



## Getting Started: Built Environment Computing Labs

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### Introduction

*Generally, the computing Laboratories in the Faculty of the Built Environment are for the exclusive use of students within the Faculty. You must be a registered user before you will be able to log on to any of the computers.*

*On occasions, the labs will be used by other Schools for booked classes or short courses.*

### BEUCU

*Built Environment Computing Unit*

*This is the team of people who support all the Faculty's computing operations. They are there to help you with technical problems, but are not paid to teach you how to use applications!!*

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*As a general principle, **you should not use the high-end labs to carry out low-end tasks.** For example, although email access is available in all the labs (so that you can send off a quick message or check your email while working on something else), if you are planning a long email session or are simply web surfing, you should use the level 3 labs.*

**A complete list of the software available in each lab is provided on the Web and posted in each lab during Session.**

These notes explain the basic organisation of the Computer Laboratories within the Faculty of the Built Environment. It is packed with lot's of very useful information that you will need to know, as well as some background explanations (contained within single-line boxes) that many readers may wish to skim over. **You are strongly urged to work right through this document!** Left margin comments throughout elaborate key information.

There are 5 main teaching computer laboratories in the Faculty, each with 16 computers plus various printers, plotters and scanning devices. A brief functional description of each follows below. For more details, consult the up-to-date description of hardware/software configurations provided on the Faculty Web site. You will also find lots of other useful information at this site about the Faculty's IT setup which can be accessed from the *FBEonly* sections in the *Current Students* area .

There is also a small lab in the FBE Design lab located in the Square House on lower campus. Finally there are a further set of computers for the exclusive use of postgraduate coursework students enrolled in the range of post-professional programs offered in the Faculty (these are spread between the PG Workroom on Level 1 and the PG design studios).

Students are strongly encouraged to buy laptops to support their learning as much as possible. To that end, the FBE building is being fitted out with laptop usage stations and furniture. The wireless LAN provided by UNSW is very simple to setup and use and totally free (See [www.uniwide.unsw.edu.au](http://www.uniwide.unsw.edu.au) for more information and instructions).

Two of the teaching labs are upgraded each year which become Labs 1 & 2 on the second floor with the other hardware cascading down through the other labs. All these computers have CD/DVD Drives (with burning capability) as well as USB 2.0 ports on the front for easy access with USB memory devices. All labs have basic software like web browsers, email access, MS Office, Adobe Acrobat, PhotoShop (image editing), SketchUp, Illustrator (vector drawing), InDesign (desktop publishing), QuickZip, Norton Antivirus, a graphics viewer, etc.

In addition, each lab has a range of applications that are used in teaching. These include various multimedia applications (Director, Flash and Premier), web authoring (Dreamweaver), visualisation (3D Studio Max), CAD systems (AutoCAD, Revit, ArchiCAD, Solidworks, Microstation, Generative Components and Rhino), and some very specialist GIS (ArchGIS & Mapinfo) and design analysis applications like Ecotect (thermal, lighting and acoustics) and MultiFrame (a structural analysis package), etc.

**Note:** BECU also have a range of loan equipment available to students and staff, including: *large format LCD panels, digital projectors, laptops, and digital cameras (video and still).*

## Preliminaries – how to log-on and get started!

All the computers in the labs are connected to the Campus Wide Network (CWN), giving them access to the Faculty Servers, any other public-access computers on campus (such as the University Library), and to the world-wide Internet. For security purposes, the computers can only be operated after you have “logged on” by identifying yourself and being validated by one of the Faculty’s Servers.

### Code of Conduct:

#### Two Different Passwords!!

Note that you will have **BOTH** a **Unipass** (issued at enrolment by UNSW) AND an **FBE Password** that will give you log-in access to the FBE computer facilities. It is important that you understand the difference!!

Your UniPass is used for central access like my.unsw. Note that it **must be validated** at the following Web site before it can be used ...

