

The edition ICT

www.ufs.ac.za/ict

 UFSUV |  UFSweb |  UFSweb |  ufsuv

*Inspiring excellence. Transforming lives.
Inspireer uitnemendheid. Verander lewens.*

UNIVERSITY OF THE
FREE STATE
UNIVERSITEIT VAN DIE
VRYSTAAT
YUNIVESITHI YA
FREISTATA



UFS·UV

INFORMATION AND COMMUNICATION
TECHNOLOGY SERVICES (ICT SERVICES)
INLIGTINGS- EN
KOMMUNIKASIEGTEGNOLOGIEDIENSTE
(IKT-DIENSTE)

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ICT General

Introduction



ICT-UFS (Information and Communication Technology) looks after the **digital platforms** and **services** of the university.

This booklet provides an overview of the **customer-facing** products and services ICT offers. The content is interactive and uses terminology that is easy to understand and is focused on you, the user. Make use of any of these services by clicking on the hyperlinks and/or by **contacting** the ICT Service Desk.

We will **update** the booklet regularly to include new or enhanced services and to give advice on new and emerging technologies and how they apply to you.

We value your **input and are always looking for ways to** improve and build long-lasting partnerships.

Vision



To **influence** and **shape** the nature, scope, and direction of ICT in the university through leadership, innovation, and collaboration.



Values



Accountability

We honour the commitments we make and take **personal responsibility** for all actions and results. We create an operating discipline of continuous improvement that is an integral part of our culture.

Agility

We constantly **adapt** and **respond** to change.



Commitment

Commitment ignites our actions and **drives** our performance.

Dedication

Finding a way in what we aim to **achieve**.



Efficiency

We keep things **simple**, do the work that adds value, and avoid wasting resources.

Integrity

We tell the **truth**. Do the right thing and are accountable for what we say and do.



Loyalty

We work in **collaboration** with the UFS employees, students, partners, and suppliers to achieve goals.

Resilience

We acknowledge that we are not perfect, but we strive to be **robust** under conditions of enormous stress and change.



Respect

We are inclusive, embrace diverse perspectives, and **value** the role we all play in our shared vision.

Trust

We appreciate difference and welcome learning from others, building **relationships** that are based on mutual respect.





ICT ManCo

Steered by the Snr Director: ICT, the ICT Management Committee (ManCo) is the **central decision-making authority** in ICT that strategically directs the department to address the university's needs.

The committee comprises the heads of the **different ICT functions**.

ICT ManCo is the **managerial bridge** between the UFS Executive (Council and Rectorate) and the world of digital technologies and services.

ICT ManCo includes the following **boards** to ensure optimal functioning:

- Project Evaluation Board (PEB)
- Architecture Review Board (ARB)

Other **operational committees** are:

- Operational Change Committee (OCC)
- Risk Management Committee (RMC)
- Operational Management Committee (OMC)

Integrated Partnership Programmes (IPP)

The IPP is an ongoing initiative whereby every ManCo member is assigned to a basket of UFS clients (advocacy domains). Our ManCo members visit their assigned clients four times per year and are often invited to monthly department and faculty management meeting. The IPP programme was introduced in 2015/2016 and has become an important feedback mechanism to the ICT ManCo as well as the operations of ICT.

Advocacy Domains 2019

Dr Vic Coetzee

- | | |
|----------------------------|---|
| 1. Office of the Rector | 5. Vice Rector: Institutional Change, Student |
| 2. Vice Rector: Operations | Affairs, and Community Engagement |
| 3. Vice Rector: Research | 6. Finance (Senior Director) |
| 4. Vice Rector: Academic | 7. Human Resources (Senior Director) |



Mr Chris Linström

- | | |
|-------------------------------------|----------------------------|
| 1. Business School | 3. Short Learning Programs |
| 2. School of Financial Planning Law | |

Mr Wimpie Botha

- | | |
|---|------------------------|
| 1. Finance (Division Heads)/ Asset Management | 4. Student Affairs |
| 2. Health Sciences | 5. University Estates |
| 3. Natural and Agricultural Sciences | 6. QwaQwa Campus |
| | 7. Protection Services |

Mr Ernst du Plooy

- | | |
|-----------------------------------|---|
| 1. Internal Auditing | 4. Directorate for Institutional Research and Academic Planning (DIRAP) |
| 2. Faculty: Theology and Religion | |
| 3. Human Resources (Divisional) | |

Mr Louis Marais

1. FARMOVS

Mr Reg Hiscock

- | | |
|---|--|
| 1. Faculty: Education | 4. Community Engagement |
| 2. Student Academic Services | 5. Faculty: Economic and Management Sciences |
| 3. Centre for Universal Access and Disability Support (CUADS) | |

Mr Michael van Rooyen

- | | |
|--------------------------------|------------------|
| 1. Communication and Marketing | 3. Health Centre |
| 2. South Campus | |

Mrs Kate Smit

- | | |
|--|--|
| 1. Centre for Research on Higher Education and Development | 4. Institutional Advancement (Giving) |
| 2. International Affairs | 5. Institute for Reconciliation and Social Justice |
| 3. Faculty: Law | |

Mr Jacobus Kotze

- | | |
|------------------------|---|
| 1. Postgraduate School | 3. Centre for Teaching and Learning (CTL) |
| 2. Registrar | 4. Research Development |

Mr Nico Bekker

- | | |
|----------------------------|-------------------------------------|
| 1. Career Development | 3. Library and Information Services |
| 2. Faculty: The Humanities | 4. Housing and Residence Affairs |

ICT Quality Management Programme and ISO 9001:2015 Certification

ISO 9001 is an international standard, specifying Quality Management Systems (QMS) requirements, and has become an essential tool of the world economy. The adoption of a QMS is a strategic decision to help ICT improve its overall performance. The purpose of the ISO 9001 standard is to enable the development of a QMS that is fully integrated into the normal operations of ICT. In essence, the ISO 9001 standard provides a framework for good management practice.

The Road to Green (RTG) programme

The RTG is an ongoing internal initiative addressing areas in the monthly ICT management report that is not marked as “completed/outstanding/problematic”, until it is indicated as “complete” (Green). This ensures that ICT challenges are resolved in a manner of ongoing visibility, and creates an audit trail in the process.

Rationalisation, Standardisation, Simplification (RSS) programme

RSS programme is an ongoing internal initiative, comprising several smaller projects and assignments. Introduced in 2015, the aim was to address very specific internal ICT challenges. Although the outcomes are aimed at improving internal operations, it is often relevant to the larger UFS community through the various services and products delivered by ICT.





ERP

Enterprise Resource Planning Development (ERP)

The ERP platform is an integrated suite of **business applications** covering a broad range of operational end-to-end processes, such as those found in Human Resources, Finance, and Student Administration.

Our ERP team partners with the UFS Business System Owners and Business Process Owner to:

- Configure, develop, maintain, and host the ERP systems and its functionality.
- Acquire ERP modules as deemed necessary by business.
- Advise on the technology standards.

Services and Financial Management (SFM)

Our SFM team facilitates the tasks and workflows associated with the **management** and **delivery** of quality IT services to you, the client.

We are customer-facing and:

- Continuously monitor ICT digital and physical services to ensure that services are running smooth.
- Are ready to assist with the acquisition of all UFS ICT hardware and software.
- Provide end-user computing support.
- Maintain general learning spaces.

SFM

SPN

Systems, Platforms, and Networks (SPN)

Our SPN team is the technical team that looks after all **infrastructure**.

We are responsible for:

- Server and storage infrastructure.
- Security-system infrastructure.
- Multi-user or network-enabled business software platforms (excludes desktop applications).
- Database platforms.
- Networks and telephony.

Enterprise Data and Content Management (EDCM)

Our EDCM team are the experts when it comes to integration, **web** and **mobile technologies**.

We are responsible to:

- Deploy and maintain data technologies for the UFS.
- Develop web applications for which commercial applications do not exist or which exceeds the budget limits.
- Manage document-management technologies for the UFS.
- Design, implement, and maintain customer relationship management systems.
- Configure applications according to specifications and best practices set by the vendor.

EDCM

Technology, Innovation and eResearch (TIER)

TIER

Our TIER team focuses on **innovation management** and **academic enablement**. Our initiatives focus on disruptive technology changes that transform the business in significant ways.

We are client-facing and are responsible for:

- Enterprise architecture and architecture review-board administration.
- Academic computing.
- ICT business-continuity planning and management.
- ICT disaster-recovery management.
- ICT building and facilities management.
- ICT health and safety management.
- High-performance computing management.
- Physical security management.
- Configuration management database.

SPCM

Strategic, Project, and Change Management (SPCM)

Our SPCM team **aligns** ICT strategy and projects with that of the institution. The team also sees to it that identified ICT projects are executed in time, on budget, and are of sufficient quality.

