Technology Service Desk

The Technology Service Desk supports various technologies and computer systems while also having a wide range of portable equipment available for loan e.g. laptops, cameras, recorders and projectors.

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Location:	E.G.19 (under Library stairs)
Phone:	02 6659 3080 (1800 111 890 ask for CHEC Service Desk)
Email:	coffs.servicedesk@scu.edu.au
WebChat:	scu.edu.au/tstafe
Hours:	Support Officer Available: Monday to Friday 9:00am - 3:30pm*
	*CLOSED: 12:00 – 1:00PM

HOURS CAN BE SUBJECT TO CHANGE

Centre Access: Monday to Friday 7:30am - 11:00pm*
*After 5:00pm requires a swipe card

Phone, Email & WebChat Support: Monday to Friday 8:00am - 5:00pm*
*WebChat from 9:00am

CLOSED – PUBLIC HOLIDAYS & CHRISTMAS - NEW YEAR
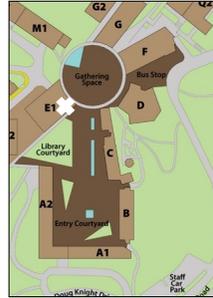
Computer Labs

The labs are located on the first two levels of A2 Block (see timetables on each door). There are also computers in the Library and E.G.19 (under Library stairs) in E1 Block.

* LIBRARY - You can also book (http://libcal.scu.edu.au) a study room on Level 2 of the Library. These rooms have no permanent computers, but you can borrow a laptop from the Library desk. Each room has a wall-mounted monitor for connecting your own or Library laptops.

A Block Computer Lab Hours

7:30am – 5:00pm	Monday to Friday
5:00pm – 11.00pm	Monday to Friday via swipe card
8:00am – 5:00pm	Saturday & Sunday via swipe card

- Ensure you organise swipe card (after-hours) access to the computer labs/E.G.19
    - Application forms are available from the Service Desk (E.G.19)/Student Central (G.LG.7)
    - You will need to complete one of these forms at the beginning of each year
- After-Hours Labs: A.G.6 – A.G.8

Lab Software

A full listing is available from https://scu.edu.au/tstafe, 🔍 **Search** "Which software is where for students"

Print/Copy/Scan

To be able to print/copy/scan you will need to do the following first:

1. Obtain a TAFE student ID card from TAFE Student Central – G.LG.7
2. Login to a CHEC Lab Computer (A2/E1 Block) & if prompted, change the password
3. Register card at the printer/copier username = student\xxxxx600 – CHEC Lab Account (see page 1)
4. Add credit to your ID card via https://printpay.scu.edu.au (PayPal/Credit or Debit Card $5 to $50)

Printing:	Select FollowYou printer queue and release/collect your printing within 3 hours
Locations:	A.G.5-8 Foyer, A.G.9-12 Foyer, Outside A.1.24 and Library 1st + 2nd Floor, E.G.19
Instructions:	Detailed instructions are available at the locations AND online at:

Other Information

- Loan Laptops – available for a short-term loan from the Library or Technology Service Desk
- File Storage & Backup
    - Store your files in at least 2 separate locations
    - It's your responsibility to make **regular** backups of all your files including U Drive and OneDrive (your accounts are based on your current enrolment with TAFE)
    - USB Devices – please note that these devices can corrupt easily. Saving assignments only to these devices is not a recommended practice

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2025 TAFE Student @ CHEC
Technology Access Information Sheet

UPDATED: MARCH 2025

HINT: TAKE A PHOTO OF THIS PAGE WITH YOUR PHONE OR KEEP IN YOUR WALLET/PURSE

Student Computer Login/Accounts

Generally, within 48 hours of completing enrolment in a TAFE course at CHEC, you can access technology resources at the Coffs Harbour Education Campus. There are two main computer accounts you require to be able to login (they have SEPARATE usernames/passwords):

