

# IT @ UCT

## REMOTE GUIDE FOR STUDENTS



**UNIVERSITY OF CAPE TOWN**  
IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD

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# About ICTS

## Information and Communication Technology Services (ICTS)

- [ICTS](#) enables the UCT community to adopt and exploit information technologies to enhance its work.
- We are responsible for the strategy, planning, management, and provision of [all core ICT services](#) and infrastructure to campus.
- We provide support to approximately 5000 staff members, postgraduate students, and third parties, and about 25000 undergraduate students.

## What services can you access while studying remotely?

This booklet briefly outlines the ICT services that undergraduate and honours students can access while studying remotely.

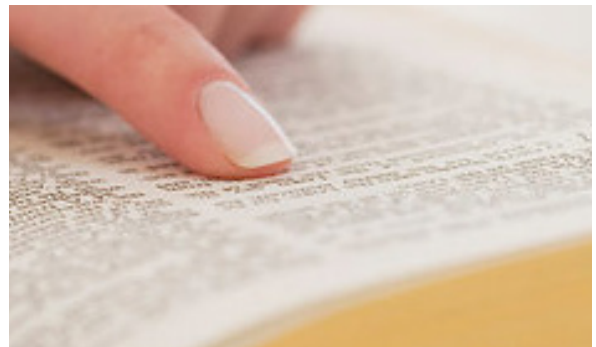
For our complete guides of services for all students and staff go to [www.icts.uct.ac.za](http://www.icts.uct.ac.za) > **Publications** > **Guide to ICT services at UCT**.

## 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 maintained on the ICTS website at [www.icts.uct.ac.za](http://www.icts.uct.ac.za).

Important ICT-related policies you should read:

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



## Respect copyright law

Do not download, copy or distribute software, movies and other copyrighted works unless you have the express permission of the copyright holder. See the [information on respecting copyright](#) on our website.

## ISPA (Internet Service Providers' Association)

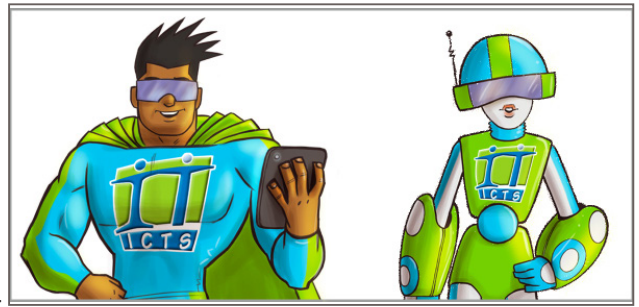
UCT is a member of ISPA and upholds the ISPA Code of Conduct: <http://www.ispa.org.za/code-of-conduct>

# Get help

## ICTS Website

There is a wealth of information on the [ICTS website \(www.icts.uct.ac.za\)](http://www.icts.uct.ac.za) which will help you to make use of the wide variety of ICT services and tools available at UCT.

There are service announcements and software downloads, as well as informative articles, end-user documentation, helpdesk and training information, and much more.



## Help yourself

ICTS maintains many self-service utilities that allow you to help yourself quickly and easily.

- Frequently Asked Questions [myUCT FAQ](#)
- ICTS A-Z [A-Z list of services](#)
- Password Self-Service [Password Self-Service \(PSS\) Login](#)

## Social media support

Our Facebook ([www.facebook.com/icts.uct](http://www.facebook.com/icts.uct)) and Twitter ([www.twitter.com/UCT\\_ICTS](http://www.twitter.com/UCT_ICTS)) accounts are monitored on weekdays from 07h00 - 22h00.

## Log a call

You can log a call with our IT Helpdesk by either [visiting the online portal](#), sending an email to [icts-help-desk@uct.ac.za](mailto:icts-help-desk@uct.ac.za) or calling 021 650 4500.

# Get started

## Automatic access to ICT services

Your [access to UCT services](#) is based on your role in the institution. Information about individuals and their roles is stored in a secure, central identity vault. You will be granted access to UCT services once your registration is complete. When your association with the university ends, your access to most services is automatically removed.

