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## Bits & Bytes

Volume 1 Number 4

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### October 2010

### dates to remember:

**Scheduled maintenance slot**
The next maintenance slot is set for **17 October 2010** from 09:00 to 17:00.

**Windows 7 released at UCT**
From 1 October, all new desktop and laptop computers purchased via ICTS will be pre-loaded with the Windows 7 Enterprise 64-bit operating system. Read the Windows 7 at UCT article.

**Shortcut key for MS Word:**
To switch between open Word documents: Press **Ctrl+F6** to cycle in a forward direction or **Ctrl+Shift+F6** to go in the opposite direction.

Training: Book now for the half-day Word 2007: Level 3 (Advanced) course from 19 to 22 October or the Level 1 (Basic) course from 9 to 12 November.

### Need help?
Log a call via our:

- Online call logging

## GroupWise calendar appointments make time management a breeze

The Novell GroupWise calendar tool makes time management a breeze when you need to create, modify or reschedule appointments. It's so easy and efficient that we just had to share some of it's features with you.

To set up a meeting, create a *new appointment* and add in the names of your participants. If your meeting room is listed as a GroupWise Resource add it in the *To*: field. To check the availability of people and a meeting room, do a *Busy Search* . The people you've invited to the meeting can either *Accept* or *Decline* the appointment. Right-click the appointment to check who is coming to your meeting. You can also change or delete an appointment by right-clicking the appointment and selecting either *Resend* or *Delete*.

To schedule personal events, such as a doctor's appointment or time to work on a particular project, create a *posted appointment.* Then, if other people want to invite you to a meeting, they will see you're not available when they do a Busy Search.

Watch a tutorial on Virtual Expert about creating an appointment. We're also running GroupWise 8 Calendar workshops from 13:30 - 16:30 on 21 or 26 October.

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### Green IT tips to use resources more economically

Keep the Green Week momentum going by applying our Green IT tips.

1. Watch out for web pages that refresh or change Did you know that web pages with a lot of pop-ups, moving images or ever-changing banners use more bandwidth than your average web page? Every time a web page refreshes you download that same page again, even if you'd minimised it. Instead, close the page when you've finished reading it.

2. Use our Green Printing tips
   a. Don't print needlessly; save the file to a flash disk instead.
   b. Print using less ink. Download and use Ecofont when printing.
   c. Set your printer to print in black and white or draft mode.
   d. Print using less paper. Make the most of paper by printing double-sided or by printing multiple pages on a single page.

system
- Email: icts-helpdesk@uct.ac.za
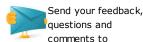- Telephone: (021) 650 4500

## Subscribe:

If you want to receive this monthly Bits & Bytes newsletter, subscribe to our icts-newsletter-l mailing list.

## Q&A:

Question: I've been getting a lot of spam in my mailbox? What can I do about it?

Answer: If you receive spam that is addressed to your *@uct.ac.za* email address, report it by logging a call with the IT Helpdesk, junk it in your mailbox or block it from repeatedly entering your mailbox..

## Contact us:

Send your feedback, questions and comments to icts-feedback@uct.ac.za and we'll either publish it in the next newsletter or respond to you directly.

e. Recycle used paper. Dispose of used paper in the paper recycling bins on campus.

3. Recycle equipment

a. The ICTS e-Waste Programme recycles all *5 year old or younger* UCT-owned computers, LCD screens, DeskJet and LaserJet printers. Log a call with the IT Helpdesk and they'll arrange for someone to collect the equipment from your office.

b. The UCT e-Waste Project recycles items that are *older than 5 years.* Contact Brett Roden (the Environmental Risk Officer in Properties and Services) to arrange for computers, keyboards, mouse devices, CRT screens, printers and other equipment incorporating electronic components (such as domestic appliances and redundant lab equipment) to be collected.

## Anti-virus call volumes down after disabling autorun.inf

Since the disabling of autorun.inf at UCT in mid-August, calls logged for new viruses (mainly autorun related) have drastically decreased. To keep this trend going, remember to check that your computer has the most up-to-date and correctly configured McAfee installation and that the latest Windows security patches are installed. When you're on campus, click the Test your McAfee and WSUS links on the ICTS home page.

## Safmarine visits UCT switchboard services

On 14 September 2010, a delegation from Safmarine visited the UCT Switchboard to see how UCT's new Business Connect Software had been implemented. UCT is currently the only organisation in South Africa where this software is run in a virtual environment and is integrated with a multi-nodal PABX.

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