IT @ UCT

GUIDE FOR STAFF AND POSTGRADS

UNIVERSITY OF CAPE TOWN

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About ICTS

Information and Communication Technology Services (ICTS)

- ICTS enables the UCT community to adopt and exploit information technologies to enhance its work.
- We negotiate with vendors to secure the best pricing and service for UCT's software and hardware purchases.
- We are responsible for the strategy, planning, management, and provision of all core ICT services and infrastructure to campus.
- We provide support 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 staff can access. Click the references in the text to find further information on the ICTS website.

Core ICT Services Service Level Agreement (SLA)

The Core ICT Services Service Level Agreement (SLA) document describes the services available from ICTS, how to access each service, who is entitled to use the service, associated costs (if any), applicable policies or guidelines that apply to them, and where to find training and user documentation.

Chargeable services

Some ICT services are chargeable. When applying for a chargeable service via the Service Portal, you will need to enter your cost centre and fund numbers as well as the fund holder's email address. They will then receive an email via ServiceNow prompting them to approve the request. We won't be able to action your call until we receive this authorisation.

What about students?

Services for undergraduate and honours students are covered in the **ICT @UCT Guide for Students**, located under the **About** > **Publications and Reports** section of the ICTS website.

Getting help

ICTS website

There is a wealth of information on the ICTS website (icts.uct.ac.za) to help you make use of the wide variety of ICT services and tools available at UCT. There are service announcements and software downloads, informative articles, end-user documentation, helpdesk and training information, and much more.

Log a call

The IT Helpdesk is the first point of contact between ICTS and UCT staff and postgraduate students. All calls are logged using a call management system called ServiceNow, where you can log and track your calls, using the incident number we assign to it.

You can log a call with our IT Helpdesk by visiting the online portal, sending an email to icts-helpdesk@uct.ac.za, or calling 021 650 4500. We ask that you please **not** log calls by calling or messaging the IT Helpdesk channel in Microsoft Teams.

Support hours: Monday - Friday 08:00 - 16:30 and Thursdays 08:00 - 15:15

Call escalation procedure

If you want to escalate an existing logged call, contact the people below in the following order:

- Helpdesk Manager (icts-helpdeskmanager@uct.ac.za or ext. 5796)
- Director Customer Services (kira.chernotsky@uct.ac.za or ext. 3035)
- Executive Director: ICT (richard.vanhuyssteen@uct.ac.za or ext. 3012)
- The Chair of the University ICT Committee (UICTC)

Getting help

The ICTS Front Office and ICTS Walk-in Centre

Friendly, knowledgeable staff are on hand to help you configure your ICT equipment so that it connects safely to the UCT network. Consultants at our Front Office or Walk-in Centre in Mowbray assist staff, third parties, and students to manage password changes and obtain the latest anti-virus support and updates. They also provide basic Windows and macOS support as well as hardware troubleshooting.

The **ICTS Front Office** is in the Computer Science building on Upper campus.

The **Walk-in Centre** is on lower campus in room 1.15, ICTS-on-Main, 7 Main Road, Mowbray.

Office Hours: Monday - Friday 08h00 - 16h30 and Thursdays 08h00 - 15h15.

Help yourself

You can help yourself quickly and easily using our self-service tools.

• ICTS A-Z	A-Z list of services
• Password Self-Service	Password Self-Service (PSS) Login
• Self training resources	ICTS Self-training
• The ICTS ServiceNow knowledge base	Knowledge base
• The ICTS YouTube channel	https://www.youtube.com/c/ICTSatUCT
• Tips and how-to guides	Infographics

Social media support

Facebook (facebook.com/icts.uct), X (https://x.com/UCT_ICTS) and YouTube (youtube.com/c/ICTSatUCT/videos). **Support Hours:** 7 days a week from 08h00 - 22h00 during term time.

Getting started

Getting access to ICT services

Your access to ICT services is based on your role in the institution. Information about individuals and their roles is stored in a secure, central identity vault. You will be granted access to ICT services once your appointment process is complete. As soon as your data has been captured in the authoritative system, automatic processes kick-start a chain of events that will give you access to the services you need. When your association with the university ends, your access to most services is automatically removed.

Before you arrive

- Please hand in all the necessary documentation to your HR representative or sponsoring UCT staff member. These forms are needed to add your details to the system (the SAP HR database or the Third Party System).
- Navigate to the Password Self-Service website and change the temporary password you received with your appointment notification.
- Visit the ICTS website (icts.uct.ac.za) and the UCT staff website (https://uct.ac.za/staff) to familiarise yourself with the institution and its IT services.
- Download UCT Mobile - the university's all-in-one-mobile app for your phone.

