

Working at Flinders City Campus



Welcome

Welcome to Flinders City Campus!

This handbook is your go-to guide for your workday at Flinders City Campus. It contains information on:

- Booking and setting up workstations.
- All you need to know about soft phones
- Working on Level 7, our dedicated staff floor.
- On-site support and services.

More in-depth information for staff on this campus can be found by visiting the Staff Orientation Information document using the QR Code below.

Onsite we also have a number of dedicated teams including; City Campus Support Services along with IDS/AV and Library teams (just to name a couple) who can provide assistance. Access to these teams can be requested through Service One as per other Flinders campuses, select Flinders City Campus for action here.

May you enjoy working from our Flinders City Campus today.



1. Workstations

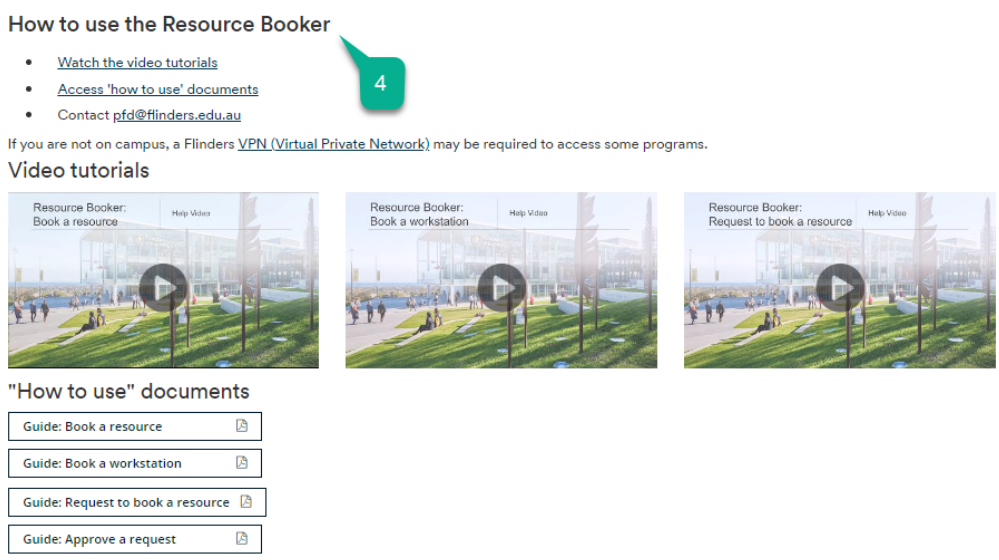
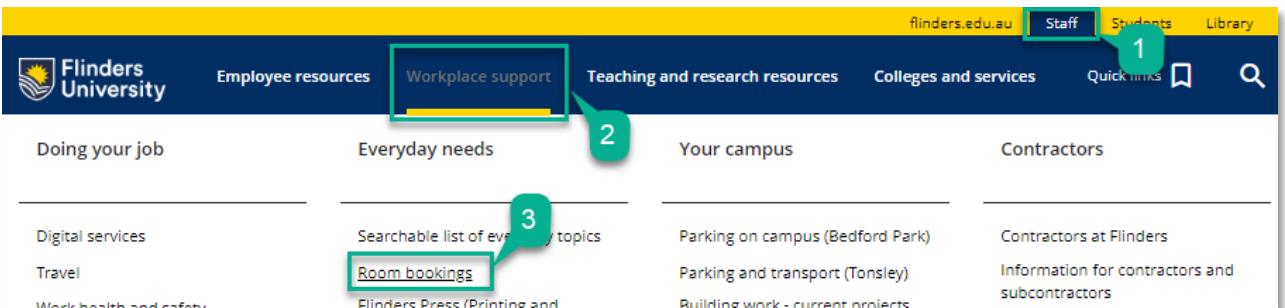
1.1 Booking a workstation

Flinders City Campus has bookable spaces and non-bookable spaces. All bookable spaces have a docking station with USB-C connectivity and two monitors. Non-bookable spaces are for laptop use only with no docking station or monitors.

All staff will be able to book one of the many bookable desks on Level 7 (there are over 100 desks available to book on Level 7).

In the instance you have arrived at our Flinders City Campus to work today and require a fully equipped workstation, please book now through the Resource Booker. Resource Booker can be found in your Okta using the 'Available now' option. Four hour to full day bookings are available.

For information on how to use Resource Booker, please go to our Room Bookings webpage via 1. Staff > 2. Workplace Support > 3. Room Bookings and 4. scroll to the 'How to use the Resource Booker section of the page (see image 2).



1.2 Setting up a workstation

Each workstation has 2x 24" monitors, a webcam, and a mouse and keyboard.



