



# **Staff and student IT GUIDE**

## **Wits connected**





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*Please note this guide is a reflection of student ICT services at the time of going to print. Because of ongoing improvements and enhancements to the student ICT infrastructure some parts of this brochure may become outdated during the course of the academic year. If in doubt, please contact WITS ICT Service Desk on the 1<sup>st</sup> floor, South West side, Senate House or contact [istudenthelp@wits.ac.za](mailto:istudenthelp@wits.ac.za) or 011- 717-1717*

## INTRODUCTION

WITS ICT provides a range of IT related services to the University community across Wits campuses. A WITS ICT Service Desk Student Assistant would also be on hand at each of the Open Access WITS ICT Managed Computer Laboratories to assist students with computer related questions. NB. (Service Desk Student Assistant available Mon-Fri between 08h00-17h00).

## ICT ACCEPTABLE USE POLICY

All users must abide by the Acceptable Use Policy when making use of any Wits University Computer Facilities. A copy of the policy is on website address:

<https://www.wits.ac.za/media/wits-university/staff/documents/Acceptable%20Use%20Policy.pdf>

## AIMS AND OBJECTIVES

The aim of this guide is to provide information about services offered by WITS ICT to the University Community to enable effective and efficient use of the computer facilities and services available for consumption. Please attempt to follow the instructions provided in this guide before requesting assistance.



NB. Personal devices need to adhere and meet the standard requirements of the University.

## THE WITS ICT SERVICE DESK

The Service Desk is the central point of contact between the university community and Computer & Network Services. Call the Service Desk if you have IT related issues, problems with logging on, accessing your e-mail box or using Internet or standard software programs.

The WITS ICT Service Desk offers configuration support to the University Community for personal devices i.e. setting up mobile devices to access email and Internet. Adequate protection using antivirus software and backing up of a user's data from the device is the responsibility of the user prior to WITS ICT providing you with configuration support.

## CONTACT DETAILS

WITS ICT Service Desk

First Floor, West Wing, Senate House Building, East Campus Tel: 011 717 1717

E- mail: [ithelp@wits.ac.za](mailto:ithelp@wits.ac.za) or [itstudenthelp@wits.ac.za](mailto:itstudenthelp@wits.ac.za)



## SECTION A – STUDENTS INFORMATION

### SECTION A1 - OPEN ACCESS COMPUTER LABORATORIES (LABS)



**NB.** All WITS ICT Open Access Undergraduate (UG) Computer Labs are available to students as well as staff

#### Abbreviations Used:

W	- Computer & Network Services	WEC	- WITS Education Campus
U	- Undergraduate	EC	- East Campus
P	- Postgraduate	WC	- West Campus
S	- Senate House	MS	- Medical School Campus

WITS ICT Open Access Labs	Location	Number of PCs
<b>EAST CAMPUS</b>		
WITS ICT PG LAB - SH1029	1 <sup>st</sup> floor, West Wing, Senate House SH1029	21
WITS ICT UG LAB - SH1101	1 <sup>st</sup> floor West Wing, Senate House SH1101	46
WITS ICT UG LAB - SH1099	1 <sup>st</sup> floor West Wing, Senate House SH1099	15
WITS ICT UG LAB - HP ZONE	1 <sup>st</sup> floor West Wing, Senate House, Mezzanine	44
<b>WEST CAMPUS</b>		
WITS ICT UG LAB - FNB2A (AUD)	First National Bank Building (FNB) Ground Floor, Auditorium	53
WITS ICT PG LAB - FNB2A1 (MEZ)	First National Bank Building (FNB) 1 <sup>st</sup> floor, Mezzanine	27
WITS ICT UG LAB - FNB 2B	First National Bank Building (FNB) Ground floor	69
WITS ICT UG LAB - FNB 105	First National Bank Building (FNB) 1 <sup>st</sup> floor, South	97
WITS ICT UG LAB - CLM1	Commerce, Law & Management (CLM) Library, 1 <sup>st</sup> Floor	138
<b>WITS EDUCATION CAMPUS</b>		
WITS ICT UG LAB - WEC-01	Boyce Block, Ground Floor, BL36	29
WITS ICT UG LAB - GLASS	Marang Block, Ground Floor	96
WITS ICT PG LAB – WEC	Bohlaleng Block, First Floor, B105	26
WITS ICT L247 Lab – 52	Leseding block	52
WITS ICT L249 Lab – 30	Leseding block	30
WITS ICT L250 Lab – 36	Leseding block	36
WITS ICT L251 Lab – 52	Leseding block	52
WITS ICT L253 Lab – 30	Leseding block	30
<b>Medical School Campus</b>		
WITS ICT UG LAB - MS-01A	Medical School, 3 <sup>rd</sup> Floor	90
WITS ICT UG LAB - MS-01B	Medical School, 3 <sup>rd</sup> Floor	32