What should be at your desk

As a new UCT staff member (or third party, if applicable), your line manager will:

- provide a computer workstation pre-loaded with the standard UCT software
- ensure that there is a working network or wireless point
- make sure that you have a headset, which you will use for phone calls via Microsoft Teams, and an extension number
- enter your details onto the UCT central contact directory (via the Directory Manager in each department) and
- check that you can connect to a printer

Getting started

Things you should do on arrival

- Set up your computer using the information in this guide.
- Connect to eduroam (the wireless network) either automatically (with the CAT tool) or manually. For manual setup, your username is staffnumber / studentnumber@wf.uct.ac.za and your password is your UCT password.
- Connect your device(s) to eduroam internet.
- Subscribe to any department-specific mailing lists or departmental Microsoft Teams you may be interested in. Also subscribe to icts-announce-l for the latest IT-related announcements.
- Set up multi-factor authentication (MFA) which secures several services, including your UCT email and Office accounts.
- If you have ICT problems or need advice, visit the Front Office or log calls online.
- Get set up to copy, print, and scan with UCT Managed Print Services.
- Browse and install any free or site-licensed software you might need from our downloads site.
- Staff: Open your Outlook mailbox and familiarise yourself with how to use it by viewing the Outlook user documentation for Mac and Windows; Postgraduate students: access your myUCT email
- Get access to free online storage with OneDrive through the Microsoft 365 portal for Postgrads and staff.
- Like ICTS on Facebook and follow us on X to stay updated and get support.
- Check out our YouTube channel for useful and instructive videos.
- Look at the IT training offered and discuss a training plan with your line manager.
- Review our IT checklist and make sure you have checked all the IT boxes.

UCT administrative systems

UCT uses various administration systems.

Employee Self-Service

Employee Self-Service allows you to view salary slips and IRP5 forms, and update your personal information, such as address, family member information, and private communication details. You can also log leave requests and view leave balances – without having to fill in any paper forms.

SAP

Systems, Applications and Products in Data Processing – better known as SAP – is a world famous Enterprise Resource Planning (ERP) system. UCT's Central Administration System uses SAP to manage many areas of the university – including budget management, financial reporting, procurement, asset management and human resources.

PeopleSoft

The web-based Student Administration Systems (including PeopleSoft, RMS and Syllabus+) allows account holders to manage student admissions, registration, course results, fees, financial aid, graduation, postgraduate bursaries, timetables and admission to residences.

Third Party System

The web-based Third Party System allows delegated account holders to capture and maintain a third party's access requirements to library resources, the UCT network and other IT resources, as well as physical access to various UCT locations.

Governance Intranet

In the spirit of open governance, UCT publishes its committee and other governance documentation on an intranet. This central repository includes agendas, minutes, UCT policies and other documents – all of which are efficiently and transparently managed via the portal. The Governance Intranet falls under the directive and ownership of the Registrar's Office. Visit our website to find out more about the UCT Governance Intranet.

Important information

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.

Here are a few of the more important ICT-related policies that you should read, which is accessible via the Policies page.

- UCT Policy and Rules on Internet and Email use
- Appropriate Use of Computer Facilities
- Policy on unsecured computers
- The UCT network as a core service
- Information security policy
- UCT Password policy
- UCT Anti-virus Policy

Respect copyright law

Do not download, copy or distribute software, movies, and other copyrighted works unless you have the express permission of the copyright holder. See the information on respecting copyright on our website.

ISPA (Internet Service Providers' Association)

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

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 setting up any courses, meetings, tests, exams, conferences.

The UCT network and internet

eduroam wireless network

UCT, along with hundreds of other universities and facilities in 85 countries worldwide, uses the eduroam service (short for EDUcation ROAMing) to provide secure wireless access to all staff and students. In addition to internet access at UCT, eduroam allows you to access the internet at over 100 locations (such as libraries) across South Africa, so if you are working remotely, you need not come to campus to access free internet. Follow these instructions to use eduroam at other institutions. You can also access the internet from any other subscribed campus around the world by simply logging in using your UCT credentials (staff/studentnumber@wf.uct.ac.za) and password.

UCT makes use of secured wireless access points situated across campus. Wireless access points may only be installed by ICTS. In order to connect to the UCT wireless network, you need to follow the setup instructions on the ICTS website. Remember to abide by the rules or your access to the wireless network may be suspended. Follow these instructions to report WiFi issues.

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 up to 10Gbps to most buildings (1 Gbps in some cases) and a speed of 1Gbps to most desktops (with 100Mbps in some cases). Through the ICTS Network Renewal Project, ICTS is able to maintain the current level of network quality and improve network performance and security.

Your network account

To access your mailbox, the internet or other network services at UCT, a network account will be created for you on arrival. Once all the administrative processes have been completed, and the data has been captured in the SAP HR database or 3rd Party System, an instruction is sent to ICTS to create an account.