<https://wombos.unsw.edu.au/agreement/index.shtml>

**A third password will come into effect in 2009, the zpass – more information on this will come.**

**Note:** UNSW and the Faculty have a strict **Code of Conduct** that governs the use of all its facilities. You will be required to read and agree to abide by that Code before you are given access to your account (and therefore the labs). By doing so, you confirm your obligation to use the facilities in an appropriate & constructive way.

All users are identified by an **FBE Username** and corresponding **FBE Password**. All student Usernames consist of the letter “u” followed by your 7-digit student number. **Your initial FBE password is assigned to you through the Password Services page on the Faculty Web site (available in the Current Students area).** You can access that on one of the Web Terminals located near the BECU office on the second floor. Alternatively, you can access the following Web page from any computer linked to the Internet. (Note that you will need your UNSW Student ID and UniPass in order to obtain your initial FBE password: **the boxed note in the margin explains how to obtain your UniPass.**)

Once you have your FBE password, you are ready to go to the labs and use the computers. Each computer should display the Windows XP Login dialog box.

### You can now log in simply by entering your Username and FBE Password

Once logged on, you are free to use the computer as you would any other Windows computer. The main personalised feature is your own file storage space. It is mapped to “Drive N:” on the computer, so you can open that drive and begin to create files at will!

All the Faculty computer laboratories are available for use 24-hours per day using swipe card access. Your UNSW student card serves as your swipe card. If it does not work, then take the card to FM Assist to get the problem corrected.

**Waking up sleepy computers:** Generally, the computers are left turned on 24-hours per day, but after a period of idleness go into “sleep mode”. Thus, if the screen is blank, then it may simply be in power-saving mode: first try moving the mouse or hitting any keyboard key. If all the lights are off on the front of the CPU case, then press the power button to turn on the computer. Once the screen is activated, a message will tell you how to initiate the logon process ...

### UNSW Security Office (there for any emergency!)

Since the building is accessible 24 hours a day, you need to know about the UNSW Security Office (located in the basement level under the Red Centre). There are Security staff on call 24-hours per day. In emergencies, they can be contacted on extension 56666 from any of the emergency phones around campus or on 93856666 from any normal phone.

### Local System Restore Option:

- Every lab computer will automatically restore itself to a “clean configuration” every time it is re-started (achieved by returning Drive C: to its initial state). If you encounter a computer behaving strangely, simply re-start it. If the problem persists, report it to BECU.
- As a consequence of the first point above, it is unsafe to store any data on Drive C: or the Desktop. However, drive D: on each lab computer is not affected by a system re-start and so if you must store data (temporarily) on the local hard disk, always use Drive D:.. Note, however, that such data is accessible to other people and should be moved to a safe place before you leave the lab!

The lab computers are in high demand during session, so it is necessary that we discourage practices aimed at monopolising a computer rather than letting others use the computer when you are away doing something else ....

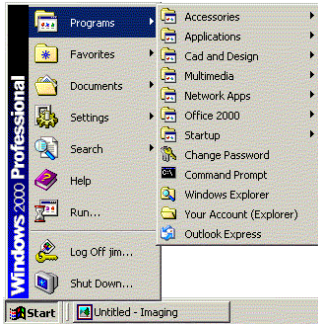
### Leaving Lab Computers Unattended:

- Once you have logged on as registered user in any of our labs or the Resource Centre, you can check your email or work with your files without any further password checks ... that's why it is critical that you don't leave a computer unattended once you have logged on, since others can then interfere with your private information.
- As a security measure, all lab computers will shut-down by themselves after 15 minutes of inactivity **without saving any open files**. This is to discourage people leaving computers unattended.

### Starting Applications

The whole point of using computers is to run *application programs* that perform the functions that you require, whether it be to check your email, create a document or drawing, or to surf the Internet.

Generally, all applications may be started in the same way using the Start button located in the lower left corner of the screen. You should navigate through the Start menus to see the range of applications that are available on the computer you are using.



A full list of the applications installed in each Lab is posted outside the doors and provided on the FBE Web site.