# Your myUCT email account

Undergraduate, honours, masters, and doctoral students have mailboxes on the myUCT cloud-based mail system with an email address of: [studentnumber@myuct.ac.za](mailto:studentnumber@myuct.ac.za). This mailbox is where you will receive all the communications from UCT and your faculty, so it is very important to check it regularly.

Your [myUCT email address](#) is an “email address for life”, meaning that it will still be available after you graduate. It will change to a [name.surname@alumni.uct.ac.za](mailto:name.surname@alumni.uct.ac.za) address after you graduate. Both these addresses give you access to the UCT mailbox you used while studying.

Use your UCT username and password to log on to myUCT. Find out more about your email at <http://www.icts.uct.ac.za/myuct>. You can [set up your smartphone](#) to access your myUCT email and synchronise your calendar. Access your email by visiting <https://outlook.com/myuct.ac.za>.

## myUCT provides:

- 50GB mailbox space,
- instant messaging,
- a calendaring solution in addition to the one you will use on [Vula](#),
- free use of [Microsoft Office](#) web applications,
- spam-free email,
- a central place to view your non-UCT mail accounts, and
- 1TB of password protected online storage via [OneDrive for Business](#).

More information about myUCT is available on the [myUCT FAQ page](#).

## Connect your accounts

You can access your myUCT email using any [IMAP-compliant email client](#). Should you wish to connect your personal email accounts (such as a Gmail account) to your UCT email account, you can do so in one of two ways.

You can import your UCT mails into your personal account by going to that account and selecting the autoforwarding or import/export option in the settings of your preferred mail client.

Otherwise, you can import your personal emails into your myUCT account by logging into your account and selecting the **Settings** menu, choosing **Options** and selecting **Connected Accounts**.





# Network account password

## Managing your password

You can manage password changes at Password Self-Service: <https://password.uct.ac.za>

Password Self-Service is a secure, online tool that allows you to manage your own password. If you forget your password, you can request a token to be sent by SMS or email, which you can use to change your password.

It is recommended practice to change your password every few months for security reasons. This reduces network vulnerability and increases security on the UCT network.

## 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 for use by other software and systems. 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.

### Lock it down! Your password:

- Must contain at least 14 characters.
- Is not case sensitive.
- Must not contain any spaces, but can include numerals and punctuation marks, such as: ()~!/?<>\*^\_
- Should be as difficult as possible to guess and not use obvious information such as your "abc", "123", your student number, family's names, birth dates, or ages.
- Could be a 'passphrase' such as a line from your favourite song or movie, e.g. ilovetomatosandwiches.
- Must be kept secret. Do not divulge it to anyone else - not even to an IT consultant.



# Software

## Software available

You can visit the [Downloads page](#) to download site-licenced software applications, free of charge, to help you with your studies.

Some of the software available includes:

### Antivirus

McAfee Endpoint Security

### Referencing

EndNote  
RefWorks

### Statistical Analysis

Statistica  
SPSS  
Nvivo

### Disability support

textHELP Read&Write Gold



## Office 365

You are also entitled to download [Office 365](#) for the duration of your studies at UCT. You can [download the software](#) from your [myUCT](#) interface and install it on up to 5 devices. Once you graduate, your licence will expire and you will no longer be able to use the software. Office 365 has the [same features](#) and functions as other versions of Office, including Outlook, Word, Excel, PowerPoint, OneNote and Access.

Learn more about using Office 365 with [this LinkedIn Learning course](#).



## G Suite for Education

Google's [G Suite for Education](#) is available to all students and gives you access to a range of Google apps – including Google Docs, Google Sheets, Google Slides, Google Forms, Google Drawings, Google Groups, Google Hangouts, and a 10TB Google Drive.



# Online storage

## F: drive - Your space on the network

The [F: drive mapping](#) is visible when you connect to the UCT network in computing labs or when using [NetStorage](#), which allows you to access the network from off campus.

Your F: drive is an area on the network where you can store your personal files. No one but you is able to see the contents of your F: drive. Be sure to back up these files to a secure location. However, if they are accidentally deleted or overwritten, they can be [restored at a cost](#). We recommend that you use the personal cloud storage made available to you via OneDrive for Business or Google Drive.