Connect your laptop to the docking station using the thunderbolt port to connect to the monitors, keyboard, mouse and webcam.



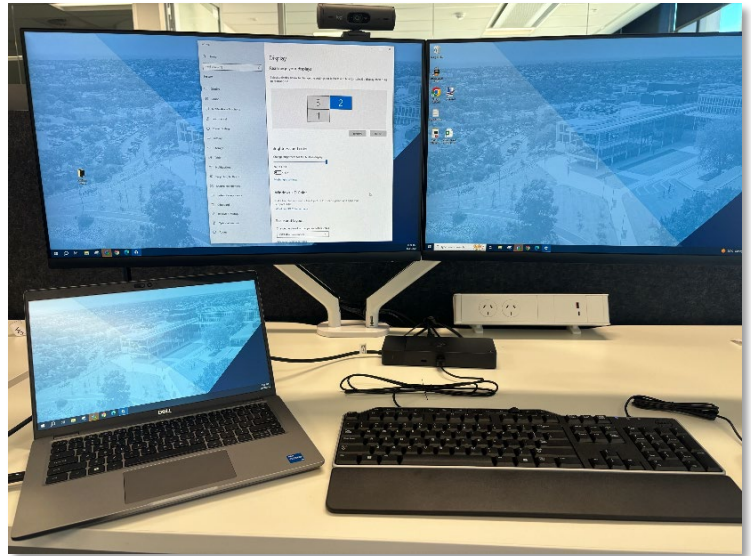
Workstations can be manually raised and lowered using the control panel on the right-hand side.

Workstation heights can be pre-set to the numbers, or manually moved to your preferred height.

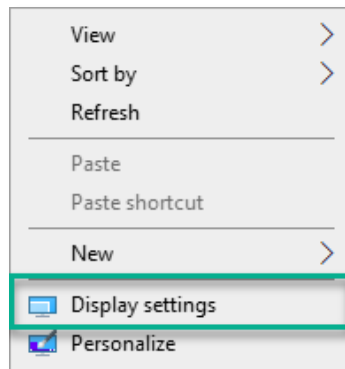


1.3 Setting up your monitors

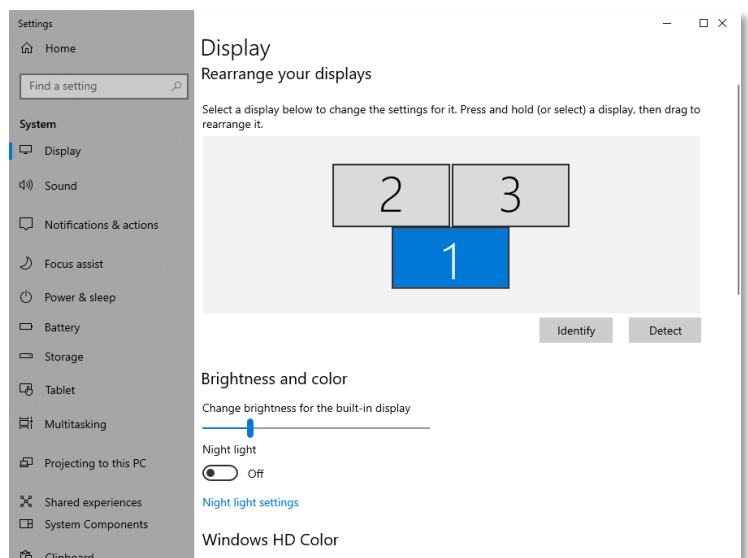
Flinders business standard staff laptops can be used with the laptop screen and dual monitors active, including your laptop if you desire. Note, you may set up the booked workstation as currently used on other Flinders campuses.



To adjust your monitor orientation or to identify a monitor, Right click on a blank space on your desktop screen, then select '**Display Settings**'.



In 'Display Settings', you can click on each monitor and drag-and-drop it to the position you require. This can help if you find that your mouse is not moving between the screens correctly.



1.4 Setting up your workstation webcams

Webcams have a manual shutter that you can use to block the lens for privacy, and you are able to slide this open or closed on the right-hand side of the webcam.