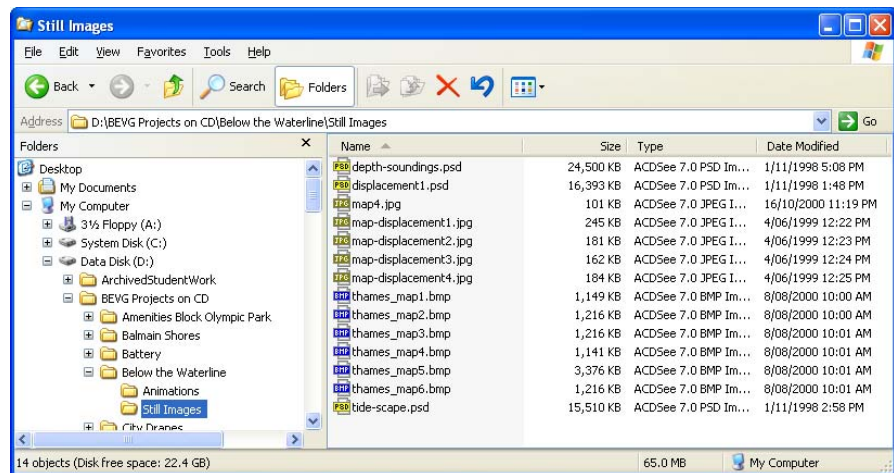
## Using Explorer

Explorer is a Windows application that allows you to manipulate files (as well as other objects) that are stored on the system, whether those files are on the local hard disk, a removable device (Floppy Disk, Flash memory key, etc) or anywhere on the network to which you have access rights.

For Mac users, Explorer is similar in purpose to Finder, but a little different in operation.

This section walks you through the process of locating your individual file folder using the *Windows Explorer* program. Use the **Start** menu to open *Windows Explorer*. You should then get something like that illustrated in Figure 1.

Figure 1 →  
Typical example of the  
*Windows Explorer*  
application window



### Finding your own work area ...

In the computer labs drive N: points directly to your home folder on the FBE server of whoever is currently logged on to that computer.

Now look further down the list of drives on *My Computer*: there are names like *Data* on 'Emustore'(S:) and *u1234567* on 'Emustore' (N:), the latter with the Student ID of whoever is currently logged on. These are called "logical drives" ... they don't physically exist on the local computer, but rather point to areas on the network file servers where you can store or access other files ... because they are defined within *My Computer*, they are *logically* part of the local computer. The following two have special purposes for you:

- **Drive S: (Data on 'Emustore')** is the primary FBE *File Server* known as *Emustore* where everything is stored that you may need to look at or copy. Click on that area and look at what is listed in the right pane: a folder called *Resources* is a good source of free software and sample files; *Submit* is where you will be expected to submit electronic work for various courses; *StudentGroups* is a folder to support group work in some courses. In many

## Storage Limits...

Each FBE student can store 600MB of files in their home folder (N:) and this limit is maintained by the system. Enrolled students from outside FBE also get 150MB in the same way.

## Tape Backups

As a precaution against losing valuable work, all user files are backed up onto tape on a regular basis (every week-day night) and are kept for several weeks in a backup cycle. If you inadvertently lose a valuable file that has been on the system for at least one night, then it can generally be restored from backup (though BECU will need to slot the restore into the backup cycles)

areas of this drive you only have *read permission* and will be denied access to other parts entirely, especially other user's folders in the Student or Staff areas.

- **Drive N: (u1234567 on 'Emustore')** will be identified with your own student number and is the place where you are able to create folders and store data on the File Server. Drive N: effectively provides a shortcut to your personal file area. Anything you store on this "drive" is secure and only you will be able to access it. It is protected by your password and is backed up on a regular basis to avoid the risk of data loss.

*You are encouraged to create your own folder structure within Drive N: to organise your own work.*

To avoid being caught by the storage space restriction, you need to invest in and use some form of removable storage device: the lab computers are all equipped with USB ports for USB storage devices (strongly recommended as the best option!), CD Burners and floppy disk drives (no longer recommended!). A section at the end of these notes discusses user storage options in more detail.

