

## IT Orientation Information for CQUniversity Students

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### Technology at CQUniversity

CQUniversity delivers a range of services and resources to benefit our students learning experience.

#### My.CQU STUDENT PORTAL

**My.CQU** is CQUniversity's Student Portal <http://my.cqu.edu.au>. My.CQU enables students to access their course information, mail, calendar, online docs and University announcements from one easy location.

#### CQUINIVERSITY MAIL

Students are provided with *lifelong* access to a CQUniversity student email account called **CQUniversity Mail**.

Students will need to regularly check their CQUniversity Mail Inbox using the [My.CQU Portal](#). This is where all official, course and campus information will be sent. It also helps students stay in contact with their lecturer, tutor and peers.

- All students are provided with an *official* email address when they enrol at CQUniversity. The official email address is their *student number* followed by '@student.cqu.edu.au'.
- CQUniversity also provides students with a *personalised* email address that they can continue to use after they graduate. The domain name for the personalised email address is '@cqumail.com'.

#### For example...

<i>Official email address:</i>	Student number: s1234567	Email address: s1234567@student.cqu.edu.au
<i>Personalised email address:</i>	Student name: John Smith	Email address: john.smith@cqumail.com

*Note: Any emails sent to a student's official or personalised email address will appear within their CQUniversity Mail Inbox.*

#### CQUcentral

**CQUcentral** <http://cqucentral.cqu.edu.au> is a system that provides new and existing students with access to information that specifically relates to their program of study. This includes their enrolment and academic records, financial details, and personal information.

#### ONLINE COURSES

A significant number of CQUniversity courses are delivered online using a system called **Moodle**. This enables students to access course resources, submit assessment, and communicate with their lecturer, tutor and peers while studying online. Students can access Moodle via [My.CQU](#).

The [Student Guide to Moodle](#) has information about using the different activities in Moodle.

## IT Orientation Information for CQUni Students (continued)

### Accessing Online Resources

To access CQUniversity's online resources, students may be asked to log into a system using their CQUniversity student username and password. This is necessary to ensure the University maintains an appropriate level of security for the information it holds.

**Student Username:** A student's username is based on their Student ID and consists of 1 alpha and 7 numeric characters. *For example:* s1234567.

*Note:* If a Student ID begins with the letter Q or C, the last digit of the ID must be dropped as CQUniversity usernames can only be 8 characters in length.

**Student Password:** When enrolling at CQUniversity, students will be provided with a default password. This includes their date of birth, preceded by the letter **s** and followed by a **#** symbol. *For example:* if a student's date of birth is 30 July 1990, their default password will be s300790# (all lower case). Students should change their password as soon as they have accepted their CQUniversity enrolment application.

**Changing student passwords:** Students are encouraged to regularly change their password. Students are able to self sufficiently change their password online using the password services system: <http://password.cqu.edu.au>.

### Resources Available on Campus

#### COMPUTER LABS

Student computer labs are available across each of CQUniversity's campuses. These enable students to access a range of software and online resources for study purposes.

#### CQUNIVERSITY ROAM (WIRELESS NETWORK)

Students studying on campus can connect the University's wireless network and access the internet via their laptop or mobile phone. They can use their email and online courses, without having to sit in a computer lab. Instructions on how to connect to CQUniversity Roam are [available online](#).

#### INTERNET ACCESS

Internet access is available in each computer lab, on student computers located at the CQUni Library, and via [CQUniversity Roam](#) (the wireless network).

#### PERSONAL COMPUTER STORAGE

The University provides students with access to a personal student U: drive. This drive is accessible from all campus computer labs and includes 50MB of storage space.

#### AUDIO VISUAL EQUIPMENT LOANS

With permission from a lecturer or tutor, students can organise to loan AV equipment from their local CQUni Library on Rockhampton, Gladstone, Bundaberg and Mackay campuses.

#### PRINTING FACILITIES

Printing documents will cost students 10 cents per page. Students are able to purchase credit for their printing at a print reload station. Print reload stations are located in each of the 24hr computer labs at Rockhampton, Gladstone, Bundaberg & Mackay campuses.