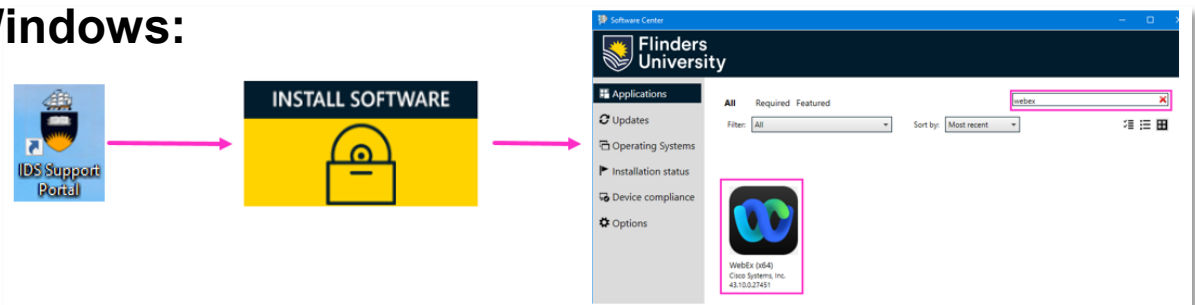


2. Softphones

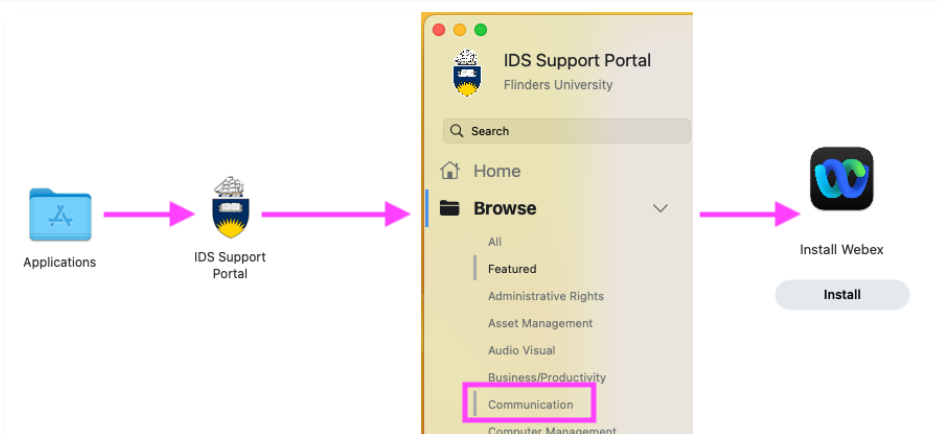
2.1 Installing softphone

Flinders City Campus does not have hard line phones for staff to use. To use a softphone, you will need to download and install **Webex** to be able to use the softphone function. Download via the IDS support portal then install the software. If you require assistance, please see the support section for AV support. See 2.2 for how to use a softphone.

Windows:

