



ETS homepage redesign annotation

Important Features of the ETS Homepage

The screenshot shows the ETS homepage with several key features highlighted by callouts:

- Monthly Moodle login page image:** A callout points to the main banner image, stating "Monthly Moodle login page image will be uploaded here."
- Brand new support page:** A callout points to the "Support" button, stating "A brand new support page. Details of the page is listed below this section."
- Upcoming training sessions:** A callout points to the "Training" button, stating "This section will have details on upcoming university wide training sessions."
- Faculty TELT details:** A callout points to the "TELT Admin" button, stating "Page with details on faculty TELT".
- PVCE team page:** A callout points to the "The Team" button, stating "PVCE page about ETS team."
- Service catalogs:** A callout points to the "Support" button, stating "Links to service catalogs grouped in TELT, Faculty/Divisional and PVCE Pilot services."
- Notification carousel:** A callout points to the bottom carousel, stating "Notification carousel with latest events, news, updates and planned/ unplanned outages."

The main content area includes the heading "Welcome to Educational Technology Services" and a navigation menu with buttons for Training, TELT Admin, Support, and The Team. Below this are three service categories: TELT Services, Faculty/Divisional Services, and PVCE Pilot Services. A notification carousel at the bottom displays "ETS Training Sessions T2, 2019 - Register here."

Important Features of the Support page

Teaching

ETS Support

For any Moodle Enquiry (other than login issues), please contact the External TELT Support,

Email: externalteltsupport@unsw.edu.au	Support hours:	
Phone: +61 2 9385 3331	Monday-Friday 8:00am-10:00pm	Saturdays-Sundays 9:00am-5:00pm

If you cannot log into Moodle or if the enquiry is related to Echo360 or theBox, please contact UNSW IT,

Email: itservicecentre@unsw.edu.au	Support hours:	
Phone: +61 2 9385 1333	Monday-Friday 8:00am-8:00pm	Saturdays-Sundays 11:00am-2:00pm

Tweets by @UNSWTELNotices

UNSW TELT Notices @UNSWTELNotices
Replying to @UNSWTELNotices
theBox transcoding delay should be now resolved. #MAP
May 3, 2019

UNSW TELT Notices @UNSWTELNotices
theBox is currently experiencing performance issues, resulting in very slow transcoding of uploaded videos affecting staff and students. This is being investigated as a high priority. #AG
May 3, 2019

UNSW TELT Notices @UNSWTELNotices
Replying to @UNSWTELNotices
Phone line is now back to normal with no delay before the dial tone. #MAP
May 3, 2019

Embed View on Twitter

Technology Services (ETS) team forms part of Learning Environments within the PVC(E)'s portfolio. We are responsible for managing the operations, support and services of the University Technology Enabled Learning (TEL) Platforms and associated applications to augment teaching and learning. We strive to work closely with faculty divisions to deliver an outstanding learning and teaching experience at UNSW. To learn more about our team members and portfolios please visit our [PVCE homepage](#).

Consultation Feedback Known Issues

TELT Yammer discussion group **Subscribe to ETS Monthly Newsletter**

Join our TELT Admin & eLearning Champions yammer group.

email address

Request to join

Details of first point of contact based on the service.

Link to general feedback form to provide feedback and suggestions on ETS services.

Consultation request form to discuss unique cases with one of the ETS support staff.

Link to join our Yammer group to follow ongoing discussions.

Option to subscribe to our Monthly newsletter.

Link to a list of known issues grouped based on service.

Real time Twitter updates integrated into the support page.