Third Parties or visitors

Departments are responsible for creating Third Party accounts for all visiting lecturers or short-term contract staff. Depending on their affiliation to UCT, they may be restricted to a select range of services. Refer to the UCT Role Model for information about Third Party access to services.

Any permanent UCT staff member can sponsor a guest account on the UCT wireless network via the UCT Guest WiFi portal. Please connect to the VPN before accessing the portal. Once your visitors have access, they can access the internet from any of the UCT campuses on up to three devices.

Internet access

You will access the internet using your UCT credentials. Please use bandwidth responsibly and in moderation. You are bound by the UCT policy and rules on internet and email use and should use the internet for study, research and work purposes. The content you browse is not monitored, because UCT protects your right to privacy.

Your configuration depends on which device you are using (laptop, mobile device, PC, gaming device). To configure your device, follow the instructions on our website.

Network account password

Managing your password

Your default password is temporary and will expire soon after initial use. Once you've changed your temporary password, your new password won't expire - but it is recommended practice to change it every few months for security reasons. This reduces network vulnerability and helps to keep the UCT network secure.

You must change your password immediately after receiving it by going to Password Self-Service: https://password.uct.ac.za. Once logged in, you will be prompted to set up the Microsoft authenticator app. Once done, you can change your password and add your contact details.

Password Self-Service is a secure online tool that allows you to manage your own password. When you first access Password Self-Service, you will be prompted to register your mobile number and an alternate (non-UCT) email address. These details will be used to contact you if you ever forget your password and need to reset it. A one-time password (OTP) token will be sent to your mobile phone or alternate email address, which will enable you to change your password.

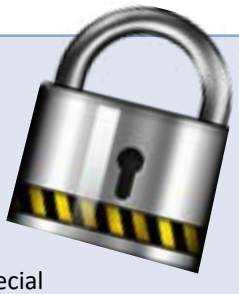
Things to remember when you change your network password

In most cases, when you use Password Self-Service, your new password will automatically synchronise across the network for use by other software and systems. 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. Visit our website for more information.

Extra security for some services

Several services, including your UCT email and Office accounts, are further secured by Multi-factor authentication (MFA). This means that when you want to access the service, you log in with your UCT network password as well as an authentication app on your smartphone (or alternatively, a verification code sent to you via WhatsApp/SMS). Find out how to set up MFA at UCT.

LOCK IT DOWN! YOUR PASSWORD:



- Must contain at least 16 characters.
- Must not contain more than 24 characters.
- Must not contain any spaces.
- Must contain at least one upper case letter, one lower case letter, one number, and one special character, such as: ()~!?<>*^_
- Should be as difficult as possible to guess and not use obvious information such as "abc", "1234567890", "password", "test", "myuct.ac.za" your staff/student number or name, family's names, birth dates, or ages.
- Could be a 'passphrase' such as a line from your favourite song or movie, e.g. ilovetomatosandwiches.
- Must be kept secret. Do not divulge it to anyone else - not even to an IT consultant.
- View the UCT Password Policy.

Your email account

Staff, postdoctoral students and third parties

Staff and postdoctoral students use Outlook as their email and calendaring system. Desktop clients are available for Windows, Apple Mac and Linux; via the internet.

Staff members, postdoctoral students and third parties are given a mailbox, and an email address of: preferredname.surname@uct.ac.za.

You can choose to synchronise your mail and calendar appointments to your mobile device.

Outlook on the web (Staff and postdoctoral students only)

You can read your mail from anywhere, using the web interface. Go to https://outlook.office.com and on the initial Microsoft sign-in page, enter your UCT username as staffnumber@wf.uct.ac.za.

Microsoft Teams

Install Microsoft Teams as a quick, instant means of communicating internally with colleagues.

Postgraduate students

Postgraduate students have a mailbox located on the myUCT cloud-based mail system with an email address of: studentnumber@myuct.ac.za. The myUCT email address is an "email address for life", meaning that it will still be available after graduation. It will change to a name.surname@alumni.uct.ac.za address after graduation. Both these addresses give access to the UCT mailbox used while studying.

This mailbox is where you will receive all the communications from UCT and your faculty, so it is very important to check it regularly.

Use your UCT username and password to log on to myUCT. Find out more about your email on the ICTS website. You can set up your smartphone to access your myUCT email and synchronise your calendar. Access your email by visiting https://outlook.office.com.

myUCT provides:

- mailbox space
- instant messaging
- a calendaring solution in addition to the one you will use on Amathuba
- free use of Microsoft Office web applications
- a central place to view your non-UCT mail accounts

Printing and scanning

Managed Print Services (MPS)

Printing in student labs and Document Centres

Altron Document Solutions (Xerox) is contracted to provide a printing solution for students and staff on campus. The service is called UCT Managed Print Services (MPS) and is available from student labs, UCT Libraries, and the Document Centres on campus. You will need your staff card and PIN in order to access this facility. Bulk printing and secure printing are also available in the document centres.