We are responsible for:

- Project management.
- ICT change management.
- Assignment co-ordination.
- Strategic programme and model management.
- Operational management in the office of the CIO.

RQM

Risk and Quality Management (RQM)

The RQM team makes use of a standard set of practices and processes, and through a **risk-aware culture** enables better decision-making when it comes to process and technology.

We are responsible for:

- ICT risk management.
- ICT quality management.
- ICT reporting.
- Integrated Partnership Programme (IPP) management.
- ICT process management.

Data Management Governance (DMG)

This division has been tasked to develop a structural/organisational framework to implement **data management** governance (DMG) at the UFS. DMG refers to the formal execution and enforcement of authority over the management of data.

The concept organisational framework, based on best practice guidelines, were refined to align with the specific challenges faced by South African higher education institutions. Thereafter, the framework was tailored to the realities of the UFS through a long and broad consultation process. The final proposal was approved by the Rectorate at the end of 2018.

The proposal recommended that the DMG Office should fall under the Registrar, since a registrar at a university is responsible for records management. The newly appointed Registrar will be responsible for the implementation of the framework

DMG



Information Security, Governance, and Compliance (ISGC)

ISGC

ISGC is responsible for keeping the institution's digital platform, including your data, **safe**.

We are responsible for:

- Confidentiality: all information is not meant for all eyes.
- Integrity: information is only valuable if it is correct.
- Availability: you can only use information if it is available.
- Regulatory compliance: we adhere to the data protection laws.

BAI

Business Alignment and Integration (BAI)

Our BAI team looks after the **business needs** and how your process aligns to system functionality.

We are customer-facing and are responsible for:

- Bridging the gap between ICT and operations.
- Ensuring that your business rules, business logic, and solution requirements are expressed in a SMART manner and translated into a technical solution.
- Application lifecycle management.

Policies, Procedures, Standards and Guidelines (PPSG)



To view our governing ICT PSG, please follow the link

To view ICT policies, please follow the link

<https://www.ufs.ac.za/ict/policy-login/ict-policy-login>

Sign in with your UFS username and UFS password

Announcements



Please visit our ICT website <https://www.ufs.ac.za/ict> for the latest

- Articles
- ICT news
- ICT maintenance schedules
- Security awareness
- ICT – freeze notification



Contact Details

[https://www.ufs.ac.za/ict/ict-services-home/contact-us/
important-contact-information](https://www.ufs.ac.za/ict/ict-services-home/contact-us/important-contact-information)

Make an appointment with the Chief Information Officer (CIO)

+27 51 401 3870

Make an appointment with a line manager

+27 51 401 7874

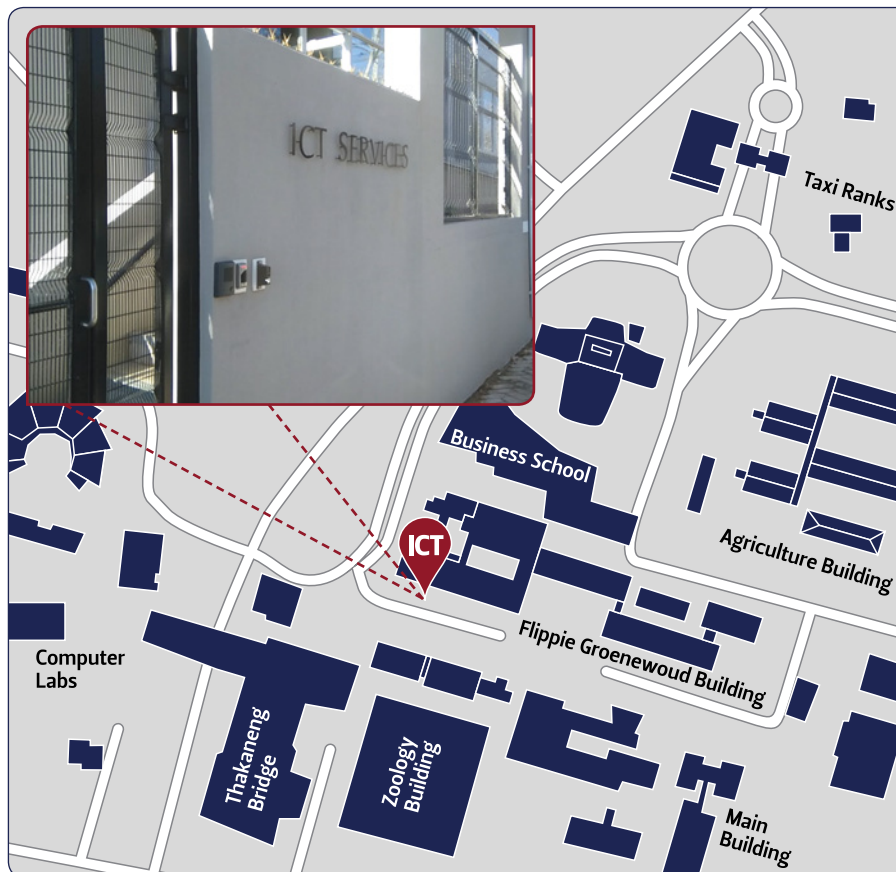


Directions and Map to ICT



Find us at:

[https://www.ufs.ac.za/ict/ict-services-home/
contact-us/directions-to-ict-services](https://www.ufs.ac.za/ict/ict-services-home/contact-us/directions-to-ict-services)



Office Hours

We are open Monday to Friday from 07:45 until 16:30.
Closed on weekends and public holidays.





Services @ ICT

Password Self-service



Accounts and passwords

Staff and students are provided with **unique** usernames and passwords to access the UFS systems. For convenience, all systems are **integrated**, enabling the use of a single username and password per individual. Passwords are for your use only and may NOT be shared.

Managing your password

- Keep your password **secret**.
- **Change** your password regularly. Use a random mixture of at least **eight characters**, including **upper- and lower-case** letters, **numbers**, and **symbols**.
- Do not make use of the 'Save my password' option.
- **Shut down** the computer after use, especially after using a computer in a computer lab.
- If you suspect that your password may have been exposed, please change it immediately.

Change your password or forgotten your password

Access the self-service website: <https://selfservice.ufs.ac.za> and log in with your staff username or student number and password.

Follow the instructions to change your password. For questions, visit the ICT Helpdesk.



Email and Calendaring for Microsoft Outlook

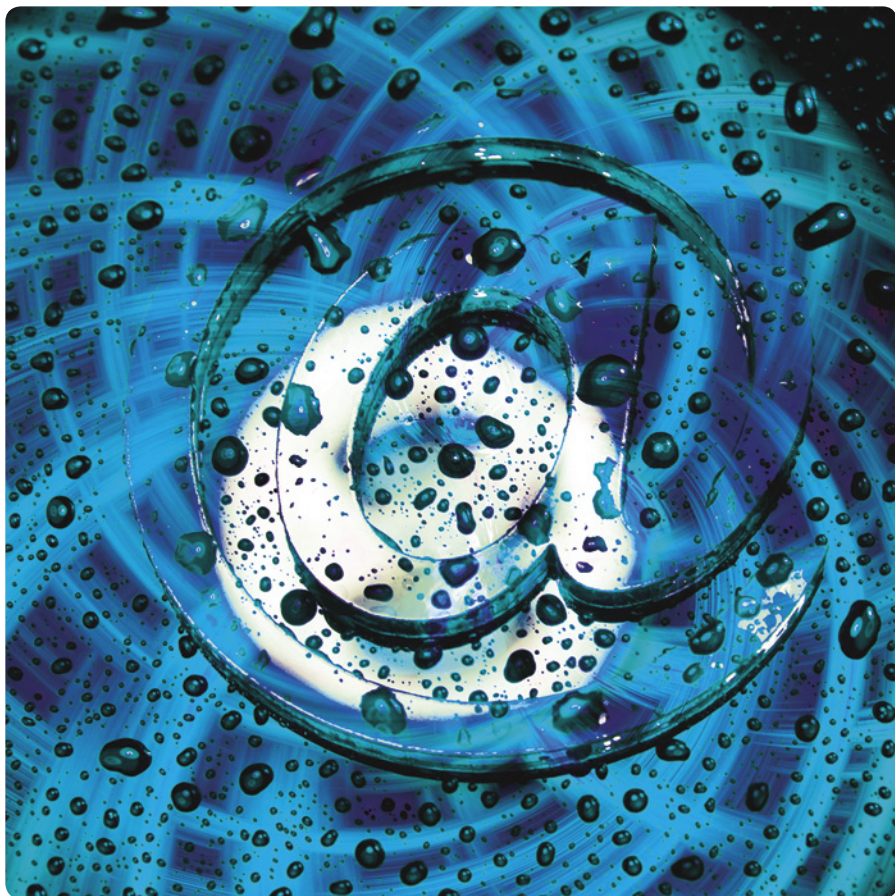
Email

- Open **Microsoft Outlook** by doing the following on a **Windows 10 machine**: Click on Start – then navigate by scrolling down until you see Outlook 2016 Programs and click on it to open Outlook email application. You will be required to login with your UFS credentials (username and password) to open the program.
- To open a mail, click on the **Inbox**, next click on the email listed in the middle window, and the complete email will open in the right-hand window of Outlook.
- To send an email, click on **New Email**. The new email box will appear, and you can start typing your email message in the body. Enter the email address of the recipient(s) in the **To** block, type in the **Subject**, and click **Send** in order to send the email.
- Older email (30 days) are archived automatically.
- To access your **archived emails**, scroll down in the left window of Outlook and click on **Online Archive** that specifies your email address.
- To delete an email, right-click on the email and click on **Delete**.
- To forward an email, right-click on the email and click on **Forward** (or Forward as Attachment).
- Navigate to a different folder using the left-hand window.

