



Enabling people

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Information and Communication Technology Services

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Bits & Bytes

Volume 5 Number 1

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Dates to remember:

[Scheduled maintenance slot](#)
 Planning and approval for the next year's maintenance slots begins toward the end of each year when ICTS meets with various role players (faculty and PASS IT representatives, the UCT Library, the University ICT committee and the Operations Management Advisory Group). The approved dates (which usually fall on Sundays) are available on the [ICTS website](#) as well as on the [UCT Meetings calendar](#). There is,

UCT Mobile simplifies campus life

UCT students are now able to access a range of UCT services and information in one central location via the new [UCT Mobile application](#). The application, available on BlackBerry 10, iPhone or Android devices, allows students to access their exam and class schedules, check their test results and keep up to date with their fee accounts. The UCT Mobile app, which is also available to staff, can be used to check the Jammie Shuttle timetables, review library loans, reserve books and view campus maps. Additional features, such as finding emergency contact numbers and requesting support from ICTS, will be made available soon.



UCT Mobile is easy to set up and by combining so many useful features into a single app, it can save a great deal of time and effort. Depending on your mobile device, go to the [iTunes](#), [Google Play](#) or [BlackBerry World](#) app store and search for UCT Mobile. Click the download or install option and you're ready to go.

If you're using a different mobile operating system or if you'd prefer to access the app without having to install it, simply visit <https://uct.ombiel.co.uk/> on your mobile device.

Campus Copy & Print provides additional facilities

Nashua has been appointed to provide copy and print services to the University of Cape Town. In order to provide students with the best user experience, Nashua has been replacing existing copier, printer and scanner devices with its latest models. In February alone more than 5 million copies were printed across campus.

The contract, which is now being managed by ICTS, comes with a host of new and improved services.

Students can print a job from anywhere on campus and then, once they are at a device, they can securely release it by holding their student card to the new proximity card reader. In addition to this, students are now able to purchase credits via an online electronic deposit as well scan to email at no additional cost. Most of these features are available to staff - provided that their faculty or department has opted for a suitably configured Nashua device.



Staff and students can also make use of the Nashua Document Centres located across campus. These centres assist with big print jobs, make diaries, notepads and course readers, do one-step mailing, as well as glue and perforate payslips. Staff have the option to submit job requests online and can have their bulk jobs delivered to their offices at no charge.

In coming months, students will also be able to print from a web browser or install the PrinterOn App on their smartphone, tablet or mobile device.

Projects

Service catalogue

Log a new call

Secure your machine

myUCT

Outlook Web App

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however, an exception to the June maintenance slot which will take place over two days due to the [annual data centre shutdown](#).

We advise you against scheduling courses, meetings, tests and exams during these maintenance periods, because most ICT services are unavailable from 09:00 - 17:00 on each of those Sundays.

To see an updated list of the 2014 ICTS scheduled monthly maintenance slots, please [view the current timetable](#).

Training

It's a new year and you may feel that the time is right to improve your IT skills. Have a look at the [ICTS courses](#) that are currently on offer and book a course that meets your needs.

Take your Excel skills to the next level by attending the [Excel 2010: Intermediate course](#) from **14-17 April 2014** (13:30-16:30). Our trainers will show you how to calculate data using advanced formulas, organise worksheets and table data, present data via charts and analyse your data using pivot tables.

[The Outlook 2010: Effective Email Management course](#) will help you to manage your mailbox and time more effectively. On **15 April 2014** (09:00-12:00) come and see how you can use your mailbox more effectively by developing a strategy for reviewing mail, changing your mailbox view, using folders and processing mail with Quick Steps and Rules.

ICTS staff achievement

ICTS congratulates Carrington Mukwasi who

These are just some of the services provided by Nashua. To see what else is on offer and for contact details, visit the [Campus Copy & Print website](#).

International conference thanks ICTS for seamless WiFi access

The Information and Communication Technologies for Development (ICT4D) conference takes place in a different country every 18 months. Through the intervention of the late UCT Professor Gary Marsden, this international conference took place in Africa for the first time last year.

Over the four days, scholarly researchers explored the role of computers and communications in social, economic and political development via presentations, discussions, workshops and demonstrations.



The conference organisers partnered with WirelessG to provide wireless access and used the ICTD2013 as the wireless network SSID. ICTS was asked to configure the same ICTD2013 on its eduroam wireless network at the Baxter Theatre in order to have uniformity for the ICT4D conference attendees.

Following the conference, Samuel Chetty from the Department of Computer Science thanked ICTS for their assistance. "It was an enormous success. The delegates were visibly impressed with the standard and quality of connectivity that UCT was able to provide. The seamless ICTD2013 SSID roaming between campuses was also a raving point!

"The ICTS Classroom Support Services team also provided outstanding and exceptional support at the UCT Campus venues for the conference," said Samuel.

The right web resources can save time when doing research

Conducting research requires a lot more than doing just a standard Google or Bing search. To help you find what you're looking for we've put together some suggestions that should save you from wasting time on tedious, dead-end searches.

Go to [Wolfram Alpha](#) for scientific queries. The site allows you to compare websites and provides maths and statistical information.

For open access articles, try [Core](#) or [Base](#), which list papers from a variety of sources.



You may think that Twitter is only a place to post your thoughts and to follow interesting people, but by using the hashtag #icanhazpdf, you can also use it to find a number of useful PDFs. Alternatively, use the same hashtag to look for a specific article - it's quite likely that someone will point you in the right direction.


If you're searching for information that covers a wide spectrum of topics, then use [Google Scholar](#) or [Microsoft Academic Search](#). If you're only interested in biomedical and life sciences-related information, then use [PubMedCentral](#) or [MEDLINE](#).

Consider using some of these resources the next time you need to do some research - you never know what you might find.

Work more efficiently using keyboard shortcuts

Keyboard shortcuts can save you a lot of time when you're writing a document or developing a report. Instead of using your mouse or track pad to navigate through menus, you can simply use keyboard shortcuts such as (*Ctrl* + *X*) to cut and (*Ctrl* + *V*) to paste items as required. If you

recently completed his Information Systems studies, obtaining a Master of Commerce degree.



Carrington, who is part of ICTS's Customer Relationship Management team, focussed his thesis on business case considerations for Small to Medium-sized Enterprises adopting Enterprise Resource Planning systems. His analysis concentrated on small to medium-sized enterprises in developing countries.

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are [using Outlook](#) and emailing a UCT email address for the first time, enter the first few characters of their name and press *Alt + K* on your keyboard. The UCT address book's *Check name* dialog box appears and you can then scroll through the list and click on your contact's name.



For Windows users, press *Windows + D* to access your desktop or *Windows + E* to open Windows Explorer (Computer folder). To access an icon on your desktop press *Home/End* to select the first/last icon and then use the arrow keys to move from one item to the next. To print a document press *Ctrl + P*, and if you would like to redo or undo an action in a document, press *Ctrl + Y* or *Ctrl + Z* respectively. There are also keyboard shortcuts to [manage windows](#) and [access their features](#), switch between applications, [navigate the desktop](#) and open [dialog boxes](#).

For Apple Mac users, the keyboard shortcuts may differ - depending on what application you are using. To check which shortcuts you can use on your Mac, view a [list of keyboard shortcuts](#) which identifies shortcuts for the most commonly-used applications on an Apple Mac, such as the Adobe Master Suite, iTunes, Evernote and Safari.

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