

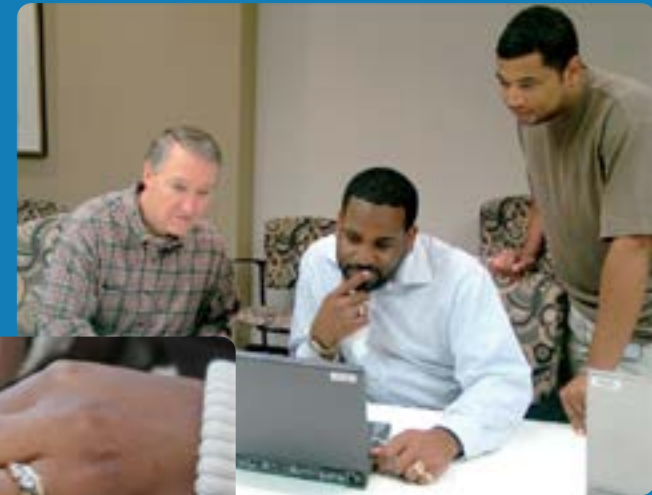
Guide to ICT services at UCT



This brochure provides an overview of the range of ICT services and support that are available to you.

For a comprehensive listing of every service, please visit

www.icts.uct.ac.za



Contents

About ICTS.....	Page 3	Your network drives.....	Page 8
Services you can access			
ICT Services Service Level Agreement		Voice services.....	Page 9
Chargeable services		Telephone information	
		Voicemail	
Getting HELP.....	Page 3	Fax	
Staff members, masters or doctoral students and third parties		Standard phone features	
Call escalation procedure		Video conferencing	
Help available			
		Hardware and software.....	Page 10
Ways to get help.....	Page 4	Hardware and software purchases	
ICTS website		Software installation	
The ICTS Front Office			
Help yourself		Accessing the internet.....	Page 10 & 11
		Internet bandwidth management at UCT	
Info you should know.....	Page 4	Frequently asked questions	
Getting started.....	Page 5	Research support.....	Page 11
Getting access to UCT facilities and ICT services		Research computing	
New staff members.....	Page 5	Training and user documentation.....	Page 12
What should be at your desk		ICT instructor-led and customised training	
Things you need to do on arrival		Self-help training	
Systems you may need access to		SAP training	
		Third Party System training	
Your network account and password.....	Page 6		
		On the move.....	Page 12
Your email account.....	Page 7	Accessing your mail and network files from off campus	
		UCT Mobile app	
Printing.....	Page 7		
Network printing, printing in student labs and multi-functional devices		Securing your computer.....	Page 13
The UCT network.....	Page 8	Playing IT safe.....	Page 13
Wired network			
Wireless network		Staying informed.....	Page 14
		What to do before you leave UCT.....	Page 14

Information and Communication Technology Services (ICTS)



- enables the UCT community to adopt and exploit information technologies to enhance their work
- is responsible for the strategy, planning, management and provision of all core ICT services and infrastructure to campus
- negotiates with vendors to ensure that UCT receives the best pricing and service for software and hardware purchases
- provides full end-user support and training to approximately 5000 staff members, postgraduates and Third Parties

What services can you access?

This booklet briefly outlines the ICT services you can access. The Core ICT Services Service Level Agreement (SLA) document describes every service available from ICTS, shows you how to access each service, who is entitled to the service, if there is a cost associated with the service, what training and documentation are available for that service and much more.

Core ICT Services Service Level Agreement (SLA)

The Core ICT Service SLA is essentially a service catalogue. It shows you what services are available to you, how to access them, what policies or guidelines apply to them, and where to find training and user documentation.

www.icts.uct.ac.za > [Core SLA](#)

Chargeable services

Some ICT services are chargeable. When applying for a chargeable service via the ServiceNow portal (<https://uct.service-now.com/sp>), 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.

