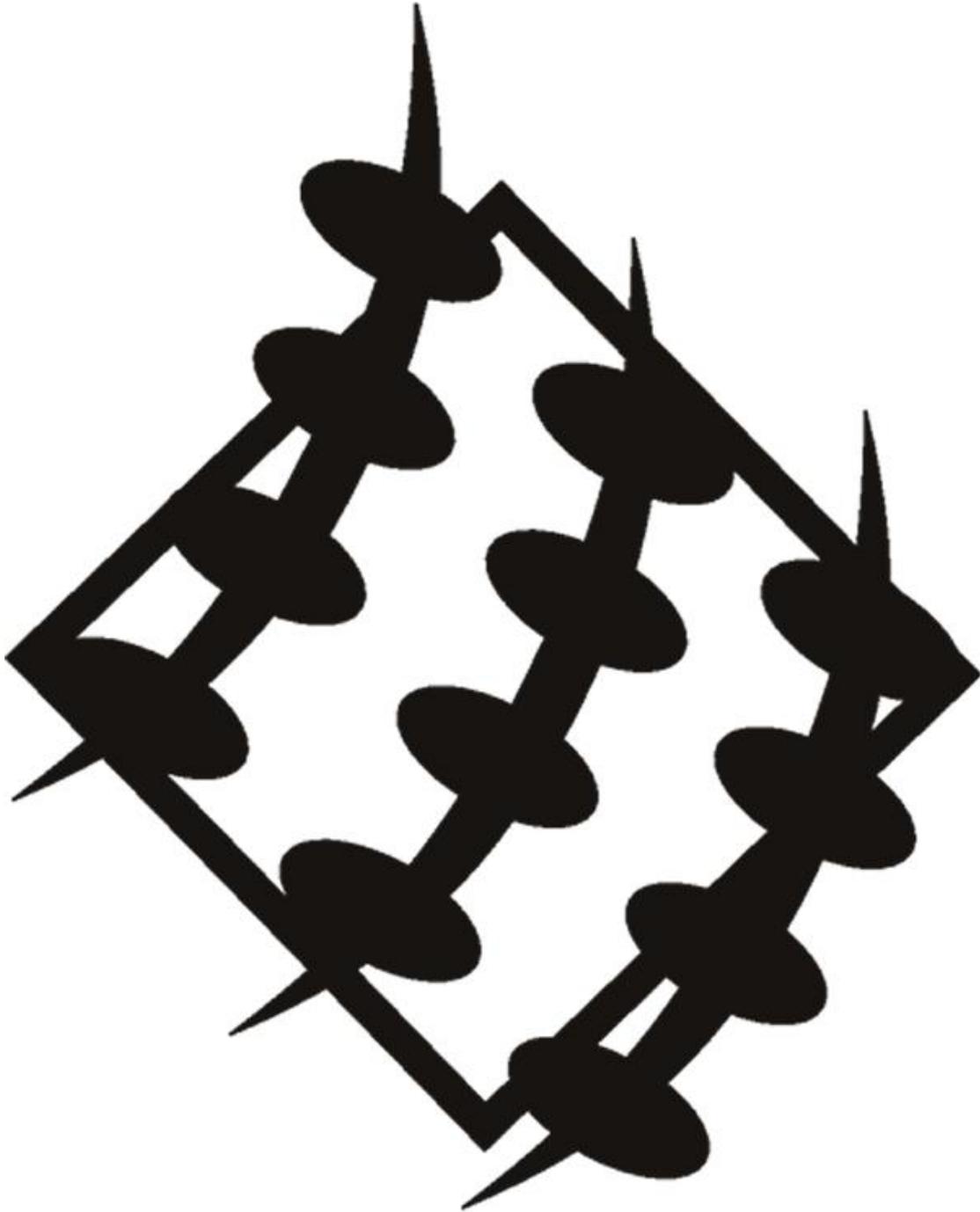


Housing Internet Services



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Introduction to Curtin Internet Services

Internet services from Housing accommodation is available in two ways:

- The AccessEzy “pay for use” service (refer to the AccessEzy Set Up Guide).
Access to the Curtin INTRANET (Curtin web pages remains free)
- Choose an alternative external Internet Service Provider (ISP) Internet through a telephone connection in your room. You will need to have your telephone installed (or service arranged) and choose an ISP from the telephone book. No assistance is provided in setting up your account or choosing an ISP.
Access to the Curtin INTRANET (Curtin web pages remains free)

Access to the Internet is also available in Curtin’s computing labs, including Abacus Buildings – 303, 408 and 501 and Divisional school labs.