Calendar

- To open a calendar, click on the calendar icon located in the left window at the bottom.
- To send a meeting invite, click on **New Meeting**. The new meeting box will appear, and you can start typing your email message in the body. Type the email address of the recipient(s) in the **To** block. Type the meeting topic in the **Subject** line. Select the following: **Start Time**, **End Time**, and click **Send** in order to send the calendar invite.
- A reminder will appear on the screen 15 minutes before the arranged meeting time.
- Navigate to the calendar date to see all your scheduled meetings.





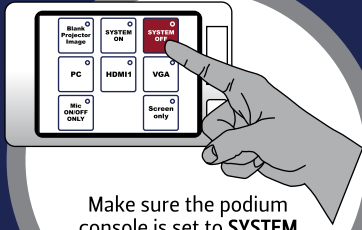
Audio-Visual Services



Audio-Visual Services

AV Services provides **video conferencing**, **live streaming**, and **technical support** for ICT technology installed in all centrally-managed UFS classrooms, general and departmental boardroom venues.

Steps for using the pro



Make sure the podium console is set to **SYSTEM OFF**. All the indicator lights should be **OFF**.

1



(Provisioned)

If you are using **your own device**, **CONNECT** it to either the **VGA** or **HDMI** socket, depending on your device.



(Own Provisioning)

If you are using an **Apple device**, connect your device to the **HDMI** socket via an **APPLE ADAPTOR**.



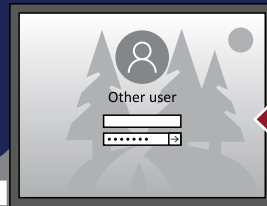
Other user

username
password

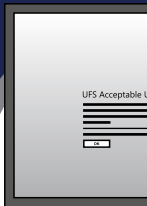
* At the **LOGIN** page, enter UFS credentials:

Login: your username
Password: your password

8



then press the **ENTER** key a second time to go to the **LOGIN** page.



* Press the **ENTER** key once on the **KEYBOARD** to go to the UFS **page**.

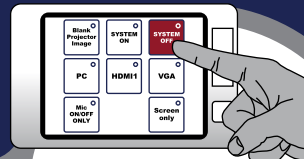


Choose presentation display mode.

WINDOWS KEY + P for Duplicate mode on Windows PC.

COMMAND key + F1 to mirror display on Apple iOS.

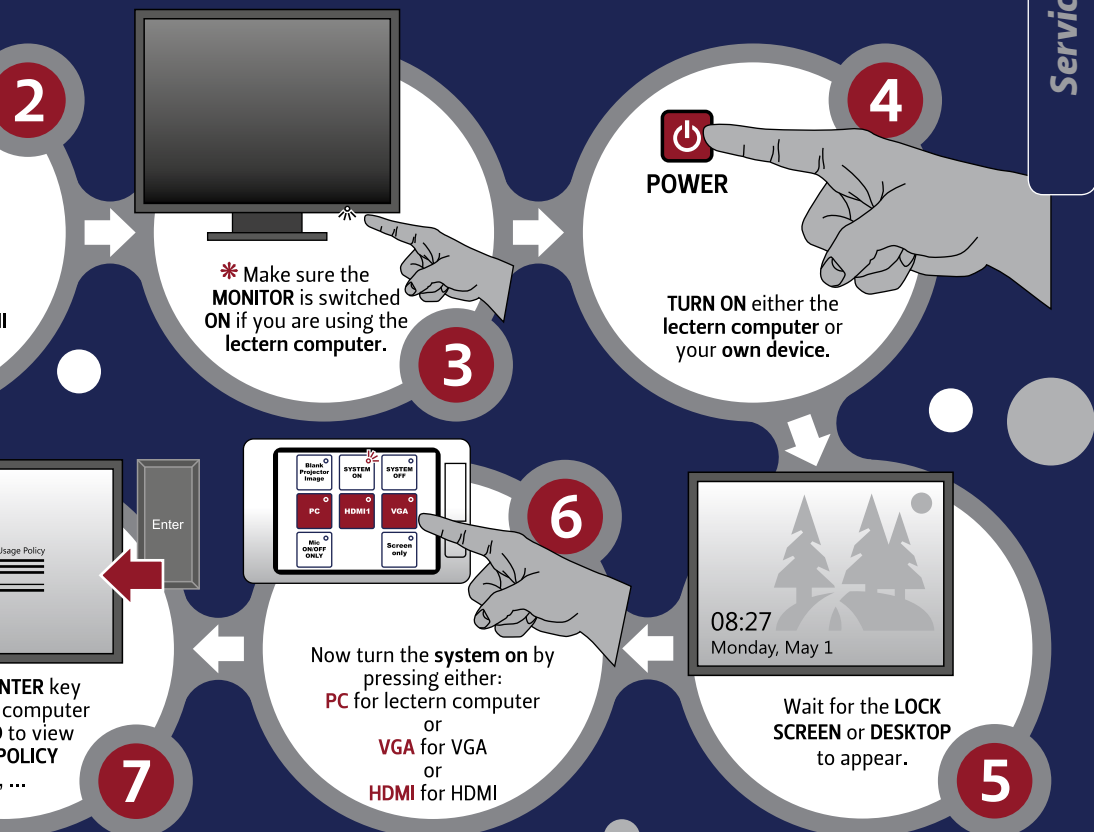
9



IMPORTANT:

Please press **SYSTEM OFF** to turn off the system when you are done with your presentation. All indicator lights should be **OFF**.

Projector for presentation



Support

- For **AV-related** (projectors, speakers, PC and mics) technical assistance, contact **051 401 7911** (Option 2).
- For **Protection Services** **051 401 7911** (Option 1).
- For **Facilities** (air cons, maintenance, and blinds), or maintenance-related queries **051 401 7911** (Option 3).

* = Only applicable when using the lectern computer.



What services does ICT provide regarding AV?

- Audio and visual architecture venue design.
- Install, support, and maintain audio-visual equipment.
- Set up small and temporary audio-visual facilities for events and meetings.
- Live-streaming services (all campuses).
- Video-conferencing services.
- Skype sessions.
- Advisory service on venue upgrades or revamps.
- Learning-space classroom technology installation and support.

How do I request and get support for AV?

- Lecturers and facilitators experiencing technical difficulties or issues with the technology installed in the classroom venues, can contact the ICT Classroom support call centre on **+27 51 401 7911** to request assistance. Support personnel will be dispatched to respond within five minutes SLA response time.
- Staff can call the ICT Service Desk on **+27 51 401 2000** or send a **SolveIT** request via email or Portal to book video conferencing, Skype sessions, and live streaming 48 hours in advance, to allow AV Services time to make the necessary arrangements and confirm availability of resources.

Contact Details

Service Desk call centre: +27 51 401 2000

Classroom support call centre: +27 51 401 7911

Portal: [SolveIT.ufs.ac.za](https://solveit.ufs.ac.za)

Email address: Servicedesk@ufs.ac.za or SolveIT@ufs.ac.za

Calls, Video Calls, and Messaging



Skype for business



Skype for Business How To Guide

Phone set-up pin:

Security reasons:

Click on:

<https://dialin.ufs.ac.za>

Click on:

Sign In

Skype for Business Server

Dial-in Conferencing Settings and PIN Management

Personal Identification Number (PIN)
To set your PIN and Conference ID you must first sign in.

[Sign In](#)

Conference Dial-in Numbers

Region	Number	Available Languages
+2751	051 401 9999	English (Australia)

Sign in:

Click on:

Sign In

Skype for Business Server

Dial-in Conferencing Settings and PIN Management

Sign In
Sign in using your network login credentials.

Language: English (United States) Sign In

[Sign in with a different account](#)

[Back to main page](#)

Create Pin:

The unique pin created will now secure your phone. Please use this unique pin to sign-in to your phone.