Staff members, masters or doctoral students and third parties

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 which facilitates the tracking, reporting and resolution of calls.

Log a support call

Contact the IT Helpdesk using any of these methods:

- Log an [online support call](#)
- Send an email to icts-helpdesk@uct.ac.za
- Phone ext. 4500 during support hours
Monday - Friday 08:00 - 16:30 and Thursdays 08:00 - 15:30

Track the progress of your support call

www.icts.uct.ac.za > Help and Support > [Logging calls online](#)

Call escalation procedure

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

- Helpdesk Manager (icts-helpdeskmanager@uct.ac.za or ext. 5796)
- H.O.D. 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)

Help available

UCT staff members, masters, doctoral students or post-doctoral fellows can contact:

- The IT Helpdesk on icts-helpdesk@uct.ac.za
- The ICTS Communications team on icts-feedback@uct.ac.za



Social media

Our Facebook (www.facebook.com/icts.uct) and Twitter (www.twitter.com/UCT_ICTS) accounts are monitored 7 days a week from 7 a.m. to 10 p.m daily.

The ICTS website

Visit the ICTS website at www.icts.uct.ac.za for informative articles, end-user documentation, service announcements, training information, software downloads, helpdesk information and much more.

The 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. They will provide basic Windows support and basic hardware troubleshooting. You can also obtain the latest anti-virus support and updates from this team.

The ICTS Front Office is in room 2.01 (1st floor, Level 2) of the Computer Science building on upper campus. You can also visit the ICTS-on-Main Walk-in Centre, which is located in Room 1.10 of ICTS-on-Main, 7 Main Road, Mowbray.

Office Hours for both centres: Monday - Friday 08:00 - 16:30 and Thursdays 08:00 - 15:15.

Help yourself

ICTS maintains many self-service utilities that allow you to help yourself quickly and easily. View the [ICTS Self-training](#) online library to see what options are currently available.

Password Self-Service: Password Self-Service (PSS) Login (password.uct.ac.za)

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 available on:

- ICTS website: www.icts.uct.ac.za > About > [Policies](#)
- UCT website: www.uct.ac.za > About UCT > [Policies](#).
- Alternatively, log onto the Governance Intranet which provides secure, authenticated role-based access to open and closed committees. It also hosts UCT policies and Principal's Circulars. Go to <http://governance.uct.ac.za> and log on with your UCT staff number and password.

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

- [Policy on unsecured computers](#)
- [The UCT network as a core service](#)
- [Appropriate Use of Computer Facilities](#)
- [UCT Policy and Rules on Internet and email use](#)

Respect copyright law

Do not download, copy or distribute software, movies, music, etc., unless you have the express permission of the copyright holder. See: www.icts.uct.ac.za > About > [UCT respects Copyright](#).

ISPA (Internet Service Providers' Association)

UCT is a member of ISPA and upholds the ISPA Code of Conduct: <http://www.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 to 17:00.

A schedule showing all planned monthly maintenance slots is available on the ICTS website at <http://www.icts.uct.ac.za/icts-maintenance-slots>. Remember to look at the schedule before setting up any courses, meetings, tests or exams, etc. that would require ICT services.

The next few pages will help you to get started.

You will find information about...



- What should be at your desk
- Setting up your computer
- Your network account and password
- Accessing and installing software
- Your email account
- Printing
- Purchasing hardware and software
- Setting up your phone, fax and voicemail
- Accessing files on the network
- Accessing the internet

Getting access to UCT facilities and ICT services

Your access to UCT services is based on your role in the organisation. The [UCT Role Model](#) lists the type of access given to the different groupings of staff, students and visitors.

Information about individuals and their roles is stored in a secure, central identity vault. The information comes from three primary sources, known as the “authoritative sources”. They are the SAP HR system for staff, the PeopleSoft Student Administration system for students and the Third Party System for visitors and short-term contract staff (also known as Third Parties).

