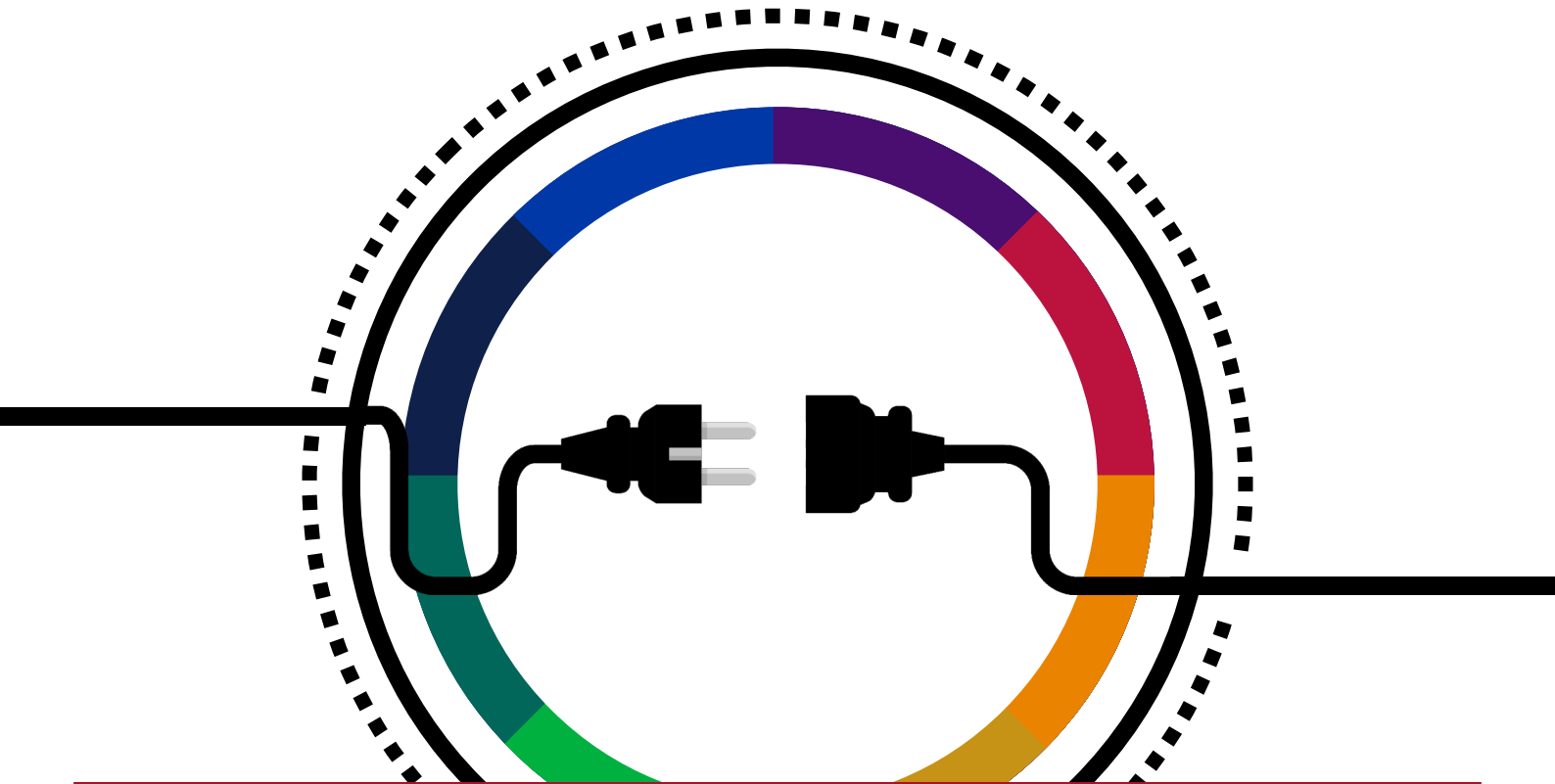


#UFSLearnOn

# Get connected!



[www.ufs.ac.za/ctl](http://www.ufs.ac.za/ctl)

 UFSUV |  UFSweb |  UFSweb |  ufsuv

*Inspiring excellence. Transforming lives.*

UNIVERSITY OF THE  
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UNIVERSITEIT VAN DIE  
VRYSTAAT  
YUNIVESITHI YA  
FREISTATA





The UFS is proud to present GlobalProtect, a VPN portal that links you to learning resources for free while off-campus. Below are steps and tips to maximise the use of it.

### What is GlobalProtect?

The GlobalProtect VPN Portal links you up to specific academic resources for free while working during these uncertain times. It hosts zero-rated resources, which means that you can access these websites through the <https://myaccess.ufs.ac.za> GlobalProtect platform and are exempted from data fees when accessing them.

The [myaccess.ufs.ac.za](https://myaccess.ufs.ac.za) platform (GlobalProtect) is your gateway to accessing these zero-rated resources.

If you are using a desktop/laptop, please refer to the [site](#) for full details. This document focuses on getting connected on your phone as a start.

