

ICT on the GO



A concise guide to ICT Services
while off-campus

www.ufs.ac.za






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*Inspiring excellence.
Transforming lives.*






UNIVERSITY OF THE
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UNIVERSITEIT VAN DIE
VRYSTAAT
YUNIVESITHI YA
FREISTATA





UFS
INFORMATION AND
COMMUNICATION
TECHNOLOGY SERVICES
(ICT SERVICES)

Functionality	System	Link/Description	Guides
 <p>Emails</p>	Outlook	https://outlook.office.com/mail/	https://www.ufs.ac.za/ict/adhoc-pages/ict/email-and-calendaring https://www.ufs.ac.za/ict/adhoc-pages/ict/connectivity https://www.linkedin.com/learning/search?keywords=Outlook%20sending%20a%20mail&u=37069596 https://www.ufs.ac.za/ict/ict-services-home/ict-booklet/the-edition
 <p>Calendaring</p>	Outlook	https://outlook.office.com/mail/	https://www.ufs.ac.za/ict/adhoc-pages/ict/email-and-calendaring https://www.linkedin.com/learning/search?keywords=outlook%202016%20calendars&u=37069596 https://www.ufs.ac.za/ict/ict-services-home/ict-booklet/the-edition
 <p>Telephone Calls</p>	Skype for Business	<p>Please make use of the mobile client if you are working from a computer that does not have Skype for Business installed.</p> <p><i>Please note: Skype for Business on your mobile has data implications.</i></p> <p>OFFICIAL CALLS vs PRIVATE CALLS:</p> <p>Dial the number as you would normally do (e.g. 081 234 5678); for personal calls, add 999 before the number that you are dialing (e.g. 999 081 234 5678)</p>	https://www.ufs.ac.za/ict/ict-services-home/ict-booklet/the-edition https://www.linkedin.com/learning/topics/skype-for-business?u=37069596 https://www.ufs.ac.za/docs/librariesprovider53/ict-how-to-guides/skype-for-business---how-to-guide-a46286e6e65b146fc79f4fff0600aa9400.pdf?sfvrsn=fe928921_2 https://www.ufs.ac.za/docs/librariesprovider53/ict-how-to-guides/skype-for-business---quick-reference.pdf?sfvrsn=e209b521_2
 <p>Mobile Client</p>			
 <p>Conference Calls</p>	Skype for Business	<p>Please make use of the mobile client if you are working from a computer that does not have Skype for Business installed.</p> <p><i>Please note: Skype for Business on your mobile has data implications.</i></p>	https://www.ufs.ac.za/ict/adhoc-pages/ict/telephony-and-conferencing https://www.ufs.ac.za/ict/ict-services-home/ict-booklet/the-edition https://www.ufs.ac.za/ict/ict-services-home/ict-booklet/the-edition https://www.linkedin.com/learning/topics/skype-for-business?u=37069596 https://www.ufs.ac.za/docs/librariesprovider53/ict-how-to-guides/skype-for-business---how-to-guide-a46286e6e65b146fc79f4fff0600aa9400.pdf?sfvrsn=fe928921_2 https://www.ufs.ac.za/docs/librariesprovider53/ict-how-to-guides/skype-for-business---quick-reference.pdf?sfvrsn=e209b521_2

