



Enabling people

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Information and Communication Technology Services

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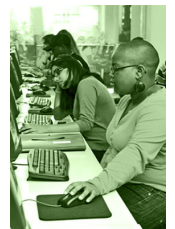
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Bits & Bytes



Volume 7 Number 2

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Dates to remember:

[ICTS scheduled maintenance slot](#)

The next ICTS monthly maintenance slot will take place on **Sunday, 15 May 2016** from 09:00 - 17:00. There will be limited or no ICT services available during this time.

Training

Your Excel skills are up to scratch, but you want to take them to the next level. Why not [book yourself](#) on the [Excel 2013 Advanced course](#) taking place **05-06 May 2016** (09:00 – 16:00)? Over these two days you will learn how to streamline workflows, collaborate with others, import, export and analyse your data, audit your worksheets, work with multiple workbooks and use XML structuring.

ICTS shares 2015 highlights

"What better way to raise funds for a charity than by doing something I love - which is gaming", said UCT student, Chadley Kemp. He contacted ICTS in 2015 to request ICT assistance with a Cause Gaming Charity LAN he organised to raise funds for The Red Cross Children's Hospital Trust.



The gaming event, which raised R5000, attracted nearly 80 people who were either playing games such as DOTA 2 (an old classic from the Warcraft 3 days), League of Legends, Call of Duty and Counter Strike, or watching from the side lines.

"ICTS was extremely efficient in getting things sorted for us. Working with ICTS was incredibly smooth and easy," said Kemp.

[Kemp's story](#) is just one of the articles that you can read about in the [2015 ICTS Annual Report](#). The report also includes stories about the [online deferral system](#) that ICTS developed in just 72 hours and the new [ICTS Data centre](#) which is dedicated to eResearch support.

In order to reduce costs ICTS has decided not to print copies of the report, but you can [view it online](#) on the ICTS website.

Do your guests need WiFi on campus?

At any given time, UCT hosts a number of guests; from visiting academics to researchers, conferences attendees and even contractors. These guests often need access to WiFi on campus.



So how can you, as the hosting staff member, organise this access? It all depends on where your guest is coming from and what their needs are. If your guest comes from an [eduroam-affiliated institution](#), they simply log on to eduroam using their home institution credentials. If they require other UCT services (e.g. library access and parking) or if they'll be around for a more than a few weeks then apply for a [Third party account](#).

Learn how to customise a PowerPoint template and add diagrams or special effects to your presentation. During the [PowerPoint 2013 Intermediate course](#) from **17-19 May 2016** (09:00 – 12:00) you will also be shown how to collaborate on a presentation and how to secure your presentation before distributing it.

See just how easy it is to convert a Microsoft Word form to a fillable PDF form at the [Adobe Acrobat Create eForms course](#) from **25-26 May 2016** (09:00 – 12:00). The course includes training on how to create, track and submit a PDF form, add form fields, compile returned forms and organise data.

Get help from other support centres

ICTS takes care of most ICT services on campus, but there are some that are managed by other departments.

The online learning and collaboration environment, [Vula](#), is managed by the [Centre for Innovation in Learning and Teaching](#) (CILT). Staff and students use this platform for courses, research, administration, assessments, communication and resource-sharing. If you need assistance with Vula, send an email to the [Vula Helpdesk](#) or phone them on (021) 650 5500.

Similarly, PeopleSoft is managed by [Student Systems Support](#). If you are unable to access your student account or check your fees, then log a call with the PeopleSoft Helpdesk for assistance. They can be contacted via phone (021) 650 5227 or email sss-helpdesk@uct.ac.za.

[UCT Campus Copy & Print](#) is serviced by Nashua, Cape Town. Students can use any Nashua device to print, copy and scan documents. Document Centres, situated across campus, are available to staff and students for binding, photocopying, printing, copying, laminating, scanning, folding, punching, collating and stapling. While ICTS manages the vendor contract with Nashua, all issues or queries should be directed to the [Nashua Helpdesk](#).

Subscribe

However, if your guest is here for a short period, just give them access to the [UCT Guest WiFi service](#). You can sponsor their access for up to three days (or seven, if you're a conference organiser) and while they're here, they can connect up to three devices concurrently. Watch this short video to demonstrate [how to create a guest account](#).

ICTS created an emergency SMS service in record time

Protest action, violence, terrorist attacks and natural disasters are a reality and can happen at any time. With UCT spread out across a number of campuses, it is challenging to try and alert staff and students should there be a need to evacuate the premises.

ICTS was asked to help and - in less than six hours - designed and put in place an SMS notification service that allows UCT's Communications and Marketing Department to

notify campus about any possible threats to campus. The service was recently used to alert staff and students to stay on their guard and to avoid the area around Rhodes Memorial as a result of the serial rapist who targeted women there a few months ago.

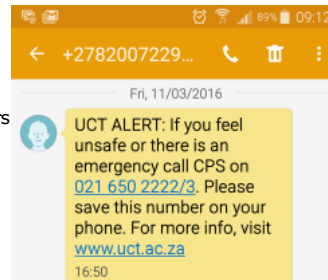
The SMS service is just one of the projects that ICTS has developed using KANBAN principles. This "just in time" approach matches a team's work progress to their capacity. This team therefore focuses on the work in progress and only when that task is completed, do they move on to the next task.

Enhance your browsing experience

Don't you hate it when you have lots of tabs open in your web browser and can't find the one you are looking for? With so much information to read and digest, we often end up opening more webpages than we can handle. Add-ons such as One Tab, Adblock Plus and Lazarus Form Recovery can help you [enhance your browsing experience](#).

Once installed, [One Tab](#), which is available for Chrome and FireFox, lists all your links in one tab at the click of a button, so that you can easily find the one that you are looking for. And, if you get annoyed by ads and flashing banners on a webpage, simply install [Adblock Plus](#). This add-on prevents most forms of advertising from appearing on webpages.

Many conference or course applications are now completed online. Some are straightforward, while others can get quite complicated. Irritatingly when you're completing the more complicated version, that's when Murphy strikes and you get an error message, the power goes off or your browser closes. In order to prevent losing what you've already filled in on the form, use the [Lazarus Form Recovery](#) add-in which



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saves everything you type. If disaster strikes you can simply recover the form.

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