

IMS Staff Handbook

A GUIDE TO UNITEC INFORMATION MANAGEMENT SERVICES

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UNITEC NEW ZEALAND | LAST UPDATED 1ST JULY 2015

Table of Contents

| | |
|--|----|
| Information Management Services | 1 |
| The ask IMS Help Desk..... | 1 |
| IMS Self Service Requests | 2 |
| Target Response Times for ask IMS Help Desk Requests | 3 |
| IMS Training | 4 |
| New User Workshops for Unitec Staff..... | 5 |
| Intermediate Outlook..... | 5 |
| Advanced Outlook | 5 |
| Intranet Training (New Editors) | 5 |
| PeopleSoft Training..... | 5 |
| Getting Started with the Unitec Computing Environment..... | 7 |
| Logging into the network - PC..... | 7 |
| Logging in with a local password – Mac | 8 |
| Changing a Network Password | 9 |
| Forgotten Password Activation..... | 9 |
| Staff computer drives..... | 11 |
| OneDrive @ Unitec NZ | 11 |
| H: Drive | 12 |
| Connecting to the H Drive – Mac..... | 12 |
| Email etiquette | 13 |
| Outlook Email – 10 Golden Rules | 14 |
| Outlook – Unitec's email system | 15 |
| Voicemail | 16 |
| myUnitec for staff..... | 18 |
| Staff Self Service | 20 |
| Unitec Intranet – The Nest..... | 22 |
| Printers | 23 |

| | |
|---|----|
| Laptops | 24 |
| Mobiles, Smartphones and iDevices | 25 |
| Eduroam..... | 25 |
| Information Systems..... | 27 |
| Learning Management Systems | 28 |
| Microsoft Office 2013, 2011 and 365..... | 28 |
| Māori Keyboard for Windows 7 | 28 |
| Māori Keyboard for Mac Computers | 29 |
| Office 365 for Home or Personal Devices..... | 29 |
| Audio Visual Services | 32 |
| Discounted software for staff..... | 34 |
| Technology Partnership Agreement | 34 |
| A copy of the TPA agreement is located on The Nest: | 34 |

Information Management Services

Information Management Services (IMS) is Unitec's department providing staff and students with all information technology services and solutions.

Important contact details

| | |
|-----------------------------|---|
| Location: | Visit Student Central in the hub |
| Extension: | 8484 |
| Freephone: | 0800 ASK IMS (0800 275 467) |
| Email: | imssupport@unitec.ac.nz |
| Website: | www.askims.unitec.ac.nz (for students) |
| Intranet: | http://thenest.unitec.ac.nz/unitecintranet (for staff) |
| Intranet Navigation: | Services/Information Management Services |

Hours of support during semesters 1, 2 and summer school

| | |
|--------------------|-----------------|
| Monday to Thursday | 8:00am – 7.00pm |
| Friday | 8.00am – 5.00pm |
| Saturday | 8.00am – 4.00pm |

Please check the ask IMS website for regular updates on Help Desk hours of support. The ask IMS website, also includes online instructions and regular updates for students.

IMS Self Service Requests

Unitec staff members are able to submit and view their IMS requests online.

To launch this service follow the instructions below:

PC Users:

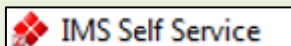
1. Click the **Start Orb**.



2. Click or Hover over **All Programs**.



3. Click on the **IMS Self Service**.



4. This will open the login page. Click the link **Sign in with UNITEC**.



5. Enter your **Unitec Network Username** and **Password**.

6. The **Service Catalogue** opens. Click onto the option you need for the selection, some of the popular ones are shown here:

| | |
|---|---|
|  Existing Shared Folder Access <i>Estimated 3 days</i> Request access to existing secure folders (e.g Q: or H: for staff) |  Training Request <i>Estimated 5 days</i> This enables the user to request a computer training service from the IMS training team |
|  Request for Information... <i>Estimated 1 week</i> Log a general request for information or documentation |  New Peoplesoft General Request <i>Estimated 5 days</i> Request a general Peoplesoft action other than Access or a Query |

**New Incident**
Submit New Generic Incident

Alternatively start a unique request by using **New Incident** above or click **Report New Issue/Incident** on the left hand menu.

7. Fill out the summary field, then enter. On the right hand side **Possible Solutions** are displayed, if your query is answered, then you can either **Log Out** (top right) or go back using **Back to Service Catalog**.
8. Enter as much information as you can, in the form that opens. If relating to your computer, include your **UNL Number** which is on the System Unit (case that contains memory, drives etc). The number will be UNL followed by a series of numbers.
9. Click **Review & Submit** or **Save Incident** (for incidents only).

Mac Users:

1. Open your preferred internet browser.
2. Enter this URL in the address bar: <http://imsselfservice.unitec.ac.nz>
3. Continue by referring to steps 4-9 above.

Target Response Times for ask IMS Help Desk Requests

Target response times for general faults

| Priority | Example | Response times |
|----------|--|--------------------|
| 1 | Urgent issues e.g. network failure in teaching lab or library. | 30 minutes |
| 2 | Key user, hardware failure or software failure. | 8 hours (1 day) |
| 3 | Single user problems with internet, voicemail and software applications. | 12 hours(1.5 days) |

Target response times for PeopleSoft faults

| Priority | Example | Response times |
|----------|---|-------------------|
| 1 | PeopleSoft Jobs for Cashier / Payroll / System Down | 30 minutes |
| 2 | All other PeopleSoft Application errors | 8 hours (1 day) |
| 3 | PeopleSoft Security Changes e.g. access rights | 16 hours (2 days) |
| 4 | PeopleSoft Queries / Reports / Development | 56 hours (1 week) |

Target response times for change requests

| Priority | Example | Response times |
|----------|---|-------------------|
| 1 | Change request for new or upgraded software, reallocation of hardware | 16 hours (2 days) |
| 2 | Change request for all lab software | 24 hours (3 days) |

Target response times for AV theatres, bookings and projects

| Priority | Example | Response times |
|----------|--|----------------|
| None | AV Theatres and PeopleSoft Projects / Bookings | N/A |

The summary reflects the target response times during the normal business hours of the semester. Please note that outside the semester times, response times will vary, because of the impact of major upgrades and projects.

Definitions:

Response time: The logged job has been acknowledged by the technician.

Key User: The department supplies a list of Key Users for each system or application who require a higher level of support than other users.

IMS Training

IMS provides a number of different courses for both students and staff. It is highly recommended that all staff have initial training and refresher training.

Contact Us:

- If you are new and have not attended a training session.
- If you have worked with Unitec for many years and would like to refresh your knowledge.

We provide staff training on the following:

New User Workshop – an introduction to Unitec computer systems.

Intermediate Outlook – to assist the transition from GroupWise to Outlook.

Advanced Outlook – improve your knowledge of Outlook capabilities.

Intranet Training – updating department pages on The Nest.

PeopleSoft Training – for those using our core Enterprise Systems.

Email the IMS Trainers: imstrainer@unitec.ac.nz

Important: We remind all staff that logins and passwords are confidential and should **not** be shared. Sharing your login to a secure system is against Unitec policy. Trained staff are provided with their own access to secure systems. Training is essential.

