



FAQs

THINGS YOU NEED TO KNOW ...

cilt-helpdesk@uct.ac.za

1. What is Vula?

Vula is UCT's official online learning system. It houses websites for academic courses, student societies, study and research groups, faculty and departmental groups, as well as assorted projects and initiatives.

2. How do I access Vula?

Go to vula.uct.ac.za and select "UCT Login". On the next screen, enter your student number and network password.

3. What is my password?

It was sent to you in your "Application for Admission" letter from UCT's Admissions Office.

4. What happens if I can't login?

Unfortunately we cannot assist you in resetting your password but you can try this:

- Log into the password self-service: <http://password.uct.ac.za>.
**** if you can log in here, you will be able to login to Vula.*
OR
- If you can't log into the password self-service:
**** ask your faculty computer lab administrator to check your account and/or reset your password for you.*

5. What is the Home tab?

It is the very first tab at the top of the Vula screen and is your own private site where you can manage your profile and preferences, store data, view consolidated calendar and announcement information, and create new sites.

6. Where are my courses?

You will find them either in the series of tabs at the top of the screen or in the drop-down box when clicking on the 'Sites' icon. You can control which sites appear in your tabs in Sites'. Click the star next to the course name to add the site to your favourites.

If your course is not visible, there is a chance that your lecturer may not have created a Vula site for it yet. Feel free to approach your lecturer and enquire if they will be using Vula in their teaching. When the site is created you will have access to it automatically.

7. How do I change my profile info?

Each person has a unique profile that provides personal details and contact information. Under the 'Home' tab, click 'Profile' >> on your profile page, click the 'Edit my profile' link >> edit or fill in any missing information that you wish to provide, make sure that your email address is correct and, if you use multiple addresses, that it is the one at which you would prefer to receive Vula notifications (you may use a non-UCT email address such as Yahoo or Gmail). When you're satisfied with your profile information, click the 'Save' button.

8. How do I sign up for a tut?

- Browse to your course site.
- In the left-side menu, click the link named '**Tutorial Groups**' or '**Section Info**' (naming varies from site to site).
- View the available groups and then click the 'Join' link on the far right alongside the group that you want to sign up for.
- Note: Group size may be limited. Once a group has reached its maximum size, you won't be able to sign

- up for that group. To see how many spaces are available, look at the 'Avail.' column.
- If you are permitted to switch sections, you can do so by clicking the 'Switch' link alongside the group that you want to move to. You will automatically be removed from the first group and added to your new group.
- If all the groups are full, consult with your lecturer, tutor or departmental administrator, who can either increase the group size or manually add you to a group.

9. How Do I Upload/ Download a Resource onto/from Vula?

- Resources are located on the left-side menu of your Vula site.
- To upload a file, click the "add" option to the right of the folder you wish to add a resource to and follow the instructions on screen.
- To download a file, right-click on the file you want downloaded and save to a suitable location on your PC.

10. For more help:

- Online video tutorials: <http://tinyurl.com/vula-video-tutorials>
- Contact the CILT Helpdesk (09h00 – 17h00) at 021-650-5500 or cilt-helpdesk@uct.ac.za.