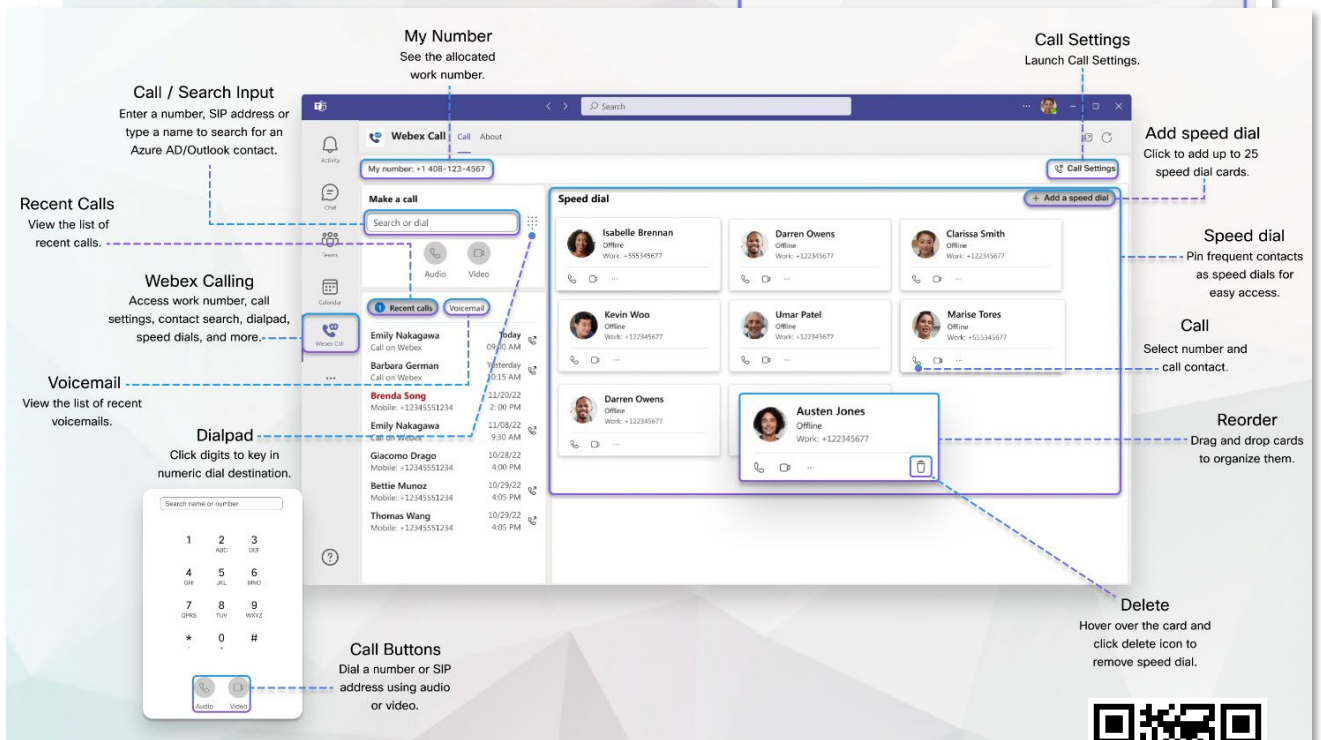
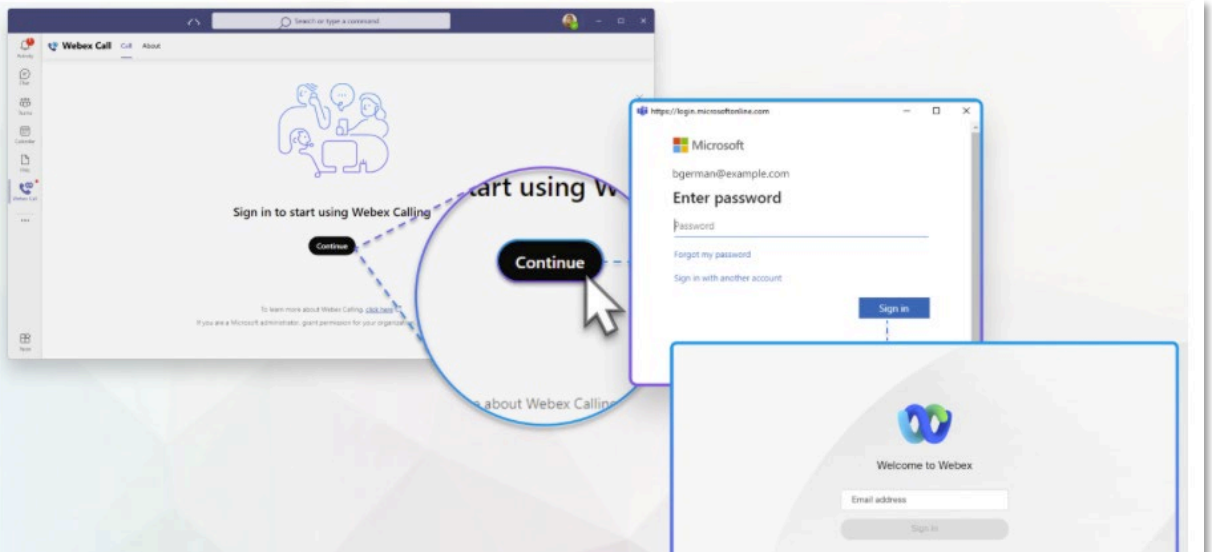


Mac:



2.2 Softphone set up – permissions and Webex in Teams

The first time you use Webex Calling, you must grant permissions to search contacts and interact with Microsoft Teams. Enter your username and password to verify. Note that you will need to be signed into your Microsoft Teams and Webex Calling accounts to start using Webex Calling.



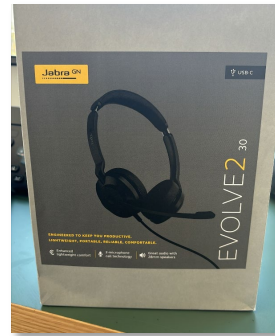
For further information, please scan the QR code to view the 'how to' video



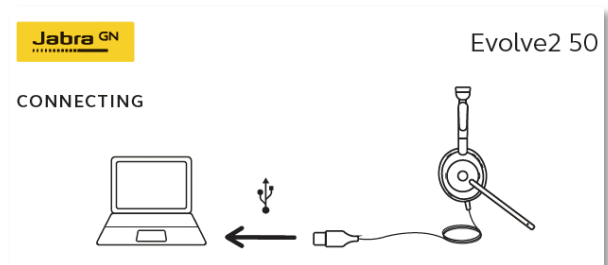
2.3 Softphone set up - headsets

The webcam installed on each workstation at Flinders City Campus has an integrated noise-cancelling microphone which integrates with Teams and other web conferencing software.