Computer Orientation for Unitec Students

IMS provides computer orientation classes for new Unitec students at the beginning of semesters one and two. Timetables are available at the ask IMS Help Desk, on **The Nest** or on the ask IMS website.

Staff should refer to The Nest: <http://thenest.unitec.ac.nz/unitecintranet>

Navigation: Services/Information Management Services/Computer Orientation for Students.

Bookings are essential: To book an orientation session for your class please contact the ask IMS Help Desk on Extn 8484 or email askims@unitec.ac.nz

Note: Room bookings for this training need to be arranged by your department.

New User Workshops for Unitec Staff

Interactive tutorial on computer services on campus and off campus. Includes an introduction to Outlook at Unitec. An essential class for all new staff working with computers. These sessions run weekly.

Intermediate Outlook

Late 2014 Staff transitioned from GroupWise to Outlook. This class assists Staff with the terminology, visual and function of Outlook, to ensure a good understanding of Outlook at Unitec. These sessions run by request with a group.

Advanced Outlook

Know the basics of Outlook and are ready to learn more? This class delves into more advanced features of Outlook. Highly recommended for **all** staff to increase your productivity with Outlook. These sessions run fortnightly.

Intranet Training (New Editors)

Each department has staff responsible to update The Nest intranet pages. Before you gain access, training is required. Once trained your login will be arranged.

Note: Bookings are essential and must be approved and submitted by your departmental intranet Publisher.

Requests for all the above trainings can be submitted by:

- Contacting the ask IMS Help Desk on Extn 8484.
- Emailing imssupport@unitec.ac.nz
- Completing a **Training** request via the **IMS Self Service** under **Start / All Programs**. See page 2 for more information and Mac help.

PeopleSoft Training

PeopleSoft Campus Solutions, CRM and FMS Purchasing

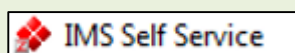
The IMS Department provides system access and training for PeopleSoft Campus Solutions, CRM and FMS Purchasing and HCM Financials.

Requesting access and training for PeopleSoft

PeopleSoft access and training requests **must** always be submitted by a manager. Any requests received by the intended recipient of access and/or

training cannot be processed, unless written approval is granted by the person's manager. Instructions follow:

1. Click on the **IMS Self Service** option under **Start / All Programs**.



Note: Mac users need to refer to page 2 to complete step one.

2. This will open the login page. Click the link **Sign in with UNITEC**.
3. Enter your *Unitec Network Username* and *Password*.
4. The **Service Catalogue** opens. Click onto the option called **New Peoplesoft Access Request**, then under **Select Module**, choose the module you need from the selection:

Financials (for access and training for PeopleSoft FMS - Purchasing).

Campus Solutions (for access and training for PeopleSoft Campus Solutions).

CRM (for access and training for the PeopleSoft Customer Relationship Management system).

5. Use **Continue** button (bottom right). Complete the online form including all necessary details for; **User Information**, **Remove Access** (No/Yes) **Functional Requirements** and **Training Requirements**. Complete as much information as possible, relating specifically to the role. Failure to fully complete the form correctly, may result in your job being delayed and not completing any agreed IMS SLA (Service Level Agreement).
6. Review your request and click **Review & Submit**.
Note: You will be sent an email to confirm your request.
7. Confirmation of the submitted request will be received by email. In the Subject of the email is the **IMS Request ID number** as a reference and in the body of the email a link to the history (Home tab in IMS Self Service). If the email does not arrive, that may indicate the whole submission has failed. Contact the Unitec Help Desk if this happens.

An IMS staff member will be in contact to confirm access and training once the request is received.

All IMS training classes are in the IMS Training Room – 119-1002, unless otherwise advised.

For more details on IMS courses, including times and dates, please visit **The Nest**: <http://thenest.unitec.ac.nz/unitecintranet>

Navigation: Services/Information Management Services/IMS Training

Getting Started with the Unitec Computing Environment

Please refer to the [Electronic Devices and Systems Policy](#), available on **The Nest**, for full details relating to the responsibilities of persons using Unitec's electronic devices and systems.

Intranet Navigation: Policies & Forms/Policies & Procedures

Logging into the network - PC

All Unitec staff members have a network login to access the Unitec network. A login is necessary to prevent unauthorised access to the system, its data and resources. Managers are responsible for organising a computer login and password for new staff.

Each staff member is assigned a unique username and initial password.

To log in:

1. Hold down the **Ctrl**, **Alt** and **Delete** *keys* together on the keyboard.
2. Type your username in the **Username** *field*.
3. Type your password in the **Password** *field*.
4. Click the arrow.



Logging off the network - PC

To log off:

1. Click on the **Start orb**.
2. Click **Log off**.



Note: Staff are advised not to turn their computers off after logging off the network. System updates are performed at the end of each day and the computer must be on to receive these. All computers and monitors are configured to enter a power save mode when not in use.


Logging in with a local password – Mac

Mac users at Unitec are issued with both a local password (used for logging into the Mac computer) and a network password (used for accessing Unitec network services).

Note: The local password is not synchronised with the network password. The Mac will go into standby if left idle for 15 minutes or more. To reactivate the Mac, it will be necessary to re-enter the local password.

1. Username - Enter your username.
2. Password - Enter your local password.
3. Click the **Login** *button*.

Changing the local password – Mac

1. While logged in, click on the **Apple** *menu*. 
2. Select **System Preferences**.
3. Double-click on the **Accounts** *icon*.
4. Click on your account name.
5. Click on the **Change Password** *button*. The **Change Password** *window* will be displayed.
6. Old Password - Enter the current local password
7. New Password - Enter the desired local password
8. Verify - Re-enter the desired local password
9. Click the **Change Password** *button*.

Logging off – Mac

1. Click on the **Apple** *menu*.
2. Select **Log Out** *username*.

Changing a Network Password

Presently, staff at Unitec are prompted to change their password every three months. Each staff member is allowed 6 grace logins before the password expires. It is possible however to change a password at anytime.

Please keep in mind the following when changing a password:

1. The password must be at least 8 characters long.
2. The password can be a mixture of letters, numbers and symbols.
3. Must include at least 1 uppercase letter and 1 number.
4. The password cannot contain blank spaces.
5. The password must be unique i.e. not used before.

Changing a password online:

1. In the address bar or your chosen web browser, enter the address:
www.myunitec.unitec.ac.nz.
2. Click the **Login** *button*.
3. Enter your network username in the **Username** *field*.
4. Enter your current password in the **Password** *field*.
5. Click the **Login** *button*.
6. Click on the **Change Password** *link*.
7. Enter your current password in the **Old password** *field*.
8. Enter your new password in the **New password** *field*.
9. Re-enter the new password in the **Retype password** *field*.
10. Click the **Submit** *button*.

Forgotten Password Activation

Staff are required to set up security questions to assist in password recovery. Staff may reset their password via the Forgot Password link found on the myUnitec login page.