## Cloud services

You have access to both Google Drive and OneDrive, which are cloud platforms you can use to store and back up your files as long as you are a registered student at UCT. You will lose access to these resources when you graduate, so it is vital to remove your data from the cloud before you do so.

They:

- Sync data locally
- Allow you to access your files without the internet
- Sync all changes when you are back online
- Are available across all your devices (mobile and desktop)

### Google Drive

This is part of the G Suite for Education package. It provides you with 10TB of online storage which you can use to store and back up your files. Navigate to Google ([www.google.com](http://www.google.com)) and sign in using your UCT email address and UCT password. You can then select Google Drive from your app options.

You can also download and install the free [Backup and Sync tool](#) for Google Drive, which makes syncing across all your devices simple and effective.



### OneDrive

OneDrive provides you with 1TB of online storage.

You access your OneDrive account through your myUCT portal by navigating to <http://portal.office.com/> and entering your UCT username and password. Then click **OneDrive** to access your online storage.



## Share large files

You can use [Vula](#) to store and share large files in your **Resources** folder. This is useful when you need to distribute files that are too big to be sent by email. You can also use [FileSender](#) - which can handle files of up to 100GB.



# Accessing IT off campus

## Manage data usage

View our [recommended guidelines](#) for reducing your data usage.

## Zero-rated websites

South African universities are currently in discussions with mobile networks to zero-rate mobile data to specific UCT online resources. This will allow you to access online resources without having to carry the costs of remote learning.

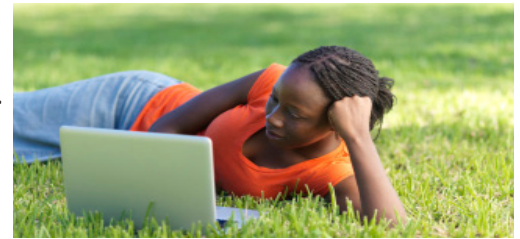
Please view our [zero-rated web article](#) for an overview of which mobile providers have zero-rated UCT online content.

## Secure your home network

Ensure your home network is secure by following these [recommended safety tips](#).

## Using video conferencing safely and securely

View our list of [things to remember](#) when setting up or participating in web conferences.



# Learn online

## Self training resources

[Online learning](#) gives you the freedom to learn at your own pace from a lab, home, or anywhere that you have access to the internet. You can access:

### LinkedIn Learning

You have free access to the [LinkedIn Learning online training library](#). LinkedIn Learning offers over 4000 high-quality instructional videos taught by recognised industry experts. The content - which covers topics such as software, design, and business skills - ranges from beginner to advanced levels and is available 24/7 on PCs, laptops, tablets, and smart phones. [Log on](#) using your UCT credentials.









The LinkedIn Learning mobile app allows you to access the videos on your phone. Just download and install it and start learning.

# UCT Mobile

[UCT Mobile](#) is an app for mobiles and tablets. It brings together all the UCT services and information you need in one easy-to-use interface.

## Features

From the UCT Mobile app, you can:

-  Access your fee account
-  Check your timetables
-  Access Vula
-  Access the Libraries
-  Access clubs and societies
-  Search for your course and test results



## Install UCT Mobile

Go to the [iTunes App store](#) or the [Google Play store](#) and search for *UCT Mobile* by University of Cape Town. Once you've installed the app, open it and use your UCT username and password to log on.

Alternatively, if your phone does not support the app or you don't want to install it, you can access it via the web interface at <https://uct.ombiel.co.uk>



# Cybersecurity

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

You must have an [up-to-date anti-virus application](#), such as McAfee Endpoint Security, installed before connecting to the network.

All UCT students are entitled to a site-licensed copy of [McAfee Endpoint Security software](#), which is available from the ICTS website > [Downloads](#) section. You are also entitled to use McAfee on one home PC. There are versions for Windows, Apple Mac and Linux.

Make sure that you only have one anti-virus program on your machine at a time.

