

Guidelines for Students

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Foreword

The intention of this guide is to provide information to all students of MUISCD on how to use and get the most from the available IT facilities and services. The guide is specifically intended for new users but can equally be useful for existing students wishing to know more about IT service at MUISCD.

Commonly Used IT Terms

IT	Abbreviation for Information Technology.
Browser	A program that is used to access the Internet and World Wide Web; examples are Internet Explorer, Safari, Firefox and Netscape.
Domain	A term for a group of computers that work together and are separated from other groups of computers. The domain used at Murdoch is called "AD".
FAQ	Abbreviation for Frequently Asked Questions that are instructional guides for commonly asked questions.
IT Service Desk	Is a centrally operated service that provides a focus of contact for all IT services and support.
Operating System	Software that runs the basic functions of a computer; examples are Windows XP, Windows Vista & Dos
.PST File	Stands for Personal Storage Table. Murdoch's Exchange Server delivers to, and stores email messages, calendar and other items to your .pst file.

- Network Drive** Synonymous with “File Server” or “File Share”; an area that is located on Another computer (Server) that enables multiple users to store and share electronic files.
- SPAM** Unsolicited email (i.e. “junk” email that you generally don’t want to receive)
- URL** Abbreviation for **Universal Resource Locator**. (i.e. sequence of characters that describes the location of a web page or file located on a web site, eg. <http://www.murdochdubai.ac.ae> for the Murdoch Dubai web site).
- VPN** Abbreviation for **Virtual Private Network**. This is a method of setting a secure connection between two points. Normally used to set up a connection between your home and work to ensure that any data or files transmitted over the connection can not be accessed by others.
- WLAN** Abbreviation for **Wireless Local Area Network**; a method of connecting to a computer network without wires.
- Windows Vista** The latest version of the Windows operating system.
- Workstation** Generic name for a PC (i.e. personal computer).
- ZIP File** A file that contains other files and folders, usually in a compressed format to reduce the total storage requirements of the files and folders.

Getting Started

Before you can gain access to electronic resources at MUISCD, you need to:

Be an enrolled student at MUISCD (with a valid offer letter from Students Affairs)

The first step is to obtain a “MUISCD ID and Password”. These allow you to identify yourself securely when accessing resources over the network such as email, home folder, printing & archiving.

Secondly you will be providing an “LMS ID & Password” for accessing the online study materials from Murdoch online (www.murdochdubai.ac.ae OR www.murdoch.edu.au)

MUISCD ID & LMS ID is same as your student registration number.

MUISCD ID’s password can be obtain from the IT Helpdesk / Student Affairs Department.

LMD password will be send to the student directly by Murdoch Perth via email/SMS.

It is necessary to separate use of LMS ID & MUISCD ID, as each will provide access to a different set of resources.

IT Policy That You Should Read

Access to electronic resources at MUISCD is granted under acknowledgment of IT policies. A list of IT policies can be found on <http://www.murdochdubai.com/site1/itservices.php>

Getting Help

Start by Contacting the “IT Service Desk”

Call : +971 4 4355700 Ext: 280

Email: it.helpdesk@murdochdubai.ac.ae

Working Hours: 9:00AM to 6:00PM on normal working days

Whenever you contact the IT Service Desk via telephone, or email, it is important that you give the following information:

- Full Name
- MUISCD ID
- A description of the problem or request, i.e. you are not receiving email, not able to login, and how long you have been experiencing the problem.

The **IT Service Desk**, Support Engineer who will deal with your problem or request, These details will be logged as an “incident” to ensure a record of the contact is kept and hopefully to prevent the problem from reoccurring in the future.

We encourage all users of the MUISCD computer network to report all disruptions to IT services desk, This enables us to analyze these outages so we can prevent them happening in the future.

Important to KNOW

“Home Folder”

The University provides data services on a secured file server for all students called personal home folder (T:), Your “My Documents” folder on your computer will be pointed to the T: drive (“Home Folder”).

There are many good reasons to do this rather than storing files directly on your computer.

- The T: drive is “backed up” (a copy is made of the files in case there is a failure of the system)
- You can access the files from any computer

Email Etiquette, Helpful Hints

One of the most important tools that you will probably use every day is email. You may know it, but there is a commonly accepted etiquette that you should observe when using this system.

Email etiquette offers some guidelines that all writers can use to facilitate better communication between themselves and their readers.

If email is selected as the best way to communicate your message then, above all, make sure your email is well written, grammatically correct, and spell checked.

As a communication tool, email carries more than mere words and images – it also conveys distinct impressions, with the power to enhance or diminish your reputation, acceptance and credibility.

Things to consider before composing an email message:

- Large attachments, logos, and other graphics can impede the flow of email traffic.
- How should the message be crafted to avoid misunderstandings?
- The message should state purpose, specifics as to timeframes, people impacted, person(s) or groups owning responsibilities, identify action to be taken and contacts, and provide instructions if a formal response is required.

Email Etiquette: Do's and Don'ts

Become familiar with the University's Email policy:

<http://www.murdochdubai.com/site1/itservices.php>

Do make sure that the content is relevant to the recipients. Nobody likes to receive junk email.

Do be careful when replying to messages sent to many recipients. Replies to all often result in slowing down system performance. Possibly your response should be targeted toward specific persons or groups.

Do be polite. Terseness can be misinterpreted.

Do ensure that you have a relevant Subject line.

Do include what you want or require at the beginning. The remainder of the email should be used to explain your position or provide additional information.

Do use spell check. Ensure that spelling, names, and acronyms are correct. Acronyms should be spelled out in full upon the first use.

Do read before sending to validate the facts and information. A minute spent reading through an email before you send it can catch all kinds of unintentional mistakes.

Do remember to delete anything that isn't needed or is trivial. There is nothing more boring than reading a long email that has no purpose.

Don't reply to an email message when angry; you may regret it later.

Don't forward chain letters or make money fast messages. These may contain viruses.

Don't mark messages as urgent if they aren't. When you really do have an urgent message, it may not receive the attention it requires.

Don't keep mail on your server longer than necessary, especially large attachments. There are ways of archiving email.

Remember: When possible, refrain from attaching large documents, logos, graphics, etc. as these increase the size of the email message, which then slows system performance.

Email Access

Logon with your MUISCD ID & password to <https://mail1.murdochdubai.ac.ae/owa>

Working with Microsoft Office Tools

Microsoft Office is one of the most commonly used tools. The tools include:

- **Outlook** for email, calendar, contacts and task management
- **Word** for word processing
- **Excel** for spreadsheets
- **PowerPoint** for presentations
- **Access** for building personal databases