WITS ICT Open Access LAB machine internal speakers are disconnected; the user is encouraged to use headphones when accessing the online audio content of a virtual training course.



You may not unplug any computer from the network or use the computer charge point for your laptop device. There are specially provisioned areas specifically for the purpose. The seat in the lab is a dedicated seat for the student who does not have access to his/her own computer device.

## SECTION A2 - RULES OF THE LAB



In order for all users to enjoy the use of these facilities, please observe the rules of conduct



## SECTION A3 -OFFICE OF RESIDENCE LIFE COMPUTER (LABS)



NB. The following computer laboratories are for the exclusive use of students living at the respective University Residences

Residence Laboratory Name	Location	Number of PCs
<b>EAST CAMPUS</b>		
Jubilee Hall	East Campus	8
Men's Residence	East Campus	13
Sunnyside Residence	East Campus	10
<b>WEST CAMPUS</b>		
Barnato	West Campus, Barnato Residence	10
David Webster	West Campus, David Webster Residence	6
West Campus Village	West Campus, West Campus Village Residence	4
<b>OTHER RESIDENCE LOCATIONS</b>		
Braamfontein Centre	23 Jorissen Str, Braamfontein	10
Esselen Street Residence	7 Esselen Str, Hillbrow	12
Parktown1	3 Blackwood Rd, Parktown	7
Parktown2	20 Rockridge Rd, Parktown	10
EOH (Ernest Oppenheimer)	8 Trematon Plc, Parktown	10
Knockando	21 Rockridge Rd, Parktown	11
Campus Lodge	48 De Korte Street Braamfontein (Non Networked)	Network points for
Graduate Lodge	34 Jorissen Street, Braamfontein (Non Networked)	2



## SECTION A4 -GETTING STARTED USING COMPUTING FACILITIES

The student portal is your single point of entry for your Wits E-Resources such as email, calendaring, eLearning etc. Further information is available on the portal web site.

URL (Web Address): <http://www.wits.ac.za/mywits/>

The creation of all student accounts (returning and new) is an automated student process as part of your registration. To get the best use out of this please note the following pointers.

**Username:** *Your student number*

**Password:** *Your password will be sent via a message to you on registration on the cell number recorded from the completed registration form.*



*your details.*

*If using a passport number that contain letters as well as numbers, ensure you enter the letters in UPPERCASE. If you have changed your cell number in the interim, please visit Student Enrollment Centre to have your Information update or alternatively use the Student Self Service to update*

## SECTION A5 - PASSWORD RESET

Passwords can be reset via Password Self Service, which you can do on the Student Portal home page where you would be required to register as displayed on the next page.



*In order to make use of this service **you have to register** on the Password Self Service web site whilst you are still using a valid password.*

## SECTION A6 - HOW TO REGISTER FOR PASSWORD SELF SERVICE

### Online Password Reset Service

Go to <http://www.wits.ac.za/mywits/> and under Password Reset click "register here".  
Or "Reset your password here"



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Students | Staff | Alumni | Library | News and Events

Study at Wits | Campus life | Faculties and Schools | Research

Home > Students > MyWits

**In this section**

- E-Learning
- Find my bus
- MySOS
- Office365
- Password Reset**
- Printing
- Student Email
- Student Self Service
- Virtual Training
- WiFi hotspots
- Wits Dining
- WitsM Mobile App

**MyWits**

MyWits is the student portal that gives you easy, convenient access to the information you need as a Wits student.

The CNS Service Desk is the central point of contact between the student user and Computer & Network Services.

