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Enabling people

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Volume 2 Number 3

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### April 2011

#### dates to remember:

[Scheduled maintenance slot](#)

The next maintenance slot is set for **17 April 2011** from 09:00 to 17:00.

[Want to create your own website?](#)

Book your seat to attend the [Web design course](#) on **3 to 6 May** (half-day sessions).

#### Does ICTS support Apple Mac's at UCT?

Yes, we do. We can help source quotes, buy and set up your Apple at UCT, or arrange for the repair of Apple parts not under warranty. We even offer you an [Apple software update service](#) to ensure your Apple desktop is automatically kept up-to-date with all the latest Apple software and Mac OS X updates.

If you ever need Apple support, contact our IT Helpdesk.

Read our [Apple Mac support at UCT](#) article for more details.

#### Need help?

Log a call via our:

- [Online call logging system](#)

### What is ECM?

Have you ever tried to find a form, policy, tutorial note, researcher, paper or map at UCT? There are thousands of places to look, and once you have found what you're looking for, you are seldom certain that the information is up-to-date and correct.



Rather than just throwing technology at the problem and increasing the proliferation of business application silos, the Enterprise Content Management (ECM) program is starting at the beginning. As a multi-year program supported by the VC's Strategic Fund, it will bring some level of order and organisation to UCT's information content via many initiatives and interrelated projects currently under way. The first project is focused on defining governance: policies, procedures, processes, roles and responsibilities, and frameworks, so that we are able to standardise across the university.

See our Monday Paper article entitled: [New content management programme will bring order](#) for more details.

### What software does UCT provide?

UCT has site licenses with [Microsoft](#) (staff only), [McAfee Antivirus](#), Statistica, IBM SPSS Statistics, GenStat and [RefWorks](#). We've also negotiated better pricing for [Adobe](#) products.

#### Can I use this software at home?

UCT purchased Microsoft Office Work at Home license cover that entitles UCT permanent staff and Joint Medical staff to install it at home, under certain conditions. Our McAfee site licence allows all UCT staff and registered students to [install the VirusScan software on their home computer](#). Don't forget to remove the software from your home computer when you leave UCT.



#### Where do I get the software?

See the [Downloads](#) page on the ICTS website ([www.icts.uct.ac.za](http://www.icts.uct.ac.za)) or borrow a CD from the ICTS Front Office and bring your staff/student ID card and a cash registration fee of R35.00 with you.

Read our [Software available for UCT staff and students](#) article.

### ICTS donates computers to SHAWCO

Projects

Service catalogue

Log a new call

Secure your machine

myUCT

Outlook Web App

Password Self Service

Downloads

NetStorage



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- Email:  
[icts-helpdesk@uct.ac.za](mailto:icts-helpdesk@uct.ac.za)
- Telephone:  
(021) 650 4500

**Can I set up my mobile device to read my UCT mail?**

Yes! To set up your mobile device use either GroupWise Mobile Server, PDA Connect or an IMAP connection. Some phones even work with the software that came with the phone.

**Subscribe**

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



**Contact us**

Follow us on [twitter](#) (ICTS\_Feedback) or [email us](#) your feedback, questions and comments and we'll either publish it in the next newsletter or respond to you directly.



On 29 March, ICTS donated 11 second hand PCs to the SHAWCO, Khayelitsha Centre (K2). This Centre provides comprehensive tutoring, including IT instruction, to children from neighbouring junior and senior schools. Pictured above is Lorna Mngxunya (Centre Manager) and children from Eluxulweni Primary School, Khayelitsha who form part of the Centre's "Stepping out" project.

Read the [UCT disposal of redundant and second hand goods policy](#) if you have items that you would like to donate to a worthy cause.

**Where do I need to update my password?**

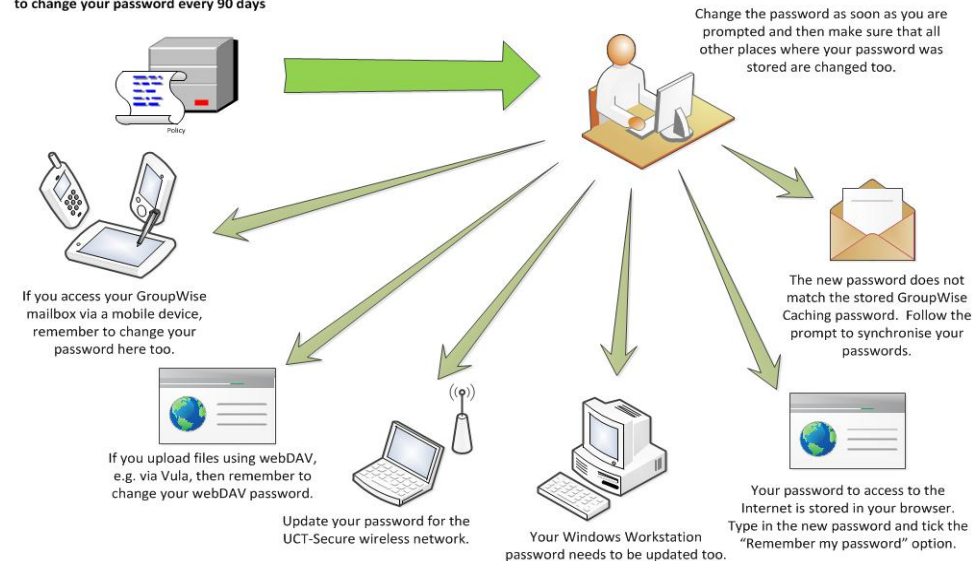
Changing your network password every 90 days can be a breeze, especially if you use [Password Self-Service](#). It will seamlessly change your network password across all UCT systems.

If you've chosen to save your password in certain applications, then you will need to manually change it to match your new password. Some applications will recognise that your old password is no longer valid and will prompt you to update it, whilst others will need manual intervention.

Below is a visual checklist of applications and systems we know of where you may need to manually change your password in order to enjoy the benefits of continued access.

For detailed instructions, see our [Things to remember once you have changed your network password](#) article.

According to policy, you will be prompted to change your password every 90 days



[www.icts.uct.ac.za](http://www.icts.uct.ac.za) | [Networking](#) | [Passwords](#) | [Managing your password](#)

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