Scanning is free - just select one of the scan options on the machine and the document will be sent to your personal email account or OneDrive folder.

MPS multi-functional printers in departments

Xerox multi-functional printers in departments across UCT can be activated for both copy and print functions. Your existing UCT staff card is used to release your print jobs or make copies on your department's device.

All print and copy jobs are charged to departmental funds and cost centres. Students and visitors can purchase copy or print credits at the Document Centres located across campus.

Printing from your computer or phone

You can also print directly from your laptop by downloading the Papercut client or by using the MPS web portal, where you can print directly from the web. Should you need assistance with setting this up, you can go to one of the Document Centres. You can print from your mobile device via the web upload function.

Should you experience any problems with MPS printing, contact the Bytes Helpdesk by emailing uctmps@altron.com or calling (021) 650 4815. Opening hours are available on the MPS website.

Network printing

Shared, networked printers are accessible to staff, Third Parties and postgraduate students via iPrint, a secure, web-based printing solution. iPrint does not form part of the MPS solution. To use an iPrint printer, you will need to install an iPrint client. Ask a colleague for the name of the printer(s) assigned to your department so that you can install the correct printer from iPrint.

For support: Log a call or contact the IT Helpdesk on icts-helpdesk@uct.ac.za or 021 650-4500.

Your storage

You have access to a number of storage options at UCT. We recommend that you use the personal cloud storage made available to you via OneDrive or Google Drive.

Cloud services

You have access to both Google Drive and OneDrive for Business, which are cloud platforms you can use to store and back up your files while you're at UCT. The applications are available across all your devices (mobile and desktop).

NOTE: You will lose access to these online resources when you leave UCT, so it is vital to remove your data from the cloud before you do.

OneDrive (recommended)

OneDrive allows you to easily store and access documentation and other files on any device via the app or online, which means that you can continue to work anywhere at any time. Your documents will maintain their formatting and you can easily control versioning, ensuring that you always work on the latest document, while also having backups of previous editions.

Access OneDrive by navigating to http://portal.office.com/ and entering your UCT username and password. Then click **OneDrive** to access your online storage.

Google Drive

This provides you with limited online storage which you can use to store and back up your files. Navigate to Google (www.google.com) and sign in using your UCT username and password. Select Google Drive from your app options.

You can also download and install the free Backup and Sync tool for Google Drive, which makes syncing across all your devices simple and effective.

G: drive - Shared space on the UCT network (staff only)

Faculties and departments are allocated space on the G: drive, which is then divided into different shared folders assigned to groups or teams. This is where you can store your work files should you decide not to use OneDrive for Business. Personal data should not be stored on the G: drive. We recommend that you rather use OneDrive for Business to store your personal or private files.

Share large files

You can also use FileSender, which can handle files of up to 100GB, to share large files. Navigate to filesender.sanren.ac.za/filesender/ and log in using your UCT staff/student number and password.

Telephony

IP telephony at UCT

UCT staff members no longer use telephone handsets. Instead, you are provided with a headset that can connect to Microsoft Teams software, which allows you to send instant messages, make phone calls and to either host or participate in audio, web or video conferences.

When you're mobile, or if you experience an electricity outage use the Microsoft Teams app to use your smartphone as an alternate to access your office number.

The White Pages internal contact directory

The White Pages is UCT's internal contact directory. It includes contact details and office addresses for faculties, departments, staff members, postdoctoral fellows and on-campus traders. Each department has a directory manager responsible for updating their department or faculty's contact information.

Voicemail

Once your telephone line is activated, you will receive voice messages in your voicemail box, should anyone leave a message for you. These voice messages will also be sent to your email address.

Software and hardware

Acquisitions Services

The Acquisitions Services team is responsible for the sourcing and purchasing of hardware (such as laptops, desktops and peripherals) and any software you might need. They will advise you on appropriate, cost-effective solutions for IT purchases that are compatible with the UCT standards and environment. The service includes free delivery and installation. Purchases made through the Acquisitions team must be made using a fund and cost centre. Please take note of the policies governing hardware support, software suppport, the equipment replacement cycle, the disposal of hardware and others, available on the ICTS website.

All desktop systems and monitors bought through ICTS Acquistions services from our preferred vendors are fully supported. ICTS also extends manufacturer warranties for these devices to 5 years.

Software available

Before buying any software, first check whether it is available via a UCT site licence. You can visit the ICTS Downloads page to download site-licensed software applications, free of charge.