Note: Staff will initially need to login to the myUnitec portal and set up the answers to security questions (see section **Steps to set up Challenges and responses** below). If you haven't already done this and require your password reset please contact the Unitec Help desk Ph: +64 9 815 4321 Extn 8484.

Steps to set up Challenges and responses.

1. Open an Internet browser and enter URL <http://myunitec.unitec.ac.nz> and click **Login**.
2. Enter username and password.
3. Under the **Password Management** section click on **Password Challenge Response** and enter a response for *What is your mother's maiden name?* and then enter your own "User Defined" question and provide a memorable answer. See below for help making a question.
4. Once complete click **Submit**.

How to reset password.

1. Open an Internet browser and enter URL <http://myunitec.unitec.ac.nz> and click **Login**.
2. Click **Forgot Password?**.
3. Enter your Unitec network Username and click **Submit**.

If you receive a message '*Answers to challenge response questions have not been set...*' you will not be able to reset your password and will have to contact the Unitec Help desk Ph: +64 9 815 4321 Extn 8484

4. Provide the answers to the two questions and click **Submit**.
5. Enter new password and click on **Submit**.
6. Once your password has been changed successfully click **Return to Calling Page** you will then be redirected back to the myUnitec login page. You now can login with the new password you have set.

Hints on choosing good questions/answers:

- Choose something someone cannot guess or research.
Example: What was your dream job as a child?
- Choose something that does not change.
Example: What is the middle name of your oldest child?
- Choose something memorable. Something you know without delay.
Example: What was the name of your first pet?
- Choose something definitive, that has a specific answer.
Example: What was the make of your first car?
- Choose something with a simple format. If requiring a date in the answer, include an example of format in brackets (e.g. January2000).
- Do not choose an answer that is case sensitive.

Staff computer drives

The Unitec computer network has many different drives, each with a different purpose. All drives are used for file storage, with the exception of the CD/DVD drive or the USB drives.

Note: Staff are encouraged to save files to these drives (**OneDrive @ Unitec NZ**, **H Drive** and **J Drive**), **not** to the C: drive or desktop, to ensure all work is automatically backed up.

Below are details of the drives most commonly used:

| | |
|----------------------|--|
| C: Drive: | Local hard drive – Not backed up. |
| F: Drive: | Secondary drive. Commonly used as a USB drive. |
| E: Drive: | CD/DVD drive. |
| H: Drive: | The staff share drive. |
| J: Drive: | The student share drive (student H drive). |
| S: Drive: | Home drive. 6th July 2015 (Read Only). |
| OneDrive @ Unitec NZ | Unitec drive linked to your Office 365 sign in. |

Note: The Desktop is best used for shortcuts only, on your staff computer.

OneDrive @ Unitec NZ


Each staff member is allocated space on in online storage, which is accessible only by them by default. OneDrive @ Unitec NZ can be accessed internally, on any PC computer connected to the network or externally via Office 365.

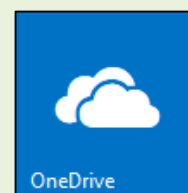
We recommend saving items in draft form or private Unitec documents here. Unitec documents, where Department staff need to have access, need to be saved to **H Drive** (Staff Share Drive).

All staff and students are allocated 1 TB of space in their OneDrive @ Unitec NZ.

For more information visit the [IMS Training pages](#) **What's New on The Nest**.

Accessing the OneDrive @ Unitec NZ online for all staff including Mac users:

1. Use this [link](#) to access **Office 365**.
2. Enter your *Unitec email address* and *network password*.
3. Use the  *Grid* (top left) then select **OneDrive**.



Accessing the OneDrive @ Unitec NZ on PC Computers on Campus:

1. Click on the Windows Explorer icon on the Taskbar.



1. Select the **OneDrive – Unitec NZ** from the display of drives on the left-hand side of the window.
2. All folders and files saved here will be displayed.

Note: Staff are encouraged to save files to these drives (**OneDrive @ Unitec NZ, H Drive** and **J Drive**), **not** to the C: drive or desktop, to ensure all work is automatically backed up.

H: Drive

The H: Drive is the staff share drive. The folders and files displayed and accessible by each staff member is based on their position and department at Unitec. **Note:** This is a shared file location. Avoid saving any personal files on the H: drive, as they will be accessible by other staff.

J: Drive

The J: drive is the student share drive. Staff can use this drive to share files with all students. For students logged into the Unitec network, this drive is labelled as the H: drive.

C: Drive/Desktop

The C: drive is where all system files are stored. **Your C: drive and desktop is not backed up by IMS therefore; do not save files to these places.** Files saved to the C: drive should be copied onto your S: drive, USB or CD.

Connecting to the H Drive – Mac

For users of Mac computers, it is necessary to connect to the H: drive as a separate action. Mac users can follow the instructions for OneDrive 365 above.

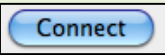
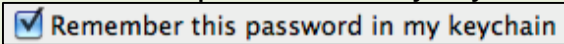
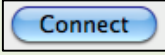
The following are instructions on creating shortcuts to the drives.

Note: If the Network password is changed it will be necessary to re-create any shortcuts to the H: drive on the Dock and on the Finder.

Connecting to the H: Drive

1. Click the **Go menu.** 

2. Click the **Connect to Server** menu option. 

3. Enter the server name 'kiwi' in the **Server Address** *field*.
4. Click on the **Connect** *button*. 
5. Select the **Remember this password in my keychain** *check box*.

6. Enter your network username in the **Name** *field*.
7. Enter your network password in the **Password** *field*.
8. Click on the **Connect** *button*. 
9. Drag the **Staff** *folder* from within the **Share** *folder* onto the Dock.
10. Drag the **Staff** *folder* from within the **Share** *folder* onto the Finder window (Desktop).

For further assistance, please contact the ask IMS Help Desk on Ext 8484.

Email etiquette

Unitec Staff are required to view and understand the importance of etiquette and policy for electronic devices. As technology advances, these policies and guidelines will be amended. It is recommended users refresh their knowledge at regular intervals and prior to using the system initially.

Outlook is the **only** email account Staff should use for Unitec business.

The policies are kept on **The Nest**, which is available on campus and remotely by logging in, using the link on the **Unitec** website (**Staff** at the bottom of the page, then **Staff Intranet**).

The Nest, Policies & Forms>Policies and procedures> [Electronic Devices & Systems Policy](#) and Policies & Forms>Guidelines> [Use of Email Guidelines](#)

Outlook Email – 10 Golden Rules

1. Write a clear, detailed subject line

Spend the time to write a subject line that gets a reader's attention and you will likely get a response from the person. Write a subject line that:

- informs the reader of the **purpose** or **function** of the email
- be specific enough to distinguish it from other email in a crowded inbox
- allow for easy email management (searching and filing).

2. Identify the purpose of the message

Always ask yourself, "What do I want the person who receives this message to know or do?"

- inform,
- persuade, or
- request information

3. Identify the right readers

Send emails *only* to those for whom the information is relevant will help a writer determine:

- what type of information, and how much detail to provide
- how to organize and sequence the information.