Skype for Business Server

Dial-in Conferencing Settings and PIN Management

Set Your PIN

Your PIN:

- must be between 6 and 24 digits long
- cannot contain letters, spaces or special characters
- cannot contain repeating or consecutive numbers, or match your phone number or extension

You use this PIN when you dial in to conferences and meetings on your company network.

New PIN:

Confirm PIN:

www.ufs.ac.za

UFSUV | UFSweb | UFSweb | ufsuv

*Inspiring excellence. Transforming lives.
Inspireer uitnemendheid. Verander lewens.*

UNIVERSITY OF THE
FREE STATE
UNIVERSITEIT VAN DIE
VRYSTAAT
YUNIBESITHI YA
FREISTATA



Support Links:

Skype for Business Client on your Computer (Optional)

Windows

- **Set Up**

<https://support.office.com/en-us/article/set-up-skype-for-business-c0b4ef28-d281-4bb6-ba4d-50495d2ae24c?ui=en-US&rs=en-US&ad=US>

- **Chats**

<https://support.office.com/en-us/article/chat-in-skype-for-business-133b5587-105f-444c-b4a1-721c22416d02?ui=en-US&rs=en-US&ad=US>

- **Share and Schedule**

<https://support.office.com/en-us/article/share-and-schedule-in-skype-for-business-5c60902b-b08c-4d72-b823-9ecc250cca8c?ui=en-US&rs=en-US&ad=US>

- **Set up Mobile App**

<https://support.office.com/en-us/article/set-up-your-mobile-apps-985ab72b-47ed-4e0b-9ee5-7376263553ca?ui=en-US&rs=en-US&ad=US>

- **Adding a Contact:**

<https://support.office.com/en-us/article/Add-a-contact-in-Skype-for-Business-89338023-2adf-4f5c-90b6-f8b6f72fadd1?ui=en-US&rs=en-US&ad=US>

- **Presence, and Instant Messaging:**

<https://support.office.com/en-us/article/Send-an-IM-in-Skype-for-Business-48c07e01-c833-4c63-8505-0fda906ef33b?ui=en-US&rs=en-US&ad=US>

- **Making Calls**

<https://support.office.com/en-us/article/make-and-receive-a-video-call-using-skype-for-business-abf62493-670f-4b0d-b2cf-fe03b49caf42?ui=en-US&rs=en-US&ad=US>

- **Meetings**

<https://support.office.com/en-us/article/Join-a-Skype-for-Business-meeting-3862be6d-758a-4064-a016-67c0febf3cd5>

- **Set up a Meeting in Outlook**

<https://support.office.com/en-us/article/Join-a-Skype-for-Business-meeting-3862be6d-758a-4064-a016-67c0febf3cd5>

- **Video Calls and Conferencing**

<https://support.office.com/en-us/article/Join-a-Skype-for-Business-meeting-3862be6d-758a-4064-a016-67c0febf3cd5>

- **Call Forwarding**

<https://support.office.com/en-us/article/set-call-forwarding-options-in-skype-for-business-1ec2e7fb-471c-4c35-bc90-a35991b3f532>



Mac iOS

Please note: Basic functionalities available for Mac Users:

Click on link below for more information:

<https://docs.microsoft.com/en-us/skypeforbusiness/plan-your-deployment/clients-and-devices/desktop-feature-comparison>

- **Set up Skype for Business**

<https://support.office.com/en-us/article/set-up-skype-for-business-on-mac-d3af2dd4-04ff-48e7-8e68-25269f6a6e09>

- **Chats**

<https://support.office.com/en-us/article/chat-in-skype-for-business-on-mac-303b6e02-8640-45aa-b811-f59d61f99b4c?ui=en-US&rs=en-US&ad=US>

- **Share and Schedule**

<https://support.office.com/en-us/article/share-and-schedule-in-skype-for-business-on-mac-2cd3ef2a-6646-4175-bdc4-8d3a931931ae?ui=en-US&rs=en-US&ad=US>

- **Set up Mobile apps**

<https://support.office.com/en-us/article/set-up-your-mobile-apps-6c342690-1b50-4e28-a7ab-89acb1763c94?ui=en-US&rs=en-US&ad=US>

Touring the LinkedIn Learning Platform:

LinkedIn Online training Video

<https://www.linkedin.com/learning>

Step 1:

Access the **UFS Staff Intranet** Page

<https://intranet.ufs.ac.za>



Step 2:

Under the heading **Self Service** click on **LinkedIn Learning**

You will be re-directed to the **LinkedIn** platform

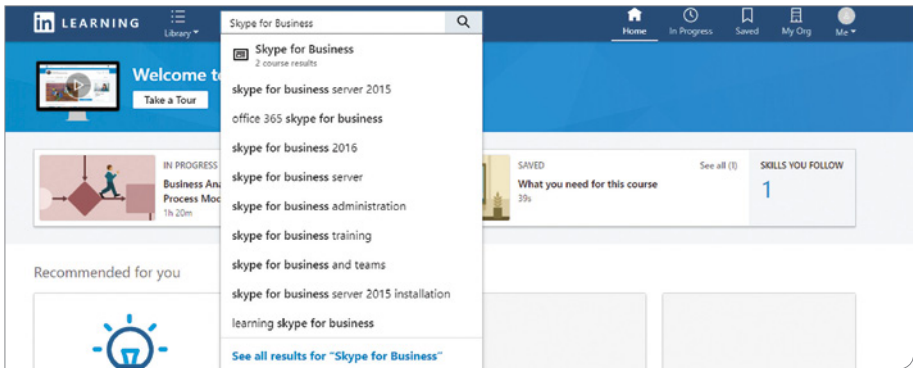
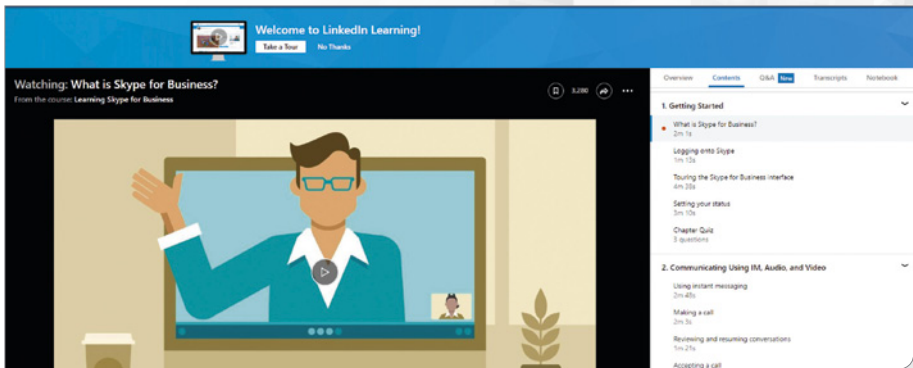
Login: UFS e-mail address
(example@ufs.ac.za)

Password: UFS Password

Self-service

- Lab Bookings
- Campus Password Change
- PeopleSoft Human Resources
- PeopleSoft Financials (Only on campus)
- PeopleSoft Campus Solutions
- Student Self-Service
- SolveIT
- Service Desk
- Update Staff Page
- **LinkedIn Learning** ←



Step 3:**Type in: Skype for Business****Click on: “Skype for Business Essential Training”****Step 4:****Watch the training videos****Tutorial Videos:**

<https://www.linkedin.com/learning/skype-for-business-essential-training/understand-the-skype-for-business-service?u=37069596>

<https://www.linkedin.com/learning/skype-for-business-essential-training/group-calls?u=37069596>

Skype for Business Mobile App

iPhone / iPad, Windows Phone and or Android device, download Skype for Business on your app store.

This device can operate as an office phone – allowing you to make and receive call, together with Instant Messaging (IM) and participate in video calls.

Official calls and Private calls

- No Telephone pin code required when calling Official.
- Dial 999 in front of the number if it is for private use.

Please note: Billing will remain unchanged for private calls

Setup of mobile devices:

NB: Please connect to Wireless 1 as data charges apply on downloading the app and making, and receiving video / voice calls. This applies to IM as well.

Android Phone:

- Go to play store (Android) and download skype for business
- Download App (35.84 MB)
- Open skype for business (shortcut will be added)
- Accept terms of use
- Click arrow
- Organizational sign-in address is your UFS email address
- Click arrow
- Type UFS email password
- Click arrow
- Tick box next to Always trust this certificate
- Click continue
- Add cellphone number
- Click arrow
- Go to next page, next page and then click arrow
- To receive office calls on your cellphone, skype for business on your phone must be open and be on

Apple Phone:

- Go to app store (IOS) and download skype for business
- Download App (140 MB)
- Open skype for business
- To receive office calls on your cellphone, skype for business on your phone must be open and UFS Wireless1.