New virus signature files are released by McAfee on a daily basis. When your machine is connected to the UCT network, you will automatically receive the latest updates which McAfee will install in the background.

## Install Windows and macOS updates and patches to keep your computer safe

All software programs 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 computers via the Windows Server Update Service (WSUS), and Apple Mac computers via the Apple software update service. A Linux (SLED 10) service is also available. For your computer to receive these updates, make sure that it is connected to one of these update services. Visit the [ICTS website](#) for more information.

## Back up your data

A [backup](#) is a copy of the data on your computer - it is always a good idea to have more than one copy of your data in case it somehow gets deleted or corrupted. You can back up your data to an external storage medium, such as a removable hard drive. Once you've [made a backup](#) of your data to a drive, be sure to keep it in a safe place. Alternatively, back your data up to the cloud, using either OneDrive or Google Drive - both of which are available to you at UCT. For more on backing up your data, visit the [ICTS website](#).



# The UCT CSIRT



UCT has created a [Computer Security Incident Response Team](#) (CSIRT), which will respond to, control and manage computer security incidents. Should the UCT network be compromised, they will resolve issues to ensure a return to normal operating conditions as soon as possible. They will also investigate the origin of incidents in order to prevent recurrences. CSIRT will also provide cyber security awareness on campus and will announce potential vulnerabilities and threats to hardware and software.

Should you encounter a [cybersecurity incident](#), please send an email to [csirt@uct.ac.za](mailto:csirt@uct.ac.za).

Examples of [phishing attempts](#) and [ransomware scams](#) are available on the ICTS website.

## 7 Top Cybersecurity Tips

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 reputable company will ever ask you for this - especially via email, web page, or a phone call.
2. [Create strong passwords](#) using at least 14 characters. By activating your profile on Password Self-Service, you'll be able to reset your password yourself whenever you need to.
3. Anti-virus applications should be running on all your computers. You should always keep the anti-virus programs up to date and frequently run virus scans to ensure that you haven't been compromised.
4. Spread the word - if you know of a cybersecurity threat or incident, please inform everyone you know who might be affected. Warn all your friends and contacts to ignore or delete any suspicious emails coming from your account.
5. Protect your mobile devices, it's not just computers that need protection. Make sure all your devices – including mobile ones – are secured 24/7. Find a reputable security app in your app store and install it.
6. Cyber criminals are after your money! Protect your finances by applying some basic safety techniques. Never do online banking over unsecured public networks (e.g. free WiFi hotspots). Always, always make sure the websites you bank and buy from are secure.
7. Your online accounts are important to cyber criminals and identity thieves. Lock down your security and privacy settings to avoid data breaches.

# Staying informed

There are a number of ways you can keep in touch with us and stay informed about ICT matters on campus. We also have social media accounts where we can interact with you, as well as a very interesting and informative newsletter, sent out once a month. The ICTS Feedback email account ([icts-feedback@uct.ac.za](mailto:icts-feedback@uct.ac.za)) sends out notifications. You can also email us on this address with suggestions or comments and we'll respond as soon as we can. Please note that this is not a support address, so for technical assistance, use the contacts in the [Getting help](#) section of this document.

## Mailing lists

By [subscribing](#) to the icts-announce-l mailing list ([icts-announce-l@lists.uct.ac.za](mailto: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 people on campus.

ICTS also sends communications to the entire campus about significant or widely-used ICT-related services. This ensures that all staff and students ([allstudents-l@lists.uct.ac.za](mailto:allstudents-l@lists.uct.ac.za)) are informed.



## Facebook

ICTS offers support and troubleshooting 7 days a week from 7:00 a.m. to 10:00 p.m. on our [Facebook page](#). We also post information about ICTS services, ICT issues on campus and interesting news about IT and technology.



## Twitter

Technology news and service failures are tweeted via the @UCT\_ICTS [Twitter account](#). You can also report problems to us using this platform.



## 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](mailto:icts-newsletter@lists.uct.ac.za)).



## ICTS website announcements

Be sure to check out the scrolling banner on the ICTS website for all the latest announcements about IT on campus.