**WARNING:** because the files on Drive N: are stored on a shared network disk, once it is deleted, it is instantly lost forever because its disk space will be immediately overwritten by other users. The *Recycle Bin* only keeps files deleted from the local hard drive!

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## Accessing the Internet

### Internet Access from Home

#### Broadband Internet

This term various high speed internet connections including:

**Cable Modems** are devices that permit you to connect to the Internet from home via Pay TV cables. Because these are broadband cables (necessary to deliver TV services), they can provide very high-speed Internet services, particularly for downloads.

**ADSL** is a more recent broadband service that makes use of existing telephone cables to provide a high-speed Internet connection running separately to the voice telephone service (on the same cable). A faster form known as **ADSL 2** is now widely available, providing broadband speeds that exceed cable services if you happen to be close enough to a telephone exchange that supports it.

**Wireless Broadband** allows you to connect to the Internet from a mobile device (laptop, PDA or PDA Phone) as long as you are close enough to a transceiver (much like mobile phone coverage).

**Localised Wireless Access** is increasingly available for casual use in fairly localised public spaces, cafes and airports. These may be free services, but are often charged on a time usage basis. The Uniwireless network on campus is a non-commercial version of this technology for UNSW staff and students.

The term "Internet" has come to refer to a world-wide network of computers that are joined together and are able to communicate with each other. The basic *modus operandi* of the Internet is the idea that any computer can be set up to provide one or more **services** to the other computers on that network. Thus, in a cooperative fashion, the Internet becomes a vast array of services that people can tap into from their own computer. This leads to the general distinction between "servers" and "clients": most users of the Internet are using client software to access services provided by other computers. There are dozens of types of services, but only a few that are used regularly by most users!

One of those services is the *Web*. This has become very widespread and popular over the last decade. The *Web* is made up of individual servers that provide information in the form of multimedia pages that are linked together by what are called *hyperlinks*. Such servers are known as Web servers, and collectively form what is called the *World Wide Web* (WWW or simply, the *Web*). Using a client application called a *browser*, while connected to the Internet, you and I can "surf that Web" to gain access to that stored information!

Our Faculty maintains its own *Web Server*, which has a Web address of:

[http://www.fbe.unsw.edu.au/](http://www.fbe.unsw.edu.au)

Run *Internet Explorer* or *Firefox* in the FBE labs and you will find that it automatically links to the Faculty Home Page as shown in Figure 2 (over the page).

If you begin to explore some of the links in our homepage, you will find all sorts of information about our own Faculty, its courses, staff, research activities, etc. You will also find links to UNSW's home page.

You will also find that increasingly, the courses that you take will have their own Web page that you need to check regularly. You should get into the habit of regularly checking out the 'Current Students' link on the Faculty Homepage. It links to a site where there is heaps of useful and current information that you need to know as an enrolled student in the FBE.