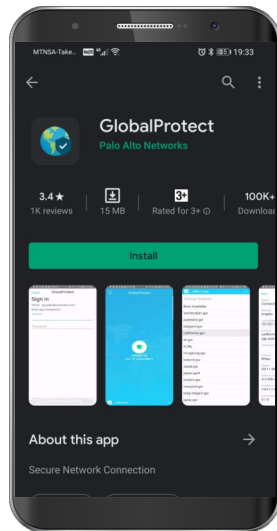
You can also watch the video tutorials for free [here](#).

# So let's get started!

## Step 1.

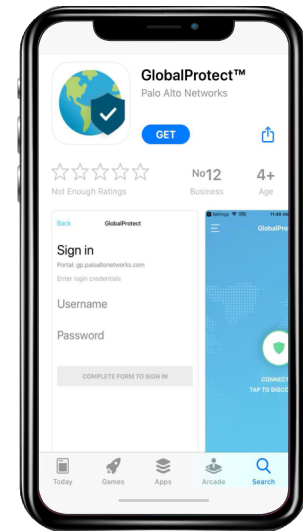
### Using an Android device?

On Play Store, download and install the GlobalProtect App from Palo Alto Networks. (Note: Downloading the App will require personal data – 20MB.)



### Using an Apple device?

On App Store, download and install the GlobalProtect App from Palo Alto Networks. (Note: Downloading the app will require personal data – 20MB.)



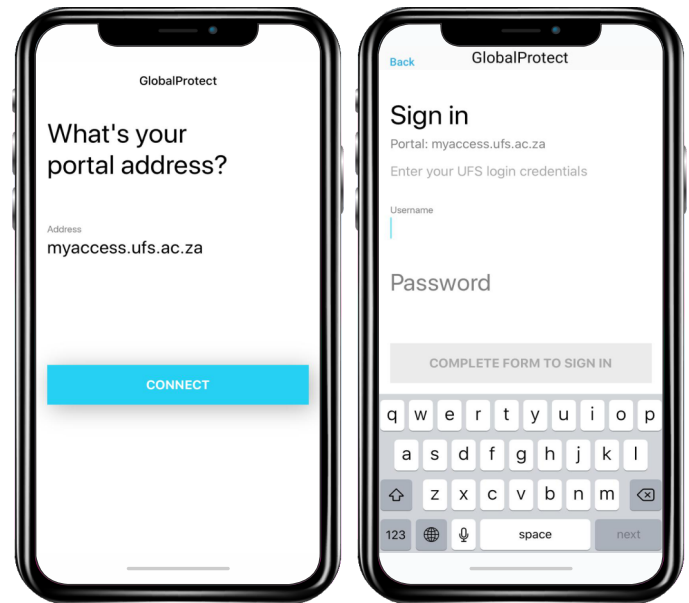
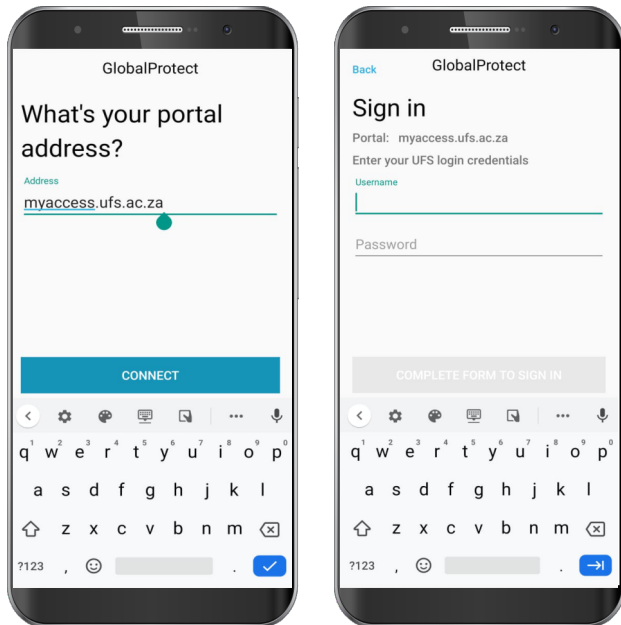
Tip: 75MB for 1hr costs R5 on Telkom (\*180#)  
100MB cost R17 on Vodacom (\*100#)  
65MB cost R9 on Cell C (\*109# or \*147#)  
75MB cost R12 on MTN (\*141#)



# Step 2.

## Open the App:

When prompted to enter 'Portal address'  
Enter: **myaccess.ufs.ac.za**  
Enter your **Username** ("Student number")  
Enter your **Password** ("Student Password")  
Click on **Log In**



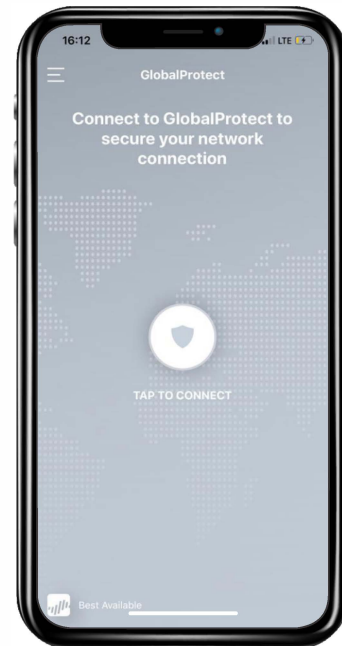
\*\*\*Forgot/lost your password, visit [Password Self Service](#)



# Step 3.

Success, the App is downloaded and you are connected!