1. CHEC Lab Login Account (1st login for on-campus CHEC shared lab computers + print/copy/scan)
2. TAFE Login Account (2nd login for Email/WiFi/Student Portal/Moodle/TAFE Digital/TAFE Laptops & TAFE Labs)

✏ **NOTE:** ACCOUNTS ARE STRICTLY ONLY FOR **STUDY** PURPOSES + ONLY WHILE YOU ARE CURRENTLY ENROLLED
(YOUR ACCOUNT ACCESS WILL/CAN BE AUTOMATICALLY REMOVED WITHOUT WARNING BASED ON THIS)

1. CHEC Lab Login/Account

To access the computer lab facilities, including printers you have an on-campus password.

✏ NOTE: THIS IS THE **FIRST** LOGIN BOX THAT YOU WILL BE PRESENTED WITH ON-CAMPUS COMPUTERS/PRINTERS.

Username: _____   Password: _____

Username = first initial of your first name + first five characters of your surname + the number 600
e.g. John Smithville is jsmith600 or John Fox jfox600

✏ NOTE: IF YOU ARE THE 2ND STUDENT WITH THE SAME NAME, THEN YOUR NUMBER WILL INCREASE BY ONE E.G. JANE SMITH JSMITH601, JSMITH602

Initial Password = your 8 digit DOB (ddmmyyyy)

2. TAFE Login/Account

To access TAFE email, WiFi, Student Portal, Moodle, TAFE Digital, TAFE Laptops and computers in TAFE Labs (A.1.12, A.1.16/13, A.1.5, B.G.9, I.G.13 & S.G.6), and electronic library resources.

Username: _____ @studytafensw.edu.au

TEMPORARY PASSWORD: _____ on ___ /___
(expires within 48hrs)

TO CHANGE > http://my.tafensw.edu.au

TAFE Password Policy
- Passwords are case sensitive and must be alphanumeric.
- Passwords should contain at least one number, lower case and uppercase character.
- Minimum length is 8 characters.
- Maximum length is 40 characters.
- Special keyboard characters are allowed (~-!@#$%^&*()-_=+[] ();,.<>/?').
- Mixed cases are allowed and encouraged.
- Not more than 2 repeating (AAA) characters.

Password: _____

✏ NOTE: IT'S THE **SAME** DETAILS AS YOU'D USE TO LOGIN AT OTHER TAFE CAMPUSES

Wireless (WiFi)

To connect to free on-campus WiFi;

✏ NOTE: YOU CAN'T USE YOUR TEMPORARY TAFE PASSWORD

LAPTOP ⊞ Windo

💬 NOTE: MORE DETAILED INSTRUCTIONS (with pictures) ARE AVAILABLE AT http://wireless.tafensw.edu.au

1. Click on WiFi and select/connect to TAFENSW
2. Enter the following:
   Username: Enter your TAFE Account Username (see page 1) with @studytafensw.edu.au
   Password: Enter your TAFE Account Password
3. Click on Connect button

✏ NOTE: FOR SOME WINDOWS LAPTOPS, YOU MAY NEED TO ADD THE PROXY SETTING MANUALLY (START BUTTON > TYPE NETWORK PROXY > CHANGE NETWORK PROXY> UNDER MANUAL PROXY SETUP, TURN ON USE A PROXY SERVER > TYPE IN THE ADDRESS: proxy.tafensw.edu.au AND PORT: 8080 & SAVE

