Monash technology essentials for students 2013
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eSolutions is your central Information Communications and Technology (ICT) group at Monash University. We are here to help with all your technology needs while you are studying at Monash.

When you are new to Monash, the vast amount of information available can be daunting. To help you navigate your way through the myriad of information available, we have created this brochure. This gives an overview of the essential technology services that Monash provides, as well as useful links to access more information online.

You can contact us online, by phone or in-person at one of our IT service desks located across our campuses. We pride ourselves in delivering a customer focused and responsive service. We are here to help make your Monash experience a positive one.
Contacting eSolutions

Service Desk

The eSolutions Service Desk is your first point of contact for all your Monash IT needs. You can contact us:

Online
www.monash.edu/esolutions/contact

By telephone
Internal: x32777
External: +61 3 9903 2777

In person

<table>
<thead>
<tr>
<th>Campus</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Berwick</td>
<td>Building 901, Learning Commons, Ground floor</td>
</tr>
<tr>
<td>Caulfield</td>
<td>Monash Connect, Building A, Ground floor</td>
</tr>
<tr>
<td>Clayton</td>
<td>Matheson Library, Building 4, Ground floor (Matheson Annex)</td>
</tr>
<tr>
<td>Parkville</td>
<td>Pharmacy Library, Manning Building 403</td>
</tr>
<tr>
<td>Peninsula</td>
<td>Building A, Level 2</td>
</tr>
</tbody>
</table>
The my.monash portal is the gateway to all your Monash services. At a glance you can view your timetable, important student news, library loans and much more. You can even customise the my.monash interface so you choose what’s important to you.

Access everything with your Authcate account. Here at Monash, that’s what we call your username.
Some of the main services you can access from the portal include:

**Google Apps**
- Communicate and collaborate with Google Mail, Calendar, Drive and Sites.
- Opt in to Google+ and you’ll get access to Hangouts, Blogger, YouTube and more.
- A huge 30GB of storage for all your Google Apps data.

**Moodle**
- Moodle is your online learning system. All learning materials for your enrolled units can be found here.
- Access study materials including lecture notes, assignments and quizzes.
- Participate in discussion forums.
- View your grades.

**MULO (Monash University Lectures Online)**
- Listen to lectures.
- Watch lecture presentations.
- Online lectures are available via Echo Media Player streaming, direct download, vodcast, or podcast.

**Monash University Library**
- Use Search to discover Library resources, including reading lists, databases and electronic books and journals.
- Use Library guides to identify online and print resources in your subject area.
- Participate in Information research and learning skills programs and tutorials.
Free Wireless

Monash offers free wireless access to all students* at all of our Australian and international campuses. Connect to eduroam on your laptop, smartphone or other wireless enabled device at Monash and you will automatically have wireless access at all participating eduroam institutions. These include over 20 universities in Australia and many other institutions across the globe.

*Consent is required for Internet access for students under 18.

www.eduroam.edu.au

Printing

Printing is available in computer labs, Monash Libraries and Student Union outlets. Charges and actual services vary according to the provider.

eSolutions provides printing in the computer labs. Most printers have double-sided printing capability and are filled with recycled paper as part of our commitment to the Monash Green Initiative.

eSolutions printing costs vary from 10 cents to $1 depending on paper size, colour and if double-sided.

Check your balance or buy print credit via the my.monash portal.*

Some printers are wireless enabled and marked accordingly. You can print wirelessly to these printers from your own device.

*Note: Library printing requires buying print credit from the library, not via the portal.

intranet.monash.edu/esolutions/printing/connect.html
Monash has over 3800 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 and some computer labs offer 24 hour swipe card access.

intranet.monash.edu/esolutions/students/labs

To find computer lab locations, facilities, opening times and software available, visit:

secure.monash.edu/students/labs/locate.php

To register for 24 hour swipe card access visit:

intranet.monash.edu/esolutions/students/labs/swipe

Students can save up to 5GB in their ‘My Documents’ folder when logged in to any lab computer. These files* are secure, backed up and accessible from any computer lab.