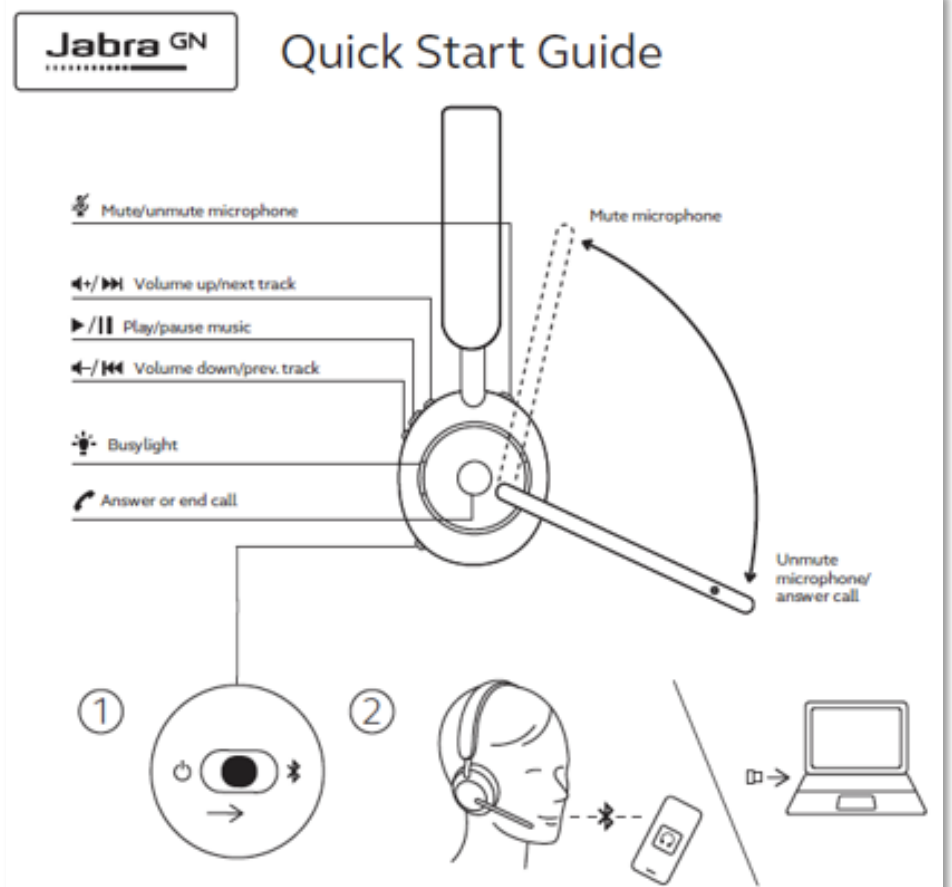
If you require a headset, the stationery cupboard on level 7 will contain a small supply. Note: the stationery cupboard is located near the printer close to the Staff Kitchen.



To connect the headset to your laptop, insert the USB-C cable into the port on your laptop.



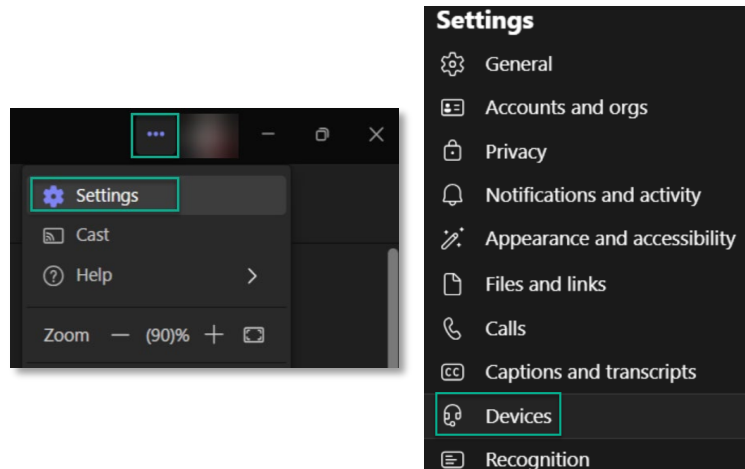
This Quick Start Guide image shows how to use the headset.



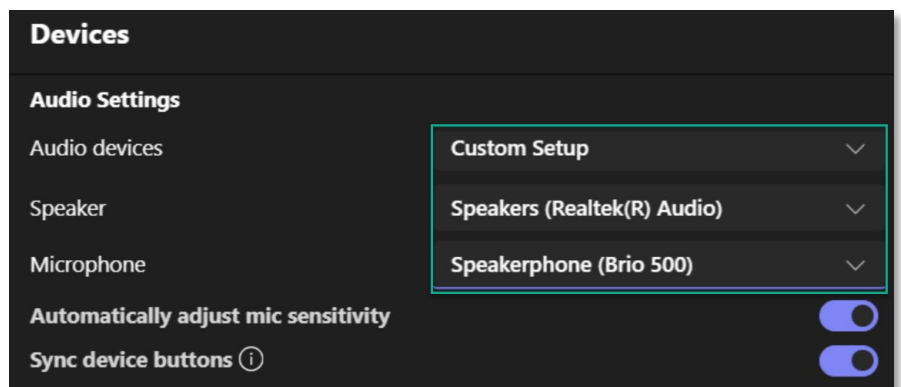
2.4 Softphone set up – Camera/microphone and speakers

To use the workstation webcam in Teams, you need to select it as your camera in the 'Settings' menu. Your camera, microphone and speaker settings are in the 'Devices' area.