Some of the software available includes:

Anti-virus
Trellix Endpoint Security

Referencing
EndNote, RefWorks

Statistical analysis and computation
Statistica, SPSS, Nvivo

Microsoft 365

You are also entitled to download Microsoft 365 and install it on up to 5 devices. Once you leave UCT, your licence will expire and you will no longer be able to use the software. Microsoft 365 has the same features and functions as other versions of Office, including Teams, Outlook, Word, Excel, PowerPoint, OneNote and Access, as well as access to storage on OneDrive.

Microsoft's Copilot Chat is UCT's recommended artificial intelligence (AI) companion. Using the latest GPT 5 technology, it can help you to find information and sources, transform your material, and even summarise long documents and prepare you for meetings within a secure environment. Copilot Chat is available to all staff and students at no cost. Access it by logging onto M365Copilot.com with your UCT credentials.

Google Workspace

Google Workspace is available to all staff and students. It offers a range of Google apps – including Google Docs, Sheets, Slides, Forms, Drawings, Groups, Google Hangouts, and Google Drive.

eResearch

eResearch is 21st-century discovery through the application of state-of-the-art computing and IT tools and services. The UCT eResearch Centre offers UCT staff and postgraduate students a central point from which to access research support, management tools and information.

In the collaborative research space, eResearch works with the Office of the Deputy Vice-Chancellor for Research & Internationalisation, the Research Office, Libraries and ICTS. They deliver end-to-end support for researchers working through the challenges of data-intensive research.

Tools and services for researchers

The tools and services offered by the eResearch office support each stage of the research process:

Plan and design
eResearch will help you prepare for your research project. This includes identifying which items (like data storage) need to be budgeted for, and costing those, or developing your research data management plan.

Collect and capture
You have access to a myriad of software and hardware options, which will help you collect and capture your data.

Collaborate and analyse
The office will facilitate access to a range of tools for collaborating and sharing data, as well as data processing and analysis.

Discover, re-use and cite
eResearch has a range of online tools and platforms to find existing data and information. They also offer a range of visualisation tools to explore and discover data.

Share and publish
You can publish both your data and your research output through one of the many general or discipline-specific platforms available through the office, to support open science.

Manage, store and preserve
eResearch will provide advice on how best to manage, store and preserve your data to make sure you, and other researchers, can come back to it for re-use down the line.

eResearch also offers a number of training courses and outreach programmes for researchers. Learn more at https://uct.ac.za/eresearch.