As soon as the authoritative system captures your data, automatic processes kick-start a chain of events that will give you access to the services you need. This process is called “provisioning”. When your association with the university ends, your access to services is automatically removed by a “de-provisioning” process.

Staff and Third Parties:

Before enquiring about access to ICT services, please ensure that you have handed in all forms and documentation to the applicable person (your HR representative / sponsoring UCT staff member). Accounts are not created unless an entry exists in either the SAP HR database or the Third Party System.

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,
- ensure that you have a headset, which you will use for phone calls via Skype for Business, and an extension number,
- enter your details onto the UCT central telephone directory (via the Directory Manager in each department), and
- ensure that you can connect to a printer.

Things you need to do on arrival

- Set up your computer using the information in this guide.
- Navigate to the [Password Self-Service](#) website and change your password.
- Open your Outlook mailbox and familiarise yourself with how to use it by viewing the [Outlook user documentation](#) for Mac and Windows.
- Subscribe to any department-specific mailing lists and to the [icts-announce-l](#) and [icts-newsletter-l](#) mailing lists.
- Visit the ICTS website (www.icts.uct.ac.za) and the UCT website (www.uct.ac.za).
- Look at the [training offered](#) and discuss a training plan with your line manager.

Systems you may need access to

There are three administration systems used at UCT. The Central Administration System (including SAP Finance, SAP HR and Plant Maintenance) allows account holders to manage financial, HR and Plant Maintenance operations at UCT. The Student Administration System (including PeopleSoft, RMS and Syllabus+) is web-based and allows account holders to manage student admissions, registration, course results, fees, financial aid, graduation, postgraduate bursaries, timetables and admission to residences. The [Third Party System](#) is also a web-based system, but it 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.

Review the [UCT Role Model](#) and [Core ICT services SLA](#) if you need access to these systems.

Your network account

In order to access your mailbox, the internet or the UCT network - indeed any of the many ICT services available at UCT - you will need a network account, consisting of a username and a password.

Examples of usernames at UCT

Staff	8 digit StaffID	e.g. 01234567
Third Party (visitor)	8 digit Third Party number	e.g. T0012345

Staff accounts:

Only after all the necessary administrative forms have been completed, and the data has been captured into the SAP HR database, is an instruction sent to ICTS to create an account. If you have a South African ID, the temporary, default password that is assigned to your account is the last 6 digits of your South African ID number followed by your user-name. Example: 113086 + 01410238 = 11308601410238. If you don't have a South African ID number, your username is followed by your username again, example: 01410238 + 01410238 = 0141023801410238

Third Parties or visitors:

Departments are responsible for creating Third Party accounts for all visiting lecturers or short-term contract staff. Any UCT staff member may capture information about the visitor (Third Party) onto the Third Party System, along with the type of access to which s/he is entitled. The requester's Head of Department must then approve this request to give the visitor Third Party access. A Third Party number will be assigned and a request automatically sent to ICTS to provision the required access. Note: Depending on the person's affiliation to UCT, s/he may be restricted to a select range of services. Refer to the [UCT Role Model](#) for information about Third Party access to services.

Temporary username and password for Third Parties

- If you have a South African ID, your temporary password will be the last 6 digits of your South African ID number followed by your username (e.g. 113086 + 01400238 = 11308601410238)
- If you don't have a South Africa ID, your temporary password will be your username followed by your username again (E.g. 01410238 + 01400238 = 0141023801410238).

Managing your password

Initial passwords expire quickly — change your password immediately after first use. Your default password is temporary and will expire soon after initial use. Change it by going to Password Self-Service, <https://password.uct.ac.za>.

Change your password regularly

Most people at UCT will retain the same password until they decide to change it. However, to reduce network vulnerability and increase security on the network, we recommend that you change your password at regular intervals that are convenient for you – such as every six months.

