access to internet resources external to the University is controlled by a centrally-managed system known as “IMS”. In order to access any external resources, you must first authenticate (using your University username and password) to the IMS server.

- IMS provides extensive monitoring of the internet traffic you consume, and of the sites that you visit.

The School’s Lab computers include an IMS client program (known as IAClient) that runs when you log in, and that passes your previously-stored username and password to the IMS server. If these credentials are correct, access to the internet is granted, and all external protocols (such as http, ftp, smb, rdp, ssh and so on) should work normally.

If your IAClient settings are not correct (perhaps, because you’ve changed your central password, without updating the IAClient settings), then no outgoing connections will work.

To manually store your credentials in the IA Client, run the **IA Client Shell** program, and enter your username and central password, as shown here on the right. Once you’ve entered your username and password, click “Update” to save them.

The program will attempt to authorise your computer against the IMS server, and if your credentials match, you’ll see a confirmation that you now have internet access. You should not need to run the IA Client Shell program again, unless you change your central password.

IMS is also used automatically when you connect to the University’s wireless network – you do not need to use the IA client in this case, as the UConnect wireless network passes your credentials on to the IMS server.
**Windows Explorer**

Windows Explorer (not to be confused with “Internet Explorer”) allows you to browse and modify file systems. A file system provides storage for programs, documents, and many other files. Understanding how to navigate and manipulate file systems is essential in operating the Windows OS.

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**Storage Media**

Storage media comes in three different forms; fixed, removable, and network. Each media device is assigned a name and drive letter, allowing it to be uniquely identified. The following table reviews the storage media available on Lab PCs.

<table>
<thead>
<tr>
<th>Drive Letter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>C: Hard Drive</td>
<td>A fixed disk known as a hard drive. It stores the Windows operating system and applications.</td>
</tr>
<tr>
<td>D: CD/DVD</td>
<td>CDs can store up to about 700MB, DVDs up to about 4.5GB. Most disks are read only, meaning once data has been recorded/burned it cannot be changed. All CIS Lab PCs can burn CDs, many can also burn DVDs.</td>
</tr>
<tr>
<td>H: liffey or buntley</td>
<td>Networked storage that is mapped to your personal storage area on the school’s student file servers.</td>
</tr>
</tbody>
</table>
Each of these media devices can be accessed through the ‘Computer’ icon on the desktop.

- The School does not provide or sell blank removable media. Instead, you can purchase your own removable media from retail outlets on or off campus.

**Personalising Windows**

All students have the ability to configure Windows to better suit their needs. In this section we will discuss how you can make changes, and what changes can be made. But first, we will discuss how changes are made permanent through the Windows system.

**Roaming Profiles**

Windows profiles are the central store for all user configuration and data. They store everything from your font settings, to your desktop background image. Most home PCs use local profiles to store settings separately from other users.

The School uses a different type of profile called a *roaming profile*. Unlike local profiles, they allow your settings to follow you from machine to machine. To fully understand how they work it is useful to review what occurs when you log into a machine.

- The machine you are using first checks to see if your account is valid in the domain (CIS).
- If you are authorised, the machine then downloads your roaming profile from a file server. It is downloaded to C:\Users\username.
- Once there is a local copy of your profile, Windows continues to log in, just as if you were a local user.
When you log off, the process is reversed.

- Windows checks to ensure your local profile does not exceed your quota limit.
- If not, it uploads your changed profile back to the file server.
- Your profile is then removed from the local machine, ensuring others cannot access it.

Once you log out, your updated roaming profile is now ready to be downloaded to another machine.

- Each user is initially provided with a default profile. If you find that you have made changes that you cannot reverse, you can reset your profile back to its initial state. To reset your profile, enquire at the School’s Help Desk.

Control Panel

Much of the configuration of Windows is centralised through the Windows Control Panel, which you can access through Start Menu → Control Panel.

The Control Panel provides the user with the following options (you may need to switch to “Classic View” in the task pane on the left of the control panel):

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of Access Center</td>
<td>Customise the accessibility features for your account</td>
</tr>
<tr>
<td>Display</td>
<td>Settings related to the display</td>
</tr>
<tr>
<td>Internet Options</td>
<td>Change Internet Explorer settings</td>
</tr>
<tr>
<td>Keyboard</td>
<td>Change keyboard settings (key repeat speed etc)</td>
</tr>
<tr>
<td>Mouse</td>
<td>Changes to mouse double click speed etc</td>
</tr>
<tr>
<td>Region &amp; Language</td>
<td>Configuration of foreign languages</td>
</tr>
<tr>
<td>Sound</td>
<td>Configuration of sound events</td>
</tr>
</tbody>
</table>

Apart from these control panel settings, there are also numerous settings that can be configured for Windows’ applications. Each application will have a different method for accessing these settings, which will you need to discover for yourself.
Advanced Topics

In this section we will deal with some advanced topics that may be commonly used.

Task Manager

The Task Manager enables you to forcibly close applications that are unable to be closed through standard means. It also provides useful information about the current state of the system (for example, processor utilisation).

There are two methods you can use to open the task manager. One way is to right click on the taskbar and select **Start Task Manager**.

In some cases, especially when Windows Explorer has crashed, you may not be able to do this. In this case, you can press the Control-Alt and Delete keys (just as you did when you logged in) to display the Windows Security options. Once here, click on the **Start Task Manager** button.

