



# Australian National University

## RSPHYS IT MANUAL

### RSPHYS SCHOOL COMPUTER UNIT

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IT support in Physics is provided by the RSPHys School Computer Unit. The School Computer Unit also acts as the school's contact to the services provided by the University's central IT department (ITS).

#### LOCATION

The School Computer Unit is located on level 4 of the Leonard Huxley Building, and is normally staffed between 9am and 5pm, Monday to Friday.

#### REQUESTING HELP

To request help with any IT related matter please use one of the following methods:

- Email your request to [it.physics@anu.edu.au](mailto:it.physics@anu.edu.au)
- OR visit us in the School Computer Unit, no appointment required
- OR log in and place a job request on the ANU IT service desk <http://servicedesk.anu.edu.au>
- OR call 54321 and use options 2, 3, 2

#### ONLINE DOCUMENTATION

More IT documentation can be found on the School Computer Unit website <https://physics.anu.edu.au/scu> and on the central ANU IT website <https://services.anu.edu.au/information-technology>

### ACCOUNTS

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Staff, students and official visitors are issued with a University ID. To activate your University ID account please visit the School Computer Unit, where you will be able to select a password to use. At this time your email account will also be activated.

Your University ID account can be used to access many of the University's online services as well as the wireless network, VPN, computer labs, etc.

The university is in the process of phasing out other accounts to standardise on University ID as the single IT account on campus.

You can change your University ID password at <http://identity.anu.edu.au> or by visiting the RSPHys School Computer Unit.

### IT DOS AND DON'TS

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- **DO** be aware of the RSPHys acceptable usage rules. [https://physics.anu.edu.au/scu/acceptable\\_usage.php](https://physics.anu.edu.au/scu/acceptable_usage.php)
- **DO** ensure your machine is kept up to date and free from viruses.
- **DO** contact the RSPHys Computer Unit if you need any IT help or advice.
- **DO** be aware of virus, scam and phishing emails. If in doubt ask the School Computer Unit for advice.
- **DON'T** share your login credentials, or allow unauthorised people to use the ANU network or resources.
- **DON'T** download or share any copyrighted or illegal material via the ANU network. File sharing protocols such as torrents are not an acceptable use of ANU resources and such use will not be tolerated.

## IT EQUIPMENT

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The school allows the use of both personal and ANU owned equipment within the school.

### MANDATORY ELECTRICAL SAFETY TAGGING

ANU policy mandates all electrical equipment (both personal and ANU owned) must be tested and tagged before being connected to the ANU electricity supply. If a device has not been tested and tagged by the ANU you will not be allowed to use the school network.

### MANDATORY EQUIPMENT INSPECTION AND NETWORK REGISTRATION

All devices that are to be connected to the school's wired network must be inspected by the RSPHys School Computer Unit. It is a requirement that all equipment has already been electrically tested and tagged, has working virus scanning software (and not be currently infected with viruses) and be up to date with all required updates.

### PURCHASING PROCESS AND REQUIREMENTS

**Computers:** It is required that you talk to the School Computer Unit prior to ordering any computer equipment as The University has mandated the purchasing of standard desktops and laptops through an ANU procurement process. Purchases outside of this arrangement will require an exemption process to be followed. The SCU can advise on both processes and provide customised quotes as needed.

**Printers and MFDs:** The ANU has signed up to the Whole of Government contract for "Office Devices" this means that we are required to buy printers and MFDs through this contract and can be fined for not doing so. Please contact the RSPHys School Computer Unit to access information on pricing and available models.

**Accessories and parts:** The RSPHys School Computer Unit can advise and assist with the purchase of IT accessories and parts.

## SOFTWARE

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Please visit the RSPHys School Computer Unit's website <http://physics.anu.edu.au/scu> for information on purchasing software. If the software you are after is not listed, please contact the School Computer Unit.

## WIRELESS NETWORK

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The University's wireless network is available in most parts of the school. You should be able to log into **ANU-Secure** with your university ID and password. **ANU-Secure** is encrypted and faster than the other wireless network options.

### EDUROAM

The ANU provides access to the eduroam wireless network for visitors whose home institution supports it. Eduroam may also be used by ANU staff and students while travelling to other institutions that support it. It is important to understand how to setup eduroam before traveling, unfortunately it is not possible to test it while still at the ANU.

## WIRED NETWORK

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Only devices owned by the ANU are allowed to be used on the school's wired network. Personal devices can connect to the RSPHys network through the ANU GlobalProtect VPN. More info <https://services.anu.edu.au/information-technology/login-access/remote-access>

Equipment should be registered with the school DHCP service for automatic configuration.

Non-work related network usage should be kept to a minimum. Illegal downloading or sharing of copyrighted material (software, music, TV, movies) will not be tolerated. In the case of illegal network use your network usage may be analysed and the relevant authorities may be contacted.

## EMAIL

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The ANU has outsourced its primary Email service to the Microsoft's Office365 email system.

### LOGIN AND EMAIL ADDRESS

There may be a delay of up to 24 hours between activating your university account and your Office365 account being ready for use. During this period you may experience an "Account does not exist" error.

All staff, students and visitors are given a university email account based on their University ID in the form of [u12345678@anu.edu.au](mailto:u12345678@anu.edu.au) additionally staff, visitors and postgraduate students are given a [firstname.lastname@anu.edu.au](mailto:firstname.lastname@anu.edu.au) alias that should be used as your primary ANU email address.

Your username to access your Office365 email is your **University ID PLUS "@anu.edu.au"** for example **u12345678@anu.edu.au**  
NOTE: Your password is your University ID password, the same one used to connect to wireless and to access your employment details via HORUS.

### WEBMAIL

You can login to your Office365 webmail at <http://outlook.com/anu.edu.au>

### CHOOSING AN EMAIL CLIENT

The recommended client to use with Office365 is the latest version of Outlook. Outlook is available at no cost for all ANU owned computers. It is also possible to use an IMAP client to connect to Office365 but it is not recommended because of performance and compatibility issues.

Non-ANU email accounts should not be used for ANU business as it is against the Freedom of Information Act.

### VACATION MESSAGES

If you wish to have a vacation message while you are away from the office it is important to put this up yourself before going away. This can be done via Outlook or the webmail interface.

## OFFICE 365

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In addition to the email system members of the ANU also have access to the full Microsoft Office 365 suit, including online and offline versions of office, and OneDrive cloud storage.

## PRINTING

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Some departments have their own printers for general use. Instructions for installing printer drivers for many of these are available from the School Computer Unit website.

PhysicsPrint is a centrally funded service that offers managed printing across much of RSPHys. Please visit <http://physics.anu.edu.au/scu/physicsprint> for more information.

The School Computer Unit provides a general use printer and an in-house print service. Our in-house print service should be your first choice when printing booklets, posters, etc. Check out the SCU website for more information.

## COMPUTATIONAL SERVERS

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The School Computer Unit runs a number of computation Linux servers available for running medium scale computational jobs. If you require an account to access these machines please indicate this on your RSPHys IT Registration Form. Information on our computational machines is available on the SCU website.

Large scale computational work can be carried out on the NCI supercomputer facilities. <http://nf.nci.org.au>