eSolutions is your Information Communications and Technology (ICT) provider at Monash University. We are here to help with all your technology needs while you are studying at Monash.

There are many technology systems and services across the university so we have developed this guide to give you an overview and some useful links to access more information.

Need more help or do you have a question? You can contact us online, by phone or in-person at one of our IT Service Desks located on each of our campuses (see back page for locations).
STUDENTS NEW TO MONASH

Welcome to Monash University! If you are new to the university, here are a few IT tips to get you started. Below are the top six things to do in week one:

1. CHECK IN AT **GET STARTED**
   Uni life can be complicated at first, so this website will help make it a little easier to navigate your first semester at Monash.
   [monash.edu/get-started](http://monash.edu/get-started)

2. CONNECT TO EDUROAM WI-FI
   Check out our secure wireless network which is available across all Australian campuses and if you are visiting other Universities. See page 2.
   [monash.edu/esolutions/network](http://monash.edu/esolutions/network)

3. MULTI-FACTOR AUTHENTICATION (MFA)
   MFA provides you with an increased protection, keeping your personal information private and secure. It involves using your mobile phone to verify your identity when logging in. See page 9.
   [monash.edu/multi-factor-authentication](http://monash.edu/multi-factor-authentication)

4. EXPLORE MY.MONASH
   This is your single point of entry for online services. Access the Web Enrolment System (WES), Allocate+ for timetabling and Moodle along with information about printing, library loans and more. See page 4.
   [my.monash](http://my.monash)

5. BROWSE AVAILABLE SOFTWARE
   Review the software available to students for free or at heavily discounted prices (including Office 365, EndNote and Nvivo) to use on personal devices.
   [monash.edu/software](http://monash.edu/software)

6. GET STARTED WITH GOOGLE
   Google Apps are used extensively here at Monash which include Mail, Docs, Sheets, Drive, and many more.
   [monash.edu/google-apps](http://monash.edu/google-apps)
COMPUTER LABS

Monash has over 5000 student computers in computer labs, libraries and hospitals across Victoria.

We have general access computer labs open to all students, dedicated teaching labs and faculty labs with specialised software installed.

Opening times vary, with some computer labs offering 24 hour ID-card access.

Please refer to the link below to obtain further information about many of our computer labs (including hours of operation, numbers of computers, software installed and more).

monash.edu/locate-a-lab

By default students save their files in the My Documents folder when logged in on any Windows lab computer. These files are secure, backed up and accessible from any Windows lab computer.

You can also save your files in your Google Drive. These files are secure and backed up and this service offers the benefit of being accessible from any location with an internet connection:

drive.google.com

STUDENT USE PROCEDURES

University IT resources must be used in a lawful, ethical and responsible manner. Students must also familiarise themselves with the Information Technology Acceptable Use of IT Policy.

monash.edu/infotech-acceptable-use-policy

Monash University has social media policy and procedures that provide guidance regarding the University’s expectations.

monash.edu/social-media-policy

WI-FI ON CAMPUS

Monash uses Eduroam to provide Wi-Fi to students.

Connecting to Eduroam is simple:

- Enter your Monash email address as username@student.monash.edu
- Enter your Monash account password
- Connect

You can use eduroam at any participating institution. This includes over 20 universities in Australia and many other institutions across the globe:

monash.edu/eduroam

*These files are not available offline (or for Macs).
PRINTING

Monash University uses a single ‘follow me’ print service. You can print from any computer lab, library or personal device and collect documents from any Monash printer at any campus.

- Use one payment system for all your printing (M-Pass) using your Monash ID card or username and password.
- Top up credit online (note: the new payment system is cashless – you will need to use a debit/credit card to top up your funds).
- Print wirelessly from your laptop, smartphone or tablet.

Please note: the default printer output is black and white. If you want colour output, you must make your selection at the printer options page before you send the job to print.

Print requests held and are available to print for six hours. If you do not release your print request within six hours, you will have to resubmit your request again. You will not be charged for printing until you release your print job.

For more information and printing charges: monash.edu/student-printing

You can now print directly from your mobile device through a new feature called Mobility Print. To learn how to use this feature follow the full instructions on the how to print for students webpage: monash.edu/student-printing

TOP FIVE IT QUESTIONS ASKED IN 2018

1. I forgot my password – how do I reset it? ims.monash.edu

2. I have questions about printing (connecting, checking credits etc.) monash.edu/connect-printer

3. What is MFA? monash.edu/multi-factor-authentication

4. How do I connect my device to the wireless network? monash.edu/eduroam

5. My account is encumbered, what can I do? monash.edu/encumbrance

Software for students on personal devices: monash.edu/software

See more commonly asked questions: monash.edu/common-questions

Still need help? Contact the Service Desk on 9903 2777
MY.MONASH
YOUR SINGLE POINT OF ENTRY FOR ONLINE SERVICES

This is your single point of entry to the online services Monash offer. It offers real-time information and easy access to frequently used services.