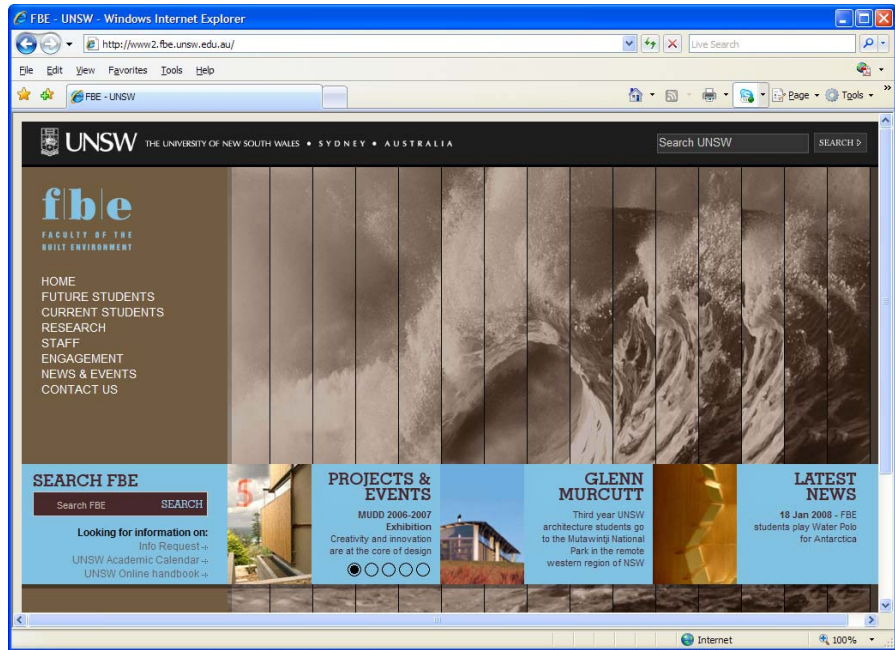
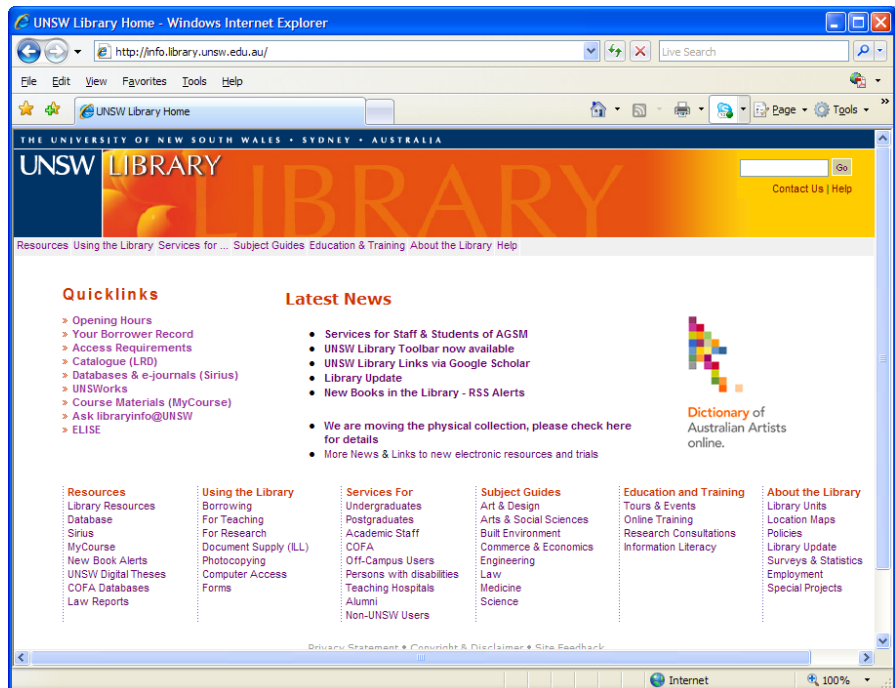


Figure 2 FBE Home Page

There are many useful Web sites available to you, but perhaps one of the most important is the UNSW Library. You can switch to the library fairly easily from our Faculty Home Page by using a useful technique available on any Web Browser. If you click twice with the mouse (with a brief pause between clicks) on the *Address* line at the top of the *Browser* window, you will find that you can edit the text in the address. Simply replace “fbe” with “library” and press the *Enter* keyboard key. You will then be looking at the UNSW Library Home Page. Look for links under the heading *Resources* and spend some time familiarising yourself with the library catalogue system: *LRD (Library Resources Database)* is the library holdings catalogue; and *Sirius* is an extensive database search facility to assist in finding published research papers. Both are tools that you will need to use extensively in your academic work!

Figure 3  
UNSW Library Home Page

This page gives you various ways of locating the resources contained in the Library. Try doing a search through the Library Resources Database (LRD). That allows you to find books by searching for keywords in their titles, author names, etc. There is also a very extensive on-line database of academic journals that you can search and access (called “Sirius”). You can also look up past exam papers, or check your current borrower status. If you explore this site further, you will also find links to many other libraries around Australia and the world.



As you progress through your university studies, you will have increasing need to access information provided by the Library. Increasingly, the amount of information provided electronically through the library web site eclipses the physical material holdings of the library. The Library provides excellent group and individual training sessions to help you find your way through that labyrinth of information. Make sure that you take advantage of that training!