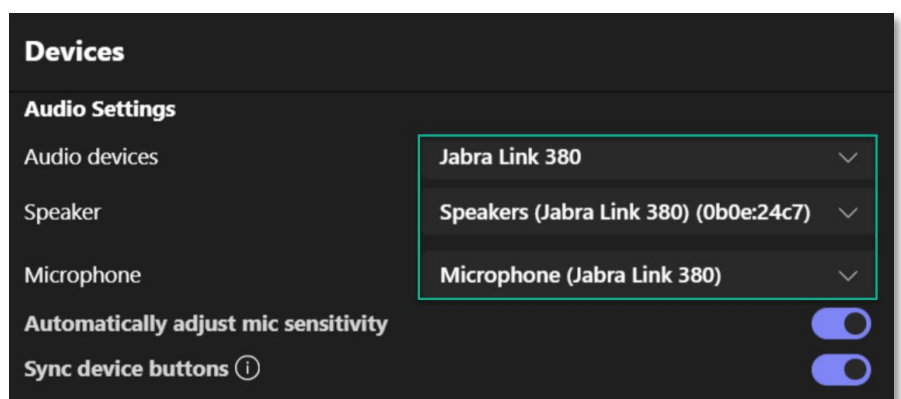
From the top right of Teams, select the 3 dots (...) and Settings, then select Devices



To use the webcam on the workstation, select 'Brio 500' for your microphone and camera, then set the audio output to your laptop speakers, as per the example on the left.

