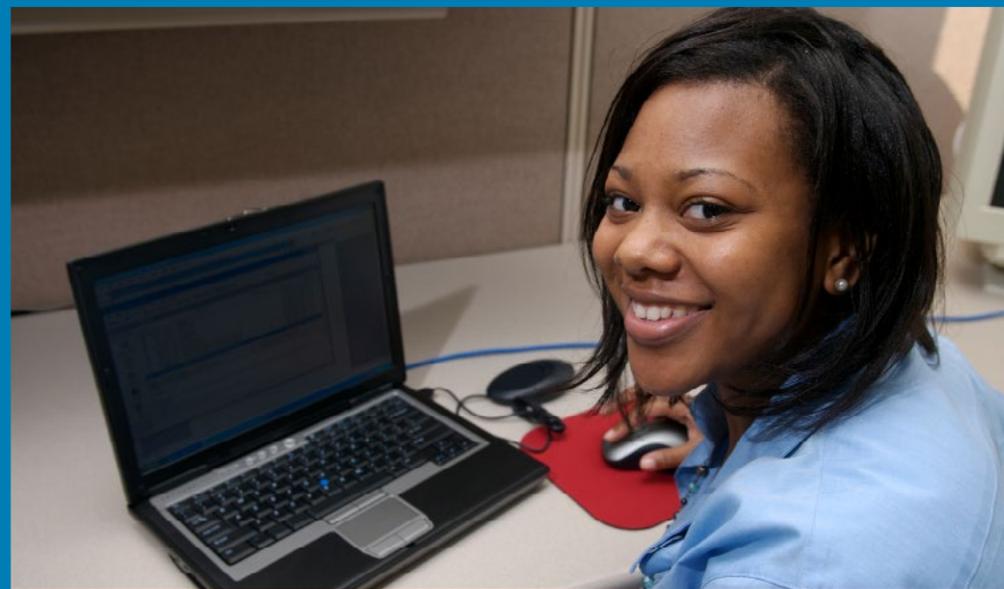# For students:
A guide to ICT services at UCT

This brochure provides an overview of the range of ICT services and support that are available to you.

For a comprehensive listing of every service, please visit www.icts.uct.ac.za

Contents

Information and Communication Technology Services (ICTS)

- ICTS enables the UCT community to adopt and exploit information technologies to enhance its work.
- We are responsible for the strategy, planning, management and provision of all core ICT services and infrastructure to campus.
- We provide support and training to approximately 5000 staff members, postgraduate students and third parties and about 25000 undergraduate students.

What services can you access?

This booklet briefly outlines the ICT services that undergraduate and honours students can access.

Use the references in the text to find further information on the ICTS website.

What about postgraduate students and staff?

Services for masters, doctoral and post doctoral students and staff are covered in the Guide to ICT services at UCT located under the publications section of the ICTS website,
www.icts.uct.ac.za.

Scheduled maintenance slots

Maintenance slots are scheduled each month to allow ICTS to proactively maintain the ICT infrastructure.   The maintenance slot normally takes place on the third Sunday of every month from 09:00 - 17h00.

A schedule showing all planned monthly maintenance slots is available on the ICTS website and is also published in the UCT Meetings calendar on the UCT Website. Remember to look at the schedule before planning activities that would require ICT services, such as studying or revising.

ICTS website

General ICTS documentation and articles on the ICTS website (www.icts.uct.ac.za) help you to make use of the wide variety of ICT services and tools available at UCT.

ICT policies and guidelines

You are required to use computing and information resources responsibly and to guard against abuses. A comprehensive list of ICT policies and guidelines is maintained on the ICTS website at www.icts.uct.ac.za.