## Sending & Receiving Email

*UNSW provides a free email account for every enrolled student to facilitate efficient communication within the UNSW community.*

***This provision of an email address for every student has led to a policy that ALL official communication with students will be via their student email account. If you miss an important communication from UNSW because you have not read your student email, then that is your responsibility. You must ensure that you habitually check your student email!!***

***It is actually very important, for your own convenience and effective working, that you understand what email options are available to you and how to activate those. This section explains those options, so read it carefully!!***

### Email Addresses ...

**NOTE:** *the Faculty does not issue email addresses or the password for your email account (known as your UniPass). That password is issued at enrolment for all new students and given to you on a slip of paper. You must validate your UniPass when it is first given to you by getting on to the UNSW Web and indicating that you have read and agree to the Conditions of Use.*

<https://wombos.unsw.edu.au/agreement/index.shtml>

*If you do not know your UniPass, you need to visit either the Dis><Connect office (in the Main UNSW Library) or FM Assist (located on upper campus at ground level where the Main Library connects to the Mathews Building). You can phone Dis><Connect at any time on 93851777.*

### Full Mailboxes

*However you manage your email, please make sure you keep your mailbox cleared out so you don't lose critical emails from the University! Every time I send out class emails, a few always "bounce" because the mailbox is "full" ...*

**Background:** Yet another kind of *service* that is provided by particular computers on the Internet is electronic mail (or e-mail). These *Mail Servers* provide mailbox facilities for registered users, allowing anyone to send email to those users (in which case the messages are held in the mailbox until collected), or allowing those same users to read any waiting email and send their own messages.

There are two ways that *mail servers* are typically operated by users:

1. either you keep all your mail on the server, in which case you connect to the server every time you want to work with your e-mail;
2. or, you maintain a "local mailbox" on your own computer and simply connect to the mail server each time you want to send or collect messages (generally known as a POP3 email server).

The second approach described above is more efficient in terms of connect time because you can compose messages off-line and then only connect to send those out, or to retrieve any new messages that may be waiting for you. You can also keep and search through your old messages without being connected to the server.

Free Web-based email services like Hotmail, Gmail or Yahoo are great because they can be accessed from anywhere and the email is kept on the Server. These mail systems now offer very large storage limits for your email and provide a great way to handle large amounts of incoming mail.

At UNSW, all student email accounts are held on a POP3 Server (supporting that second mode of operation described above). Your student email address is in the following form, where "1234567" is your 7-digit student number:

**z1234567@student.unsw.edu.au**

You may wish to set up an **alias** for yourself: This allows you to choose an alternate email "name" rather than your student number, one that is more memorable and "friendly". This may be done through the DIY ("do it yourself") services link available via UniPass help page on the UNSW Web site:

[http://www.disconnect.unsw.edu.au/helpguide/unipass\\_login.htm](http://www.disconnect.unsw.edu.au/helpguide/unipass_login.htm)

### Re-Redirecting your Student Email to a Private Email Address

Since many of us now have free private email accounts (like Gmail) with huge mail storage allocations, a smart way of dealing with your student email is to have it **automatically forwarded** to your private email. To set up re-direction, go to the DIY services link given above.

All Faculty staff have an email address, generally in the form shown below that uses their first name initial followed by a full-stop and their surname (A full list of

staff email addresses is provided on the staff contacts page of the FBE web site):

[J.Plume@unsw.edu.au](mailto:J.Plume@unsw.edu.au)

#### **New Student Mail Service**

*2009 will see the launch of a new Student Mail web service which will be a significant improvement – look out for information on this through the year.*

The following sections explain two ways of accessing your student email. You need to choose which mix of these methods you wish to use, and set up the various options accordingly.