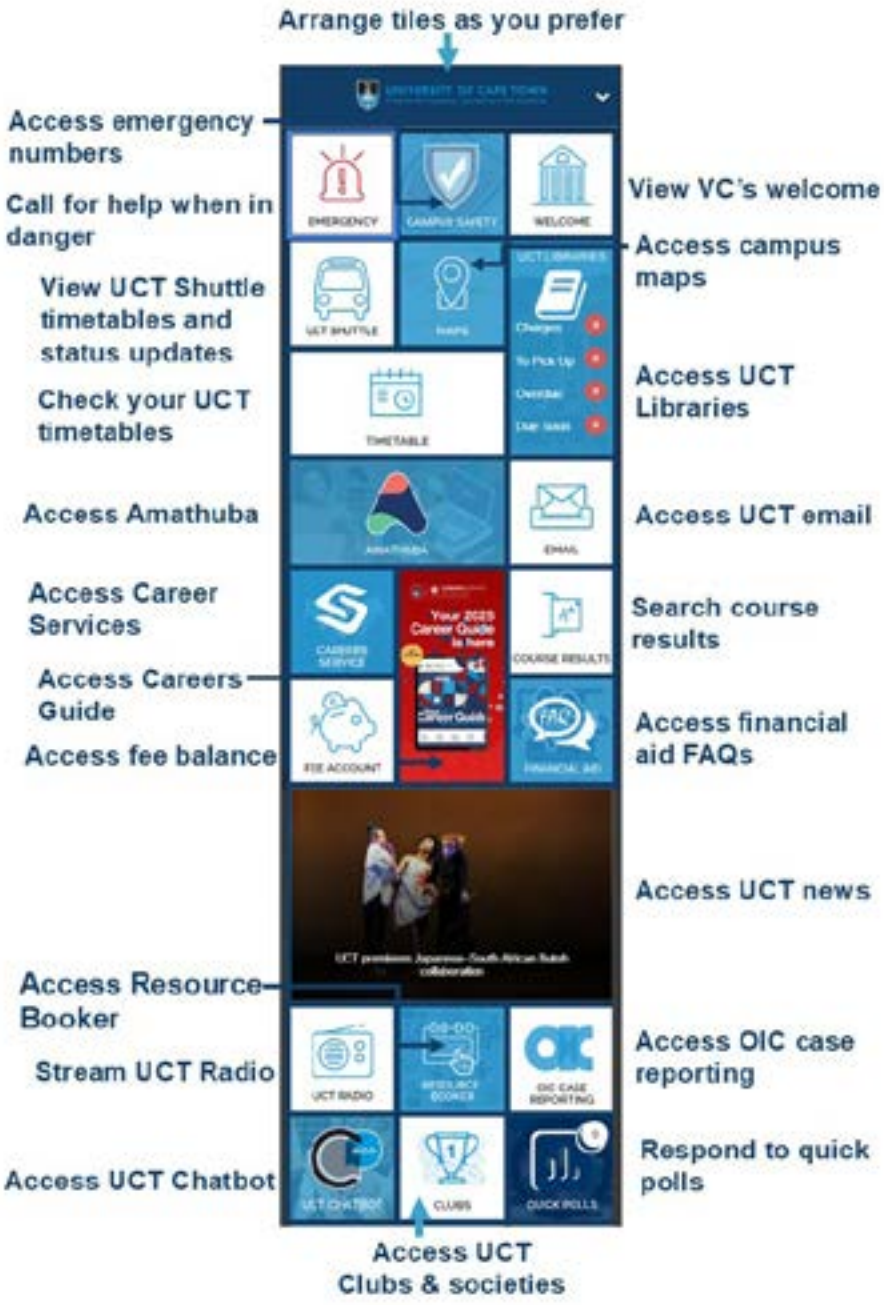
UCT eResearch

UCT Mobile

UCT Mobile is an app for mobile phones and tablets. It brings together a range of UCT services and information in one easy-to-use interface.

Features

From the UCT Mobile app, you can access and view a number of UCT systerms and services.



Install UCT Mobile

Go to the iTunes App store or the Google Play store and search for **University of Cape Town** by University of Cape Town. Once you've installed the app, open it and use your UCT username and password to log on.

Alternatively, if your phone does not support the app or you don't want to install it, access it via the web interface at http://mobile.uct.ac.za.

Conferencing

IT support and Connect. Meet. Collaborate.

If you're hosting a conference or event, contact Connect. Meet. Collaborate. to get things started. The centre will discuss your requirements, help you fill out the relevant application forms, then make all the necessary arrangements for your conference.

Should you need a data projector, microphone, or other IT or audio visual items for your event, find out more about the services ICTS offers for conferencing in this article.

Equipment and support

For information on what equipment is available in the various classrooms across campus, you can search the Classroom Information Database. Available equipment includes PCs, microphones and sound projection facilities, document cameras, live audio and visual link-ups to other locations, and audio-visual recordings.

ICTS also offers onsite technical support during the course of your events. Charges apply for support (after hours for online events, and all hours for onsite events). For support with centrally-bookable venues on upper, middle and lower campuses you can either call 021 650-4500 and select **option 2** then **option 1**, or email icts-css@uct.ac.za. Support hours are from 07:30 to 18:00.

Video conferencing

Microsoft Teams includes full voice and video conferencing services, along with teleconference functionality – which you can easily set up yourself. This will enable your remote conferencing needs.

ICTS also offers a consultancy service for video conferencing at UCT. There are three options to choose from:

- application-based video conferencing software, such as Microsoft Teams
- the shared video bridge
- an existing conference venue on campus

This article will help you get started with video conferencing.

Internet access for your visitors and delegates

Conference organisers can apply for special rights which allow them to create multiple accounts for delegates. This will depend on whether you choose a venue where WiFi is available. Log a call with the IT Helpdesk. Give as much information as you can about the conference, including the expected number of delegates and the duration of the conference. Only official UCT conferences will be considered. Alternatively, log on to the UCT VPN and then register delegates via the UCT Guest Sponsorship Portal.

Working remotely

Remote working toolkit

ICTS has put together an all-in-one guide for flexible and remote working which covers all aspects you'll need to consider to effectively work remotely.

Access your email from home or while travelling

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

- Outlook on the web is accessible from anywhere via a web interface.
- You can also set up your smartphone to access your email and synchronise your calendar.

Access your files from off-campus

The Virtual Private Network (VPN) allows you to connect securely to UCT's network using your own Internet Service Provider. Once connected, you can use a remote desktop application to access information on your office workstation and UCT's centrally stored network drives. Cybersecurity is vitally important when accessing the UCT network and secure systems like SAP, so ensure you have Trellix/McAfee installed and keep it updated.

We recommend that you store your files using secure cloud storage, Google Drive and OneDrive. This will mean you can access them remotely on your computer or mobile device.

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

Staying connected

To stay in touch with your colleagues and students, use the communication and collaboration platforms that UCT offers. Microsoft Teams allows teams and groups to create a virtual space to collaborate with colleagues on tasks and projects.