Here are a few of the more important ICT-related policies that you should read:

- Policy on unsecured computers at UCT
- The UCT network as a core service
- Appropriate Use of Computer Facilities
- UCT Policy and Rules on Internet and Email Use

Respect copyright law

Do not download, copy or distribute software, movies, music, etc. unless you have the express permission of the copyright holder. See the information on respecting copright on our website.
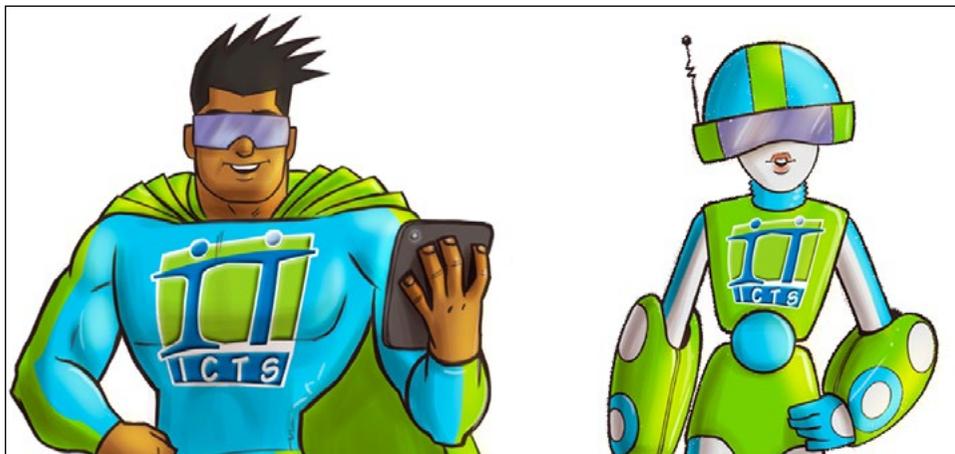
ISPA (Internet Service Providers' Association)

UCT is a member of ISPA and upholds the ISPA Code of Conduct:
http://www.ispa.org.za/code-of-conduct

Lab Administrators

First level support is provided by lab administrators in the ICTS-managed student computing labs.

The Front Office

Friendly, knowledgeable staff are on hand to help you configure your ICT equipment so that it connects safely to the UCT network. Front Office consultants will assist staff, third parties and students in managing password changes and obtaining the latest anti-virus support and updates.

They also provide basic Windows support and basic hardware troubleshooting. The ICTS Front Office is in room 2.01 (1st floor, Level 2) of the Computer Science building on upper campus. Office Hours: Monday - Friday 08h00 - 16h30 and Thursdays 08h00 - 15h15.

Online Support

Our Facebook (www.facebook.com/icts.uct) and Twitter (www.twitter.com/UCT_ICTS) accounts are monitored on weekdays from from 07h00 -

22h00.

Students in residence

If you experience problems, contact your House Committee IT representative for assistance If you cannot get hold of this person, log a call at https://uct.service-now.com, send an email to icts-helpdesk@uct.ac.za or phone 021 650 4500 during office hours. Alternatively, contact ICTS for support via Facebook or Twitter.

The ICTS website

Visit the ICTS website for informative articles, end-user documentation, service announcements, training information, software downloads, helpdesk information and much more: www.icts.uct.ac.za.

Help yourself

ICTS maintains many self-service utilities that allow you to help yourself quickly and easily.

The following topics will be covered to help you get set up:

- Your network account and password
- Your email account
- Printing and copying
- Software and hardware
- The UCT network
- Boosting your WiFi experience at UCT
- Learn online
- Securing your computer

Getting access to UCT facilities and ICT services

Your access to UCT services is based on your role in the organisation. Information about individuals and their roles is stored in a secure, central identity vault.

The information about you comes from the PeopleSoft Student Administration system. As soon as this authoritative system captures your data, automatic processes kick-start a chain of events that will give you access to the services that you need. This process is called "provisioning". You will be granted access to UCT services once your registration is complete.

When your association with the university ends, your access to services is automatically removed by a "de-provisioning" process.