4. Specify the desired reader response

Indicate the desired reader response in the subject line or early in the email:

- if action is needed, make it clear what action is required
- if no action or reply is expected, say so: "*No reply necessary.*"
- anticipate possible questions that the reader may have

5. Organise the content

Always begin by creating a purpose statement, and then:

- present the key points of the content
- organize a logical flow of information
- group relevant information together
- identify what action is expected of the recipients.

6. Be concise

Show readers you appreciate their time, by making email short and simple to answer, using as few words as possible:

- introduce yourself (if necessary)
- provide a context for the email, if necessary
- explain *why* you are emailing the reader
- provide any specific and relevant details the reader needs, and
- if you expect a response, clarify what it is and when you need it.

7. Improve readability

Writers can make information more visual and easier to scan or read by:

- breaking dense text into **smaller units** makes information easier to read and retain
- **labelling** each smaller unit of information helps to scan and find information quickly, or skip information they don't need
- using **formatting** devices such as bold, bullets, tables, highlighting, and "white space" reduces the density of text and makes reading emails faster and easier.

8. Use plain language

Improve your emails with plain language by:

- writing short sentences and paragraphs
- avoiding wordy language or sentence constructions
- using simple, informal words instead of jargon or "corporate" words
- using the active voice instead of passive voice
- spelling out acronyms
- use plain but good English

9. Review and edit

Always read through your finished email and edit for accuracy and completeness:

- use spell checker and grammar tools
- make sure the *purpose* and the *desired reader response* of the email is clear
- edit and delete words, sentences, and paragraphs that do not contribute to the desired result
- check for potential ambiguities and unclear thinking
- rephrase sentences for clarity by using fewer words
- check the level of detail for the readers
- edit for plain language
- perform a final scan of the email before hitting "*Send*".

10. Practice good email etiquette

Business emails should be brief, positive and professional:

- be careful not to send "burning" emails. Before you hit the *Send* key, you may want to wait and cool off
- when you hit the *Reply* button, modify the subject line and delete unnecessary information. The reader then sees relevant content quickly and saves them time
- include your Unitech styled signature; automatically including your name and contact information makes it convenient for readers to contact you
- resist the urge to hit the *Reply All* button – see Golden Rule 3
- use correct sentence capitalisation and grammar eg, Use a capital letter at the beginning of a sentence.
- omit jokes, sarcasm, emoticons or other unnecessary graphics.

Outlook – Unitec’s email system

Outlook is an effective time management and personal organisation tool, as well as being the Unitec email system. Outlook is the standard Unitec email client campus wide for both PC and Mac users. **Outlook 2013**, **Outlook 2011 for Mac** and **Outlook 365** (online) are the current versions available to all staff.

Request the latest version in **IMS Self Service** under **Start / All Programs**, refer page 2 for instructions.

Note: Other email versions are **not** supported by the Unitec IMS Department. Please ensure you have read and understand the policies and guidelines presented in the previous section, prior to using Unitec Outlook services.

Outlook Folders

Inbox

All incoming items are placed in the Inbox as they are received.

Sent Items

A copy of all items sent are saved to this folder.

Drafts

Items which have not yet been completed e.g. draft emails.

Deleted Items

Unwanted emails. Items in the trash are automatically deleted after 29 days.

Cabinet

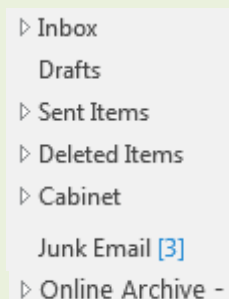
A storage folder. Created in GroupWise, previous emails/folders stored in the cabinet appear here. **Note:** New staff will not have this folder.

Junk Email

When Microsoft identifies an item as a potential threat, the item is redirected here. Users can also move suspicious items here.

Online Archive

Items older than 2 years will automatically move here. In Office 365 this is folder is called **In-Place Archive**.



Select the version of **Outlook** you are using for documentation or click IMS Training for sessions:

We recommend all staff set up a Unitec Signature, a template is contained in the documentation. Also set up Out of Office when away from emails.

[Outlook 2013 \(PC Desktop Version\)](#)
[Outlook 2011 \(Mac Desktop Version\)](#)
[Outlook 365 \(Webmail Version\)](#)
[IMS Training Sessions for Outlook content](#)

Additional Help

[Outlook Frequently Asked Questions](#)
[10 Quick Tips - Outlook at Unitec](#)

Contacting the IMS Training team by emailing: imstrainer@unitec.ac.nz

Voicemail

It is the responsibility of managers to request a new voicemail account, where appropriate, for new staff. New voice mailboxes must be set up before first use. (see **Setting up a Voice Mailbox** instructions below)

Setting up a Voice Mailbox

On first access a tutorial will guide you through the following set up steps:

- Record name.
- Record greeting.
- Set up a security code (PIN).

Once configured, this tutorial will not repeat, but all settings can be changed if required using the menu options.

Key Buttons

- 1 = Yes
- 2 = No
- * = End recording

Accessing Voicemail On Campus

The Unitec voicemail system operates on extension 4321.

Accessing Voicemail Off Campus

From off campus dial the Unitec number (+64-9) 815-4321. At the "Welcome to Unitec..." message dial 9 and your extension number and follow the instructions.

Retrieving Messages

A red light will flash in the top right-hand corner of the phone to indicate when a new message is available. When accessing voicemail the voice prompts will advise how many messages are available. Press 1 to start the message playback. Each message is followed by the time and date of recording.

The following keys may be used **while listening** to messages:

3 = Menu Options

3, 4 = Reply

3, 6 = Delete Message

3, 7 = Archive message

3, 8 = Hear date stamp

3, 9 = Redirect message

= Repeat

Diverting Calls

Call diversion allows all calls to be re-directed to an alternative phone number or straight to voicemail.

Diverting to Voicemail

Dial #1 4321 to divert.

To cancel the divert, dial #1.

Diverting to an alternative number

Dial #1 and the number (either an extension or full phone number – external numbers must be preceded with a 1).

To cancel the divert, dial #1.

Note: Meridian phones have a forward button, which is to be used for call diversions.

Further instructions for using voicemail are available on *The Nest*:

<http://thenest.unitec.ac.nz/unitecintranet>

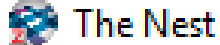
Navigation: Services/Information Management Services/Documentation

For further assistance or training please contact the Unitec Help Desk on Extn 8484.

myUnitec for staff

myUnitec is a portal providing access to a range of Unitec online documents and services. This portal is accessible on and off campus to both staff and students.

Accessing myUnitec on campus – Windows 7:

1. Start / All Programs, click the *link* for **The Nest**. 
2. On the **quick links** hover over **Ask Us/Self Service** *link*.
3. Click the **myUnitec Portal** *link*.
4. The myUnitec Portal login page will be displayed.

