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 last 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

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

3. **MULTI-FACTOR AUTHENTICATION (MFA)**
   
   MFA provides you with 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

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 services, and more. See page 4.  
   
   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. There is software also available through the MoVE platform (more information on page 6).  
   
   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
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

ONLINE TEACHING AND LEARNING

The world is changing, studying online with Monash University is easier than you think. As a leading, global university, you can be assured we have all the tools, support and resources you need to study online, on campus and everything in between.

For more information, please visit: monash.edu/study/why-choose-monash/study-options/online-study

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

Monash University has a copyright compliance policy that provides guidance regarding the University’s expectations.

monash.edu/copyright-compliance-policy

WI-FI ON CAMPUS

Monash uses Eduroam to provide Wi-Fi to students.

Connecting to Eduroam is simple:

■ Enter your Monash email address
■ 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 provides a single ‘follow me’ print service. You can print from your own laptop, tablet, phone or from any computer at Monash. Printed documents can be released at any printer on 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 payment system is cashless – you will need to use a debit/credit card to top up your funds).
- Print wirelessly from your laptop, smart phone 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 available to print for 23 hours. If you do not release your print request within 23 hours, you will have to resubmit your request. 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 print directly from your mobile device through a 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 IT QUESTIONS

1. I’ve got a new mobile phone and need to set up an OKTA Verify. monash.edu/esolutions/phones/change-device-multi-factor-authentication

2. Forgot my password - how do I reset it? monash.edu/change-password

3. How does VPN & International VPN work? monash.edu/esolutions/students/systems-guide

4. What software is available? monash.edu/software

5. What is MoVE? monash.edu/move

6. How do I access Moodle? guides.lib.monash.edu/moodle


Free and discounted software for your personal device: monash.edu/software

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

GOT A QUESTION?
- Find answers
- Chat with us
- Submit a question

monash.edu/connect/contact-us

MONASH UNIVERSITY LIBRARY
- Find and access books, articles, journals, databases and more
- Get help on your assignment or research
- Access your reading list for unit specific readings
- Use Subject guides to discover resources and tools for your area of study
- Expert advice and resources for graduate research students
- Manage your Library account (loans, fines, requests)

monash.edu/library

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

my.monash

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

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

my.monash.edu/wes
BRING YOUR OWN DEVICE (BYOD)

If you’re beginning your studies at Monash, you’ll need access to a laptop that meets our recommended minimum specifications. This will ensure you can fully participate in your studies, allowing you to live-stream lectures, use a range of free, specialist software on your own device through MoVE, use your laptop to sit BYOD eExams, and more.

**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 4GB of memory as standard. You will get more benefit from a laptop with at least 8GB of RAM.

**MoVE**

The Monash Virtual Environment (MoVE) allows you to access specialised applications on your laptop or tablet – anywhere, anytime, for free! If you’re enrolled in a unit that requires MoVE, you’ll need to bring your own device to class, visit: monash.edu/move
SPECIFICATIONS

RECOMMENDED MINIMUM LAPTOP SPECIFICATIONS

<table>
<thead>
<tr>
<th></th>
<th>Windows</th>
<th>macOS</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 10.14</td>
</tr>
<tr>
<td>Memory</td>
<td>8GB</td>
<td>8GB</td>
</tr>
<tr>
<td>Hard drive</td>
<td>120GB SSD (solid state drive)</td>
<td>120GB SSD (solid state drive)</td>
</tr>
<tr>
<td>Display</td>
<td>14” screen with 1920 x 1080 screen resolution</td>
<td>13” screen with 1920 x 1080 screen resolution</td>
</tr>
<tr>
<td>Battery Life</td>
<td>4 hours under normal use</td>
<td>4 hours under normal use</td>
</tr>
<tr>
<td>Wi-Fi</td>
<td>802.11ac or better</td>
<td>802.11ac or better</td>
</tr>
<tr>
<td>Webcam</td>
<td>user facing, inbuilt microphone and speakers</td>
<td>user facing, inbuilt microphone and speakers</td>
</tr>
</tbody>
</table>

*Some faculties recommend their own minimum system requirements for certain degrees. Please refer to their documentation before purchasing your device.*

eEXAMS

Paper-based exams are not always aligned with our students’ expectations of a modern, innovative experience that prepares them as graduates. Monash administers 360,000 exams each year during which thousands of students undertake paper-based exams, sitting silently in a room and tasked with handwriting for up to 3 hours at a time. We have an opportunity to change that and provide an authentic experience; to be able to assess students for their skills for today’s workforce. Your in-semester tests and end-of-semester exams may use Monash’s eAssessment platform, requiring you to use your own device in a secure environment. These online assessments are called eExams.

To learn more about eExams, visit: monash.edu/exams/electronic-exams

RECYCLE YOUR OLD MOBILE PHONE

Monash University proudly helping to protect wild gorillas by collecting old phones and tablets. Funds raised through phone recycling supports Zoos Victoria and the Gorilla Doctors to care for wild gorillas. For more information, visit: zoo.org.au/phone

EDUCATION DISCOUNTS FOR APPLE, DELL OR HP DEVICES

STUDY AND RESEARCH

Located on every campus, the Library makes it easy for you to access what you need.

Access books, articles, journals, databases and other materials for your assignments and research through Search.

For help with your assignments and research, you can Meet with a Librarian online, develop your skills through classes and workshops, or find subject specific resources with Subject Guides.

Every branch library is equipped with computer workstations, photocopying, scanning and printing facilities, and group and private study areas. You can also book a discussion room for group work.

At enrolment time you’ll 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.

Visit our website to find out more: monash.edu/library

SERVICES FOR STUDENTS WITH A DISABILITY

Computers with assistive technology are available at each campus. Find out how the Library supports users with a disability, visit: monash.edu/library/libraries/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).

For more information please visit monash.edu/multi-factor-authentication

If you’re locked out of your account because your phone is lost, damaged, or replaced, or if you’ve accidentally deleted the Okta Verify app, you can now use a backup code to reset your MFA and get back into your account.

A backup code is a one-time-use code that will allow you to reset your MFA without having to contact the Service Desk.

Get your MFA backup codes here: identity.monash.edu/backup-codes

PASSWORDS AND SECURITY

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: monash.edu/change-password

SECURITY SOFTWARE ON PERSONAL COMPUTERS

Please make sure you install the latest security software such as anti-virus and anti-malware to ensure 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 users 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

ONLINE

myServices

BY EMAIL

monash.edu/esolutions/contact

TELEPHONE

Australia
Internal: x32777
External: +61 3 9903 2777

China southern (Telecom), northern (Unicom) and Hong Kong
Phone: +800 666 274 73
(free call from landline only. International calling must be enabled)

Indonesia
Phone: +001 803 61 997 (free call)

Malaysia
Phone: +60 3 5514 5600

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

INTERNATIONAL CONTACTS

CHINA

377 Linquan St. Dushu Lake Science and Education Innovation District
Suzhou, Jiangsu 215123

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monash.edu/suzhou

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