Things you need to do on arrival

- Navigate to the Password Self-Service website and change the temporary password you received on arrival.
- Set up your computer and antivirus software using the information in this guide.
- Familiarise yourself with the system by visiting the myUCT web page (http://myuct.ac.za/).
- Subscribe to any mailing lists you may be interested in, such as those for your clubs and societies and the SRC. Also subscribe to the icts-announce-l and icts-newsletter-l mailing lists.
- Visit the ICTS website (www.icts.uct.ac.za) and the UCT website (www.uct.ac.za).
- Familiarise yourself with Vula.
- Download and install the UCT Mobile app if your phone supports it.
- Make sure you know where to find the ICTS Front Office.

Your network account

In order to access your mailbox, the Internet, the UCT network or many of the ICT services available at UCT, you will need a network account - accessible with your username and password. As soon as your application to study has been processed, you will be sent a Letter of Offer which will include details of your student account and password.

Managing your password

Your default password is temporary and will expire soon after initial use. You must change your password immediately after receiving it by going to Password Self-Service: https://password.uct.ac.za

Once you've changed your password, it won't expire - but it is recommended practice to change it every few months for security reasons. This reduces network vulnerability and increases security on the UCT network.

Password Self-Service

Password Self-Service is a secure, online tool that allows you to manage your own password. If you forget your password, the system will send you a token by SMS or email, which you will use to change your password.

Things to remember when you change your network password

In most cases, when you use Password Self-Service, your new password will automatically synchronise across the network and you won't have to make any changes. If you've chosen to save your password in a certain application, e.g. in your email client or to access the Internet, then you will need to manually change it to match your new password.

Your password ...

- must contain at least 14 characters
- is not case sensitive
- must not contain any spaces, but can include numerals and punctuation marks, such as: ()~!?<>*^_
- should be as difficult as possible to guess and not use obvious information such as your "abc", "123", your student number, family's names, birth dates, or ages
- must be kept secret - do not divulge it to anyone else - not even to an IT consultant.

Your myUCT email account

Undergraduate, honours, masters and doctoral students have mailboxes on the myUCT cloud-based mail system with an email address of: studentnumber@myuct.ac.za.

Your myUCT email address is an "email address for life", meaning that it will still be available after you graduate. You can also use an @alumni.uct.ac.za address after you graduate. Both these addresses give you access to the UCT mailbox you used while studying.

Use your UCT username and password to log on to myUCT. Find out more about your email at http://icts.uct.ac.za/myUCT.

You can receive your mail on your phone or tablet by connecting your mobile device to Microsoft Exchange, instructions for which are on http://icts.uct.ac.za/myUCT.

myUCT provides:

- 50GB mailbox space

- instant messaging

- a calendaring solution

- a central place to view your other email accounts

- free use of Microsoft Office web applications

- spam-free email

- 1TB of password protected online storage via OneDrive for Business

- an email address for life: studentnumber@myuct.ac.za

Printing in student labs and document centres via Campus Copy & Print (CCP)

Nashua is contracted to provide a printing solution for students on campus. The service is called *Campus Copy & Print* and is available from student labs, libraries and the Document Centres on campus. You will need your student card or PIN in order to access this facility.

Scanning is free – just select the "Scan-To-Me" button on the machine and the document will be sent to your personal email account. For black & white and colour printing, all you need is credit loaded onto your Student Access card and you can print directly from a library or lab computer. You can also print directly from your laptop by downloading the Equitrac client or by using the web upload function, where you can print directly from the web. You can print from your mobile device via the web upload function or using Mobile App for your mobile device. Visit the Campus Copy and Print Service website for more information.

You can purchase copy or print credits at cash boxes, from Campus Copy & Print (CCP) or online via Electronic Web Deposit.

Contact the Nashua Helpdesk by emailing help@uct.nashuacapetown.co.za or calling (021) 650 4813/15.

Software

Visit the Downloads section of the ICTS website to download many software applications, free of charge, to help you with your studies. These include programs like Adobe Reader, McAfee Antivirus, NVivo, Endnote and more.

You are also entitled to download *Office 365* for the duration of your studies at UCT. You can download the software from your myUCT interface. Once you graduate, your licence will expire and you will no longer be able to use the software. The software has the same features and functions as other versions of Office.