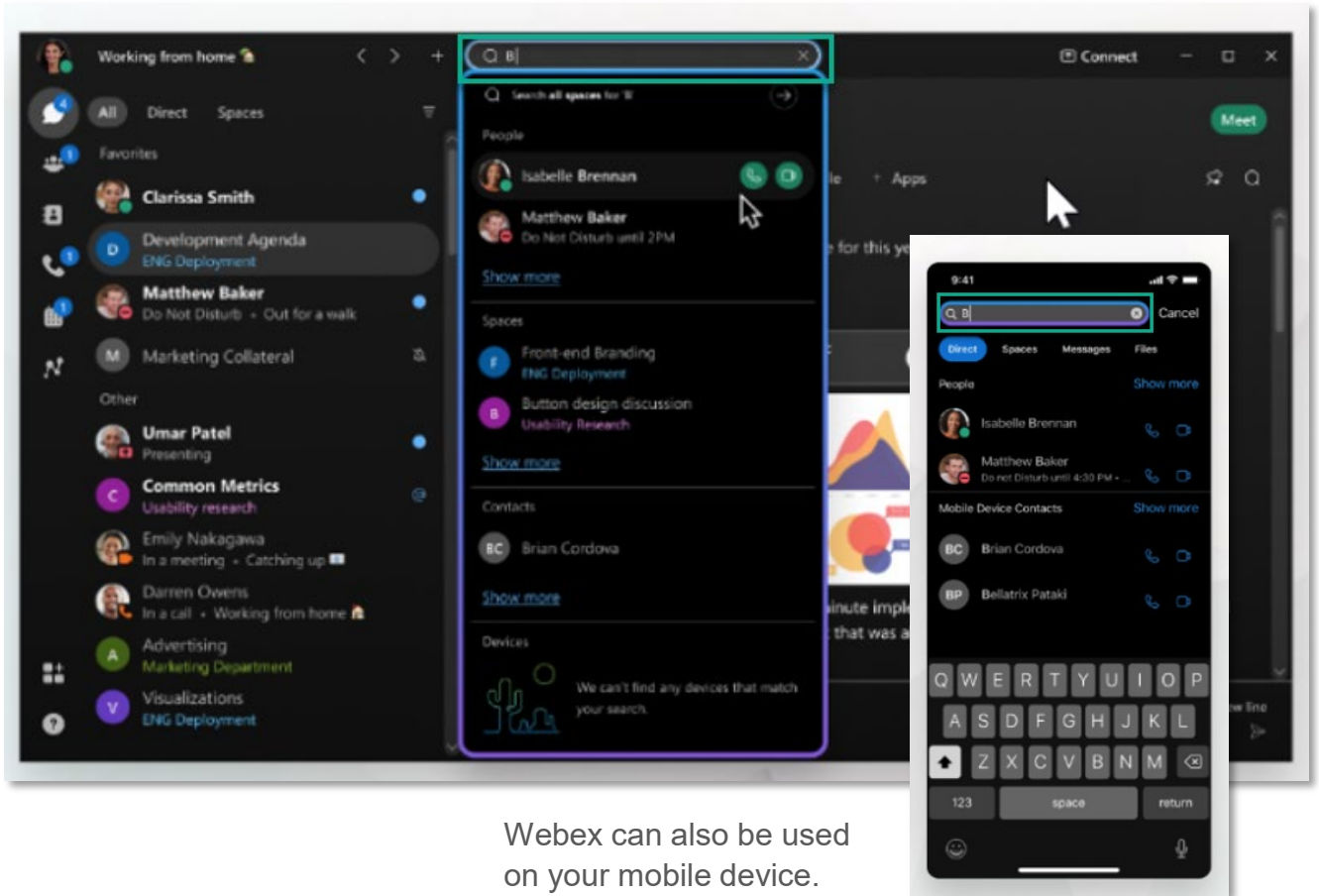


To use a Jabra headset, select the headset for the microphone and speaker, and leave the camera as the Brio 500



2.5 Softphone set up – Making a call via Webex app.

In Webex, you can easily search, call, and meet with someone just by typing their name or email address.



Webex can also be used on your mobile device.

2.6 Answering a call

When a call is incoming you get a notification that you can accept or decline.

Note: The notification will appear on all Webex installed devices. You can answer or decline the call from whichever device you prefer.

- Answer — to answer the call. Please note if the call is from another Webex user, Webex will default to a video call.
- Decline — you don't want to take the call.
- Message — send a message instead of taking the call.
- Hold meeting & answer — If you're in a scheduled Webex meeting, your video and audio are paused in the meeting until you're finished with your call. Your name remains in the Participants list and you continue to see any content that's being shared in the meeting.

3. Working on level 7

Level 7 is a dedicated staff only floor.

In the instance you are meeting with a student, please book a meeting room on a student accessible floor. There are a number of meeting rooms available to book from Level 4 to 6.

City Campus Sentiment

Our Flinders City Campus is a welcoming and safe space for everyone to connect and call home. You can expect the campus to be:

- An inclusive and respectful space
- A place to connect and collaborate
- A welcoming environment for all
- A vibrant and engaging atmosphere
- A positive and fun place to be

Shared workspaces

While at the City Campus, please be considerate of those around you.

- Keep workstations tidy as it is a shared facility.
- Wipe down the workstation you have used when you leave it with the sanitised wipes provided and take all personal items with you, including any work equipment that you travel with, when you leave.

It is also good to keep in mind that Level 7 is mostly open plan, we encourage all valuables or confidential items are not left visible on the desks.

Printing

Printing from the City Campus is the same as any other campus, when you select FlindersPrint, you can swipe your access card to retrieve your printed documents from any printer. You can even print at one campus from your computer, and pick the print up from another campus, ensuring you collect within a 24-hour period.

Staff personal storage lockers

There are a small number of lockers for staff use each day, noting these are only available on a daily basis. The locker access is time controlled via a self-service unique pin. Lockers will automatically open 10 hours after the unique PIN has been entered. Please contact Flinders Security for assistance with lockers.

3. Working on level 7

Stationery and general consumables

There is a general supply of stationery available at the City Campus. This can be found in the tambour at the Northern side of the floor (Festival Theatre side) near the printer. This holds limited stock, so if you see something is low, please let a City Campus Services team member know or email citycampus@flinders.edu.au. The tambour alongside the stationery also holds the general consumables required for teaching and meeting rooms.

Mail

Mail received will be delivered and collected once per day at Level 7. If expecting mail at the City Campus please check the tambour near the printer (closest to the Staff Kitchen). All mail will be left in this location for staff to self-service.

Staff kitchen

Make yourself at home in the Staff Kitchen to relax and enjoy the view. Please keep this area tidy. There is a limited supply of cutlery and crockery, and basic kitchen consumables are available such as tea, coffee, sugar and milk.

College storage

Each College has storage tambors available on Level 7. Tambors are labelled to identify which College they belong to.

Campus digital screens

To add content to the Digital screens around the City Campus, raise a request via the QR code below.