## IT Orientation Information for CQUni Students (continued)

### CQUniversity Mail, Calendar and Docs

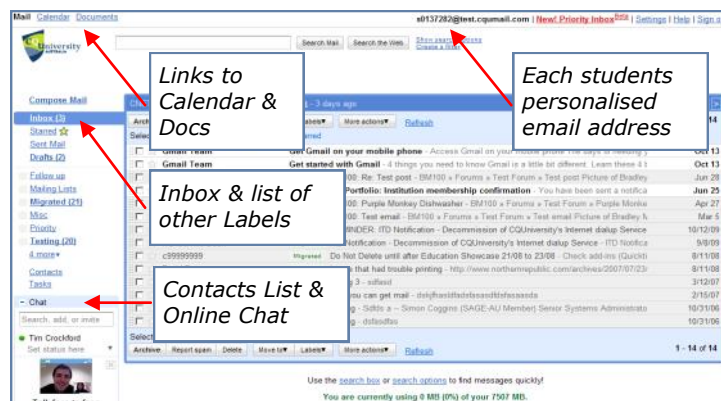
**CQUniversity Mail** is the name of the student email system that is provided by Google. It includes a range of *lifelong* email services and collaboration tools that students can continue to use after they graduate.

Students can access their CQUniversity Mail Inbox, personal Calendar and Online Docs via the My.CQU Portal at <http://my.cqu.edu.au>.

Within the **CQUniversity Mail**, students can update their personal contacts and use the online **chat and video talk** to communicate with other students.

The **personal Calendar** lets students plan their study timetable, add personal events, and even schedule group study sessions with other students.

The **Online Docs** feature in CQUni Mail enables students to create and upload documents online (including spreadsheets and slideshows).



A student's personal docs are stored securely in the cloud and can be 'shared' with other students.

This means that anyone you share an online document with (but *only* those people) will be able to access the document from their **Online Docs** space and can also work on them - either individually or all at the same time.

Further information about using these services is available on the [IT Help webpage](#).

### Being Responsible with IT

It is important that students act responsibly when using the University's IT resources.

To gain an understanding of what behaviour is expected from students while studying here are CQUniversity, please view **CQUniversity's Policies** website: <http://policy.cqu.edu.au>.

In particular, the following policies refer to computing information that is relevant for students:

1. [Student Email Policy](#)
2. [Use of Internet, Email and Computing Facilities Policy](#)
3. [Information Security Policy](#)

## IT Orientation Information for CQUni Students (continued)

### *Being Responsible with IT continued*

Information security is important to the University. Please *do not* record your student password, or give your password (login access) to anyone else.

Students should also be mindful of the impact their use of technology is having on the environment. Further information on how to efficiently use the University's IT equipment is [available online](#).

### Supporting students with Technology

The **ITD Service Centre** is available to provide CQUniversity students and staff with technical support and assistance.

### How to get IT assistance?

- Students can use **IT Service Desk Online** <http://itservicedesk.cqu.edu.au> to easily submit a technical request or enquiry to the ITD Service Centre.

The *IT Service Desk Online* is also available from the IT Help website by clicking on the "**Request a Service**" button (pictured above). For information on how to use *IT Service Desk Online*, an [online user guide](#) is available.

Email: [servicedesk@cqu.edu.au](mailto:servicedesk@cqu.edu.au)

*Or available from 7:30am - 5:30pm weekdays*

Phone: 07 4930 9233

Toll Free: 1300 666 620

International: 61 7 4930 9233

Fax: 07 4930 9254

- Contact the **ITD Service Centre** via email or phone (details listed above).
- Service information and online user guides are available from the IT Help website <http://www.cqu.edu.au/it-help/>

### Useful Websites for Students

My.CQU Student Portal:	<a href="http://my.cqu.edu.au">http://my.cqu.edu.au</a>
CQUcentral:	<a href="http://cqucentral.cqu.edu.au">http://cqucentral.cqu.edu.au</a>
Moodle online courses:	<a href="http://moodle.cqu.edu.au">http://moodle.cqu.edu.au</a>
IT Help:	<a href="http://www.cqu.edu.au/it-help">http://www.cqu.edu.au/it-help</a>
IT Service Desk Online:	<a href="http://itservicedesk.cqu.edu.au">http://itservicedesk.cqu.edu.au</a>
Password Services system:	<a href="http://password.cqu.edu.au">http://password.cqu.edu.au</a>
CQUniversity Australia homepage:	<a href="http://cqu.edu.au">http://cqu.edu.au</a>