Google's G Suite for Education is available to all students and gives you access to a range of Google apps – including a 10TB Google Drive, Docs, Sheets, Slides, Forms, Groups and more.

Hardware

The Student Technology Programme (STP) allows UCT staff and students to purchase personal laptops and tablets at very reasonable prices.

• You are allowed to purchase up to 2 devices per year via STP.

• You can also purchase accessories, upgrades and extra warranties via STP.

Go to www.stp.ac.za to see what models are currently available.

Wired network

ICTS maintains a large, fully-switched network, connecting a number of campuses to two state-of-the-art data centres. Much of the network infrastructure consists of high-speed fibre-optic cabling. This allows connection speeds of to 1Gbps to most buildings (10 Gbps in some cases) and a speed of 100Mbps to most desktops (with 1Gbps in some cases).

You will be given a username and password when you are accepted to study at UCT. Once you have changed your temporary password, these credentials will give you access to the UCT network.

Wireless network

UCT also makes use of secured wireless access points situated across campus. Wireless access points may only be installed by ICTS. Any "rogue" devices found attached to the network will be removed as they contravene the Network as a core service policy and, if not correctly implemented, they pose a security risk to the network.

In order to connect to the UCT wireless network, you need to follow the setup instructions on the ICTS website > Internet and networking. Remember to abide by the rules or your access to the wireless network may be suspended.

Residence network

All UCT residences are connected to the UCT network. Most residences have wired network points in each room, while other residences are connected wirelessly.

ResNet connection and support

ICTS manages the network infrastructure, and support for students in residences.

If you experience problems, contact your House Committee IT representative for assistance If you cannot get hold of this person, log a call at https://uct.service-now.com, send an email to icts-helpdesk@uct.ac.za or phone 021 650 4500 during office hours. Alternatively, contact ICTS for support via Facebook or Twitter.

Student **Technology** Programme

Tips for boosting your WiFi experience at UCT

UCT provides wireless services to students and staff as a complementary service to the wired network. Currently, there are around 3500 wireless network adaptors across campus and in residences. Some tips for improving your WiFi experience:

- **The number of people around you can affect your connectivity:** Access points (APs) support a fixed number of users. As more people start using WiFi on the same AP as you, the weaker the signal will become as it is being shared between more people. For better access, move to a less crowded area.

- **WiFi is best for light browsing:** WiFi is best suited to light browsing, such as checking email and social media.

- **Use wired network points instead of WiFi:** Don't use WiFi for bandwidth-intense activities such as downloading large files, playing games and watching videos. You'll just overload the WiFi and cause problems for everyone.

- **What you do affects others and vice versa – don't be a bandwidth hog:** Watching videos, playing online games or sharing huge files across the wireless network will negatively impact other WiFi users. Encourage others to be mindful of their activities so that you and those around you can share the available bandwidth.

- **Physical barriers can affect your connectivity:** Physical objects such as thick concrete walls, floors and steel doors between yourself and the AP can influence the strength of a WiFi signal.

- **The use of rogue devices disrupts the signal for everyone:** If people are using rogue devices (such as signal boosters, routers, range extenders or apps like Connectify) the eduroam WiFi signal can be disrupted. Report rogue devices to SH&RL or to ICTS.

- **Technical issues with the WiFi network or the access point (AP) can affect your connectivity:** If there is an issue with an AP or the wireless network in your area, you may experience WiFi problems. The APs around campus are white boxes on the walls or ceilings which should display solid blue or green lights. If an AP light is flashing, the AP may be faulty or need resetting. Log a call online if this is the case, providing the location of the AP and the AP number, which is located on the side of the device.

Self training resources

Online learning gives you the freedom to learn at your own pace from your desk at work, from home or anywhere that you have access to the Internet. You can access:

lynda.com

You have access to the lynda.com online training library. lynda.com offers high-quality instructional videos taught by recognised industry experts. The content, which covers topics such as software, design and business skills, ranges from beginner to advanced levels and is available 24/7 on PCs, laptops, tablets and smart phones. Log on using your UCT credentials.