MOBILE DEVICE

Android/Chromebook

1. Go to Settings, Tap on Wi-Fi, switch Wi-Fi ON and choose TAFENSW
2. Enter the following:
   - EAP Method: PEAP
   - Phase-2 authentication: Select MSCHAPV2
   - Server Certificate: Don't Validate or None (if requested)
   - Identity: Enter your TAFE Account Username (e.g. john.smithville1@studytafensw.edu.au)
   - Password: Enter your TAFE Account Password
3. Tap Connect
4. Tap and hold TAFENSW and select Modify Network
5. Proxy Setting:
   - Tick Show Advanced Options
   - Proxy = Manual
   - Proxy Hostname = proxy.tafensw.edu.au Proxy Port = 8080

iPhone/iPAD iOS

1. Go to Settings
2. Tap on Wi-Fi
3. Switch Wi-Fi ON and choose TAFENSW
4. Enter your TAFE Login Account Username & Password (e.g. john.smithville1@studytafensw.edu.au)
5. Tap Join button
6. Click Accept/Trust
7. Tap on the blue ⓘ
8. Scroll to be bottom, under HTTP PROXY select Automatic
9. Tap < WiFi

You may need to power off & on the device & try again

How To Login To On-Campus Computers @ CHEC

1. Type in your CHEC Lab Login Account details (see page 1) e.g. jsmith600
2. Click on the arrow button

Sign Out (Log Off)

These steps ensure that it has logged off correctly, and you can log in to another computer immediately.

1. Make sure all programs/windows are closed
2. Hold CTRL + ALT + DELETE on the keyboard
3. Click on the Sign Out option
4. Wait until the screen appears with the date & time before leaving the computer

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✏ NOTE: TAFE Laptops + TAFE Labs A.1.12, A.1.16/13, A.1.5, B.G.9, I.G.13 & S.G.6

Use your TAFE Login Account details (see page 1) e.g. john.smithville1@studytafensw.edu.au

Other Help

- TAFE Student Support Desk – 131 601, follow the prompts
- Extra Technology Help Webpages
  - https://www.scu.edu.au/tstafe
  - https://tafensw.libguides.com/technology

Student Email

From the Student Portal (http://my.tafensw.edu.au), click on the Email, O365 & Teams

What is my email address? It is your TAFE Login Account username followed by @studytafensw.edu.au e.g. john.smithville1@studytafensw.edu.au

Student Portal

The Student Portal allows you to access your student email, eLearning resources and enrolment.

1. http://my.tafensw.edu.au
2. Type your TAFE Account details (see page 1)
3. Click on the Log In button
4. Click on Agree to the Terms of Use

Sign in with your TAFE NSW account
User ID
john.smithville1
Example: jane.citizen1
Password
••••••••••••••••
[Log In]
Forgot your password?

Learner Portal

Learner Portal allows access to your grades, enrolment details, financial information & transcripts. From the Student Portal http://my.tafensw.edu.au

Learning Materials & Online Classroom

Depending on your course it **MAY** involve using one of these platforms, your teacher will advise.

✏ NOTE: May require extra details/access codes to use after you login. THESE ARE ONLY AVAILABLE FROM YOUR TEACHER.

Platform	Details
TAFE NSW DIGITAL	• TAFE Digital Campus (TDC) = https://www.studytafensw.edu.au/ • Type your TAFE Account details (see page 1)
Microsoft Teams	• http://my.tafensw.edu.au > Type your TAFE Account details (see page 1) • Click on Email, O365 & Teams • Locate the email with the Teams meeting invite and click on the link • Click Join on the web instead ✏ NOTE: You can also access via http://teams.microsoft.com, use App (Desktop or Mobile) or click on the link from the email your teacher
Moodle	• Access Student Portal and select the Moodle version recommended by your teacher • Enter Enrolment Key provided by your teacher ✏ NOTE: Alternatively, use a direct link provided by your teacher

Microsoft Office For Home Devices

Enrolled TAFE students can access **free** Microsoft Office for use on their home devices (up to 5 devices desktop, laptops & tablets).

1. Visit http://Office.com > Sign In with your TAFE email address (see page 1) xxx@studytafensw.edu.au
2. Click the Install Office drop-down menu button > Select Premium Office apps
3. After the Office 365 installer has been downloaded, open the installer and follow the step-by-step instructions to install it. (You can find the Installer/Setup Wizard in your Downloads folder)