

School of Communications and Arts Computer Facilities Information Pack 2008

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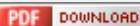
Getting Started

Last updated: 02-JAN-2008, Refer to: [ECU IT Services](#)

- [ECU Student IT Services Website](#)
Edith Cowan's IT Services has an extensive website covering all aspects of IT. All students should take the time to review the Student IT Services website and become familiar with the information they provide, as many of the services they rely on, such as email and internet access are provided by ECU's IT Services departments, not by the school.

Students should endeavor to view at least the following pages;

- [Activating your Student Computing Accounts](#)
- [Computing Facilities - Conditions of Use](#)



Getting Help

Last updated: 02-JAN-2008, Refer to: [SCA Media Support Desk](#)

- [SCA Media Support Desk & Operating Hours](#)
The school operates a Media Support Desk during normal business hours and in most cases this is your first point of call for accessing help relating to the use of the schools facilities.
- [Technical Support Services Staff](#)
Find out about the Technical Support Services staff, their roles and responsibilities.

Using the Computer Labs

Last updated: 02-JAN-2008, Refer to: [SCA Media Support Desk](#)

All currently enrolled students are permitted to access any of the [School of Communications and Arts Apple Macintosh Computer Labs](#) located in Building 3 on the Mount Lawley campus, as well as specialist facilities located in other buildings.

What is my username and password?

Before you can access any of the university's computer systems you will need to [activate your student computing accounts](#). Once you have completed that process you will be granted with an ADS username and password. This username/password combination is used for most computing services at ECU, including [student email](#), [simo](#), and the campus [eLabs](#).

How do I access the labs after hours?

All computer labs are available 24/7 with an [ECU Access Card](#). The closest 24hr security door for Building 3 is located opposite the WAAPA Ampitheatre, and around the corner from the Aroma cafe. Students may also use the lift or stairwell located near the entrance to the [Mount Lawley \(ML\) eLab](#).

How do I get help?

[Technical Support](#) is available during the normal university business hours of 8:30 - 4:30pm weekdays. In peak demand periods the [SCA Media Support Desk](#) is open until 9pm weekdays.

The School provides specialist facilities designed to support some of our more advanced programs. Generally speaking your lecturer/tutor will inform you if any of your coursework requires access to a specialist area.

Some of the specialist facilities are listed below:

- **Photomedia:** Digital Print Output Lab, Photomedia Studio 1, Black & White Darkroom
- **Film and Video:** 3rd Year Edit Suites, 2nd Year Edit Suites, Television Studios A & B
- **Broadcasting:** Radio Studios 1, 2 & 3

After Hours Access

Last updated: 02-JAN-2008, Refer to: [ECU Security Department](#)

All of the School's computer and specialist editing facilities are available 24 hours a day, 7 days a week via an **"Access Card"**

How do I apply for a card?

1. Access cards require a payment of \$25.00 to the Cashier, located in [Student Central](#). Once payment has been received the cashier will issue you with an access card.
2. Once you have your new access card allow 3 working days for the card to be activated.
3. Your access card will be programmed automatically based on the level of access required for your study.

An access card will grant most students enrolled in a course within the School of Communications and Arts access to all computer labs located upstairs in building 3 on the Mount Lawley campus.

I have lost (or damaged) my card

Lost cards should be reported immediately to Security Services on 6304 2298 or via email on accesscards@ecu.edu.au. Lost cards cannot be replaced, you will be required to purchase a new card.

My card is faulty

Contact Security Administration on 6304 2298 or email at accesscards@ecu.edu.au if your card is not functioning.

After hours - if you are unable to access a building due to a faulty access card contact Security via a security telephone on campus - request access to the building. When the Security Officer arrives they will want to see your access card and student ID card.

I want to return my card and get a refund

Complete an Access Card Return / Refund form and return together with your card to the Cashier in [Student Central](#).

Printing

Last updated: 02-JAN-2008, Refer to: [ECU IT Services: Printing @ ECU](#)

The School offers students a wide range of printing facilities, including high-quality colour, both for general purpose and more specialised areas. All general purpose student printers are available 24/7 and are controlled using the PrintMonitor system, also found in the [ECU eLabs](#) and [ECU Library](#).

How do I purchase credits for printing?

Print credits are stored on your ECU Student ID card and can be purchased from the autoloader stands found in the [ECU eLabs](#) and [ECU Library](#).

How do I print?

When printing, your print job will be sent to the Print Release Station, located in the ["ML3.257 \(Overflow Lab\)"](#). You then select your job on the release station computer, touch your ECU Student ID to the keypad terminal, and release it to the printer of your choice.