Microsoft Imagine Academy

The Microsoft Imagine Academy offers a wide range of learning plans for you to choose from. Each consists of one or more Microsoft courses containing short video clips along with course material. They are designed to prepare you for internationally recognised Microsoft certification. Each time you complete a course you will receive a certificate of completion, which you can add to your CV. However, if you decide to become a certified Microsoft professional you'll need to write the certification exams.

Internet bandwidth management at UCT

UCT implements bandwidth management to analyse, control and prioritise campus Internet bandwidth. This provides better support for academic and administrative requirements and aligns patterns of Internet use with UCT's core business needs.

The volume of your Internet traffic is recorded. The content you browse is not monitored, because UCT protects your right to privacy.

We encourage you to use your bandwidth responsibly in terms of the content you access. Action will be taken against people who violate acceptable use policy or who breach copyright legislation.

Check your bandwidth usage

To view your current bandwidth usage, go to https://bandwidth.uct.ac.za/.

The F: and G: drive mappings are visible when you connect to the UCT network in computing labs or when using NetStorage.

F: drive - Your space on the network

Your F: drive is an area on the network where you can store your personal files. No-one but you is able to see the contents of your F: drive. Be sure to back up these files to a secure location as they cannot be restored if they are accidentally deleted or overwritten. Alternatively, you can use personal cloud storage made available to you via OneDrive for Business or Google Drive.

G: drive - Shared "common" space on the network

Faculties and departments are allocated large volumes of space, which is then divided up into different shared, or common, areas that are normally assigned to groups or teams. These areas are used as storage for files and data that are shared by individuals working in that team or department. Personal data, such as your email archive, should not be stored on the G: drive. The shared drives are also used by faculties as storage areas for student course materials.

Vula

You can use Vula to store and share large files in your Resources folder. This is useful when you need to distribute files that are too big to be sent by email.

Access your email from home or while you are travelling

You don't have to be on campus to access your email or calendar.

- myUCT is accessible from anywhere via a web interface.
- ICTS website > Email for students - You can access your email using any IMAP-compliant email client.
- ICTS website > Email for students - Set up your smartphone so that you can access your email and synchronise your calendar.

Access your network files from off-campus

NetStorage enables you to securely access your centrally stored network drives (e.g. F: and G: drives) from any off-campus location - without having to install any software on your PC.

EZProxy

EZProxy (ezproxy.uct.ac.za) allows you to remotely access online journals and resource materials offered by the UCT Libraries. Simply log on using your username and password.

WiFi access when visiting other universities

A number of wireless hotspots are available in public spaces across campus. You will need to set up (configure) your mobile device or laptop in order to access the secure wireless network. Wireless is made available through *eduroam*, which is an international service that UCT has subscribed to. It allows you to access the Internet from any other subscribed campus around the world by simply logging in using your home campus credentials (*username@wf.uct.ac.za*) and password.

UCT Mobile

UCT Mobile is a mobile app connecting you to various UCT services and information, such as campus information, timetables and educational materials. Go to the iTunes App store or the Google Play store and search for *UCT Mobile*. Once you've installed the app, open it and use your UCT username and password to log on. Alternatively, if you don't want to install the app, use it via https://uct.ombiel.co.uk

Install and keep your anti-virus software up to date

You must have an up-to-date anti-virus application, such as McAfee Endpoint Security, installed before connecting to the network.

All UCT students are entitled to a site-licensed copy of McAfee Endpoint Security software, which is available from the ICTS website > Downloads section. You are also entitled to use McAfee on one home PC. There are versions for Windows, Apple Mac and Linux.

Make sure that you only have one anti-virus program on your machine at a time.

Keeping up to date

New virus signature files are released by McAfee on a daily basis.

If your machine connects to the UCT network, you will automatically receive the latest daily updates as McAfee will install the updates in the background each time the machine connects to the UCT network. If you don't connect to the network, you must ensure that you manually download and install the updates from the ICTS Front Office.