Contact us

Support enquiries:

ServiceDesk@ufs.ac.za

Contact details:

X2000

Log an Incident:

[SolveIT.ufs.ac.za](https://solveit.ufs.ac.za)

Migration Feedback:

(Please note, this is only for feedback purposes, no response to any supporting enquiries will be handled here)

Skype4Business@ufs.ac.za

Skype for Business

Quick Reference

1. Instant Messaging (IM)

- **TO BEGIN IM** hover your mouse pointer over the **contact's picture** (a) until the **Quick Menu** appears. Select the **IM icon** (b). Alternatively **double click** the **contact's picture** to go directly to the **Chat Screen**.
- **TO READ AN IM** click anywhere in the **Photo Area** of the alert pop-up window that will appear in the lower-right of your screen.
- **TO STOP IM** close the chat screen.

Quick Menu



a) Contact's picture
b) IM

c) Voice calls
d) Video calls

e) Contact card
f) More options

*Inspiring excellence. Transforming lives.
Inspireer uitnemendheid. Verander lewens.*

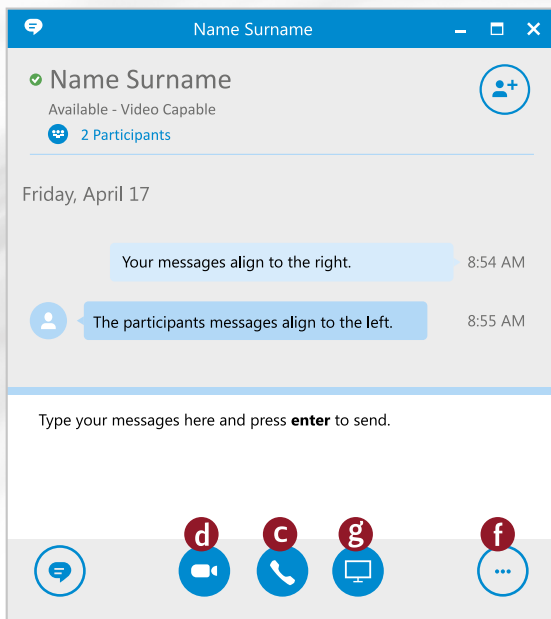
www.ufs.ac.za

 UFSUV |  UFSweb |  UFSweb |  ufsuv

UNIVERSITY OF THE
FREE STATE
UNIVERSITEIT VAN DIE
VRYSTAAT
YUNIVESITHI YA
FREISTATA



IM Screen



c) Voice calls

d) Video calls

f) More options

g) Present desktop

5. Dialing numbers

- **OFFICIAL CALLS:** dial the number as you would normally do.
(e.g.: 081 234 5678)
- **PRIVATE CALLS:** add 999 before the number that you are dialing.
(e.g.: 999 081 234 5678)

Contact details
X2000

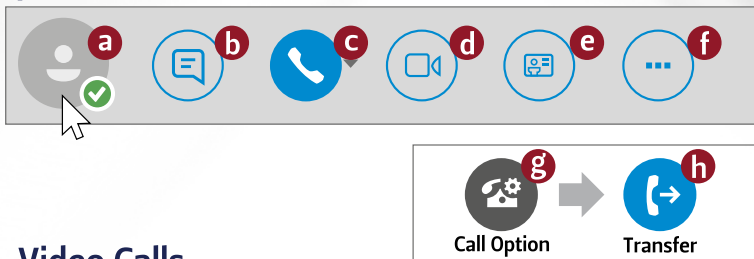
Log an Incident
SolveIT@ufs.ac.za



2. Voice Calls

- **TO MAKE A VOICE CALL**, hover your mouse pointer over the **contact's picture** (a) until the **Quick Menu** appears. Select the **Voice Call Icon** (c). Alternatively right click on the contact and click **Call** and then **Skype Call**.
- **TO ANSWER A VOICE CALL**, click anywhere in the **Photo Area** of the alert pop-up window that will appear in the lower-right of your screen.
- **TO REJECT THE CALL**, click Ignore.
- **TO TRANSFER A CALL**, click the **Call Options** (g) button on the bottom right of the **Call Screen**. Now click on the **Transfer Button** (h) and select the number you want to transfer to.
- **TO END THE CALL**, click the **Red Phone** button in the conversation window.

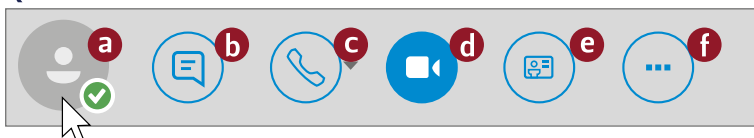
Quick Menu



3. Video Calls

- **TO MAKE A VIDEO CALL**, hover your mouse pointer over the **contact's picture** (a) until the **Quick Menu** appears. Select the **Video Call Icon** (d).
- **TO ANSWER A VIDEO CALL**, click anywhere in the **Photo Area** of the alert pop-up window that will appear in the lower-right of your screen.
- **TO REJECT THE CALL**, click Ignore.
- **TO END THE CALL**, click the **Red Phone** button in the conversation window.

Quick Menu



a) Contact's picture
b) IM

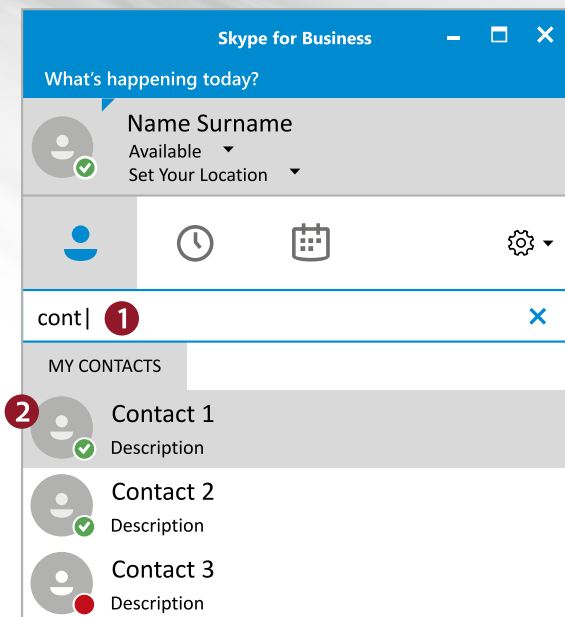
c) Voice calls
d) Video calls

e) Contact card
f) More options

4. Adding a contact

1. Type a name in the **Search box** located above your list of contacts.
2. Locate the person you are looking for from the drop down list.
3. Right-click the name in the search results and select **Add to Contact List**.
4. Choose a group to add your new contact to.

Contact Screen



End-User Support



We offer **on-site**, **remote** or **walk-in** support for services that enable UFS users to do their day-to-day work. This includes network access, user file storage, end-point computing backup solutions, desktop virtualisation, computer labs, and printing.

Incidents and requests can be logged via SolvetIT and Service Desk.



Data Backup and Recovery



Back-up with DRUVA

The University of the Free State uses a **backup system** named Druva to back up your files and related content found on your UFS PC or laptop.

How to activate Druva

- Right click on the Druva icon.
- Select the action you want to perform.
- The backup progress is shown on the summary screen.
- When the backup is finished, the log of the last backup is shown.
- It is common to see the message 'backup with errors'. This message means that certain open-system files cannot be backed up while open.
- The restore button can also be accessed on this screen. Clicking on it will open the restore windows.

Restore a file from within the website

- Go to <https://druva.ufs.ac.za>
- On the webpage – at the top left – select the device on which the required file was backed up. Below it, select the backup date/time where the file is required. On the right, browse to the path where the file resides.
- On the file/folder, click on the right-hand dropdown icon and choose either restore or download.
- Please note that by choosing 'restore' in this interface, the (i) destination machine must be switched on, (ii) have Druva client installed, and (iii) be logged on to the server. If not, the 'restore' will show pending and never restore. The web interface is better suited for downloading a file(s) to the machine you are operating on, instead of using the restore option. Using the restore option will queue the files on the server and, depending on the number of files restored at that time, can take from a few seconds to several minutes. Restoring the entire drive content can take a few hours, depending on the amount of data being restored.



Restore a file from within the application

- At the top left in the restore window, select the device on which the required file was backed up.
- Below it, choose the backup date/time where the file is required from.
- On the right, browse to the path where the file resides.
- On the file/folder, click on the right-hand dropdown icon and select restore.
- The file will be queued on the server and, depending on the number of files restored at that time, can take from a few seconds to several minutes.
- Restoring the entire drive content can take a few hours, depending on the amount of data being restored.

Common issues

After a backup, the log shows 'backed up with errors':

- This message indicates that some files were open and locked by the operating system. You do not have to be concerned about this. If you are uncertain, contact the Service Desk so that they can copy the log from you and look through it to make sure no important files were missed.

