

# IT @ UCT

## GUIDE FOR STUDENTS



**UNIVERSITY OF CAPE TOWN**  
IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD

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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 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 undergraduate and honours students can access.

Click 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.

## 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, revising, or research.

# 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 [icts.uct.ac.za](https://icts.uct.ac.za).

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

- [UCT Policy and Rules on Internet and Email Use](#)
- [Appropriate Use of Computer Facilities](#)
- [Policy on unsecured computers at UCT](#)
- [The UCT network as a core service](#)
- [Information security policy](#)
- [Account and Password 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/>





# Getting help



## ICTS website

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

## Help yourself

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

- Frequently Asked Questions
  - ICTS A-Z
  - Password Self-Service
  - The ICTS YouTube channel
- [myUCT FAQ](#)  
[A-Z list of services](#)  
[Password Self-Service \(PSS\) Login](#)  
<https://www.youtube.com/c/ICTSatUCT>

## Social media support

Our Facebook ([www.facebook.com/icts.uct](https://www.facebook.com/icts.uct)) and Twitter ([www.twitter.com/UCT\\_ICTS](https://www.twitter.com/UCT_ICTS)) accounts are monitored on weekdays from 07h00 - 22h00.

## Log a call

You can log a call with our IT Helpdesk by either [visiting the online portal](#), sending an email to [icts-helpdesk@uct.ac.za](mailto:icts-helpdesk@uct.ac.za) or calling 021 650 4500.

# Getting help

## ICTS 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 hardware troubleshooting. The ICTS Front Office is in room 2.01 (1st floor, Level 2) of the Computer Science building on upper campus. If you're closer to lower campus, visit the walk-in centre in room 1.10, ICTS-on-Main, 7 Main Road, Mowbray.



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

## Lab Administrators

First level support is provided by lab administrators in [ICTS-managed student computing labs](#).

## Libraries: Knowledge Commons

A “one-stop-shop” situated in the Chancellor Oppenheimer Library, to help undergraduates with access to the many resources available and to assist them with their work. Three UCT Libraries staff members and 22 Student Navigators offer a service that is available 74 hours a week and accessed by over 8000 students weekly. The libraries’ [opening hours](#) can be found on the UCT Libraries website.

## Students in residence

If you experience any ICT issues, contact your House Committee [IT representative](#) for assistance. If you cannot get hold of this person, [log a call](#) or send an email to [icts-helpdesk@uct.ac.za](mailto:icts-helpdesk@uct.ac.za). Alternatively, contact ICTS for support via [Facebook](#) or [Twitter](#).

# Getting started

## Automatic access to ICT services

Your [access to UCT services](#) is based on your role in the institution. Information about individuals and their roles is stored in a secure, central identity vault. UCT makes use of [multi-factor authentication](#) to ensure that IT services are rendered securely. You will be granted access to UCT services once your registration is complete. When your association with the university ends, your access to most services is automatically removed.

## Before you arrive

- Navigate to the [Password Self-Service website](#) and change the temporary password you received with your application notification.
- Access your [myUCT email](#) and get access to 1TB of online storage with OneDrive.
- If you are a first year Financial Aid student, you may qualify for a laptop to aid you in your studies.
- Visit the ICTS website ([icts.uct.ac.za](https://icts.uct.ac.za)) and the UCT website ([uct.ac.za](https://uct.ac.za)) for announcements, news, updates and information.
- Download [UCT Mobile](#) - the university's all-in-one mobile app for your phone.

## Things you should do on arrival

- Connect to [eduroam](#) (the wireless network) either automatically (with the CAT tool) or manually. For manual setup, your username is studentnumber@wf.uct.ac.za and password is your UCT password.
- [Connect your device\(s\)](#) to the internet.
- Download and install [Microsoft Office](#) for free.
- Install [McAfee/Trellix anti-virus](#) software on your computer.
- Sign into [Vula](#) - your online learning portal.
- Subscribe to any mailing lists you may be interested in, such as those for your clubs and societies, and the SRC. Also subscribe to [icts-announce-1](#) for the latest IT-related announcements.
- [Find computer labs](#) on campus.
- 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 for your studies from our [downloads site](#).
- Like us on [Facebook](#) and follow us on [Twitter](#).