Password Self-Service

Password Self-Service is a secure, online tool that allows you to manage your own password. When you access Password Self-Service for the first time, you will be prompted to update your mobile number and an alternate (non-UCT) email address details. 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, and you can then change your password at any time, from any location that has internet access.

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 and you won't have to make any changes. 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. 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.

For detailed instructions, see the section on Things to remember once you have changed your network password on the ICTS website (www.icts.uct.ac.za > Your account > [Passwords](#)).

Your password ...

- must be at least 14 characters, which are not case sensitive
- must not contain spaces
- can include punctuation marks, such as: ()~!/?<>*^_
- should be as difficult as possible to guess and not use obvious information such as "abc", "123", your UCT username, your family's names, birth dates, or ages
- must be changed immediately after first use and for added security, should be changed at regular intervals thereafter.
- must be kept secret - do not divulge it to anyone else - not even to an IT consultant.

Staff and postdoctoral students

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

Mailbox size and email address

Staff members are given a 100GB mailbox, 100GB archive and an email address of: preferredname.surname@uct.ac.za. Postdoctoral fellows and Third Parties who are entitled to an email account will also receive a staff-like email address and a 100GB mailbox and 100GB archive.

Synchronising your mail via your mobile device

You can choose to synchronise your mail and calendar appointments to your mobile device, or read your mail directly via your device. Go to www.icts.uct.ac.za > [Email & Calendar](#).

Skype for Business (Staff only)

You can choose to install Skype for Business as a quick, instant means of communicating internally with colleagues: www.icts.uct.ac.za > Phone, Video & Fax > [Skype for Business](#).

Outlook Web App (Staff and postdoctoral students only)

You can read your mail from anywhere, using the web interface. Go to <https://www.outlook.com/owa/uct.ac.za> and on the initial Microsoft sign-in page, enter your UCT username as **staffnumber@wf.uct.ac.za** then click **Next** and enter your **password**.

Masters and doctoral students

Masters and doctoral students have mailboxes on the myUCT cloud-based mail system and have an email address of: studentnumber@myuct.ac.za.

myUCT provides:

- 100GB mailbox space
- instant messaging
- a calendaring solution
- an email address for life: studentnumber@myuct.ac.za
- a central place to view your other email accounts
- free use of Microsoft Office web applications
- spam-free email
- 1TB Password protected online storage using external OneDrive for Business

Network printing

Shared, networked printers are accessible to staff, Third Parties and postgraduate students via iPrint, a secure, web-based printing solution.

A number of network printers on campus are linked via iPrint. You will need to install an iPrint client in order to use them. Ask a colleague for the name of the printer(s) assigned to your department so that you can install the correct printer from iPrint. Printer usage is monitored via monthly printer usage reports that are generated and sent to the registered printer owner.

Support: Contact the IT Helpdesk on icts-helpdesk@uct.ac.za or 021 650-4500.

Printing in student labs via UCT Managed Print Solutions (MPS)

Bytes Document Solutions is contracted to provide the printing solution UCT Managed Print Solutions (MPS) to students on campus. The service is also available to staff and includes specialised printing, bulk printing, binding and other services. Services are available in student labs and Document Centres on campus. You will need your staff or student card in order to access this facility.

Support

Contact the Bytes Document Solutions MPS Call Centre on 021 650 4815 or email uctmps@altron.com. **Note:** This service applies only to Xerox devices and not to those printers connected to the UCT network.

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 access card is used to release your print jobs or make copies on your department's Xerox device.

All print and copy jobs will be charged to departmental funds and cost centres. Students and visitors can purchase copy or print credits.

Visit the MPS website at www.mps.uct.ac.za for more information.

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).

Wireless network

UCT also makes use of secured wireless access points situated across campus. Wireless access points may only be installed by ICTS. Any “rogue” devices found attached to the network will be removed as they contravene the Network as a core service policy and, if not correctly implemented, they pose a security risk to the network.

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.

These drive mappings are visible when you connect to the UCT network using the Novell client or when using NetStorage.