\*\*You must tap on the icon "Tap to Connect" to connect and make use of the zero-rate websites. Once connected, you will **only be limited to use the zero-rated websites**. Should you wish to access other personal sites, such as social media, you must first disconnect.



# Step 4.

You are connected! Open your browser and access the following zero-rated sites:

## What can I access with GlobalProtect:

*All websites falling into the following categories:*

- *business and economy*
- *educational institutions*
- *financial services*
- *government*
- *health and medicine*
- *philosophy and political advocacy*
- *reference and research*
- *training and tools*

*Examples of available resources:*

- *UFS Website*
- *Blackboard*
- *Blackboard Collaborate*
- *RIMS*
- *QuestionMark*
- *UFS4Life E-mail*
- *Password Self-Service*
- *UFS Library Resources*
- *KovsieApp (Mobile App)*
- *Kovsie Scholar*
- *M-Reader*
- *My Academic*

*and many more\*\**

***\*\*Remember: If you find a broken website that you need to access to continue with your academic activities, please get in touch with your lecturer, or request access [here](#).***



#UFSLearnOn

# FAQ

*FREQUENTLY ASKED QUESTIONS*





### 1. I own a computer or laptop. Can I use it instead of a cell phone?

**Yes.** We recommend that you watch the video tutorials, which will guide you on how to get this working. The videos can be watched free of charge at:

<https://www.ufs.ac.za/globalprotect>

The video guides explain how to setup a mobile hot spot, as well as how to make use of a Wi-Fi device together with your laptop.

### 2. I do not own an internet-capable device – what now?

If you have no other means of accessing your academic material, we suggest that you get in touch with your faculty so that they can assist you with alternative measures. For faculty contact information, click [here](#).

### 3. How does it work?

As long as your GlobalProtect Client shows a 'connected' status, you will be able to access the listed resources for free. Once you have completed your academic activity, you can click on the 'disconnect' button. ***You will find that only the resources listed are available once connected to GlobalProtect. To carry on with your personal browsing, please disconnect from GlobalProtect.***





#### 4. Who can make use of this service?

All registered students of the UFS. You will be required to log in with your UFS username and password.

This service is available to students that have **Vodacom, MTN, Cell C, or Telkom Mobile** coverage, **even if** you have a **zero balance** on your SIM card.

#### 5. I have no Vodacom, MTN, Cell C or Telkom Mobile coverage where I live.

There is a good chance that one of these providers has network coverage in your area. If this is the case, you may want to consider getting a secondary SIM card to allow you to make use of the noted service. Please contact the ICT Student Desk if you need assistance.

#### 6. Do I need to use this if I have my own internet?

You can make use of your existing internet connection if you prefer to do so. This service is not mandatory; it is a service to assist any student that does not have data readily available.



## 7. I cannot connect. Help me!!

Contact the Student Desk:

Contact details (during office hours: 07:45–16:30)

T: 051 401–2000 or

E: [studentdesk@ufs.ac.za](mailto:studentdesk@ufs.ac.za)

## 8. More on #UFSLearnOn initiatives and how to make the best use of your available data.

For more information on the UFS Learn On Campaign visit:

<https://www.ufs.ac.za/ufs-learn-on-campaign>



## 9. At which email account will you contact me?

You have a free email account from the University of the Free State.

All official communication from the university is sent to your UFS email account. Take note that this ufs4life email account is a Gmail account.

To access your ufs4life emails, visit the following website:

URL address: <https://www.ufs.ac.za/kovsielife>

**Log in with:**

Username: *Student number*

Password: *UFS campus password*

Set up your email step-by-step and get connected.

***Note: Should you decide to set up forwarding rules from your ufs4life email account to your personal or other email address, zero-rated tariffs will not apply to these secondary email addresses.***

*Disclaimer: Due to the volatile nature of the agreements that have been put in place with each Mobile Service Provider (CellC, Vodacom, MTN, and Telkom Mobile) it is required that you visit this page frequently to ensure that there have been no changes. Service providers reserve the right to terminate zero-rated access on short notice if it is found to have an operational impact on their infrastructure. All changes will be communicated on this webpage only. Neither the University of the Free State nor the Mobile Service Providers (MTN, Vodacom, Cell C, and Telkom Mobile) can be held liable for any financial loss due to the use of this service. The University of the Free State reserves the right to terminate this service with any student if the user is found to be in contravention of any applicable South African law or of any applicable University of the Free State policies. Furthermore, the University of the Free State reserves the right to terminate this service if it deems it no longer necessary to address access requirements or in its best interests. Access to this service is monitored by the University of the Free State. By logging into the myaccess.ufs.ac.za service, you accept these terms and conditions.*

**For full access to more details about Global Protect, visit:**  
<https://www.ufs.ac.za/ict/ict-student-support-digital-life>