Microsoft Teams at UCT

UCT uses Microsoft Teams - a powerful communication and collaboration tool that allows you and colleagues to work together on documents, send instant messages, and even hold online meetings or video conferences.

Install Teams and get started

Follow these instructions to install the Teams desktop applications, create a new team, assign roles, set up channels and much more. There are also links to a variety of resources to help you effectively use the many Teams features.

Features

Teams has numerous features which makes it a perfect tool for communication and collaboration as well as remote working. Some of these include:

- Scheduling meetings
- Calls functionality
- Meeting recordings
- Breakout rooms
- Guest access
- File sharing and collaboration
- Chat functionality

Teams on your mobile

Using Teams on your mobile means you never have to be out of touch, even if you are on the road or hit by loadshedding. You can either download Microsoft Teams from the Microsoft website, or via the iOS App Store or Google Play Store. Install the app, sign in and get started.

Learn more about Teams

Get started with our Quick Start Guide, which will take you through the basics. You can also find out more about effective video conferencing with this handy UCT guide.

Learn more about meetings and live events in Teams and read through our FAQs for more information.

There is also a wealth of online courses available to help familiarise you with Teams. You are welcome to attend our ICTS-led Teams info sessions or view these sessions' recordings on the ICTS Training channel.

ICT Training and SuccessFactors

Instructor-led training courses

Learning to use technology effectively can enhance your productivity and efficiency. The ICTS Training team runs courses in our well-equipped labs and online to help you use various technologies, including Microsoft and Adobe products. Staff, masters and doctoral students receive preferential pricing. We also offer a wide range of online courses in the form of Teams info-sessions, to help you maximise your productivity.

Customised training

ICTS can customise any of our regular courses for use in your department, whether it be refresher courses or mini-workshops. Contact the ICTS Training team via email at icts-training@uct.ac.za or complete their online booking form to schedule a consultation with a trainer.

Systems training

UCT uses several important systems for administration, governance, web publishing and more. If you'll be using these systems, attend our courses to get up to speed on SAP, the Governance Intranet, and Web CMS.

SuccessFactors Learning Management System (LMS)

This system allows UCT staff to find, book, and manage their learning development activities. This system (currently only available to permanent UCT staff members) lists training courses offered by UCT's various learning hubs, course schedules, and an online registration portal. Find out more about SuccessFactors Learning at UCT.

Contract staff and third parties can continue to view the Training Calendar to see what course are available, and then make an online booking.

Learn online

Self training resources

Online learning gives you the freedom to learn at your own pace from any internet-connected location. UCT staff and students have access to a range of self-paced learning options that offers thousands of courses on a wide range of software, business, technical and design topics. View our current range of free online learning options available via the ICTS website.

LinkedIn Learning Career Hub

Staff and students have free access to the LinkedIn Learning Career Hub online training library. LinkedIn Learning offers over 18000 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 mobile devices. Log on using your UCT credentials.

The LinkedIn Learning mobile app allows you to access the videos on your phone. Just download, install and start learning. You can find it in the Play Store or the Apple App Store.

in Learning Career Hub

Gartner

Follow the latest trends in business and the IT sector through research conducted by one of the world's leading research and advisory companies – Gartner.

Cybersecurity

Install and keep your anti-virus software up to date

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

All staff members are entitled to a site-licenced copy of Trellix Endpoint Security software, which is available from the ICTS Downloads. You are also entitled to use Trellix on one home PC. There are versions for Windows, Apple Mac and Linux.

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

New virus signature files are released by Trellix on a daily basis. When your machine is connected to the UCT network, you will automatically receive the latest updates which Trellix will install in the background. If you don't connect to the network, you must ensure that you manually download and install the Trellix Endpoint Security suite. If you are working remotely, ensure you connect to the VPN on a regular basis to facilitate these vital updates.

Install Windows and macOS updates and patches to keep your computer safe

All software programs 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 computers via the Windows Server Update Service (WSUS), and Apple Mac computers via the Apple software update service. A Linux (SLED 10) service is also available. For your computer to receive these updates, make sure it is connected to one of these update services. If you use different security software, you will have to keep the software updated yourself. Visit the ICTS website for more information. Remember to regularly connect to the VPN to ensure these updates take place if you are working remotely.

Back up your data

A backup is a copy of the data on your computer - it is always a good idea to have more than one copy of your data in case it somehow gets lost, deleted or corrupted. Backing up your data to the cloud, using either Google Drive or OneDrive is strongly recommended. You can also back up your data to an external storage medium, such as a removable hard drive. Once you've made a backup of your data to a drive, be sure to keep it in a safe place. For more on backing up your data, visit the ICTS website.