Accessing myUnitec off campus and Mac:

In the address bar of your chosen web browser, enter the address:

<https://myunitec.unitec.ac.nz>

Or use the link on the **Unitec** website.

myUnitec for Staff Secure Services (accessible once logged in):

- My Files – H: drive (Staff Share Drive) and J: drive (Student Share Drive) folders via NetStorage.
- My Staff Details - View and update your personal information.
- PeopleSoft CS (Campus Solutions) (subject to access).
- Policies & Procedures.
- My Profile.
- Directory Search.
- Password Management.
- Ask Finance.
- Ask HR.
- Ask Student Central.
- Gradebook (subject to access).
- Library TXT Notices.
- Staff Self Service.
- Procurement.

myUnitec Links (accessible from the myUnitec web page, prior to login):


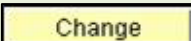
- Library
- Student Email (Wairaka.com) - all students have an account.

Updating My Staff Details

Unitec staff have access to update their own work contact details via the myUnitec portal.

Use the following steps to review and update your work contact details:

My Staff Details is accessed via the myUnitec portal.

1. Click the **My Staff Details** link. 
2. Use the **My Staff Details** page to update your work contact details.
3. Enter your office location in the Building and Room field. **Note:** Room numbers must be entered as 3 digits for the building number and 4 digits for the room number e.g. 170-1001
4. Enter your work mobile number in the **Published Mobile** field. **Note:** This is not a compulsory field. The Unitec extension number will display in this field for any staff without a published work mobile number.
5. Enter the preferred first name to appear in phone listings and directories in the **First Name** field.
6. Enter the preferred last name to appear in phone listings and directories in the **Last Name** field.
7. Use the **Extension Details** section to update your primary extension number or add a new extension number.
8. Save the changes made to your staff contact details.
9. Click the **Change** button. 

For extra assistance with updating staff contact details please contact your HR Advisor. A full list of HR Staff is available on **The Nest**.

<http://thenest.unitec.ac.nz/unitecintranet>

Navigation: Your Development/Human Resources/Human Resources Staff



Staff Self Service

Staff Self Service allows staff to manage the following online:

- Request leave.
- View leave request history.
- View leave balances.
- View payslips.
- Update personal contact details.

Requesting Leave

Staff Self Service is accessed via the myUnitec portal.



1. Begin by navigating to the **Staff Self Service** page. To do this click the Staff Self Service *link* on the bottom left of the page. 
2. Click the **Leave Request** *link*. 

For further information relating to leave refer to your Employment Agreement and the Unitec Leave Management Policy. A copy of the [Unitec Leave Management Policy](#) and [Leave Management Frequently Asked Questions](#) are available on **The Nest**.

<http://thenest.unitec.ac.nz/unitecintranet>

Navigation: Policies & Forms/Policies & Procedures

Note: Required fields are marked with an asterisk.

3. The **Start Date** defaults to today's date. Enter the date your leave will commence into the **Start Date** field. Enter a valid value e.g. "**07/10/2011**".
4. Click the **Leave Name** drop down list. 
5. Click the **Annual Leave - Hours** list item. 
6. Enter your last day of leave into the **End Date** field. Enter a valid value e.g. "**07/10/2011**".
7. Use the **Partial Days** menu to request leave for less than a full day. **Note:** When requesting leave for partial days, you will be prompted to indicate the days for which this applies.

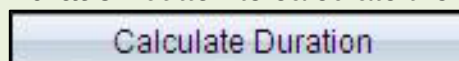
The available options are:

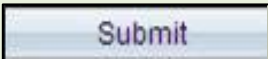
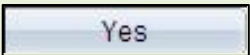
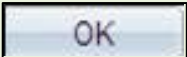
All Days - Partial days requested for all leave days.

End Day Only - Partial day requested for last day of leave only.

Start Day Only - Partial day requested for the first day of leave only.

Start and End Days - Partial days requested for first and last day of leave. Use the **Calculate Duration** *button* to calculate the hours of requested leave prior to submitting.






8. Click the **Calculate Duration** *button*. Your requested leave is displayed in the **Duration** *field*. **Note:** This calculation displays in hours.
Use **View Leave Balances** to view current leave accrued and entitlement.
Use **View Leave Request History** to review details of all leave requests.
Use the **Save for Later** *button* to save your leave request prior to submitting for approval.
Use the **Submit** *button* to save the leave request and submit for approval by your manager.
9. Click the **Submit** *button*. 
10. Confirm the submission of your leave request. Click the **Yes** *button*.

11. Your leave request has been successfully submitted. Click the **OK** *button*.

12. Use the **Request Details** *page* to view the details and status of your leave request.

Note: Now set up your [Outlook](#) *Out of Office*, so people know there may be a delay in responding to emails/meetings received during your absence.


Viewing Payslips

Staff Self Service is accessed via the myUnitec portal.

1. Begin by navigating to the **Staff Self Service** page. To do this click the Staff Self Service *link* on the bottom left of the page. 
2. Click the **Payroll and Remuneration** *link*. 
3. Click the **View Payslips** *link*. 

A new online payslip will be generated for each pay run from the 26th October 2011. Staff Self Service was implemented on 26th October 2011.

The payslip history will be displayed in date order.

4. Click the **Payment Date** *link* to display a printable payslip.
5. Your payslip will be displayed in a new window.
6. Return to the **Self Service** *menu*. Click the **Close** *button*. 

Further information on using Staff Self Service is available through documentation available on **The Nest:** <http://thenest.unitec.ac.nz/unitecintranet>

Navigation: Your Development /Human Resources/Staff Self Service Training Material

Unitec Intranet – The Nest

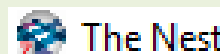
Pou Tukutuku (*The Nest*)

The Nest is a place where we can come together, share our news, tell our stories and connect with one another.

To access The Nest:

Onsite (logged into the Unitec network):

- Go to <http://thenest.unitec.ac.nz>.
- Start / All Programs, click the *link* for **The Nest**.
- Click on the **Staff intranet** *link* on the Unitec website.
(Unitec home > About Us > Staff Logins)
- Click on the **read on-site** *link* provided in email; **Pou Tukutuku Weekly**.



Offsite:

- Click on the Staff intranet link on the Unitec website.
(Unitec home > About Us > Staff Logins)

Note: When accessing **The Nest** from outside the Unitec network (offsite) it will be necessary to login, using your staff network login and password. Videos on **The Nest** will not be visible when accessing this site outside the Unitec network.

Through **The Nest** you have access to information and news from departments and faculties. You are able to view; the latest news, information on events, staff contact details, a selection of documents (such as forms and policies & procedures), and information on all departments and services.

Each department has a number of nominated publishers, advanced editors and editors who update the intranet for their department or faculty. If you wish to submit information or news to the intranet you can do so by either contacting your publishers, or in the case of general news items, by using the **News & Events, Submit News** option on **quick links Toolbar** on **The Nest** homepage.

The intranet has been designed to be knowledge base, responding to the needs of employees, departments and faculties. What is available and how this is presented is a matter for the publishers of each area. Because of this adaptability **The Nest** is not only a source of information for staff but also an avenue through which they can provide information to other members of staff.

Need further help? Visit **The Nest** and use the **quick links** to **Navigate Resources & Info / Nest Help**.

Printers

The main printing option is printing on **Unitec computers/laptops**.