Running a restore from the website froze or nothing happens:

- Since the files must be rebuilt from the incremental backups on the server, this process depends on how many files need to be restored. The more files, the longer it takes.
- The restore option on the website gives a command to the server to take the requested file and send it directly to the device that was selected. This device must be installed and logged in to the server for this option to work.





Duo Authentication



Duo Mobile Authentication adds a second layer of security to your online accounts. Verifying your identity with additional means (like your cell phone or other mobile device) prevents illicit logins, even if your password is known. After activating DUO, you will be requested to provide a DUO authentication password in addition to your standard login credential (username and password) when accessing your emails through webmail (not the actual Outlook client) and other core systems that will be communicated in due time.

The DUO authentication and verification platform will test the validity of your login request by applying two individual authentication processes:

- i.) Provide your normal login credentials (login name and password). A DUO-screen will pop-up, requesting you to authenticate your log-in.
- ii.) You will receive a push-notification on your cell phone requesting you to authenticate the request.

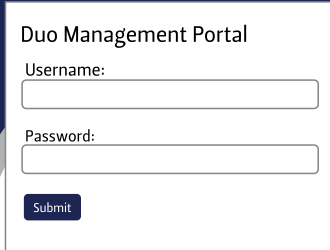
Once approved or declined on your cell phone, DUO will open the access to the UFS digital resources or, if declined, close all access to the institution.

Frequently asked Questions (FAQ)

You can download a PDF to view some of the frequently asked questions about duo authentication, please follow the link below and download the pdf file.

FAQ: <http://www.ufs.ac.za/docs/librariesprovider53/ict-how-to-guides/duo-mobile-authentication-faq's.pdf>

Duo Enrolment



Duo Management Portal

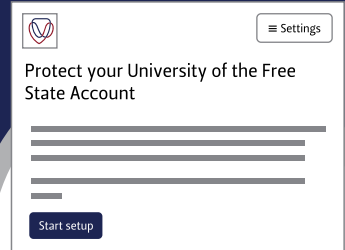
Username:


Password:

Login

<https://duomgmt.ufs.ac.za>

1



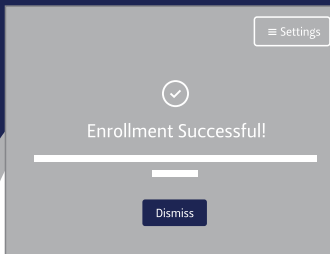



Protect your University of the Free State Account

Welcome Screen

Click **Start setup** to begin enrolling your device.

2



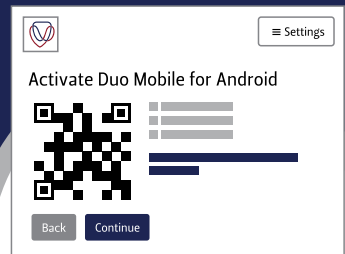



Enrollment Successful!

Congratulations!


Your device is ready to approve **Duo authentication** requests.

8





Activate Duo Mobile for Android



Activate Duo Mobile

Scan barcode using the **Duo App** on your phone and follow the instructions.

7



nt for UFS Staff

What type of device are you adding?

☒ Mobile phone **RECOMMENDED**

☐ Tablet (iPad, Nexus 7, etc.)

Continue

Choose your Authenticator

Select the type of device you'd like to enroll and click **Continue**.

3

Enter your phone number

+27 70 123 4567 × ✓

Back Continue

Type your phone number

Select your country, type your phone number, and click **Continue**.

4

Install Duo Mobile for Android

Back I have Duo Mobile

Install Duo Mobile

Return to the enrollment window and click **I have installed Duo Mobile**.

6

What type of phone is +27 70 123 4567?

☐ iPhone

☒ Android

☐ Windows Phone

Back Continue

Choose platform

Choose your device's operating system and click **Continue**.

5

Support

T: 051 401 2000

E: servicedesk@ufs.ac.za or solveit@ufs.ac.za





Acquisition of all UFS ICT-approved technology

ICT Procurement staff is available to help and support throughout the entire acquisition lifecycle – from needs analysis, obtaining quotations, expediting delivery, to payment of the service provider.

ICT Procurement offers equipment to staff on loan, ranging from printing, workstations, to payment of the service provider.

ICT Procurement staff are readily available telephonically at +27 51 401 2811 or via email at procureit@ufs.ac.za. Alternatively, visit our offices at FGG Block F, Room 70.

ICT Procurement provides no direct support to students.

Contact details

T: +27 51 401 2811

E: procureit@ufs.ac.za





Loan Equipment



ICT has equipment available for temporary use by UFS personnel. These include desktop computers, notebook computers, screens, printers (single function and all in one), power supplies (desktop and notebooks), etc.

This service is subject to availability of loan items.

Requesting the Service

Once you identify a need for specific equipment, a task can be logged at the ServiceDesk or the ICT Storeroom can be contacted directly to book the required equipment.

Using the Service

The standard loan period is one calendar month. ICT personnel will assist with the provisioning of the required equipment as well as with setting it up and installing it.



Connect to Wi-Fi on Campus

- 1 Select the Wi-Fi function on your device.
- 2 Select the UFS_Wireless1 option.
- 3 Click/tap on Connect. If the pop-up screen on connection issues appears, select 'Connect', and not terminate.
- 4 Enter your staff user name or student number and password.
- 5 You are connected.

Wi-Fi token for visitors

A user can only apply for a wireless token if he/she does not have an active account (student or staff) with the university but is visiting a specific department as a visitor and needs to access the internet for a specific time while he/she is a visitor on campus.

Requesting the Service

1. Wireless tokens can be requested at the ICT Service Desk at +27 51 401 2000.
2. You will be issued with the application form (visitor's permission for use of wireless network) that needs to be completed and returned to the ICT Service Desk.
3. Once all the paperwork is in order, you can collect your wireless tokens from the ICT Service Desk.

Using the Service

1. Switch on your wireless switch on your laptop, tablet, smartphone or any other Wi-Fi enabled device.
2. From the list of current wireless connections, select **UFS Guest** and click connect.
3. A browser pop-up will appear, asking you to enter your wireless token voucher number (If you do not see a browser pop-up after a few minutes, manually open your browser and proceed to connect to a website. This will force the authentication pop-up to appear).
4. Enter your voucher number in the required field and click connect.
5. You are now connected and will be able to access the internet.







Websites: Web content-management system

Is used by department and faculty web managers to manage content displayed on UFS websites.

Requesting the Service

Please send an email request to the Service Desk (servicedesk@ufs.ac.za).

Using the Service

- Open an internet browser and go to <https://www.ufs.ac.za/sitefinity>, where site is replaced by your website's name, e.g. health.
- Enter your UFS username in the **Username** field.
- Enter your UFS password in the **Password** field.

Important Information

- Please note that the Faculty Web Manager and/or the Dean must authorise access to the system.
- Do not copy and paste content directly from Microsoft Word.
- Only PDF and JPG files may be uploaded.
- File size may not exceed 10MB.
- Images must be resized before uploading the files.
- All content items must be approved by the relevant faculty web manager and/or Department of Communication and Marketing before it is published on the website.

Support

- For technical support, please contact the Service Desk at +27 51 401 2752 or send an email to servicedesk@ufs.ac.za.
- For support in terms of content, branding, or approval, please contact Communication and Marketing.



SMS Gateway

The SMS Gateway is a web-based system for **sending SMSs**.

Requesting the Service

Please send an email request to the Service Desk (servicedesk@ufs.ac.za).

Authorisation to use the system

- Only users authorised by the entity owner will be able to access the system and send SMSs from the relevant entity.
- Access will only be granted once credits have been purchased.

Cost and purchasing information

- The current cost is 22c per credit. One credit is deducted for each SMS sent. A message may not exceed 160 characters.
- Credits do not expire; thus, they are transferred from one month/year to the next.
- SMS credits are requested from the central warehouse in the same manner as stock items. For more information concerning the process, please contact the Provisioning Division.



ImageNow

ImageNow is **document-imaging** software. Enterprise documents, e.g. student, finance, and human resources documents are scanned and stored on ImageNow. WebNow is the browser-based counterpart of ImageNow where end users view documents stored on ImageNow.

Requesting the Service

Please send an email request to the Service Desk (servicedesk@ufs.ac.za).

Using the Service

- Open an internet browser and go to <http://imagenow.ufs.ac.za>. (Preferably Internet Explorer browser.)
- First time User – this message will be displayed, please tick on the check box as displayed.
- Enter your UFS username in the Username field.
- Enter your UFS password in the Password field.

Important Information

- Please note that the data domain steward(s) must authorise access to documents in ImageNow.
- Java is a prerequisite for using WebNow and the incorrect version of Java can cause instability. Please contact the Service Desk to assist you in this regard.
- If you are unable to see thumbnails or the properties window, use the View option on the top menu bar and ensure that the Thumbnails (F9) and Properties (F7) options are checked.





