Network Upgrades

We’re pleased to announce that the networking hardware in all major Arts Faculty buildings has been successfully upgraded. Faculty Computing will be carrying out minor upgrades to some of our other locations over the next month and will inform staff and students accordingly.

Logging a Service Desk Ticket

Sending an email to ithelp-arts@uwa.edu.au automatically creates a Service Desk ticket that allows our IT Support Officers to start helping you. In order for us to start troubleshooting the issue immediately it will be very helpful for you to include the following information in your email:

**Asset Number:** This is the barcode number that all Arts Faculty owned computers have. The barcode says ‘Property of F.A.H.S.S’, Faculty Computing require the number which is 6 digits long, e.g. 003877, to find details about your computer hardware.

**Operating System:** In the Faculty of Arts we have predominantly two operating systems the OS X and Windows 7. The operating systems will help us identify the problem. Regardless of the physical computer you are using, if you see a black apple at the top left hand side of your screen, you are running the MAC OS X operating system. If you see a blue circular icon at the bottom left hand side of your computer, you are running the Windows 7.

**School and Location:** It is essential that we know which building and room you are located in, in the event that we will have to come pay a visit or determine which is the closest printer to install for you. If you could include the school name and your room number in the email it would be very helpful. E.g. Arts building rm2.27

Tip of the Month by Lavinia Vasundran

**Setting up UWA email on iPhones/iPads**

1. Ensure you are connected to the WiFi if using an iPad
2. Go to Settings>Mail, Contacts, Calendar
3. Select ‘Add Account’
4. Select ‘Exchange’
5. Type in your email address in the ‘Email’ textbox, pheme password in the ‘Password’ textbox and UWA in the ‘Description’ textbox
6. It will start to verify your credentials
7. In the ‘Server’ textbox type: mail.staff.uwa.edu.au
8. In the ‘Domain’ textbox type: staffad
9. In the ‘Username’ textbox type: your staff number eg. 00012345
10. In the ‘Password’ textbox type: your pheme password
11. Click on ‘Next’ at the top right hand side
12. If ‘Contacts’ are set to green, touch on it to disable and click on ‘Save’ at the top right hand side

You will be able to see the ‘UWA’ account the list of accounts. You can open up the ‘Mail’ app and be able to see your UWA emails.

Apple Mail No Longer Supported

Apple Mail will no longer be supported in the Faculty of Arts as an email client starting the 1st of January 2015. All current users of Apple Mail will have to be migrated to Outlook. The University’s preferred email client is Outlook and it is available for MACs.

Arts IT will assist users to migrate their current Mail archives to Outlook file formats. Converting Mail archives to Outlook format may take anywhere from 30 min-2 hours depending on the file size.

Personal Laptop and Desktop Computers

Please note that Arts Faculty Computing cannot provide hands on or remote technical assistance for your personal non-UWA purchased Laptop and Desktop computers. We can provide you with basic advice and some self-help guides that you could use to try and resolve software-related issues for yourself.

If your personal computer has a hardware issue and is covered by a warranty then you should refer to the documentation that came with your computer when you purchased it. If it is not covered by warranty then you should contact the manufacturer for advice as they can refer you to a local technical support company who can fix the problem for you.

There are some UWA Licensed Software packages which can be installed on personal ‘Home’ computers under certain conditions. For these packages you will need to bring your computer to the Arts Faculty Computing office for the software to be installed. In the first instance you will need to log a Service Desk ticket by sending us an email to ithelp-arts@uwa.edu.au if you have a query relating to this.

If you have a personal tablet or smartphone we can help you out with getting connected to the UWA wireless network whilst on campus. Please bring the device to the Arts Faculty Computing office and we will help you out.

ithelp-arts@uwa.edu.au
Ph: (+61 8) 6488 1523
Office Hours: 8:30am - 5:00pm, Monday - Friday