# The UCT network

## Eduroam Wireless Network

UCT, along with hundreds of other universities and facilities (such as libraries and airports) in 85 countries worldwide, uses the eduroam service (short for EDUcation ROAMing) to provide free and secure wireless access to all staff and students.

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 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.

## Residence network

All UCT [residences are connected](#) to the UCT network. As part of the [network renewal project](#), wired networking has been phased out of residence rooms and all residences now have wireless access only. If you experience problems, contact your House Committee [IT representative](#) for assistance. If you cannot get hold of this person, [log a call](#), or send an email to [icts-helpdesk@uct.ac.za](mailto:icts-helpdesk@uct.ac.za). Alternatively, contact ICTS for support via [Facebook](#) or [Twitter](#).

## Internet bandwidth management at UCT

UCT implements bandwidth management to analyse, control and prioritise campus internet bandwidth. 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 the [acceptable use policy](#) and those who breach copyright legislation.



# Network account password

## Your network account

In order to access your mailbox, the internet, the UCT network, and many 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 receive an email confirming your application which includes 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>.

Password Self-Service is a secure, online tool that allows you to manage your own password. If you forget your password, you can request a token to be sent by SMS or email, which you can use to change your password.

Once you've changed your temporary 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.

### Lock it down! Your password:

- Must contain at least 16 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.
- 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.



## 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.

## Extra security for some services

Several services, including your UCT email and Microsoft 365 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 SMS). Find out [how to set up MFA at UCT](#).

# Don't have your own IT?

## Student computing labs

If you do not have your own computer, there are [student computing labs](#) situated across campus and in residences for your convenience, some of which are open 24/7. You will need to use your student card to access the labs. Also note that some of the labs are bookable by staff for teaching purposes and will be unavailable during these times.

The lab computers that are situated in faculties and departments come equipped with the specialist software that you will need to use for your subjects of choice.

You can check seat availability in labs on the [UCT Mobile](#) app.



## Knowledge Commons

The [Knowledge Commons](#) is a special working area situated in the Chancellor Oppenheimer Library, which is aimed at providing undergraduates access to resources as well as assisting them with their work. Three UCT Libraries staff members and 22 Student Navigators offer a service that is available 74 hours per week, and is accessed by over 8000 students weekly.

There are several study rooms equipped with whiteboards and computers for use by groups of students working together on projects. You can book these at the Knowledge Commons information desk.

# 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](mailto:studentnumber@myuct.ac.za). This mailbox is where you will receive all the communications from UCT and your faculty, so it is very important to check it regularly.

Your [myUCT email address](#) is an “email address for life”, meaning that it will still be available after you graduate. It will change to a [name.surname@alumni.uct.ac.za](mailto:name.surname@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 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:

- 50GB mailbox space
- instant messaging
- a calendaring solution in addition to the one you will use on [Vula](#)
- free use of [Microsoft 365](#) web applications
- spam-free email
- a central place to view your non-UCT mail accounts
- 1TB of password protected online storage via [OneDrive for Business](#).

More information about myUCT is available on the [myUCT FAQ page](#).

## Connect your accounts

You can access your myUCT email using any [IMAP-compliant email client](#). Should you wish to connect your personal email accounts (such as a Gmail account) to your UCT email account, you can do so in one of two ways.

You can import your UCT mails into your personal account by going to that account and selecting the autoforwarding or import/export option in the settings of your preferred mail client.

Alternatively, import your personal emails into your myUCT account by logging into your account and selecting the **Settings** menu > **Options** > **Connected Accounts**.



# Vula and Amathuba

## UCT's digital learning platforms

Vula is one of the University of Cape Town's online learning systems. It houses websites for academic courses, student societies, study and research groups, faculty and departmental groups, as well as assorted projects and initiatives.