Microsoft SharePoint

Microsoft SharePoint is the technological platform for the current UFS staff Intranet. It is a **web-based system** that consists of sites and sub-sites. A site includes webpages and folders, similar to File/Windows Explorer in Windows.

Requesting the Service

Please send an email request to the Service Desk (servicedesk@ufs.ac.za).

Important Information

- The word 'kovsies' must precede your UFS username in the **Username** field (e.g. kovsies\username).
- The character preceding your username (if not yet on Microsoft Active Directory) is a back slash (\), not a forward slash (/).
- You will only be able to access sites, pages, and folders that you have been authorised for.

Using the Service

- Open an internet browser and go to <https://intranet.ufs.ac.za>
- Enter kovsies\ followed by your UFS username in the Username field.
- Enter your UFS password in the Password field.



Support @ICT

Support Portal



Solve-IT

We have a system in place that **log**, **track**, and **solve** all ICT-related calls. If you need our help, please follow this process from computer, tablets, smartphones, and other mobile devices.

Incident

The goal of Incident Management is to **restore normal service operation** as quickly as possible, while minimising impact to business operations and ensuring quality is maintained. Any user can record an incident and track it through the entire incident lifecycle until service has been restored and the issue has been resolved.

Request

A Request is seen as everything other than incidents. In other words, nothing is wrong, but you want something (access or new system, etc.) or ask if something can be changed. E.g. I am looking for a new computer, new webpage or access to a specific system. Furthermore, please make an adjustment to PeopleSoft, e.g. we want to change the HR form.

Incidents and Requests can then launch a Change Management task for approval to move the change to Production.

Requesting an Item that is on the Service Catalogue

1. Navigate to <http://SolveIT.ufs.ac.za>
2. Log on using your UFS email address as your username and campus password.
3. Select *Service Catalogue* to view all categories.
4. Select the relevant option.



- If there are sub-options, select the relevant sub-options.
5. Complete each section of the page, then click *Submit*.
 6. On the Incident page, if you have any additional comments or details you would like to add, enter it in the additional comments text box.
 - If you would like your ICT Liaison or another colleague to keep an eye on your call, add him/her to the *Watch list* and click *Update*.
- Your request will be logged with ICT Service Desk.

Password Self-service



Accounts and passwords

Staff and students are provided with **unique** usernames and passwords to access the UFS systems. For convenience, all systems are **integrated**, enabling the use of a single username and password per individual. Passwords are for your use only and may NOT be shared.

Managing your password

- Keep your password **secret**.
- **Change** your password regularly. Use a random mixture of at least **eight characters**, including **upper- and lower-case letters**, **numbers**, and **symbols**.
- Do not make use of the 'Save my password' option.
- **Shut down** the computer after use, especially after using a computer in a computer lab.
- If you suspect that your password may have been exposed, please change it immediately.

Change your password or forgotten your password

Access the self-service website: <https://selfservice.ufs.ac.za> and log in with your staff username or student number and password.

Follow the instructions to change your password. For questions, visit the ICT Helpdesk.





If you are using a UFS computer in a learning space on campus, follow steps 1 to 4 below.

If you are using your own computer or tablet, follow steps 3 to 4 below.

1. To access the UFS network, switch on the computer in the learning space and type in the following:
2. **Username:** Student number
Password: Existing UFS campus password
3. Log onto the university's network and access the self-service website to change your password.
URL: <https://selfservice.ufs.ac.za>
Username: Student number
Password: Existing UFS campus password
4. Follow the instructions to change your password. Remember that your chosen password will only be valid for three (3) months, after which you will need to change it again.

How to change forgotten password

<https://selfservice.ufs.ac.za/sspr/private/login>

- Click the **Forgotten Password** link.
- Enter student number and click **Search**.
- Enter answers and click the **Check Responses** button.
- Enter the code sent to your cellphone and click the **Check Code** button.
- Enter new password, confirm password, and click the **Change Password** button.
- Click the **Continue** button.



Connect to Wi-Fi on Campus

- 1 Select the Wi-Fi function on your device.
- 2 Select the UFS_Wireless1 option.
- 3 Click/tap on Connect. If the pop-up screen on connection issues appears, select 'Connect', and not terminate.
- 4 Enter your staff user name or student number and password.
- 5 You are connected! Happy UFS browsing.

Wi-Fi token for visitors

A user can only apply for a wireless token if he/she does not have an active account (student or staff) at the university but is visiting a specific department as a visitor and needs to access the internet for a specific time while he/she is a visitor on campus.

Requesting the Service

1. Wireless tokens can be requested at the ICT Service Desk at +27 51 401 2000.
2. You will be issued with the application form (visitor's permission for use of wireless network) that needs to be completed and returned to the ICT Service Desk.
3. Once all the paperwork is in order, you can collect your wireless tokens from the ICT Service Desk.

Using the Service

1. Switch on your wireless switch on your laptop, tablet, smartphone or any other Wi-Fi-enabled device.
2. From the list of current wireless connections, select **UFS Guest** and click connect.
3. A browser pop-up will appear, asking you to enter your wireless token voucher number (If you do not see a browser pop-up after a few minutes, manually open your browser and proceed to connect to a website. This will force the authentication pop-up to appear).
4. Enter your voucher number in the required field and click connect.
5. You are now connected and will be able to access the Internet.



Mobile Devices



ICT hosts various platforms for e.g. Skype for Business, Outlook; please contact ICT Service Desk for further assistance.



Physical Access



Physical access for staff, students, and visitors is controlled through an onboarding process either on the HR ERP, Student ERP or Visitor System. For assistance or enquiries relating to physical access, please contact our Service Desk who will kindly assist.

Support Contact Details

ICT Service Desk

T: +27 51 401 2000

T: +27 51 401 7911

servicedesk@ufs.ac.za

Password Support

Office hours

T: +27 51 401 2442





Academics @ ICT



Classroom Technology and Equipment



All centrally-managed teaching venues are equipped with audio-visual and ICT equipment.

Equipment includes:

- Lectern
- Audio systems
- Data projector and screen
- Desktop computer with monitor
- Keyboard and mouse
- Document camera
- Transparency projector
- Safe
- Microphone
- Lectern home automation control panel
- Network LAN and Wi-Fi and many more...

Get help



AV Services help with audio-visual and ICT equipment installed in classroom venues. Lecturers and facilitators experiencing technical issues, can call the UFS Classroom Technology support call centre to request assistance; support personnel will be dispatched to respond within five minutes SLA response time.

Facilities Management helps with all physical and structural issues in the classroom venues, such as air conditioning, furniture, blinds, access, and many more.

How to:

I don't know how to use the equipment in the venue

Consult and make use of the equipment instruction sheet available on the lectern home automation panel.

I need immediate support with equipment in the venue

You can contact the UFS Classroom technology support on +27 51 401 7911.



End-User Support

We offer **onsite**, **remote** or **walk-in** support for services that enable UFS user members to do their day-to-day work. This includes network access, file storage, end-point computing backup solutions, desktop virtualisation, computer labs, and printing.

Incidents and requests can be logged via SolveIT and The Service Desk.



Academic Software



Learning Management Systems

We host LMS services to support the management and sharing of course materials (e.g., videos, documents, spreadsheets, etc.) and facilitating learning through collaboration.

Blackboard

Blackboard is an **online learning platform** where you will find resources, activities, and assessment for the modules for which you are enrolled at the university.

To access Blackboard, visit the following website:

URL Address: <https://learn.ufs.ac.za>

To learn more about training opportunities, visit the following website:

URL Address: <https://www.ufs.ac.za/ctl>



Questionmark

Questionmark is an online **assessment platform**.

Questionmark can be accessed via Blackboard.

To learn more about training opportunities, visit the following website:

URL Address: <https://www.ufs.ac.za/ctl>

Turnitin

Turnitin provides instructors with the tools to **prevent plagiarism**, engage students in the writing process, and provide personalised feedback.

To learn more about training opportunities, visit the following website:

URL Address: <https://www.ufs.ac.za/ctl>

Grade Book

The authorised institutional system for capturing **assessment results**.