The UCT CSIRT

UCT has created a Computer Security Incident Response Team (CSIRT), which responds to, controls and manages computer security incidents. Should the UCT network be compromised, they resolve issues to ensure a return to normal operating conditions as soon as possible. They also investigate the origin of incidents to prevent recurrences. CSIRT promotes information and cybersecurity awareness on campus and announces potential vulnerabilities and threats to hardware and software.

Should you encounter a cybersecurity incident, please send an email to icts-helpdesk@uct.ac.za.

To avoid becoming a victim, view the UCT Phish Bowl for an overview of the latest phishing scams doing the rounds on campus.

7 Top Cybersecurity Tips

1. If you receive a request from a company asking you to provide your bank account number and PIN, or your network username and password, report it to the CSIRT and then delete it. No reputable company will ever ask you for this – especially via email, a web page, or a phone call.
2. Create strong passwords using at least 16 characters. By activating your profile on Password Self-Service, you'll be able to reset your password yourself whenever you need to.
3. Anti-virus applications should be running on all your computers. You should always keep the anti-virus programs up to date and frequently run virus scans to make sure you haven't been compromised.
4. Protect your mobile devices: it's not just computers that need protection. Make sure all your devices – including mobile ones – are secured 24/7. Find a reputable security app in your app store and install it.
5. Spread the word: if you know of a cybersecurity threat or incident, please inform everyone you know who might be affected. Warn all your friends and contacts to ignore or delete any suspicious emails coming from your account.
6. Cybercriminals are after your money! Protect your finances by applying some basic safety techniques. Never do online banking over unsecured public networks (e.g. free WiFi hotspots). Always, always make sure the websites you bank and buy from are secure.
7. Your online accounts are important to cybercriminals and identity thieves. Lock down your security and privacy settings to avoid data breaches.

Staying informed

There are a number of ways you can keep in touch with us and stay informed about ICT matters on campus. We have social media accounts. The ICTS Feedback email account (icts-feedback@uct.ac.za) sends out important notifications. 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 announcement mailing list, you will receive announcements about new or changed services, scheduled or unscheduled maintenance slots, minor service failures, or known problems affecting large numbers of the UCT community.

ICTS also sends email communications to the entire campus about significant or widely-used ICT-related services. This ensures that all staff and students are informed. This is a mailing list to which all staff belong and there is no need to subscribe to this service.

ICTS website announcements

Be sure to check out the scrolling banner on the ICTS website for all the latest announcements about IT on campus.

Facebook

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

X

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

YouTube

Subscribe to our YouTube channel for interesting and informative videos on ICTS services.

Before you leave UCT

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: Who is going to take over from you? What information are your colleagues likely to need? 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? What must you do with your UCT-owned device?

Staff and Third Parties

Your account will be de-activated the day after you leave UCT and you will not be able to access your mailbox or any UCT network services. After 3 months your account will be permanently deleted from the UCT servers. Retirees can opt to have access to their UCT staff mailbox for life.

Postgrad students

System access will be removed as soon as you conclude your studies at UCT, so you will have no access to any systems (the network, PeopleSoft, etc.) from the date you end your course of study. After a further 3 months, your network account will be permanently deleted from the UCT servers. However, you will still have access to your myUCT mailbox for life upon graduation.

Review the final checklist on the next page to make sure you have done all the necessary things you need to do before leaving.

Final checklist before leaving

Checklist of things to consider

Email account

- We recommend you forward important messages to either a personal account or to your colleagues.
- Set up a rule that will forward messages (addressed to you) after you've left.
- Unsubscribe yourself from any UCT mailing lists.
- Re-assign ownership of any shared folders, mailboxes or nicknames.
- **Postgrads:** Should you graduate, you will keep your email address for life. For your own convenience, we recommend you forward important messages to your personal, non-UCT email address.

Your online storage accounts

- Remove all your data from your online storage accounts in Google Drive and OneDrive for Business as your access to these will cease.

Information stored on your hard drive and network drives

- Back up any personal information to a removable storage device.
- Delete any personal information from your hard drive.
- If you alone had access to certain departmental information, give a copy of this data to your line manager. This would include data from your hard drive and any folders to which you had access on the G: drive, and anything you had saved in online storage accounts such as OneDrive for Business or Google Drive.

Software licences

- Remove any UCT site-licenced software from your personal laptop or home computer such as Trellix and Microsoft 365.

UCT-purchased hardware (PC, laptop, tablet, hard drive, etc.)

- Move personal data to your own storage, and give work-related data to your line manager.
- Ask the IT Helpdesk to format the device and reinstall its original operating system. Please check requirements with your line manager before booking it in.
- Ask your line manager to transfer or dispose of the equipment in accordance with the official UCT disposal policy.