F: drive - Your own space on the network

Your F: drive is an area on the network where you can store your personal files. Staff members, authorised Third Parties, masters and doctoral students as well as postdoctoral fellows are allocated 1GB of space.

Staff members who accidentally delete or overwrite a file can request a restore from backup, but will have to pay for this service. Staff members may also purchase additional space for their F: drive. Unfortunately, these two services are not available to students.

G: drive - Shared “common” space on the network (staff and students)

Faculties and departments are allocated large volumes of space, which is then divided up into different shared, or common, areas that are normally assigned to groups or teams. These areas are used as storage for files and data that are shared by individuals working in that team or department. Personal data, such as your email archive, should not be stored on the G: drive. The shared drives are also used by faculties as storage areas for student course materials. The G: drive space is managed by ICTS, who will perform a full restore if any data is lost due to a major disaster. Any data restores that are required as a result of individual action or negligence will be carried out, but will carry a charge.

Share large files via Filesender

Send large files up to 100GB via the FileSender web-based service, which is managed by SANReN on behalf of South African universities and the research community.

Navigate to filesender.sanren.ac.za/filesender/ then select the University of Cape Town. Log on using your UCT staff/student number and password.

View the [FileSender knowledge base article](#) for more information about this platform

Telephone information

To contact the switchboard, dial 9 or 9111.

To contact external numbers, dial the full 10-digit number. To contact internal (UCT) numbers, dial the 4-digit extension or the full 10-digit number. Note that UCT extensions might not necessarily go to an office. The other party may answer on their mobile phone due to their calls being diverted.

The main numbers for each campus

- Main and Medical School Campus +27 (0) 21 650-9111
- Hiddingh Campus +27 (0) 21 650-7100
- Lung Institute +27 (0) 21 406-6850

Emergency numbers

- Emergencies (Security) x2222/3 or dial the toll free number, 080 650 2222
- Police x8014
- ER24 x8110 or 084 124

Installation of new telephone points

[Log an online call](#) with the IT Helpdesk to arrange for the installation of new telephone points. Enter your cost centre and fund numbers as well as the fund holder's email address. They will 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.

White Pages

The UCT White Pages (whitepages.uct.ac.za) allows you to search for people by department, faculty, first name or surname. You can also search on-campus traders. While you're logged in to UCT's Single Sign-On service, you will see full contact details for the person. If you're not logged in, you won't see full contact details – but you may still email them through the website.

Directory managers in each department

Each department should have a directory manager who is responsible for updating their department or faculty's contact information should any changes occur.

Voicemail

Once your telephone line is activated, you will receive an email message from ICTS with your extension and PIN code to activate your voicemail.

Fax

You can send and receive faxes directly from your desk using [RightFax](#), a desktop faxing service. If you send and receive a lot of faxes, you may want to apply for your own personal fax number. Certain charges may apply depending on which RightFax option you select. [Log a call](#) with the IT Helpdesk to request a RightFax account.

IP telephony system at UCT

UCT no longer uses telephone handsets, instead you are provided with a headset that uses the [Skype for Business](#) software which allows you to send instant messages, make phone calls and to either host or participate in audio, web or video conferences. See more at www.icts.uct.ac.za > [Phone, Video & Fax](#).

When you're mobile, or if you experience an electricity outage, use the [Skype for Business mobile app](#) to use your smartphone as an alternate to your office phone.

Video conferencing

UCT uses [Skype for Business](#) as a phone and PABX system. This includes a full voice and video conferencing service, along with teleconference functionality – which you can easily set up yourself.

Additionally, [Microsoft Teams](#) is a communication and collaboration platform where you can collaborate on documents, send instant messages, and even hold online meetings or video conferences.

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

- use application-based video conferencing software (i.e. Teams and Skype for Business)
- use the shared video bridge, or
- use an existing conference venue on campus.