*The files are not available offline.
BYOD - Bring Your Own Device

If you are intending to purchase or bring your own device to use at the University, the following recommendations can be used as a guideline.

Some points to consider when purchasing a device:

- **Battery life** – check to see how long the battery life is and check the warranty on the battery. Generally, the more “cells” a battery has, the longer it will last.

- **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. When choosing a device, take into account the applications you will be using and the locations where you will be using your device.

- **USB Ports** – how many USB ports does the device have and are they the slower USB2 or the faster USB3?

- **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. Particularly useful for travellers.

- **Random-access memory (RAM)** - some units are sold with 2GB of memory as standard. You will get more benefit from a unit with at least 4GB of RAM.
There are many types of wireless card configurations now available for your mobile device. This chart provides you with our recommended options to help you to get the best wireless connection on campus.

<table>
<thead>
<tr>
<th>Wireless card</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>802.11a/b/g/n 802.11n dual-band</td>
<td>Ideal for best wireless connection.</td>
</tr>
<tr>
<td>802.11ac</td>
<td>Best standard for future compatibility.</td>
</tr>
<tr>
<td>802.11b/g/n 802.11b/g</td>
<td>Is supported and does connect but it is not the most ideal wireless protocol to have in your device. Users can experience connection issues when a large number of devices are connected in a localised area.</td>
</tr>
</tbody>
</table>
### Recommended Minimum Specifications

<table>
<thead>
<tr>
<th>Component</th>
<th>PC</th>
<th>Mac</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>Intel/AMD 1.8 Ghz</td>
<td>Intel 1.7GHz dual-Core i5/i7</td>
</tr>
<tr>
<td>Operating System</td>
<td>Windows 7</td>
<td>OS X 10.8</td>
</tr>
<tr>
<td>Memory</td>
<td>4GB</td>
<td>4GB</td>
</tr>
<tr>
<td>Hard drive</td>
<td>320GB</td>
<td>320GB</td>
</tr>
<tr>
<td>Display</td>
<td>1024 x 768 screen resolution</td>
<td>1024 x 768 screen resolution</td>
</tr>
<tr>
<td>Software</td>
<td>MS Office 2010 or later A commercial antivirus product</td>
<td>MS Office for Mac 2013 or later A commercial antivirus product</td>
</tr>
<tr>
<td>Internet Browser</td>
<td>Internet Explorer 9</td>
<td>Safari</td>
</tr>
<tr>
<td></td>
<td>Firefox (latest version)</td>
<td>Firefox (latest version)</td>
</tr>
<tr>
<td></td>
<td>Chrome (latest version)</td>
<td>Chrome (latest version)</td>
</tr>
<tr>
<td>Wireless</td>
<td>802.11a/g</td>
<td>802.11a/g</td>
</tr>
</tbody>
</table>

*Please note these recommendations are valid as at July 2013.

As a Monash student, the software catalogue lists what software is available to you. Simply click on the tick icons for ordering or installation information.

[intranet.monash.edu.au/esolutions/software/catalogue/](intranet.monash.edu.au/esolutions/software/catalogue/)

Some faculties recommend their own minimum system requirements for certain degrees. Be sure to check with your faculty before purchasing your device.
Useful Links

ask.monash
ask.monash.edu

Allocate+
https://allocate.timetable.monash.edu

Contact eSolutions
monash.edu/esolutions/contact

IT Information for Students
intranet.monash.edu/esolutions/students

Monash Library
www.monash.edu/library

Moodle
moodle.vle.monash.edu
MULO (Monash University Lectures Online)
www.mulo.monash.edu

my.monash portal
my.monash.edu

Service Desk Online
servicedeskonline.monash.edu

WES (Web Enrolment System)
my.monash.edu/wes

Wireless (eduroam) information
intranet.monash.edu/esolutions/wireless

Wireless printing
intranet.monash.edu/esolutions/printing/connect.html
Further information
intranet.monash.edu/esolutions/students

Contact us
servicedesk@monash.edu

monash.edu/esolutions/contact