If you use McAfee, it will be kept up to date automatically. If you use different security software, you will have to keep the software updated yourself.

Install updates and patches to keep your computer safe

All software programmes and operating systems are vulnerable to attack, which is why developers regularly release patches and updates.

ICTS provides an automatic update and patch service for Windows and Apple Mac computers via the Windows Server Update Service (WSUS) and the Apple software update service. For your computer to receive these updates, make sure that it is connected to one of these update services. Visit the ICTS website for more information.

Back up your data

A backup is a copy of the data on your computer. You back up this data to another storage medium, such as an external hard drive. Once you've made a backup of your data, keep it in a fireproof safe in another location or store it away from your computer (e.g. at home or with a professional data storage company). For more on backing up your data, visit the ICTS website.

Safety first

1. If you receive a request from a company asking you to provide them with your bank account number and PIN, or your network username and password, just ignore it or delete it. No legitimate company will ever ask you for this; especially via email, web page or a phone call.

2. Create strong passwords using at least 14 characters. By activating your profile on Password Self-Service, you'll be able to reset your password yourself whenever you need to.

3. Before you leave your desk, lock your workstation by pressing the Windows key + L or by pressing CTRL + ALT + Delete simultaneously on your keyboard, then select *Lock this computer*. When you return to your desk, just type in your network password and continue working.

4. Report all suspicious cyber security incidents to CSIRT (UCT Computer Security Incident Response Team) at csirt@uct.ac.za.

There are a number of ways you can keep in touch with us and stay informed about ICT matters on campus. We also have social media accounts where we can interact with you, as well as a very interesting and informative newsletter, sent out once a month. The ICTS Feedback email account (icts-feedback@uct.ac.za) sends out notifications and you can also email us on this address with suggestions or comments and we'll respond as soon as we can. Please note that this is not a support address, so for technical assistance, use the contacts in the *Getting help* section of this document.

Mailing lists

By subscribing to the icts-announce-l mailing list (*icts-announce-l@lists.uct.ac.za*), you will receive announcements about new or changed services, scheduled or unscheduled maintenance slots, minor service failures or known problems affecting large numbers of people on campus.

ICTS also sends communications to the entire campus about significant or widely-used ICT-related services. This ensures that all staff and students (*allstudents-l@lists.uct.ac.za*) are informed.

Facebook

ICTS offers support and troubleshooting 7 days a week from 7:00 a.m. to 10:00 p.m. on our Facebook page. We also post information about ICTS services, ICT issues on campus and interesting news about IT and technology.

Twitter

Technology news and service failures are tweeted via the @UCT_ICTS Twitter account. You can also report problems to us using this platform.

Bits & Bytes newsletter

The *Bits & Bytes* newsletter is a great way to stay in touch, receive reminders and learn more about ICTS and the services you can access. Subscribe to the monthly icts-newsletter-l mailing list (icts-newsletter@lists.uct.ac.za).

So far, this booklet has given you information about how to access ICT services during your time at UCT, but you also need to know what to do when you leave UCT.

Before you leave, consider these questions: What information do you want to take with you? What will happen if people continue to send email to your UCT email address once you've left and you have a new email address?

Student access to systems and buildings is based on your applicant and/or student status. Physical (building) access is tied to each course enrolment: you have the physical access related to each course until the course ends or you withdraw from the course. System access will be removed as soon as you conclude your studies at UCT, so you will have no access to any systems (network, PeopleSoft, etc) from the date that you end your course of study (through dismissal, non-completion or through successful graduation). After a further 3 months, your account will be permanently deleted from the UCT servers. However, you will still have access to your myUCT mailbox and OneDrive for life.

View the myUCT FAQs for more information.

Checklist of things to consider

Email account

- For your own convenience, forward email important messages to your personal, non-UCT email address.

Information stored on your hard drive, the F: drive and the G: drive

- Back up any personal information to a removable storage device.

Software licences

- Remove any UCT site-licensed software from your personal laptop or home computer.