This platform is currently in the process of being replaced with Amathuba, which is powered by D2L's BrightSpace. The migration from Vula to [Amathuba](#) is already underway, and is scheduled to be completed by 2025.

You can access both platforms by logging into the system using your network username and password.

[Find out more](#) about what Amathuba has to offer as well the training and webinars that are available for you to get familiar with this exciting new platform.

## Vula offers:

- Access to the sites for your academic courses.
- Collaboration options like creating your own study groups.
- A calendaring solution with access to all your academic, course, and society calendars.
- Course resources.
- Recorded lectures for certain courses.
- Online storage for large files.
- Access to test and exam results and much more.

Get help with using Vula by watching their [video tutorials](#) or reading the articles in the [Help section](#).

## Lecture recording

[Lecture recording](#) (sometimes referred to as *lecture capture*) is the process of recording a lecture to allow you to play back all or part of the lecture later as a review or self-study resource. Recorded lectures are usually available on Vula within 24 hours of recording. These recordings can aid you in your studies by allowing you to review material and catch up on missed lectures. Not all lectures are recorded, so we recommend checking with your lecturer beforehand whether a recording will be available. Note: they are not a replacement for face-to-face teaching or interaction.

Lecture recording is only available in certain venues. You can find out which venues support the service on the [lecture recording website](#).



# Software

## Software available

You can visit the [Downloads page](#) to download site-licenced software applications, free of charge, to help you with your studies.

Some of the software available includes:

### Antivirus

Trellix/McAfee Endpoint Security

### Referencing

EndNote  
RefWorks

### Statistical Analysis

Statistica  
SPSS  
NVivo

### Disability support

textHELP Read&Write

Certain [labs on campus](#) also provide specialised software which you will need for your particular courses.



## Microsoft 365

You are also entitled to download [Microsoft 365](#) for the duration of your studies at UCT. You can [download the software](#) from your [myUCT](#) interface and install it on up to 5 devices. Once you graduate, 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 Outlook, Word, Excel, PowerPoint, OneNote and Access.

Learn more about using Microsoft 365 with [this LinkedIn Learning course](#).



## Google Workspace

[Google Workspace](#) is available to all students and gives you access to a range of Google apps – including Google Docs, Google Sheets, Google Slides, Google Forms, Google Drawings, Google Groups, Google Hangouts, and Google Drive.





# Online storage

## 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 as long as you are a registered student at UCT. You will lose access to these resources when you graduate, so it is vital to remove your data from the cloud before you do so.

They:

- Sync data locally
- Allow you to access your files without the internet
- Sync all changes when you are back online
- Are available across all your devices (mobile and desktop)

### Google Drive

This is part of the [Google Workspace](#) package. It provides you with 10TB of online storage which you can use to store and back up your files. Navigate to Google ([www.google.com](http://www.google.com)) and sign in using your UCT email address and UCT password. You can then 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.



### OneDrive for Business

OneDrive provides you with 1TB of online storage.

You access your OneDrive account through your myUCT portal by navigating to <http://portal.office.com/> and entering your UCT username and password. Then click **OneDrive for Business** to access your online storage.



## F: drive - Your space on the network

The [F: drive mapping](#) is visible when you connect to the UCT network in computing labs or when using [NetStorage](#), which allows you to access the network from off campus.

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. However, if they are accidentally deleted or overwritten, they can be restored at a cost. We recommend that you use the personal cloud storage made available to you via OneDrive for Business or Google Drive.

## Share large files

You can use [Vula](#) to store and share large files in your **Resources** folder. This is useful when you need Use [FileSender](#) to distribute files that are too big to be sent by email. You can send files of up to 100GB in size.

# Accessing IT off campus

## 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.
- You can access your email using any IMAP-compliant [email client](#).
- [Set up your smartphone](#) so that you can access your email and synchronise your calendar.