The dashboard delivers important notices, reminders and allows you to add favourite links. The Timetable tile shows details of your next class and Academic record shows your results. Dynamic content also includes important dates and information about things that are coming up in the student life cycle.

Download the my.monash app on your iPhone or Android and move seamlessly between desktop and mobile.

itunes.apple.com/us/app/my.monash/id1158866128

play.google.com/store/apps/details?id=com.ombiel.campusm.monash
G SUITE (GOOGLE APPS)
- Mail, Calendar and Drive
- Opt in to additional services including Blogger, YouTube and more
- Unlimited storage for Mail and Drive

monash.edu/google-apps

ASK.MONASH
Monash University FAQs
- Find answers
- Submit a question
- Provide feedback

connect.monash.edu/askmonash

MOODLE
Online learning system
- All learning materials for enrolled units
- Access study materials including lecture notes, assignments and quizzes
- View your grades
- Participate in discussion forums

lms.monash.edu

MONASH UNIVERSITY LIBRARY
- Discover library resources, including reading lists, databases and electronic books and journals
- Manage your library account (loans, requests, fines)
- Use Library guides to identify online and print resources in your subject area
- Participate in information research and learning skills programs and tutorials

monash.edu/library

MY COURSE
- Schedule your classes
- Manage your course and units

my.monash

WEB ENROLMENT SYSTEM (WES)
- Enrolment and re-enrolment
- Fees and scholarships
- Results

my.monash.edu/wes
BRING YOUR OWN DEVICE

If you are intending to purchase or bring your own device to use at university, the following considerations should be used as a guide. Note that some faculties recommend their own minimum system requirements for certain degrees so please check with your faculty before purchasing your device.

**BATTERY LIFE**
Check to see the rated battery life and the length of the battery warranty period.

**WEIGHT**
Laptops can range anywhere from 1kg up to 6kg. If you plan to be travelling regularly, consider a lighter device.

**SIZE**
Smaller devices can be more portable but they may not have the processing power you require and they may also be more expensive. When choosing a device, take into account the applications you will be using and the locations where you will be using your device.

**USB TYPE-C PORT**
USB-C is the latest connector that’s being incorporated into USB devices for faster device charging, transfer of video and syncing data.

**WARRANTY**
How long is the warranty valid for? Check to see if the manufacturer offers an international warranty rather than one limited to the country in which the device is purchased. This is particularly useful for travellers.

**RAM (RANDOM-ACCESS MEMORY)**
Some laptops are sold with 2GB of memory as standard. You will get more benefit from a laptop with at least 8GB of RAM.

**MoVE**
For students enrolled in a MoVE (Monash Virtual Environment) unit, you will be required to bring a laptop or tablet to all classes. To find out if a unit you’re enrolled in is on MoVE, visit: monash.edu/move
SPECIFICATIONS

RECOMMENDED MINIMUM LAPTOP SPECIFICATIONS

<table>
<thead>
<tr>
<th>COMPONENT</th>
<th>PC</th>
<th>MAC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>Intel i5 2.2Ghz /AMD A6 1.8Ghz</td>
<td>1.2Ghz dual-core m3</td>
</tr>
<tr>
<td>Operating system</td>
<td>Windows 10</td>
<td>OS X 10.13</td>
</tr>
<tr>
<td>Memory</td>
<td>8GB</td>
<td></td>
</tr>
<tr>
<td>Hard drive</td>
<td>250GB SSD (Solid State Drive)</td>
<td></td>
</tr>
<tr>
<td>Display</td>
<td>12” screen with 1366 x 768 screen resolution</td>
<td></td>
</tr>
<tr>
<td>Software</td>
<td>Office 365 (free for students)</td>
<td>A reputable anti-virus program (see page 9 for further details)</td>
</tr>
<tr>
<td>Web browsers</td>
<td>Microsoft Edge (latest version)</td>
<td>Safari (latest version)</td>
</tr>
<tr>
<td></td>
<td>Firefox – optional (latest version)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Chrome – optional (latest version)</td>
<td></td>
</tr>
<tr>
<td>Wireless protocol</td>
<td>802.11n dual band or 802.11ac</td>
<td></td>
</tr>
<tr>
<td>Accessories</td>
<td>A carry bag and an offline storage device to backup files</td>
<td></td>
</tr>
</tbody>
</table>