Functionality	System	Link/Description	Guides
Chat One-on-One 	Skype for Business / Teams	Please make use of the mobile client if you are working from a computer that does not have Skype for Business installed. <i>Please note: Skype for Business on your mobile has data implications.</i>	https://www.ufs.ac.za/ict/ict-services-home/ict-booklet/the-edition 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 https://www.linkedin.com/learning/search?keywords=ms%20teams%20chat&u=37069596 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 https://www.linkedin.com/learning/topics/skype-for-business?u=37069596 https://www.ufs.ac.za/docs/librariesprovider53/ict-how-to-guides/skype-for-business---how-to-guide-a46286e6e65b146fc79f4fff0600aa9400.pdf?sfvrsn=fe928921_2 https://www.ufs.ac.za/docs/librariesprovider53/ict-how-to-guides/skype-for-business---quick-reference.pdf?sfvrsn=e209b521_2
Group Chat 	Skype for Business / Teams	Please make use of the mobile client if you are working from a computer that does not have Skype for Business installed. <i>Please note: Skype for Business on your mobile has data implications.</i>	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 https://www.linkedin.com/learning/topics/skype-for-business?u=37069596 https://www.linkedin.com/learning/microsoft-teams-essential-training-5/communicate-effectively-using-microsoft-teams?u=37069596 https://www.linkedin.com/learning/search?keywords=ms%20teams%20chat&u=37069596 https://www.ufs.ac.za/docs/librariesprovider53/ict-how-to-guides/skype-for-business---how-to-guide-a46286e6e65b146fc79f4fff0600aa9400.pdf?sfvrsn=fe928921_2 https://www.ufs.ac.za/docs/librariesprovider53/ict-how-to-guides/skype-for-business---quick-reference.pdf?sfvrsn=e209b521_2
Sharing of Files 	Skype for Business / Teams	Please make use of the mobile client if you are working from a computer that does not have Skype for Business installed. <i>Please note: Skype for Business on your mobile has data implications.</i>	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 https://www.linkedin.com/learning/topics/skype-for-business?u=37069596 https://www.linkedin.com/learning/search?keywords=ms%20teams%20upload%20and%20sharing%20of%20files&u=37069596 https://www.ufs.ac.za/docs/librariesprovider53/ict-how-to-guides/skype-for-business---how-to-guide-a46286e6e65b146fc79f4fff0600aa9400.pdf?sfvrsn=fe928921_2 https://www.linkedin.com/learning/microsoft-teams-essential-training-5/communicate-effectively-using-microsoft-teams?u=37069596 https://www.ufs.ac.za/docs/librariesprovider53/ict-how-to-guides/skype-for-business---quick-reference.pdf?sfvrsn=e209b521_2

Functionality	System	Link/Description	Guides
Video Calls 	Skype for Business	Please make use of the mobile client if you are working from a computer that does not have Skype for Business installed. <i>Please note: Skype for Business on your mobile has data implications.</i>	https://support.office.com/en-us/article/Join-a-Skype-for-Business-meeting-3862be6d-758a-4064-a016-67c0febf3cd5 https://www.linkedin.com/learning/topics/skype-for-business?u=37069596 https://www.ufs.ac.za/docs/librariesprovider53/ict-how-to-guides/skype-for-business---how-to-guide-a46286e6e65b146fc79f4fff0600aa9400.pdf?sfvrsn=fe928921_2 https://www.ufs.ac.za/docs/librariesprovider53/ict-how-to-guides/skype-for-business---quick-reference.pdf?sfvrsn=e209b521_2
Leave 	PeopleSoft Human Resources	https://pshr.ufs.ac.za	Please note: PeopleSoft Human Resources is available off-campus.
Finance System 	PeopleSoft Finance	https://psfin.ufs.ac.za	<i>Please note: PeopleSoft Finance is only available off-campus if you are using a UFS VPN Token.</i> <i>A VPN Token is a security mechanism that is used to authenticate a user or device on a VPN infrastructure; for any enquiries, please contact Service Desk on x2000.</i>
Change your Password / Forgotten Password 	Self Service	https://selfservice.ufs.ac.za/	https://www.ufs.ac.za/dl/system/documents/UFSSSPR.pdf https://www.ufs.ac.za/ict/ict-services-home/ict-booklet/the-edition
Microsoft Office 365 		https://ufsacza.sharepoint.com/sites/O365CL?e=1%3A932dcd41820c4fa098d9840314121d5a	https://www.ufs.ac.za/ict/ict-services-home/express-at-ict https://ufsacza.sharepoint.com/sites/O365CL?e=1%3A932dcd41820c4fa098d9840314121d5a

Functionality	System	Link/Description	Guides
ICT Support 	Service Desk / SovelT	https://SovelT.ufs.ac.za	https://www.ufs.ac.za/ict/ict-services-home/ict-booklet/the-edition
Connectivity  Please note: Networks displayed in guides will only be available on campus	Internet, WiFi	https://www.ufs.ac.za/ict/adhoc-pages/ict/connectivity	https://www.ufs.ac.za/ict/ict-services-home/ict-booklet/the-edition

The ICT Service Desk call centre will stay open during this time frame where staff and students are working from home. Please do not hesitate to call us if you have any enquiries on 051 401 2000 or email servicedesk@ufs.ac.za

For any News Update regarding ICT please visit the ICT Webpage (<https://ufs.ac.za/ict>)
or
ICT Express page (<https://www.ufs.ac.za/ict/ict-services-home/express-at-ict>)