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#### **Using a Web-Mail Interface**

You can simply access your UNSW mail account through a web-mail interface (much like Hotmail or Yahoo mail) called *UniMail*. This is convenient because you can access your email from any computer on the Internet, but be aware of the mailbox size limit. The UniMail access address is:

<https://unimail.unsw.edu.au/>

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#### **Using an Email Client Application**

*If you have your own laptop, then using an email client is the smartest way of managing your email because you keep all your archived email on your own computer.*

An email client is a particular type of application program that uses an email protocol (generally one called POP3) to access your email account. A very common example in the Windows environment is *Outlook Express* (distributed free with *Internet Explorer*), but there are many email clients for both Windows and the Mac environment. These applications set up a “local” mail folder on your computer where you can keep copies of your e-mail. Whenever you use an email client, it downloads any new mail from the POP Server (generally configured to delete that mail from the POP Server at the same time).

A good email strategy is to use one computer (a laptop or a desktop at home) that has an email POP client application that you use regularly to download your email to a safe mailbox on your own computer. If necessary, when away from home or without your laptop, simply use a Web mail client to check for any new mail that hasn't yet been downloaded to your private mailbox. The trick with this is to be diligent about backing up your mailbox (especially if you get a new computer), perhaps archiving old mail at the start of each new year if you think you may ever need to go back to those old messages.

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## **Printing and Plotting Facilities**

**Full details of this process are explained in a separate BECU document on the Web.**

*Hardcopy printing is more complex in a multi-user and cost-charged environment and everyone needs to allow adequate lead time!!*

There are several printers and plotters that are available for your use. These are located in the computer labs and in the Photocopy Room on the first floor and fall into the following categories: A4 B&W lasers; A3 B&W lasers; A4/A3 Colour lasers; and two A0 B&W lasers (primarily for large-scale plotting) and a brand new A0 Colour Laser. *Most of these printers have scanners attached so they can also be used as photocopiers.*

**Never leave your printing to the last minute because the system can be heavily used at submission times.**

#### **X-Print Service**

*The Faculty provides a large format (A2-A0) colour photo-quality poster printing and laminating service for a competitive price. The turnaround time is governed by staff availability and the quantity of work, so don't leave your printing job to the last minute!*

To use the printers, you first need to get a printing account by going to the card dispenser located in the Photocopy Room on level 1. The same dispenser will allow you to add funds to your printing account, and any printing job you do will be charged against that account. Whenever you issue a print job, the system will advise whether you have enough funds available and, if so, will run the job. In the labs and Resource Centre, you can print to the resident printers from any computer in the room. In the Photocopy Room, there are PCs provided to manage the printers in that room.

## NOTE

... you **must** get in the habit of reading the notices on the wall next to each Printer!!

From any application running in the Labs, simply issue the print command selecting the type of printer you wish to use making sure you also set the correct A-sized paper. Your job is then placed in a queue. These are "generic" queues since there is often more than one physical printer of each type. To physically print the job, you must send it to one of the appropriate printers, at which point your account will be debited by the cost of the job.

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## How to "tips and tricks"

In this final section (on the next couple of pages) we describe a few processes or techniques that you may find helpful as you make on-going use of the Faculty's computing facilities. These are things that you may wish to try now, or perhaps keep for future reference when you encounter specific circumstances where you need this knowledge!

### Accessing Emustore from Home

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You may find it more convenient and reliable to use an FTP client application for this purpose. There are several free / shareware FTP clients that you can download from the Web:

**CuteFTP (shareware)**

<http://www.globalscape.com/cuteftp/>  
(also from Emustore/Resources)

**AceFTP (free)**

<http://freeware.aceftp.com/>

This section explains how you can use a Windows Explorer to access your files from off-campus. This is possible because of another Internet service known as FTP (File Transfer Protocol) and the fact that most Windows Explorer can also act as FTP clients. Try entering the following address into the address line of *Windows Explorer*:

<ftp://emustore.fbe.unsw.edu.au/>

You should then be prompted for your *Username* and *Password*. Depending on your version of Internet Explorer, you may get an error message instead: if that happens, simply click *OK*, and then select *File > Login As* from the pull-down menu in your Browser. It will then prompt you to log on: *use the same Username & Password that you use to login to the FBE Lab computers*.