For details on these options, visit www.icts.uct.ac.za > Phone, video & fax > [Video conferencing](#).

Hardware and software purchases

ICTS provides an [acquisition service](#) that includes sourcing and purchasing of:

- Computer hardware (including Windows, Linux and Apple Mac desktops and notebooks)
- Software
- PC peripherals

The [Acquisitions Services](#) team will advise you on appropriate, cost-effective solutions of IT purchases that are compatible with the UCT standards and environment. The service includes free delivery and installation. Suppliers are sourced through formal tender processes and pricing structures are negotiated to ensure competitive pricing and quality of goods. All desktop systems, monitors and printers are fully supported and backed by the ICTS warranty plan. Purchases made through the Acquisitions team must be made using a fund and cost centre.

Before buying any software, first check whether it is [available via a site licence](#). UCT has negotiated formal software site licence agreements with many software vendors entitling specific members of the UCT community to use the software.

Standard software is distributed to networked Windows computers via the ZenWorks Application Folder situated on your computer's Desktop.

Software may also be installed via the [ICTS Downloads page](#).

Students and Third Parties are excluded from certain software site licences.

Site licensed software currently available for staff only:

Microsoft Office, Adobe Acrobat DC and Adobe Creative Suite (available at significantly reduced prices for UCT orders only).

Postdoctoral fellows are also allowed to install Microsoft products on their workstations.

Site licensed software currently available for both students and staff:

McAfee Antivirus, Statistica, SPSS, MATLAB, textHELP Read&Write Gold, Nvivo and EndNote.

Internet bandwidth management at UCT

UCT implements bandwidth management to analyse, control and prioritise campus internet bandwidth. This provides better support for academic and administrative requirements and aligns patterns of internet use with UCT's core business needs.

The content you browse is not monitored, because UCT protects your right to privacy. We encourage you to use 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.

Your bandwidth usage is monitored

All internet traffic is recorded - including UCT-related sites, educational and research-related resources. The report shows you what kind of sites you've visited and each category's use in proportion to your overall traffic. However, remember that you are expected to use the internet primarily for study, research and work-related purposes.

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 or who breach copyright legislation.

Make sure you configure your device properly

Your configuration will depend on which device you are using (laptop, mobile device, PC, gaming device). For guidance on how to configure your device, read www.icts.uct.ac.za > [Internet & Networking](#).

Internet access for visitors

Any permanent UCT staff member can sponsor a guest account on the UCT wireless network via the [UCT Guest WiFi portal](#). Once a guest account has been created, visitors will be able to access the internet from any of the UCT campuses on up to three devices.

Staff members will have to register one visitor at a time. Conference organisers can, however, apply for special rights which allow them to create multiple accounts.

Frequently asked questions

I am hosting a conference at UCT and I would like the conference delegates to access the internet. Is this possible?

Depending on the venue you choose, this may be possible. [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, you can register delegates via the [UCT Guest Sponsorship Portal](#).

I want to use the internet for private, non-academic purposes. Can I buy some bandwidth from UCT?

No. UCT is not an internet service provider and does not sell bandwidth to individuals. For private internet bandwidth, use your cellular network's data packages or find a package with a reputable internet service provider.

Does UCT block access to any websites?

No. However, ICTS reserves the right to limit bandwidth/block access to content that violates UCT's acceptable use policy. ICTS may also block machines on campus that are in violation of the acceptable use policy or in breach of copyright legislation.

Research computing

eResearch is 21st-century discovery through the application of state-of-the-art computing and IT tools and services.

In the collaborative research space, eResearch works with the Research Office, Libraries and ICTS. We deliver end-to-end support for researchers working through the challenges of data-intensive science. Learn more at www.eresearch.uct.ac.za.

The UCT eResearch Centre offers UCT staff and postgraduate students a central point from which to access research support, management tools and information.