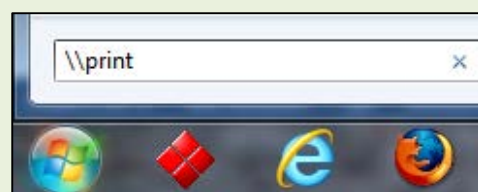
Wireless Printing is offered on personal devices like laptop/tablet.

Unitec Windows PC/laptop

The Follow Me queue for the **Konica Minolta copier** (P-KM) will automatically be installed on your computer when you log into the network. Submit job and swipe any Konica Minolta printer to release your job.

To install a networked HP Printer on your computer:

From **Start menu** on Windows 7, type in **Search field**.
\\print, then click **Enter** on your keyboard.



Open to view printers by building by room eg; 001-1111. **Note:** You can view just one building, by placing the building number in the upper right search field.

Unitec Mac users

The Follow Me queue for the **Konica Minolta copier** (P-KM) will automatically be installed on your computer when you log into the network. Submit job and swipe any Konica Minolta printer to release your job.

If you need to connect your Mac to a HP printer please contact the Unitec Help Desk on Ext. 8484 or via email to imssupport@unitec.ac.nz with the following information: Printer location, Printer model, Mac location and Mac UNL number.

Wireless Printing on personal laptop or tablet

Unitec Staff and Students can use a website called MPrint to send print jobs over Wifi from a device (laptop/tablet) to a Konica Minolta photocopier.

Note: We recommend using Unitec E-Learn as the WiFi.

The website to use Wireless Printing is <http://mprint.unitec.ac.nz> (Tip: Bookmark or add to favourites on your device).

Guides to help you include:

[How to print using MPrint \(Monitor Print\)](#)

[Frequently Asked Questions](#)

Toner replacements

Replacement toners are arranged based on whether the printer is on contract with our external supplier CSG or not.

Please note: All printers on contract will have an 'SMA' (Service management agreement) sticker on the front of the printer. If there is no SMA sticker it means it is not on contract.

Printers on SMA

If a printer is on contract toners are sent automatically based on toner alerts sent from the printer to CSG. When an alert is received CSG send a toner to the key contact for that printer who will need to install the new toner.

This means that if the printer with an SMA sticker runs out of toner it is likely a new one has already been sent to the key contact for the printer or is on its way. To follow up on this and find out where the toner would have been sent please contact the ask I.M.S. Help Desk and quote the SMA number.

Printers not on SMA

If the printer does not have an SMA sticker on it that means a toner will need to be manually ordered. It is the owner of the rooms responsibility to do this. Many room owners keep toner in stock so you will firstly need to check this. If there is no stock available the room owner will need to contact our Purchasing Office on ext 6146 or via email to bfernando@unitec.ac.nz to order a new toner.

To find out who owns a room: Contact the ask I.M.S. Help Desk on Ext. 8484.

Laptops

Logging On from Off Campus

PC:

1. Hold down the **Ctrl**, **Alt** and **Delete** *keys* together on the keyboard.
2. Tick the **Workstation Only** *check box*.
3. Type your username in the **Username** *field*.

Note: Some laptops have a generic username (local account) issued, which must be used when logging in. While on campus please contact the Unitec Help Desk on Extn 8484 to check this. Changes cannot be made to the local account for users who are off campus.

4. Type your password in the **Password** *field*.
5. Click the **OK** *button*.

Mac:

1. **Username** Enter your username.
2. **Password** Enter your local password.
3. Click the **Login** *button*.

Note: The Mac will go into standby if left idle for 15 minutes or more. To reactivate the Mac it will be necessary to re-enter the local password.

Accessing network drives (S and H) and other programs:

Access to network drives is provided via **My Files** within the myUnitec portal.

Refer to the **myUnitec for staff** section of this handbook for further instructions on accessing the myUnitec portal off campus.

Mobiles, Smartphones and iDevices

Supported Devices: The IMS Department will **only** provide support for Unitec issued Apple iDevices (iPhone/iPad).

Limited support is provided by the IMS Department for staff owned devices.

Helpful guides for personal devices:

[Set up iPhone or iPad for Outlook](#)

[Set up Android devices for Outlook](#)

Eduroam

What is eduroam?

Eduroam (education roaming) is the secure, world-wide roaming access service developed for the international research and education community. Eduroam is available at Unitec for visitors from other eduroam participating institutions while Unitec staff and students can connect to eduroam at other participating institutions.

How do I access eduroam at other Institutions?

To access eduroam, simply connect to the 'eduroam' wireless network at any eduroam enabled institution.

NZ Institutions who are a part of Eduroam:

The University of Auckland

Auckland University of Technology

CPIT Christchurch

Bay of Plenty Polytechnic

University of Canterbury
Lincoln University
Massey University
University of Otago
Otago Polytechnic
Victoria University of Wellington
The University of Waikato

Other institutions:

For information regarding the global coverage of eduroam see –

[Where can I eduroam?](#)

When prompted for a Username and password, enter the following details -

Username - Enter your normal user name followed by @unitec.ac.nz example

jsmith@unitec.ac.nz

Password - Your current Unitec password.

Note: The institution you are visiting must be a member of eduroam.

If you require assistance please refer to the published information on the institution's website.

How do visitors access eduroam at Unitec?

Connect to 'eduroam' Wireless network

Login with your home institution Username and password (Remember to append your institution's domain e.g. johnsmith@university.ac.nz

Some devices may pop-up with a warning message to validate the certificate, accept and connect.

Unitec eduroam security configuration is as follows:

Wi-Fi Network Name: eduroam

Wireless Security Type: WPA2-Enterprise

Encryption Type: AES

Policy

All users must abide by Eduroam access policy located here

<http://reannz.co.nz/eduroam>

All users must abide by [Unitec's Electronic Devices and Systems policy](#).

More Information

To get help or give feedback on Eduroam please email

imssupport@unitec.ac.nz or phone the Unitec Help Desk on extn 8484.

Information Systems

PeopleSoft Overview

PeopleSoft is Unitec's Enterprise Resource Planning software and is widely used by academics and administrators alike.

This software helps support many of the business processes around Unitec's various locations.

PeopleSoft Human Capital Management (HCM) - Includes staff records, Payroll and Leave Management. Staff self-service gives staff the ability to view payslips, apply for leave, maintain personal information and manage delegated authority.

PeopleSoft & Financials Management Systems (FMS) - Includes Purchasing, General Ledger, Billing, Accounts Payable and Accounts Receivable.

PeopleSoft Campus Solutions (CS) - Includes student records, enrolments, grading, reporting and student financials. Student self-service gives students the ability to apply to study, view their enrolments and maintain personal data.

PeopleSoft Customer Relationship Management (CRM) - Includes prospect self service enquiries and brochure distribution.

Unitec has also developed additional add-on modules to extend the functionality of the delivered software, including Gradebook.

Training and user support in all of the above modules, is offered by IMS. Please see the [PeopleSoft Training](#) section of this book for instructions on requesting access and training in PeopleSoft.

Scientia Enterprise

Scientia Enterprise is the campus facilities booking system.

Timetables can be viewed via the timetabling website:

<http://timetabling.unitec.ac.nz/timetabling/>

Room bookings for courses are made via Scientia Enterprise. To make bookings for a course, please contact your Faculty Operations Administrator.