## Access your files from off-campus

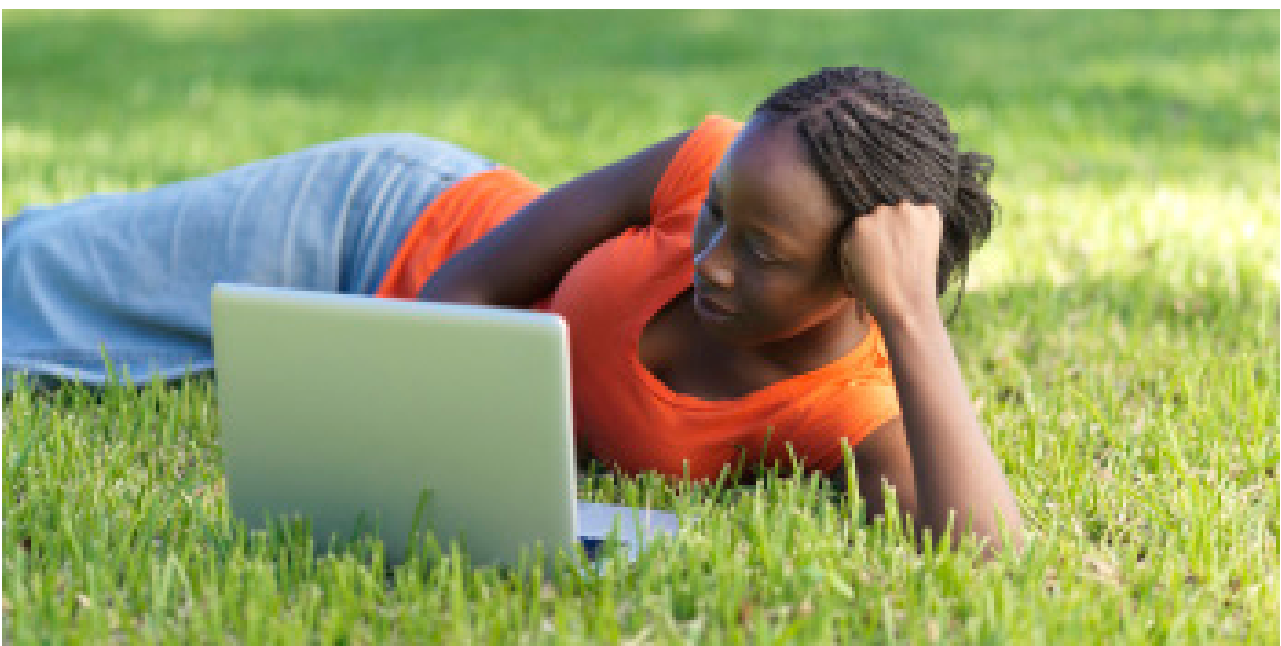
[NetStorage](#) enables you to securely access your centrally-stored network drives (e.g. F: drive) from any off-campus location - without having to install any software on your PC. You can also access your files stored in the cloud through [Google Drive](#) and [OneDrive](#).

## WiFi access when visiting other universities

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 (*studentnumber@wf.uct.ac.za*) and password.

## UCT Mobile

You can access many UCT services from the [UCT Mobile app](#), such as libraries, PeopleSoft, Vula, timetables and more.














# UCT Mobile

[UCT Mobile](#) is an app for mobiles and tablets. It brings together all the UCT services and information you need in one easy-to-use interface.

## Features

From the UCT Mobile app, you can:

-  Access your fee account
-  View Jammie Shuttle timetables
-  View maps of campus
-  Check your timetables
-  Access Vula
-  Access the Libraries
-  Access societies
-  Access clubs
-  Search course and test results
-  Check computer availability in labs
-  Call for help if you're in danger



## 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, you can access it via the web interface at <http://mobile.uct.ac.za>.



# Printing and scanning

## Printing in student labs and document centres

Altron Document Solutions (Xerox) is contracted to provide a [printing solution](#) for students on campus. The service is called [UCT Managed Print Services](#) 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 one of the scan options on the machine and the document will be sent to your personal email account or OneDrive folder. For colour or black and white printing, all you need is credit loaded onto your student card and you can print directly from a library or lab computer. You can purchase copy or print credits at the [Document Centres](#), Xerox pay points or online via [Electronic Web Deposit](#).