To learn more about training opportunities, visit the following website:

URL Address: <https://www.ufs.ac.za/supportservices/departments/student-academic-services-university-of-the-free-state-ufs-home>



Lab Bookings



Learning facilities (computer labs)

ICT computer labs are available to students and staff and provides access to facilities such as:

- Computer and internet access
- Student printing facilities
- Classroom facilities
- Discussion rooms for group discussions
- Limited technical support such as password support and Wi-Fi enablement

Book a lab

1. Open any web browser and type the following URL:
<http://apps.ufs.ac.za/labbookings>
2. Type in your UFS sign on (login), and password.
3. Click on Calendar.
4. Select Computer Labs.
5. The calendar for the current month will be displayed. Check the calendar for specific lab availability on your preferred date and time needed.
If available, click on Request booking.
6. Complete the booking request.
7. Complete number of people.
8. Only request 'special requirements' if standard lab equipment is not needed.
9. Select 'Date Format' and choose Date List.
10. Select the date needed and click on add.
11. More than one date can be added.
12. Select times needed for the required date.
13. Click on Request Booking.
14. Click on Accept.
15. If your requested booking is a double booking, a message will appear (see screen below). Please check the calendar for an available time.





Students @ ICT

KovsieLife



KovsieLife is a portal where you can find everything you need for a **successful** student life at the UFS, including:

- Class and exam timetables
- Exam marks
- Tuition account
- Internet billing account
- Study record

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

Support for UFS4life



Email

All official communication from the university is sent to your email account. Please note that this ufs4life email account is a Gmail account. To access your ufs4life emails, visit the following website:

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

Log in as follows:

Username: Student number

Password: UFS campus password

You can also forward your ufs4life emails to your personal *email account. Please visit the EduTech Buddy organisation on Blackboard for the necessary steps.



Passwords

If you are using a UFS computer in a learning space on campus, follow steps 1 to 4 below.

If you are using your own computer or tablet, follow steps 3 to 4 below.

1. To access the UFS network, switch on the computer in the learning space and type in the following:
2. **Username:** Student number
Password: Existing UFS campus password
3. Log onto the university's network and access the self-service website to change your password.
URL: <https://selfservice.ufs.ac.za>
Username: Student number
Password: Existing UFS campus password
4. Follow the instructions to change your password. Remember that your chosen password will only be valid for three (3) months, after which you will need to change it again.

How to change forgotten password

- Click the **Forgotten Password** link.
- Enter student number and click **Search**.
- Enter answers and click the **Check Responses** button.
- Enter the code sent to your cellphone and click the **Check Code** button.
- Enter new password, confirm password, and click the **Change Password** button.
- Click the **Continue** button

<https://selfservice.ufs.ac.za/sspr/private/login>

Password Queries

For UFS campus **password-related queries**, contact the ICT Student Desk at +27 51 401 2442. For **after-hours password queries**, please contact +27 51 4013 994. Please note that passwords may not be changed over the telephone.

URL for password FAQs: <https://www.ufs.ac.za/passwords>





Student Desk



Bloemfontein Campus

The Student Desk is situated in the Central Computer Lab.

Functions of the Student Desk

- To change student passwords.
- Students can bring their own devices (cellphones, tablets, laptops, etc.) to have them connected to UFS Wi-Fi.
- Printing, copying, and scanning.
- Assistance with installing certain approved software packages.
- Access to PCs in computer labs. Hours are from 07:00 to 24:00.

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

T: +27 51 401 2442

E: studentdesk@ufs.ac.za

Contact details (after hours: 16:30–24:00)

T: +27 51 401 3994

E: studentdesk@ufs.ac.za



Student Desk (South Campus)

The Student Desk is situated in the Computer Lab (Neville Alexander Library).

Functions of the Student Desk

- To assist with student passwords.
- Printing, copying, and scanning.
- Students can bring their own devices (cellphones, tablets, laptops, etc.) to have them connected to the UFS Wi-Fi.

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

T: +27 51 401 7991

E: studentdesk@ufs.ac.za

Contact details (after hours: 16:30–24:00)

T: +27 51 401 3994

E: studentdesk@ufs.ac.za

Student Desk (Qwaqwa Campus)

The Student Desk is situated in the Media Lab, between the Bokamoso and Hector Pieterse residences.

Functions of the Student Desk

- To change student passwords.
- Students can bring their own devices (cellphones, tablets, laptops, etc.) to have them connected to the UFS Wi-Fi.
- Assisting students with access to certain software.
- Assisting with student-card issues (e.g. student cards not scanning at the labs).

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

T: +27 58 718 5137

E: studentdesk@ufs.ac.za

Contact details (after hours: 16:30–24:00)

T: +27 51 401 2000

E: studentdesk@ufs.ac.za



Learning Spaces (Bloemfontein Campus)



ICT-managed computer labs provide:

- student printing facilities
- discussion rooms
- Classroom facilities

ICT computer labs are available to students and staff and provides access to facilities such as:

- Computer and internet access
- Student printing facilities
- Classroom facilities
- Discussion rooms for group discussions
- Limited technical support such as password support and Wi-Fi enablement

Visit <http://apps.ufs.ac.za/labbookings> to book your seat.

All labs are operating at extended hours to ensure optimal student enablement.



At the University of the Free State, we have various LEARNING SPACES in different locations on the campus:

Central Computer Lab (next to the SASOL Library)

07:00–24:00 (Mondays to Fridays)

09:00–24:00 (Saturdays, Sundays, and public holidays)

Media Centre (Thakaneng Bridge)

09:00–19:00 (Mondays to Fridays)

Closed on weekends and public holidays.

Library, Level 6

Open according to library hours. **Closed during holidays.**

Learning Spaces (South Campus)

You can find the LEARNING SPACE on the South Campus in the following location:

Central Computer Lab (Neville Alexander Library)

08:00–24:00 (Mondays to Fridays)

09:00–24:00 (Saturdays, Sundays, and public holidays)

Learning Spaces (Qwaqwa Campus)

On the Qwaqwa Campus of the University of the Free State, there are various LEARNING SPACES in different locations on the campus:

EU Computer Lab (Library, 1st floor)

08:00–18:00 (Mondays to Fridays)

Closed during school holidays and on public holidays.

E-learning Lab (entrance behind the Library)

08:00–18:00 (Mondays to Fridays)

Closed during school holidays and on public holidays.

IT Lab (eSedibeng Education Building)

08:00–18:00 (Mondays to Fridays)

Closed during school holidays and on public holidays.



New Computer Lab (near the L venues and Library)

08:00–23:00 (Mondays to Sundays)

08:00–23:00 (public holidays and university holidays)

Closed during December holidays.

Media Centre (next to Bokamoso Residence)

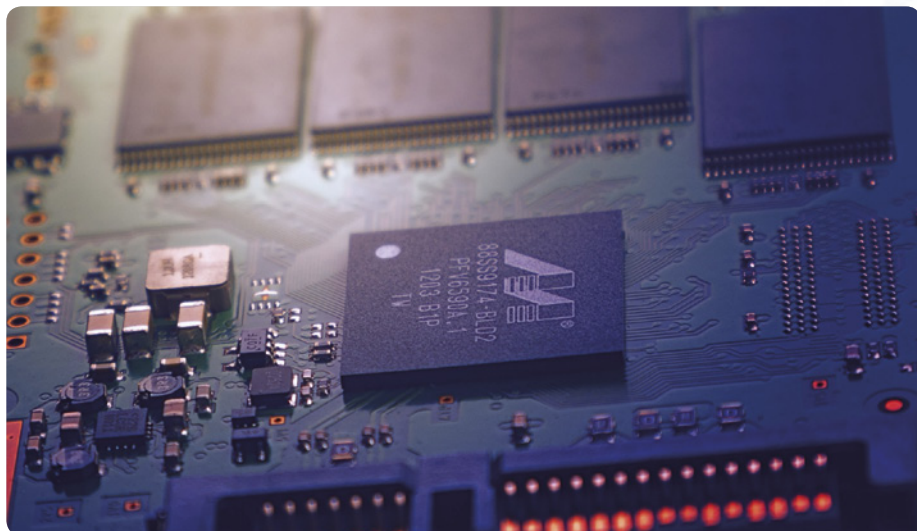
08:00–03:00 (Mondays to Fridays)

Closed during school holidays and on public holidays.

13:00–18:00 (if there is a need for the lab to be open over a weekend).

Rules of learning spaces at the UFS

- Silence at all times, as this is a study area.
- Please make sure that your cellphone is switched off.
- No food or drinks allowed.
- Only one person per computer is allowed.
- For academic use only.
- For use by UFS students only.



Bring your own device (BYOD)



I do not have my own computer, where can I buy one?

You can purchase one through the Student Technology Programme (STP), which negotiated prices (on behalf of South African universities) with specific suppliers for specific laptops that are now being offered to qualifying students. All transactions relating to the procurement of the laptops, as well as all after-sales service, will be between the computer supplier and the end user.

For more information, visit <http://www.stp.ac.za>.

Can I bring my own computer/laptop and use UFS Wi-Fi connectivity?

Wi-Fi connectivity is available to all students across the campus, including residences. Students requiring assistance with access to the campus Wi-Fi may take their laptops or other devices to the ICT Student Desk in the Central Computer Lab. For UFS-approved software, including anti-virus programs, visit <http://mirror.ufs.ac.za>.