Ad-hoc bookings can be made via Web Room Booking:

<http://timetabling.unitec.ac.nz/timetabling/wrb.htm>

Learning Management Systems

Moodle: Moodle is Unitec's preferred Learning Management System.

All queries relating to Moodle access and support should be directed to the eLearning team in Te Puna Ako.

Refer to **The Nest** for further information:

<http://thenest.unitec.ac.nz/unitecintranet>

Navigation: Teaching & Research/Te Puna Ako

Microsoft Office 2013, 2011 and 365

All computers in Unitec run MS Office 2013 for PC or MS Office 2011 for Mac.

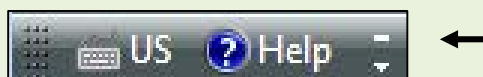
Staff are also able to download a copy for home use online via Office 365.

If you have any problems opening MS Office 2013 or 2011, please email or visit the Unitec Help Desk in the hub.

Māori

The default language for all Windows 7 computers at Unitec is English-NZ and the default input keyboard is US. We have now added the Māori input keyboard option to all student and staff computers. It enables users to add a macron to a letter when activated i.e. **ā**. This keyboard can be accessed by using the language bar.

The **Language Bar** icons appear on the bottom right of the *Taskbar*. When you select **Show the Language bar**, it is positioned at the top of the screen. You can return it back to the Task bar, by using minimise.

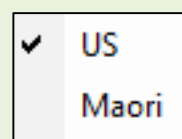


1. On the Language bar, click the button representing language keyboards



(Windows 7)

2. On the menu, click the keyboard layout you wish to use.



Using the Māori keyboard

To type a macronised vowel, press ` (the key with ~ on it), then the vowel,


e.g. ` a = ā

To type a macronised capital vowel, press ` , then hold down shift and press the vowel, e.g. `A = Ā

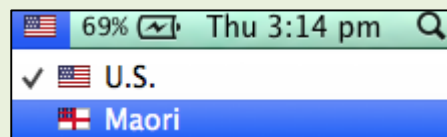
To type the ` character, press the ` key twice, e.g. `` = `

Māori Keyboard for Mac Computers

The default language for all Mac computers at Unitec is English-NZ and the default input keyboard is US. Mac users need to make changes in two locations.

1. Click the Apple *icon* , then **System Preferences**.
2. Choose **Language & Region**, use the plus *button* to find and add **Maori**.
3. Say **Yes** to setting up and again add **Maori**.

The flag now appears at the top, click and select which option you want to use.



To use the Maori keyboard in Outlook, do the following steps:

1. On the main Outlook screen, Click **Outlook** at the top left, select **Preferences**.
2. Under **E-mail**, select **Composing**.
3. Tick the bottom *box* called **Preferred encoding for new messages** and make sure the code is: **Unicode (UTF-8)**.

Using the Māori keyboard

To type a macronised vowel, press ` (the key with ~ on it), then the vowel,

e.g. `a = ā

To type a macronised capital vowel, press ` , then hold down shift and press the vowel, e.g. `A = Ā

To type the ` character, press the ` key twice, e.g. `` = `

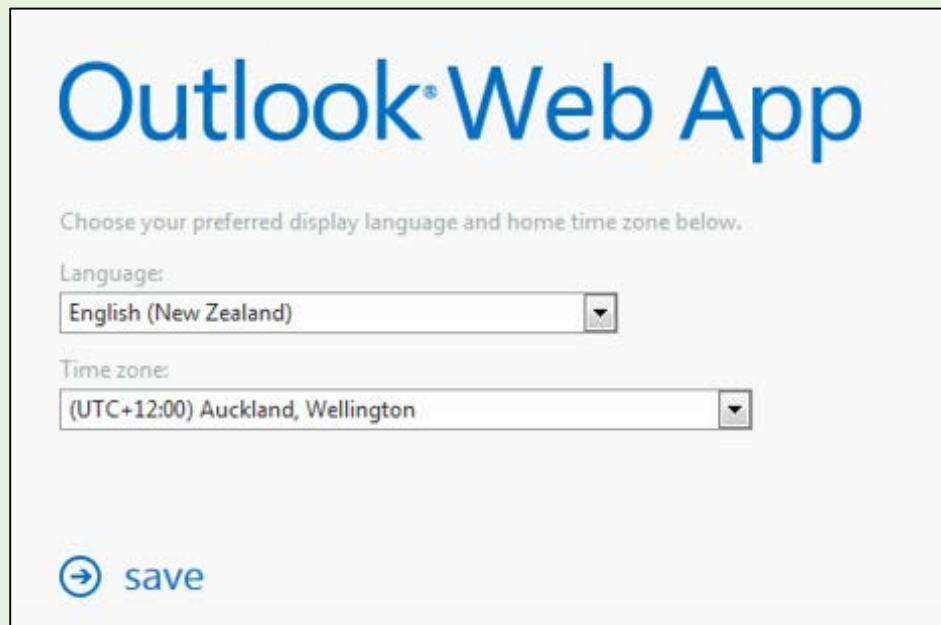
Office 365 for Home or Personal Devices

On the Office 365 website, staff and students can download Microsoft Office applications on up to 5 personal devices. This can include computers, laptops, phones or tablets. Depending on the device and the capability. **Note:** Some devices ie; Vista, XP are not compatible.

Logging into Office 365

Use the [link](#) to access Office 365. Enter your **Unitec email address** and **network password**.

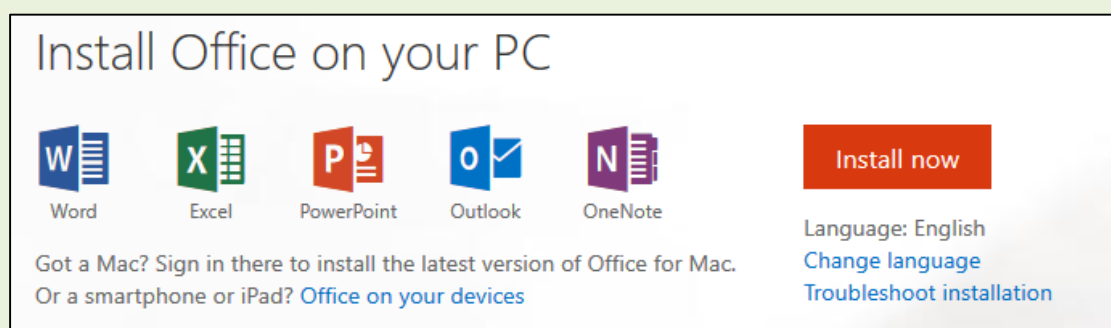
On first login, Microsoft prompts you to select your settings. Under **Language** select **English (New Zealand)**. And **(UTC+ 12.00) Auckland, Wellington** for Time zone.



Installing Office 365 on Personal Devices

Once you login the **Office 365** main page is shown, if this **does not** appear, click **Office 365** on the top left of the Nav Bar. Here you have the option to install Microsoft Office applications on up to 5 devices*.