WIRELESS PROTOCOL SPECIFICATIONS

<table>
<thead>
<tr>
<th>LEVEL</th>
<th>PROTOCOL</th>
<th>ASSESSMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Best option</td>
<td>802.11ac wave 2</td>
<td>This is the best future-proof connection</td>
</tr>
<tr>
<td>Better option</td>
<td>802.11ac</td>
<td>Ideal for strong wireless connection</td>
</tr>
<tr>
<td>Good option</td>
<td>802.11 a/b/g/n 802.11n dual-band</td>
<td>Provides a good wireless connection</td>
</tr>
<tr>
<td>Entry level option</td>
<td>802.11 b/g/n</td>
<td>Supported and connects but it is not the ideal protocol</td>
</tr>
</tbody>
</table>
LEARNING RESOURCES

Monash University has six campus libraries plus ten teaching hospital libraries (Australia).

Each holds a collection of books, journals and specialist materials that cater for the subjects taught at that campus. At enrolment time you will be issued with an ID card that acts as your swipe card to university buildings. You also use this card to borrow library materials and for printing and photocopying. Please check our webpages for further details: monash.edu/library

You can access e-books online via guides.lib.monash.edu/ebooks. You’ll find a range of study areas in each library for group and individual study, plus areas with computers connected to networked printers which also scan and photocopy. Specialist software is available on some computers throughout the University - please check with your tutor/lecturer for more information.

If you want to use your own laptop, you can use the University wireless network anywhere on our campuses. Computers with assistive technology are available at each campus.

DISABILITIES LEARNING SUPPORT

To find out what the library can support, visit: monash.edu/disability
MULTI-FACTOR AUTHENTICATION

Multi-factor authentication (MFA) provides you with increased protection, keeping your information private and secure. It involves using your phone to verify your identity when logging in (just like most banks use when you make a transfer online).

It’s quick and easy to register via: monash.edu/multi-factor-authentication

Before you get started, make sure you:

- Login on your computer
- Have your phone and Apple ID or Android App Store login details handy

If you were unable to find Okta Verify in your app store, or you don’t have a mobile phone, please visit: monash.edu/multi-factor-authentication-options

PASSWORDS AND SECURITY

Once you register for Multi Factor Authentication, your password never expires.

It is best to choose a ‘passphrase’ that is over 13 characters; a sentence or a series of random words you remember.

Passwords must not contain your username or any part of your name

- Passwords that are at least 13 characters long do not require any special characters or numbers
- Passwords that are less than 13 characters require at least 3 of the following 4 categories: Uppercase letters, Lowercase letters, Numbers and Symbols
- The minimum password length is 8 characters

RECOVER YOUR PASSWORD

To help you easily recover your password and register or change your details for self-service password reset, visit: ims.monash.edu

SECURITY SOFTWARE ON PERSONAL COMPUTERS

Please make sure you installed the latest security software such as anti-virus and anti-malware therefore your personal computers are protected from security threats.

It is recommended that students have an up-to-date security program and that system updates are installed regularly.

Microsoft Security Essentials guards against viruses, spyware and other nasty software. It provides real-time protection for your PC.

Sophos for Mac is free for personal use. An internet search will help you see what is available and what they offer.

monash.edu/esolutions/software/free-antivirus-software-for-home

PROTECT YOUR ACCOUNT

Phishing and Ransomware are affecting more and more computers uses around the world. In order to reduce the chance of your account being targeted, please read the following information:

monash.edu/esolutions/email-collaboration/phishing
monash.edu/esolutions/email-collaboration/ransomware
eSOLUTIONS SERVICE

We are here to help with all your IT needs

CONTACT US
monash.edu/esolutions/contact

LOG A REQUEST
servicedeskonline.monash.edu

EMAIL
servicedesk@monash.edu

TELEPHONE
Internal: x32777
External: +61 3 9903 2777

IN PERSON

Caulfield
Monash Connect
Building B, Ground floor

Clayton
Monash Connect
Campus Centre
21 Chancellors Walk, Rm. G163

Parkville
Monash Connect
Sissons Building (located at reception)

Peninsula
eSolutions
Building A, Level 2

INTERNATIONAL CONTACTS

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T: +27 11 950 4077