Internet use in these areas is subject to the free monthly allowance of 200Mb per student.

You will receive an OASIS email notification when you reach 80% of your limit (160Mb) and another notification when you exceed your 200Mb limit.

These notifications also provide information on how to request additional allowance to support your course requirements.

Please note that you do not lose access to the Internet, however your Internet service rate is shaped to a slower speed.

Connecting to the Curtin network

To connect your computer to the port in your room (usually the left hand side) you will need a blue network cable. If a blue network cable is not provided in your room please contact your housing office.

Please note that you will **ONLY** have access to Curtin web pages (Intranet) and Internet access in Curtin computer labs while you are enrolled at Curtin.

To gain access to the Curtin network you will need to have activated your **OASIS** account.

Activating your OASIS Account

OASIS is Curtin's student portal that gives you access to a range of electronic services, for example email, official communications and the WebCT learning management system plus useful links to other services such as the Library. Once you have activated your OASIS account you will also be able to log into computer workstations in Curtin's computing labs and access the Internet from the housing network if you are enrolled in one or more units.

1. Open a web browser and type **http://oasis.curtin.edu.au** into the address field. Click **Go** or press **Enter** on your keyboard.
2. Type your student number in the field labelled **Student Number**.
3. Type your date of birth, in the format ddmmyyyy in the field labelled **Password**. Click on the **Login** button.
4. For example, your password would be 19071971 if your date of birth were the 19th of July 1971.
5. You will now be asked to read the terms and conditions of use. Read them carefully and click **I Accept** if you agree to be bound by them. (Note: it is a condition of enrolment that you agree to these conditions of use).
6. Follow the on-screen instructions to choose a new password. Type your new password in the field labelled **New Password**. (The password is case-sensitive.) Re-type your new password in the **Re-type password** field to confirm it.
7. Set up a secret question. The secret question is used to identify you if you forget your password.
8. Type your question into the field labelled **Your Secret Question**, and the answer to your question in the field marked **Answer to your Secret Question**. (The answer is case-sensitive.) Press the **Submit** button.
9. If you completed steps 1-6 correctly, you will be shown a success message containing important OASIS account details. **Record these details carefully and keep for future reference.**
10. Click **Next** and read the instructions before proceeding.
11. Click **Go to Oasis**. Your OASIS account is now activated.

Housing Network Support

INTERNET

Internet services provided by AccessEzy or any other external Internet Service Providers (ISP) are *not supported* by Curtin's OASIS Central or the Abacus Labs.

Please read the AccessEzy setup guide for installation, troubleshooting and support information.

In **ALL** circumstances your **FIRST** contact should be with your own ISP.

INTRANET

If you have any questions regarding your account status or are experiencing difficulties with your access to the INTRANET (Curtin websites) you can contact the OASIS Central Call Centre. The friendly support staff can assist you with these queries and co-ordinate the resolution of any suspected Curtin network infrastructure problems.

OASIS Central will log your call, inform you of the service call reference number (which you should note down and retain for future reference) and assign your call to the appropriate support area for follow up and resolution. Where your call cannot be resolved by OASIS Central directly, you will be contacted at the earliest opportunity by the support area responsible.

Please note that there is detailed information in this guide that should be referenced and acted upon before contacting OASIS Central.

You should also note that Curtin through the OASIS Central support staff legally **cannot** assist you with the hardware or software configuration of your personally owned computer, troubleshooting your own computer's network connection configuration, **external Internet Service Providers** or answer queries about software unrelated to either the Housing Network or the OASIS Portal services.

Please visit the OASIS website (<http://oasis.curtin.edu.au>) for contact hours.

Some problems, such as forgetting your password, will require that you come to one of the Abacus Labs (buildings 303, 408 and 501) so that the support staff can verify your identity. Remember to bring your student card!