



## Quick Start Guide

ITS Website: <http://its.monash.ac.za/>

### . **Novell LogOn (PC Logon only) and Authcate LogOn (all other services)**

1. Type in your **Novell username** & **password**, to logon to your computer.
2. Remember that you have 2 passwords {**NOVELL** & **AUTHCATE**}
3. **Save** all your personal data onto the **U DRIVE**
4. **Shared** data within your faculty in the **V DRIVE**, course information for **student data** access is saved to the **T DRIVE**.
5. All data saved onto your C or Local Drive will not be backed up.

### . **Mail – access email via Thunderbird Email client or Webmail**

#### **Google Mail, Calendar, Docs**

Access webmail via any browser with the following address

<http://my.monash.edu/> (use Authcate username and password)

click on “**Email**” tab

refer to FAQ site:

<http://www.its.monash.edu.au/staff/email/google-apps/faq-general.html>

### . **Phone features**

#### **Phones “without screen display”:**

**FX1+Ext+FX1** = Transfer a call.

**FX2+Ext+FX2** = Call Forward (with handset down).

**FX3** = Pick Up {Or \*3}.

**FX4+Ext+FX4** = Conference Call (after making first call).

**FX5** = Ring Again.

**Phones “with screen display”:** – function above are on screen display.

(\*examples below\*)

Pick up: lift handset, select “**pick up**” on screen.

Conference: Dial 1<sup>st</sup> ext (or phn no.), press “**conf.**” on screen, dial 2<sup>nd</sup> ext(up to 6), press “**connect**” on screen to conference, and so you will go on to the last number.

### . **Voicemail Service (telephones)**

Activation of this voice answering system is automatic after 4 rings.

A RED light flashing, implies that you have a voice message/s.

- ❑ Dial **4299**, followed by YOUR ext & YOUR password {by default it is the 99 + YOUR ext, until u change it (new staff)} -dial 011 950 4299 off campus to retrieve your voicemail messages
- ❑ **2** to **Listen** to your msg & **76** to **Delete** a msg
- ❑ To activate mailbox commands press “**8**” followed by a “\*”
  - 0 – Mailbox options**
  - 1 – Login**
  - 2 – Greetings**
  - 3 – Log Off**
  - 4 – Password change**
  - 5 – Distribution list**
  - 6 – Go To Next**

Email : [sahelpdesk@monash.edu](mailto:sahelpdesk@monash.edu)

Ext (Helpdesk) : 4077