

3 Where can I get the paper tray refilled?

Ask the staff at the front counter

4. How do I logon to a computer in the labs?

PC:

- a) Click OK after reading and accepting the Computer Lab Rules
- b) When the Novell login screen appears enter your username and password and click OK.

MAC:

- a) At the login screen enter the word 'student' as the username
- b) Leave the password field empty and click Log In.

4. How do I restart a computer that has crashed/frozen?

PC Labs: Hold down <Control> + <ALT> + and click on the Shutdown button then select Shutdown and Restart and Click OK

MAC Labs: Hold down <Power On/Off>

If further assistance is required, please see ITS Lab Staff at the service counter.

5. Is there a place on the computers where I can save my work?

PC: The F drive is provided specifically for this purpose. To access this drive double click on the My Computer icon then double click the F drive. Please be aware that this is only an emergency saving space, and is computer specific. Data on this drive can be deleted and accessed by anyone who uses the computer at anytime with no notice. It is recommended that you save your work to a USB thumb drive and/or email files to yourself with University Webmail.

MAC: You are able to save to both the Desktop and the Documents folder. Please be aware that data saved to either the Desktop or the Documents folder will be deleted when you log out. It is highly recommended that you save your work to a USB thumb drive and/or email files to yourself using University Webmail.

6. What happens if I suspect that I have a virus on my Floppy/USB Thumb Disk.

As this may be due to different circumstances, you should seek help immediately from the staff at the front desk.

7. What do I need a Casual CopyCard for?

You will need a Casual CopyCard for printing and photocopying at the University, if your Student Card is unable to be used. This may happen because some faculties already use the mag-strip on your card for another purpose. You can obtain a Casual Copy Card from the machines on the lab floor or in the photocopying room at the Library. The cost of the card is \$2.20. You will then need to put credit on the card. Printing and photocopying is charged at 11cents per page. **NB: The card machines do not give change.**

8. What happens if I lose my CopyCard?

You can ask at the front desk to see if it has been handed in. You may need to purchase a new card.

8. Is there any computer training available?

Roving helpers are available in the labs from Monday – Friday, 11.30am to 2.30pm during session. The roving helpers will give you individual help with computing problems. There are user guides on the web at www.uow.edu.au/its and in the handout bay at the entrance to the labs.