You will then get a list of folders displayed on the screen, one of which will be called *Students*. Click on that and you will get a (very long) list of student folders. Find your own, and then click on it and you will be given a list of the files and folders in your private work area. You can then use Windows Cut&Paste techniques to copy files to and from your FBE file store.

If you own a Mac, then simply select *Go > Connect to server* from the *Finder* application to connect to an external FTP host.

### Portable File Storage Options

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In spite of the on-going expansion of the Faculty's file storage capacity, unless you use your own laptop and have all your files stored on that, it is inevitable that you will have to make use of some form of large capacity portable storage device.

The most versatile and effective portable file storage device available now are the **Flash Memory Keys** that can be plugged in to any standard USB port and are recognised by most recent operating systems. All the Lab computers have USB ports, generally on the front of the system case, the newer machines supporting USB 2.0 technology. These keys are getting cheaper all the time and come in sizes now measured in multiple GBs. They are available through the Union shops on campus, as well as many other places.

Once the key is inserted into the USB port, Windows treats it like another hard disk, assigns a disk letter, and allows you to copy files between the key and any other device with Windows Explorer.

The other device that people are starting use more widely are **portable hard drives** (same technology as the older Apple iPods, only not just for music storage). These are about the size of a hand-held PDA and typically have capacities up to 400 gigabytes with larger capacities becoming available all the time. They plug in to a USB 2.0 port, but because they have a rotating platter

(like any hard disk) they are a little bit fragile and must be “shut down” before unplugging them and transporting them around.

*CDs come in two forms: CD-R disks are “recordable” only, can be used only once, and are generally a little cheaper; CD-RW disks are re-writable and can be re-used many times.*

**Best CD option:** create (or “burn”) a Data CD ....

**Worst CD option ...**

***You must be wary of how you use CD-RW disks, realising that not all options offered in the software are reliable for file transfer between computers!!***

Another alternative, though a little less versatile, is the **compact disk (CD)**. All the Lab computers now have CD Burners, but *you should be careful that you use the appropriate CD burning technique and the correct type of disk*. The simplest, and most reliable method, is to use a CD-R disk and simply burn data onto it and then discard it when you have finished with it. You can also burn the data on to a CD-RW disk, then it can be subsequently “re-formatted”, allowing you to burn a new set of data onto it, saving you the need to buy a new blank CD every time.

Most CD burning software also support a third option (*but use this only with great caution!*): you can treat a CD-RW disk as a normal read-write device (just like a floppy or Zip disk), *but that is a very unreliable method of using CDs because such disks can generally only be read on the same hardware device using the same software*. The last option is to burn multiple “sessions” onto the one disk until you fill the full 650 megabytes of space, but that is also a little unreliable as not all CD drives can read multi-session CDs.

Most FBE labs have DVD burning capability that will be helpful for archiving large data sets in much the same way as with CDs, but allowing 4.7GB to be burnt.

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## Using QuickZip

QuickZip is a useful utility program that is available in all the labs. It allows you to compress one or more files (including folders and sub-folders) into a single archive file, generally considerably smaller than the sum of all the individual files. You can use QuickZip when you need to compress data to pack it onto a portable storage device. You may also need to use QuickZip when submitting work for assessment, particularly if your Course Lecturer requires the work to be compressed in to an archive.

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## Reporting Faults

***There is no point complaining that “nothing ever works properly”, if we don’t report faults when we notice them!***

In a shared lab environment people seem reluctant to report problems, presumably figuring that someone else will do it! If you encounter any kind of software or hardware problem, or if you have any constructive suggestions to make, please don’t hesitate to visit or email BECU so that someone can look into it. As an example of that, I recently borrowed a digital projector from BECU and noticed that the shutdown instructions that came with it were wrong: the same projector had been borrowed by hundreds of people in the last couple of years, but no-one had bothered to report the error so it remained un-fixed!

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## Final Word

This document has introduced many of the options available to you. Over time, you should consult both the Faculty and the UNSW Web sites at

<http://www.fbe.unsw.edu.au/currentstudents/>  
<http://www.disconnect.unsw.edu.au/>

to get more information on how to use the computing facilities and other resources at UNSW. Happy computing!!