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November 2010 dates to remember:

[Extended scheduled maintenance slot for 21 November](#)

Due to electrical maintenance needed in our data centre, the maintenance slot on **21 November 2010** will run from 07:00 to 19:00.

[Last two training courses for 2010](#)

[Book now](#) to reserve your seat for the following two training courses:

- [MS Excel 2007 Level 1](#) from 22 to 26 November (13:30 - 16:30)
- [MS Access 2007 Level 1](#) from 29 November to 1 December (full day).

FREE Voicemail:
Voicemail is a FREE service to existing telephone extensions at UCT that you can apply for by sending an

Front office temporarily relocating to Knowledge Commons



The ICTS Front Office will be closed from 15 to 17 November due to the major renovations taking place in the Computer Science building. From 18 November until early 2011, they will be temporarily located in a section of Knowledge Commons in the Chancellor Oppenheimer Library.

If all goes well, the Front Office team will return to the newly renovated Computer Science building in time for the first term of 2011.

For information on how to deal with urgent or emergency requests, see the [Front Office article](#).

Carinus, Claredon House and Rochester House to be networked

During the supaTselo Project, ICTS was contracted to cable certain UCT residences. Student Housing & Residence Life (SH&RL) provided ICTS with a list of those residences that they wanted to have networked. This list excluded certain residences that are not owned by UCT, namely Carinus, Claredon House and Rochester House as the University made a decision at that time not to invest in costly network infrastructure in these smaller, leased buildings.

Since then, discussions have taken place between Properties and Services, SH&RL, the SRC and ICTS and a decision was taken to provide wireless network connectivity services in these residences.

The installation will take place during the 2010 year-end vacation period and should be completed by the first term of 2011.



Password expiry reminder messages

As from December, ICTS will be sending out an automated *Password expiry reminder* message:

- Seven days before your password expires,
- Three days before your password expires, and
- One day before your password expires.

The message will include links to information on the ICTS website that explains how to [manage your password](#).

Could the iPad be an effective tool for the

Projects

Service catalogue

Log a new call

Secure your machine

myUCT

Outlook Web App

Password Self Service

Downloads

NetStorage



Contact us

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email to the [IT Helpdesk](#).

Once your voicemail has been activated, unanswered calls will automatically drop through to your voicemail after a few rings.

If you want your calls to immediately go to voicemail, lift the receiver and dial *44 4888. To take it off voicemail, lift the receiver and dial #44.

See our [How to use the CallXpress voicemail system](#) article.

Need help?

Log a call via our:

- [Online call logging system](#)
- [Email: icts-helpdesk@uct.ac.za](mailto:icts-helpdesk@uct.ac.za)
- [Telephone: \(021\) 650 4500](tel:(021)6504500)

Subscribe: If you want to receive this monthly Bits & Bytes newsletter, [subscribe to our icts-newsletter-l mailing list](#).



classroom of the future?

Although the Apple iPad is not yet sold in South Africa, American technology analyst [Denise Harrison](#) talks about how it could be the next big thing in education.

Read the full article entitled [Ushering iPad into the Classroom](#) available on *The Journal* website.

Denise Harrison is a freelance writer and editor specialising in technology, specifically in audiovisual and presentation. She also works as a consultant for Second Life projects and is involved with nonprofits and education within the 3D realm.



You wanted to know...

We recently received an email in the [ICTS Feedback](#) mailbox from someone whose mailbox was too full. She wanted to know what to do.

Answer: The best way to manage the size of your mailbox is by regularly archiving your email messages, cleaning up your Sent Items folder, and emptying your Trash folder.

Contact us: [Email us](#) your feedback, questions and comments and we'll either publish it in the next newsletter or respond to you directly.

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