## 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. Please visit one of the document centres should you need assistance with setting this up. You can print from your mobile device via the web upload function. Visit the [UCT Managed Print Services](#) website for more information.



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

# Learn online

## Self training resources

[Online learning](#) gives you the freedom to learn at your own pace from a lab, home, or anywhere that you have access to the internet. You can access:

### LinkedIn Learning

You have free access to the [LinkedIn Learning online training library](#). LinkedIn Learning offers over 15000 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.

The LinkedIn Learning mobile app allows you to access the videos on your phone. Just download and install it and start learning.



### SUSE Academic Program

UCT staff and students can access certified [Linux](#), [OpenStack](#), [Ceph](#) and other SUSE courses.

### Gartner

ICTS, together with UCT Libraries, have acquired the [Gartner core IT research package](#), which contains thousands of reports on over 700 topics. Gartner, a world leader in IT and business research, regularly shares insights, trends, and recommendations on how technology can effectively be used in any sector.





# Cybersecurity

## Install and keep your anti-virus software up to date

You must have an [up-to-date anti-virus application](#), such as Trellix/McAfee Endpoint Security, installed before connecting to the network.

All UCT students are entitled to a site-licenced copy of [Trellix/McAfee Endpoint Security software](#), which is available from the ICTS website > [Downloads](#) section. You are also entitled to use Trellix/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.

New virus signature files are released by McAfee on a daily basis. When your machine is connected to the UCT network, you will automatically receive the latest updates, which will install in the background.

## 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 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 - it is always a good idea to have more than one copy of your data in case it somehow gets deleted or corrupted. You can 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. Alternatively, back your data up to the cloud, using either OneDrive or Google Drive - both of which are available to you at UCT. 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 [report it to the UCT CSIRT](#).

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 them with your bank account number and PIN, or your network username and password, just ignore it or delete it. No reputable company will ever ask you for this - especially via email, 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 ensure that you haven't been compromised.
4. 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.
5. 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.
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.

# Get the most from WiFi

[Follow these instructions](#) to report WiFi issues.

## Tips for boosting your WiFi experience at UCT

There are currently around 3500 wireless access points (APs) across campus and in residences. Here are [some tips](#) for improving your WiFi experience:

- **The number of people around you can affect your connectivity:** As more people start using WiFi on the same AP as you, the signal will become weaker 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 and don't be a bandwidth hog:** 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. Use wired network points for these type of activities. Encourage others to be mindful of their activities as well.
- **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 usually 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 front or the side of the device.



**Indicator light:**  
Should be either solid GREEN or solid BLUE.  
If OFF or FLASHING, report a problem

**AP Number:**  
There will be a sticker on the front or side of an AP which will indicate location and a number

Wireless Access Point

# Staying informed

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 you can interact with us. The ICTS Feedback email account ([icts-feedback@uct.ac.za](mailto:icts-feedback@uct.ac.za)) sends out 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 communications to the entire campus about significant or widely-used ICT-related services. This ensures that all staff and students ([all-students@uct.ac.za](mailto:all-students@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](#), except during the June and December vac. 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.



## ICTS YouTube Channel

Visit the [ICTS YouTube channel](#) for a quick overview of all the ICT services available to you. Our range of videos will show you how to setup and use these cool ICT tools.



## ICTS website announcements

Be sure to check out the scrolling banner on the [ICTS website](#) for all the latest announcements about IT on campus.



# 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: 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 IT systems is based on your applicant and/or student status. 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 that you end your course of study (through dismissal, non-completion or through successful graduation). 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 successful graduation.

View the [myUCT FAQs](#) for more information.

## Checklist of things to consider

### Email account

- 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 as your access to these will cease.

### Information stored on your hard drive and the F: drive

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

### Software licences

- Remove any UCT [site-licenced software](#) from your personal laptop or home computer such as McAfee and Office 365.