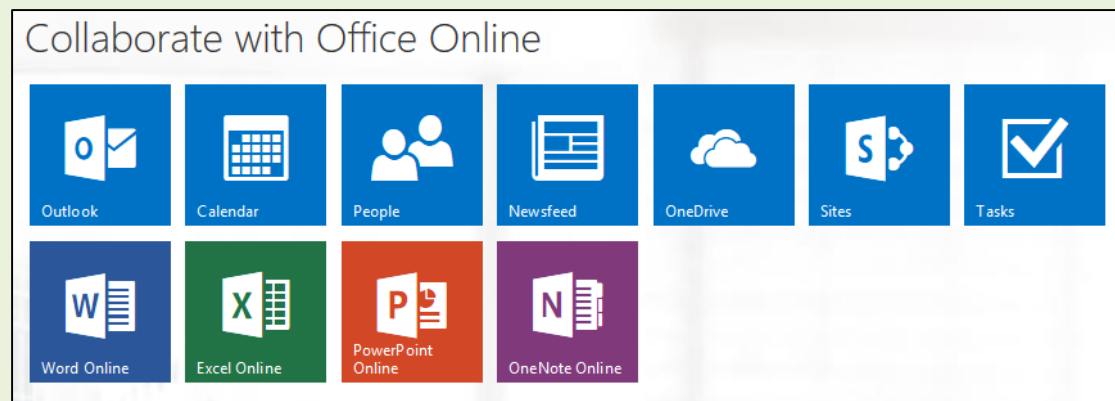
Click **Install now** for PC or click the **Office on your devices** link for other devices.




* This can include computers, laptops, phones or tablets. Depending on the device and the capability. **Note:** Some devices ie; Vista, XP are not compatible. For those use the Collaborate with Office Online options or use the website.

Collaborate with Office Online

Also when you login the **Office 365** main page displays the following options:



Alternatively, you can access these choices on **the grid**  at the top left of any screen.

Helpful Tips for working with Office Online


- One feature of applications like Word Online is there is no **Save** button. Saving is automatic, *however* a weak or lost Internet connection can cause new content to **not be saved** or **retrievable**.

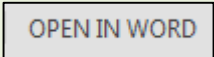
We recommend backing up any documents to USB, your home computer.

To save on your OneDrive in Office 365:

1. Open Office 365 in a web browser and login using your **Unitec email address** and **network password**.
2. On **the grid**, select **OneDrive**.
3. To create a New document or folder, use the **New** button, and select which application you would like to create a new document in, Word, Excel, PowerPoint or OneNote or New Folder.

Alternatively you may have an existing document to save to OneDrive. Save temporarily onto a computer or USB. Use the **Upload** button and locate the temporary file.

4. Check it is saved. It will show on the list of documents showing for the folder or you may need to **refresh**  your browser to see it.
5. Delete the temporary document on your computer.

- The **Toolbar** in online applications is simplified, so all features are not available. For more functionality, you can use the option to use *your* computer version of the application. For Word this shows as: 

Note: Further information will be added to [IMS Training pages What's New](#) as we promote OneDrive and launch SharePoint later in 2016/2017. Look at Yammer or The Nest for updates.

Audio Visual Services

IMS provides the following AV services:

- Organisation of installation of AV equipment.
- Projector maintenance (e.g. changing lamps, cleaning filters, hardware faults).
- Remote management and security of projectors (provided by the IMS Help Desk).
- Class and seminar support bookings for internal and external customers (jobs must be logged with the ask IMS Help Desk).
- Video Conferencing set-up & support for internal and external customers.
- Identification and co-ordination of AV requirements for nationwide conferences (e.g. CALL symposiums and Graduation ceremonies at Waitakere Trusts Stadium).

Room Faults:

Please log a job for support and fault resolution through the Unitec Help Desk on Extn 8484. Technicians are onsite and available to resolve most problems. If the job cannot be resolved by IMS, it will be escalated to the external supplier.

AV Loan Equipment:

IMS has a range of AV equipment available for loan within Unitec.

For more information please visit **The Nest**:

<http://thenest.unitec.ac.nz/unitecintranet>

Navigation: Services/Information Management Services/AV Services

After Hours AV Support:

The Unitec Help Desk is open from Monday to Thursday 8.00am – 7.00pm, Friday 8.00am – 5.00pm and Saturday 8.00am – 4.00pm, Help Desk provide phone support for AV services.

AV Technicians are available onsite Monday to Friday 8.00am – 5.00pm. If you require AV support outside of these hours please contact the ask IMS Help Desk at least 5 working days in advance. Every effort will be made to arrange after hours support.

Please visit **The Nest** for information on charges for AV related services and make a booking request for Video Conferencing:

Navigation: [Services/ Information Management Services/AV Services](#)

[Return to Contents](#)

Unitec's AV Equipment:

Most classrooms and lecture theatres at Unitec (at the following three locations; Mt Albert, North Shore and Waitakere) have AV equipment installed. The set up of AV equipment in each computer lab and lecture theatre is configured for the programmes of study most commonly utilising the room.

Standard AV setup within a teaching room:

- Ceiling Mounted Projector to display data from the computer.
- A computer connected to the Unitec network.
- Facility for use of CDs and USB devices.
- Speakers.

Additional equipment offered within select rooms:

- Overhead Projector.
- Microphone.
- Document Camera.
- Connection for Laptop (Please *bring your own adaptor* to convert the connection to VGA when connecting a Mac laptop to the projector).

Video Conferencing Services:

IMS facilitates video conferencing sessions at Mt Albert campus using the IP based Cisco video conferencing kit.

For bookings please contact Help Desk by email on imssupport@unitec.ac.nz

Room Bookings:

Room bookings must be made via Web Room Booking:

<http://timetabling.unitec.ac.nz/timetabling/wrb.htm>

Note: Please become familiar with the AV equipment available in any teaching space intended for use. To do this, please either visit the teaching space before the class commences or contact the ask IMS Help Desk on Extn 8484.

Discounted software for staff

Unitec staff can purchase some Microsoft software at discounted prices from the ask IMS Help Desk.

The following software packages are available for \$15.00, upon receipt of an Internal Requisition or receipt from the cashier at Student Central:

- MS Project 2010 for PC
- Windows 7 Upgrade only (32bit)
- Windows 7 Upgrade only (64bit)

Please contact the Unitec Help Desk for full instructions on purchasing this software, or refer to the instructions available on **The Nest**:

<http://thenest.unitec.ac.nz/unitecintranet>

Navigation: Services/Information Management Services/MS Office CD Purchase

Technology Partnership Agreement

The Technology Partnership Agreement (TPA) document is a formal agreement which outlines the expected levels of service, response times and responsibilities between IMS and Unitec departments (both academic and service).

Departments have responsibilities in the partnership, for example, academic departments provide a list of their key users and schedules of critical times throughout the year where a higher level of support is required. The TPA response times for IMS requests have recently been reviewed and negotiated with departments.

A copy of the TPA agreement is located on The Nest:

Navigation: [Services/Information Management Services/TPA](#)

To comment or recommend additions to the **IMS Staff Handbook**, please email imstrainer@unitec.ac.nz