To forcibly close an application, follow these steps:

- Select the Applications tab and locate the application you wish to close. In most cases Windows will identify that it has crashed by assigning it a ‘Not Responding’ status.

- Select the identified application and click **End Task**.

- Confirm this by selecting ‘End Task’ in the dialog box that appears.

Once the application has ended you should be able to reload it and continue your work.

- In some cases Windows Explorer can crash. Since Explorer is responsible for displaying the taskbar and start menu, you may not have any control over the PC. The best way to recover from this is to close the explorer process and reload it.


  This can be accomplished through the task manager by clicking on the Processes tab and ending processed named **explorer.exe**. Once you have done this select the Applications tab, then ‘New Task…’, enter **explorer.exe** in the ‘Open’ field, and click ‘OK’.
Run Menu

The Run Menu can be accessed from the Start Menu by selecting Start→Run. This allows you to enter quick commands, such as application names e.g. cmd for the command prompt, winword for Microsoft word, iexplore for Internet Explorer, notepad for a text editor etc., or even folder names e.g. c:\temp to open Windows Explorer centred at the temp directory.

Using the Run Menu in this way means you don’t have to search for the shortcut to the application you want to use in the Start menu. It can be quite powerful, and it can help you become more efficient using Windows.

One common way of accessing shared folders across the network is via “UNC” (Universal Naming Convention) paths. In the Run menu, you can type \servername\sharename to access a remote folder (note the first double-backslash). For example, your home directory (H: drive) is actually a folder shared by one of the School’s Unix servers.

The School’s PCs are configured to automatically connect to the share for you when you log in, and make the share appear as a local drive (that’s why it starts with a letter, H (for Home)). Alternatively, you can access share directly by e.g. for Hobart students, \hunter\your-username.

Note that some older applications do not save or load properly through UNC paths – they require a drive letter (e.g. C: or H:) instead.

Virus Scanning

The School uses McAfee VirusScan on all lab PCs. This is updated daily with new antivirus information and is continually running. Any file you introduce to the system (by downloading from the Internet, copying from a server, copying from a disk/flash drive etc) is automatically scanned to see if it contains a virus/worm.

Common sense should prevail – never run a program sent to you via email, unless you trust the source and you have scanned the attachment beforehand to make sure it is virus/worm/Trojan-horse free, and in general, you should avoid running executable files sent to you anyway (someone else may be masquerading as your “trusted” source).

- You can manually scan a file for viruses by right-clicking on the file and choosing “Scan for viruses” from the pop-up context menu.
If you do get an infected file, McAfee AntiVirus should alert you, but generally the only useable option available is to delete the file. Sometimes you can attempt to clean the file, but this often does not work. If in doubt, please see the School’s Help Desk.

Never attempt to disable or stop the antivirus software on the School’s systems. This is a violation of the Ethics agreement.

### Changing your School Password

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.

### Changing your Central Password

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

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

If you change your central password here, the change will not be pushed on to your school accounts. You must visit the School’s password change page (as described above) to change your School password. You can also change your central password by visiting the service desk in the Library.
Troubleshooting

In this section we will discuss some common problems that students find when using the Windows system.

You cannot log into the system

This might occur if:

- You are using the wrong password
- The servers that manage the domain are not operational (rare), or the network is down.

If you continue to have problems please visit the School’s Help Desk.

You have forgotten your password

If you cannot remember your password you will need to reset it. To do this, take your student ID at the School’s Help Desk and ask for your password to be reset. Do not ask the Library Service Desk to reset your School passwords – they can only reset your central password.

Your home directory (H: drive) is missing

You may have logged on with a local profile. Your desktop background should indicate if this has happened. Please see the School’s Help Desk to fix this.

Alternatively, your Macintosh password may not be synchronised with your Windows password (your home directory is served by an Apple Macintosh server). Try resetting your School password (as described above) - this will force a synchronisation.

You can’t access sites outside of the University

In order to access sites outside of the University you must provide a username and password to the IMS server - this must be your central username and password. A common mistake is to use your School password instead.
If there are no network problems, and you can log in to your Windows account, but you can’t access the Internet (outside the University), then check that your password is correct in the IA CLIENT Shell (see page 7) or you may need to contact the IT Service Desk (x1818) to get your central password reset.

**Windows will not respond**

Few circumstances should cause Windows to completely crash - in most cases it is possible to recover without having to reboot (see the Task Manager topic).

If you cannot recover the machine from a crash you will need to reboot it. To reboot press and hold the power button for about three seconds to force a shutdown. Then press and release the power button to restart.

**Windows says it can’t read from your disk, or CD very slow starting**

There are three main reasons for this:

- The disk may need formatting. This should only occur if you have a new floppy disk or if the disk has been formatted for another platform (e.g. Mac OS). To format a disk right-click on the drive and select ‘Format…’.
- The disk is damaged: If formatting the disk does not work it may be damaged
- If the disk is a CD, check that it is not scratched or dirty.

**You can’t log out**

In most cases this will occur because you have exceeded your profile quota. Remove files from your profile, or move them elsewhere (e.g. to your H: drive) to reduce your profile quota. Once your profile quota is below 50Mb you will be able to log out.

The application, proquota that is preventing from logging out, should show you the main files in your profile. These are located relative to your profile directory, c:\Users\your-username. Generally, files in the Application Data folder are safe to delete, especially cache or temporary files.
Corrections

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