Monthly Newsletters
This is the first of our monthly newsletters. We will be sending out a newsletter every month with Faculty Computing related news and also notifications of any upcoming changes/outages which may affect you. Each month the newsletter will include useful tips from the Arts FC Team to help out with some common IT issues, this month’s tip is provided by Alex Boujos.

FC Staff Changes
There have been some recent additions to the Arts Faculty Computing team.

Anthony Pugliese has started with the Faculty this week in the role of IT Support Officer. He is in all day Mondays and Thursdays and only in the afternoons on Tuesdays and Wednesdays.

Jamie Graham has come across from the Faculty of Architecture, Landscape and Visual Arts in the role of Manager (Faculty Computing). He will be located at the Faculty of Arts on Tuesday morning, Wednesday morning and all day on Friday.

Tip of the Month by Alex Boujos

PHEME Password Resets
Whenever it comes time to reset your PHEME password, there are a few things to keep in mind!

Please ensure that you quit out of your Outlook or Mail client, this is important as the email client will keep sending your old password and may lock your account out! Once the PHEME password is changed you should restart the computer and then re-open your email client, where you will be prompted to re-enter your current PHEME details to connect the email. This holds true for any other computers you have (if you have more than one) with your UWA email connected.

Likewise, any mobile devices you have (iPhones, iPads, Android Phones, etc.) which you receive your UWA email will also need to have the password updated through the mail settings option. Not updating here can also cause your account to lock-out!

If you are running Mac OSX you may be prompted to update your “keychain” at logon after restarting your machine. This requires you to confirm you “prior” (last used) PHEME password in a security box, which will then update the keychain to use the latest password. It is important to update, delete or create a new keychain after resetting your Pheme password. Skipping this step, results in your Pheme account being locked out.

If your PHEME is locked out and the new password rejects, just go to PHEME.UWA.EDU.AU and log onto the system. This automatically unlocks your account, and you should then be able to log onto the email correctly!

FC Email Accounts
If you have a request, issue or problem that you require assistance with and would like to log a job with the FC team, please send an email to

ithelp-arts@uwa.edu.au. This will create an incident in the Service Now system and allow us to prioritise the jobs and assign a person to the job. You will receive an email with the incident number and should correspond all communication via that email. This will allow all the relevant correspondences to recorded against the incident.

If you have a general enquiry about any of the FC services please send an email to computing-arts@uwa.edu.au. This email account is managed by FC team and you will receive a response from one of the team members. This will also ensure that you get a timely response from one of the team members in the event that a particular team member is away on training, leave or medical reasons.

Facility of Arts
Computer Facilities Newsletter

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