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Bits & Bytes

Volume 3 Number 3

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Dates to remember:

Scheduled maintenance slot
The next ICTS monthly maintenance slot is scheduled to take place on Sunday, **27 May 2012** from 09:00 to 17:00. Please remember that no ICT services will be available during this time.

Training

How to create your own website
You know how to create a website, but you need some guidance on layout, hyperlinking, navigation and creating templates. Attend the mornings only Web Design Workshop from **22-24 May** (09:00-12:00).

Introduction to mailing lists
If you have a mailing list, but are not quite sure how to use it or what setting changes are required after it's been created, then attend the Mailing Lists Explained half-day workshop on **29 May** from (10:00-12:00).

Use newsletters as an effective communication tool

ICTS website gets a new look

Have you ever gone to the ICTS website and not been able to find what you were looking for? Well, this has all changed thanks to the new home page design which makes finding information a lot easier.

A number of different methods have been employed to make sure that you can have quick access to relevant information. For example, we arranged topics on the home page according to whether you are a staff member or a student. We've also given you a *Quick Links* menu that takes you directly to frequently searched for articles. If you still need to search for information, we made it easier to find the *Search* option by moving it up to the top left of the page. You now also have "one click" access via buttons on the right hand side of the screen that take you to the most used IT services at UCT.

Instead of having to navigate down a series of cascading sub-menus, we've added a one page *menu map* to each menu , which provides a convenient overview of all the topics under that menu structure.

So if you haven't already done so, go to www.icts.uct.ac.za and test out the new design.

Microsoft will stop supporting Windows XP and Microsoft Office 2003 in 2014

If you are still using either Windows XP or Microsoft Office 2003, then you need to think about upgrading to Windows 7 and Microsoft Office 2010. As from April 2014 Microsoft will no longer provide support or patches and updates for Windows XP and Office 2003. This means that your machine won't be protected against security or compliance risks from that date.

Most UCT-owned machines bought after October 2009 should be capable of running Windows 7 and Office 2010. Any PCs that are older than three years are not able to handle the software and will need to be replaced with a Windows 7-compatible PC. Our ICTS Acquisition Services team can assist you with making the right decision. If you have not budgeted for a new PC this year, then remember to make provision for it in the 2013 budget.

Before making a decision though you need to consider whether other software and hardware that you use is Windows 7-compatible. The Windows 7 test results page and

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Do you constantly need to inform a group of stakeholders about the work that your department or faculty is doing? Well then, a newsletter may be the best way of sharing this information. Come and see how you can create your own newsletter by attending the Electronic Newsletter Design Workshop on **1 June** (09:00-12:00).

Social media made easy

Using social media is a quick and easy way to keep in touch and share information with colleagues or friends. If you want to know what applications are currently available and how to use it then attend the Social Media Introduction course from **6-8 June** (13:30-16:30).

Use RefWorks to store and organise your references

When compiling a research report you may often rely on other authors' work to support your theory. It is therefore important that you credit these people accordingly by referencing their work.

UCT is subscribed to RefWorks, a web-based reference management service, that allows you to store and organise your work as well as search for relevant references. This service is available for free to all UCT staff and is accessible on and off-campus. Another open source, web-based tool you can use is Mendeley, which allows you to upload and organise your PDFs, review information, cite and collaborate on references.

These are just some of the referencing services available via the Reference Management Tools section of the UCT eResearch website.

Need help?
Log a call via our:

- Online call logging system
- Email: icts-helpdesk@uct.ac.za

the Windows Compatibility Centre provide additional information about this.

The same applies to installing Microsoft Office 2010; your machine must be capable of running the software. You first have to upgrade to Windows 7 before installing Microsoft Office 2010. It is also worthwhile noting that some things in Office 2003 may not work in Office 2010. Read our About Office 2010 web article to see what you need to consider before upgrading.

Once Windows 7 and Office 2010 are installed on your machine you will see just what a pleasant experience it is to use.

Literacy support software available at UCT

Do you struggle with reading or writing or would you simply like to improve upon these skills? UCT's Disability Unit has acquired a site licence for the literacy support software called textHELP Read&Write Gold 10. This software makes reading documents a lot easier and offers assistance with choosing the correct word or tense when writing a document.

The program is in the form of a toolbar which you can access when you use applications such as Microsoft Word, Adobe PDF or Internet Explorer. You can *convert text to speech* or simply have PDF text read aloud to you. When compiling documentation you can use the *spell and verb checker* tools to ensure that your document is grammatically correct and the *speak while typing* tool will help if you are unable to type.

When using the dictionary functions, you can choose to view either a picture of a word you're unsure of or ask for its meaning. Should you wish to translate your document or simply hear the pronunciation of a word, then Read&Write can help you with that too.

The software may be used by all UCT staff and students provided it is installed on a UCT-owned machine. Let this software help you just like it is helping millions of others across the globe.

Mobile device sales on the rise

Gone are the days of buying a "dumbphone" that can only make and receive calls and send SMSs. By opting for a smartphone you can visit social networking sites, read the news, make reservations or payments, listen to music, watch a movie or even play a game with an online opponent. This could possibly explain why smartphone sales surpassed the number of PCs sold in 2011.

While there are still nearly five billion more dumbphone users than the 835 million smartphone users globally, Business Insider, suggests that these numbers will radically change in the next few years.
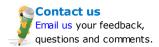
Mobile users also have plenty to keep them busy offline - thanks to the millions of downloadable apps that are available. One of the most popular apps, *Angry Birds*, has been downloaded over 600 million times across the world. Another app which was launched in February 2012, *Draw Something*, was the number one app in 79 countries, was downloaded more than 20 million times and saw 12 million users playing it daily - all just one month after the launch. What's even more

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significant is that it took AOL 9 years to reach one million users, Facebook 9 months and Draw Something only 9 days!

So it seems as if mobile technology still has plenty more to offer consumers and it will be interesting to watch and see what the future holds.

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Last updated on Thursday, 17 May 2012 @ 14:54 SAST. (Read 812 times)
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