Cloud computing

G suite

All staff and students have access to a range of Google applications via G suite – including Google Drive, Docs, Sheets, Slides, Forms, Groups and more. View the G Suite web article on the ICTS website, www.icts.uct.ac.za/Google.

Office 365

All staff have access to the Office 365 online platform which allows them to install the Microsoft Office suite on up to 5 personally-owned devices. For more information go to www.icts.uct.ac.za/office-365-staff.



ICT training

Instructor-led training courses

Learning to use technology effectively can enhance your productivity and efficiency. Our well-equipped training labs host courses in various technologies, including Microsoft and Adobe products. Staff, masters and doctoral students receive preferential pricing.



The UCT SAP SuccessFactors Learning Management System (SF LMS) allows UCT staff to find, book, and manage their learning development activities. This system, which is currently only available to permanent UCT staff members, contains training courses offered by UCT's various learning hubs, course schedules, and an online registration portal. Find out more at <http://www.hr.uct.ac.za/hr/announcement/successfactorslms>.

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

Customised training

We can customise any of our regular courses for use in your department, whether it be refresher courses or mini-workshops. Contact icts-training@uct.ac.za.

Self-help training

ICTS website

The ICTS website features hundreds of user-friendly articles that will assist you in accessing and using the software and services available at UCT.

Online courses

[Online learning](#) gives you the freedom to learn at your own pace from any internet-connected location. UCT staff and students have access to 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 [online learning options](#) available via the ICTS

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](#).

Remote working is becoming popular worldwide, spurred on by the rapid rise of technology and fast internet connections. It also comes in handy during disruptions or national disasters, such as the one currently underway.

View our [remote working toolkit](#) for an overview of ICT services you have access to off campus.

Access your email from home or while you are travelling

Outlook WebApp - Gives you access to your mailbox and calendar via a web-interface (<https://outlook.com/owa/uct.ac.za>).

Mobile devices - [Set up your device](#) so that you can access your email and sync your calendar.

Access your network files from off-campus

NetStorage enables you to securely [access your centrally stored network drives](#) (e.g. F: and G: drives) from any off-campus location - without having to install any software on your computer. Just use a web browser to access your files and folders on the UCT network.

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.

WiFi hotspots on campus

Set up (configure) your mobile device or laptop to access the secure wireless network. Go to www.icts.uct.ac.za > [Internet & Networking](#).

eduroam

eduroam is an international service to which UCT has subscribed. It allows university staff and students to access the internet from any other subscribed campus around the world simply by logging in using their home campus credentials (username@wf.uct.ac.za) and password. Navigate to www.icts.uct.ac.za > [Internet & Networking](#).

UCT Mobile

A mobile app connecting you to various UCT services and information. Go to either the iTunes App store or Google Play store and search for UCT Mobile. Install the app (developed by CampusM), then log on using your UCT username and password to log on. Alternatively, visit mobile.uct.ac.za.

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

Versions for Windows, Apple Mac and Linux

UCT uses [McAfee Endpoint Security](#) to protect all computers connected to the network. Different versions of Endpoint Security, depending on which operating system you use, are available from the [ICTS Downloads page](#). Staff and students are also entitled to use Endpoint Security on one home PC.

UCT's agreement covers all UCT-owned equipment, along with personally-owned staff and student equipment as long as these parties are studying or working at UCT. These updates are maintained at the highest possible standards.

Keeping up-to-date

New virus signature files are released by McAfee on a daily basis and ICTS makes these available immediately to ensure that your computer remains protected. Staff members who connect to the UCT network will automatically receive the latest daily updates as McAfee Endpoint Security will install the update in the background each time the machine connects to the UCT network.

If you are a student or staff member who doesn't connect to the network, you must ensure that you manually [download and install](#) the McAfee Endpoint Security suite.

Note: Don't install more than one antivirus program on your computer. Instead, we recommend that you use McAfee Endpoint Security, which is FREE to staff and students at UCT for both home and office use.

