Getting started online at UWA - The top 5 things new students need to know

1. How do I connect to the internet at UWA?
You need to activate your Pheme account and set a password and agree to the terms and conditions for full internet access from the Pheme website (more info here: http://help.pheme.uwa.edu.au/pheme/students). You can then log-on to the network in computer labs or libraries. If you want to use your laptop or smart phone to access the uni’s wireless network (called UniFi) you can find more information here: http://www.its.uwa.edu.au/wireless/unifi

2. How does my UWA student email account work?
Every UWA student is allocated a free, web-based UWA email account which the University will use to communicate with you so it is important you know how to access it. The student email system is powered by Google and your address will be something like lastnameini-tial@student.uwa.edu.au. You can access your email account (to read, send and organise messages) via MyUWA (http://my.uwa.edu.au) by clicking on ‘student email service’.

3. Where are the computer labs on the UWA campus?
There are computer labs in every UWA Library and in many Schools and Faculties. Your lecturers may direct you to the lab they teach in or you can find the one that best suits your needs. To find the labs on campus you can go to the Faculty/School web pages, http://www.uwa.edu.au/faculties and browse your computing facilities.

4. What IT systems do I need to use for my studies at UWA?
LMS hosts online materials for each of your units and also contains links to the other IT systems used at UWA. You can download lecture notes, access discussion boards, submit assignments and see your grades on LMS. Echo-LCS manages lecture recordings for downloading, streaming or pod-casting. Ask your lecturer what is available. CMO allows you to access materials on your reading list. ACE is the online module about ethical scholarship and avoiding plagiarism which all new students are required to complete. CARS is an online module to help you develop your research and information skills. ISE provides information about Indigenous Australians. (TT 1.1 explains the above acronyms)

5. How do I work out my timetable online?
You compile your personal timetable by using the Timetables website AND the OLCR (OnLine Class Registration) systems together. The Timetables website shows you information on when your classes are offered. The OLCR system is where you choose which option(s) you want to attend. First go to the Timetables website to check when your lectures are (including any electives you want). See what gaps you have for other classes (labs, tutorials etc) to fit into, then go to OLCR and enter your preferences. (If you don’t mind when your classes are, the OLCR system can allocate you to classes automatically). A comprehensive guide to setting up your timetable is published by the UniStart team and you can find it here: http://www.unistart.uwa.edu.au/crawley/enrolment/olcr

More answers to your IT questions can be found at askUWA. Get answers online, anytime, http://www.ask.uwa.edu.au.

SISO (Student Internet Support Office) can help with IT-related questions. It’s available on the phone (6488 3814), in person (Reid and Science Libraries via email support@student.uwa.edu.au) or online.
How do I find help for

LMS
Echo-LCS
Pheme
OLCR
CMO
Timetables
ACE
CARS
MyUWA

Internet access

Can askUWA www.uwa.edu.au/askUWA or LMS Student Help www.lms.uwa.edu.au  answer your question??

Ask the content owner
Unit materials not in Echo (Lecture Capture System), CMO or LMS yet?
Can't access a quiz in LMS?
Ask your lecturer.

Can't access Library books or online resources?
Ask the Library

Issues with your enrolment or your record on studentConnect?
Contact Student Admin

Ask at the inquiry desk
Library staff may answer your question or direct you to the right person

Ask local support
If there is a phone on the wall in your lab then ring IT support
See if there is an IT support person nearby
Local support will be able to help with logging-in to lab computers, printing and with other local issues.

Ask SISO (Student Internet Support Office)
On the phone (6488 3814)  In person (in Reid or Science Library) Via email support@student.uwa.edu.au
SISO can help with logging-in, internet access (inc UniFi), email and questions relating to some software.
Make sure you give them your name and student number if you email them.

If local support isn't available then you should contact SISO

Is your question about online content?

No, it's a problem with IT

Yes

Are you in a UWA library?

No

Yes, I’m on campus in a shared lab

Are you in a UWA faculty or school computer lab?

No, I’m somewhere else (at home or elsewhere etc)

No, it’s a problem with IT

Yes

Is your question about online content?

Using STUDYSmarter Resources

This resource was developed by the STUDYSmarter team (in collaboration with ITS and the UWA Library) for UWA students. When using our resources, please retain them in their original form with both the STUDYSmarter heading and the UWA crest.

Web: http://www.studysmarter.uwa.edu.au Email: study.smarter@uwa.edu.au
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LS 028.2011 CRICOS Provider Code: 00126G