Stay informed

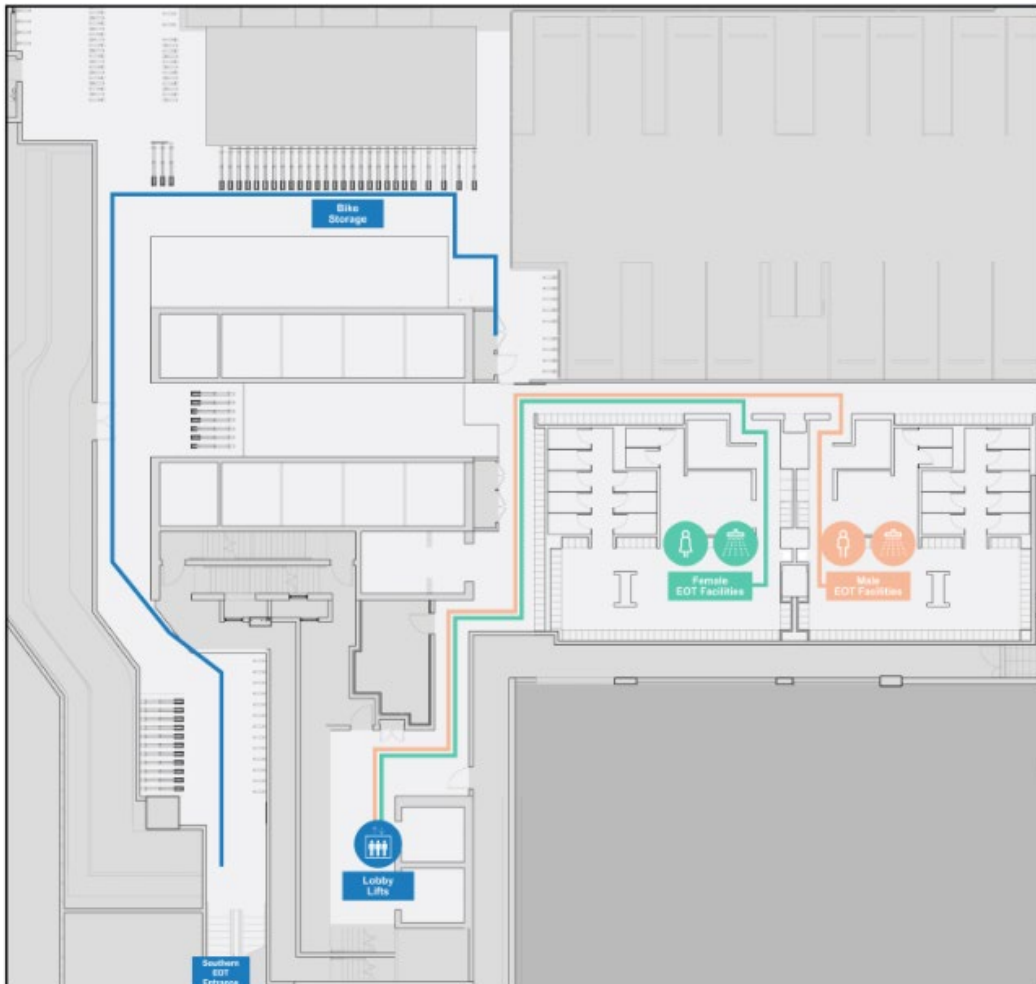
A dedicated Teams site containing updates to all those working at the City Campus can be found under the name 'City Campus Community' channel.

4. Staff end of trip facilities

The One Festival Tower building contains bike storage and amenities, known as end of trip facilities, in the basement (B1) for all tenants of the building including Flinders staff.

To access the end of trip facilities the entrance is located on the southern side of the building [closest to North Terrace] shown in the image below. You will need to swipe card your staff ID card.

Showers, drying racks and storage lockers—along with other amenities—are also available in the end of trip facilities for staff use.



North Terrace

5. Flinders City Campus Support

Flinders City Campus has a whole of university presence with spaces shared by all represented Colleges. Therefore, the support services model is a 'campus construct' rather than a 'college construct', with a single, coherent, and connected services team called the City Campus Services Team.

The City Campus Services Team will foster a vibrant atmosphere of warmth and belonging that radiates positivity inspiring students, staff, industry, and the community. They strive to create a space where curiosity is welcomed, friendships flourish and you can find your Fearless.

The City Campus Services Officers are the first point of contact on Level 1 and are the warm and friendly faces that will greet you and provide you with a vibrant and engaging campus experience.

The City Campus Services Team also operate the Student Services hub located on Level 2, this is the team that provides the more face-to-face generalist and specialist support for students.

Support services are also ready to support staff members as needs arise.

There are self-service kiosks located on Level 2 to 4 where you can join the digital queue to access Student Services, such as getting a replacement ID cards and the like. Additionally, there is the Flinders University App which you can download using the QR Code below.



Service One is still the system to use for all service requests while you are at the Flinders City Campus. When using Service One to raise a ticket for assistance at Flinders City Campus, please ensure you select the correct campus.

Enjoy your time at Flinders City Campus