Install updates and patches to keep your computer safe

All software programmes 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 and Apple Mac computers via the Windows Server Update Service (WSUS) and the Apple software update service. For your computer to receive these updates, make sure that it is connected to one of these update services. If you use different security software, you will have to keep the software updated yourself.



Back up your data

A backup is a copy of the data on your computer that you make on another storage medium, such as an external hard drive. Once you've made a [backup of your data](#), keep it in a fireproof safe in another office or store it off-site (either at home or with a professional data storage company).

Put your information under lock and key

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 company will ever ask you for this; especially not via email, web page or a phone call.
2. Create strong passwords that include a mixture of numbers and punctuation marks. By activating your profile on Password Self-Service you'll be able to reset your password yourself, whenever you need to.
3. Before you leave your desk, lock your workstation by pressing the Windows key + L or by pressing CTRL + ALT + Delete simultaneously on your keyboard, then select Lock Workstation. When you return to your desk, just enter your network password and continue working.

Be cyber safe

The UCT Computer Security Incident Response Team (CSIRT) aims to investigate, manage, and resolve computer security incidents at UCT. Security incidents include compromised user accounts, stolen devices, virus/malware infections, and data loss.

You can log security incidents by either sending an email to csirt@uct.ac.za, or by completing the online form on the UCT CSIRT website, www.csirt.uct.ac.za.



ICTS uses a number of methods to keep campus informed, and in some instances you have a choice in what you would like to receive.

We use the ICTS Feedback account to send out notifications. Send your communication suggestions or comments to icts-feedback@uct.ac.za and we'll respond as soon as we can.

Remember to [log a new call](#) on the ICTS website, send an email to icts-helpdesk@uct.ac.za or call (ext. 4500) the IT Helpdesk for any ICT-related problem or question you may have.

ICTS website

General ICTS documentation and articles on the ICTS website (www.icts.uct.ac.za) help you make use of the wide variety of ICT services and tools available at UCT.

Mailing lists

By [subscribing to the icts-announce-l](#) mailing list (icts-announce-l@lists.uct.ac.za), you will receive announcements about new or changed services, scheduled or unscheduled maintenance slots, minor service failures or known problems affecting large numbers of users on campus.

ICTS also sends communications to the entire campus about significant or widely used ICT-related services to ensure that all staff and students are informed.

Facebook

ICTS offers support and troubleshooting 7 days a week from 7 a.m. to 10 p.m. on our Facebook page. We also post information about ICTS services, ICT issues on campus and interesting news about IT and technology. (<https://www.facebook.com/icts.uct>).

Twitter

Technology news and service failures are tweeted via the ICTS Feedback twitter account. Problems can also be reported to us using this platform. (<http://twitter.com/UCT ICTS>).

Bits & Bytes newsletter

The Bits & Bytes newsletter is a great way to stay in touch, receive reminders and learn more about ICTS and the services you can access. [Subscribe to the monthly icts-newsletter-l](#) mailing list (icts-newsletter@lists.uct.ac.za). Previous versions are kept on the [Bits & Bytes newsletter archive](#).

So far, 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 the answers to 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?

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. This means that you need to manage the information in your mailbox and on the UCT network before you leave. Retirees can opt in to have access to their UCT staff mailbox for life.

Checklist of things to do

Email account:

- Forward relevant email 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.

Information on your hard drive, network drives, and UCT cloud storage

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

Software licences (staff and students)

- Remove any UCT site-licensed software from your personal laptop or home computer.
- Hand over the software licence documentation and the software media (if applicable) for any UCT-purchased software to your line manager.

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.
- Log a call asking the IT Helpdesk to format the device and reinstall its original operating system.
- Ask your line manager to transfer or dispose of the equipment in accordance with the official UCT disposal policy.

Be green - don't print this unnecessarily.

Information technology changes so fast that we keep an updated copy of this booklet on the ICTS website.



Updated: January 2021