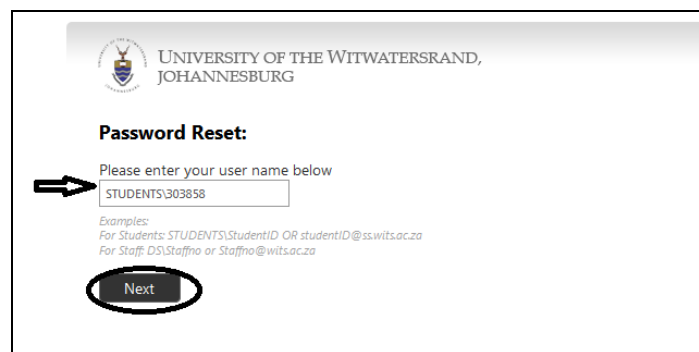
Call the CNS ICT Service Desk if you have problems accessing your email, using the internet or standard software programs. The CNS ICT Service Desk also offers configuration support to students.

Find out how to register your student email and configure your mobile device [here](#).

If the CNS ICT Service Desk cannot help you with advice over the telephone, the Student Assistant at the desk will log a call for you with the CNS ICT Service Desk and provide you with a reference number for the problem and a consultant will assist.

As a student and a user of the Wits University network you are required to ensure that your computer is adequately protected with antivirus software. You are also responsible for ensuring the adequate backing up of your own data prior to CNS providing you with configuration support.

Enter STUDENTS\Student number and then click Next.



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**Password Reset:**

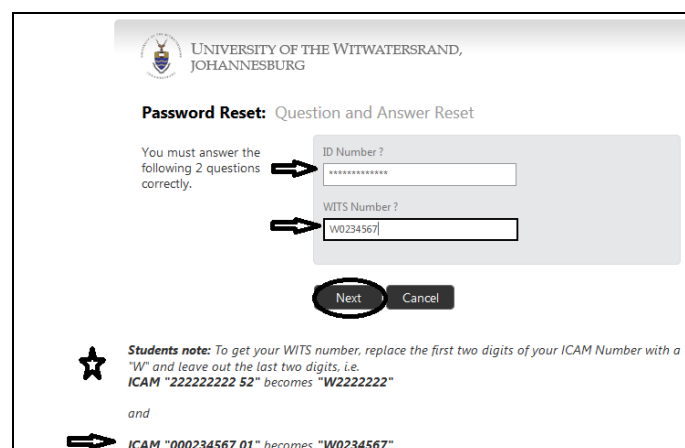
Please enter your user name below

STUDENTS\303858

Examples:  
For Students: STUDENTS\StudentID OR studentID@ss.wits.ac.za  
For Staff: DS\Staffno or Staffno@wits.ac.za

Next

NOTE: To get your WITS number, replace the first two digits of your ICAM Number with a "W" and leave out the last two digits, i.e. ICAM "22222222 52" becomes "W2222222" and ICAM "000234567 01" becomes "W0234567".



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**Password Reset: Question and Answer Reset**

You must answer the following 2 questions correctly.

ID Number?

WITS Number?

W0234567

Next Cancel

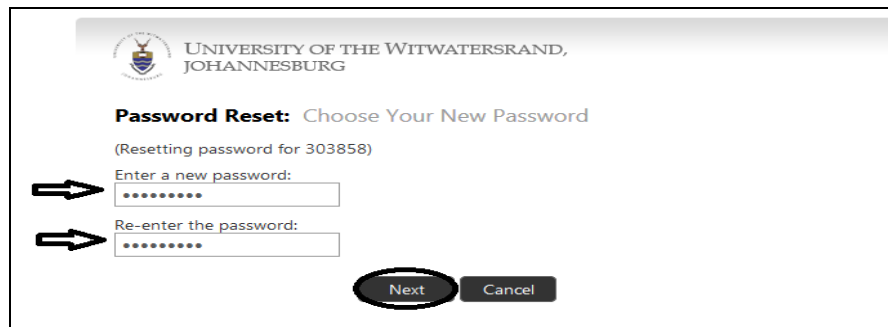
★ **Students note:** To get your WITS number, replace the first two digits of your ICAM Number with a "W" and leave out the last two digits, i.e. ICAM "22222222 52" becomes "W2222222" and ICAM "000234567 01" becomes "W0234567"

Enter a new password\*\* and confirm it, then click Next.

\*\* Password must be minimum 9 characters' long

\*\* Password must be Alphanumeric (Letters and numbers)

\*\* Password cannot be any of the previous 10 student passwords



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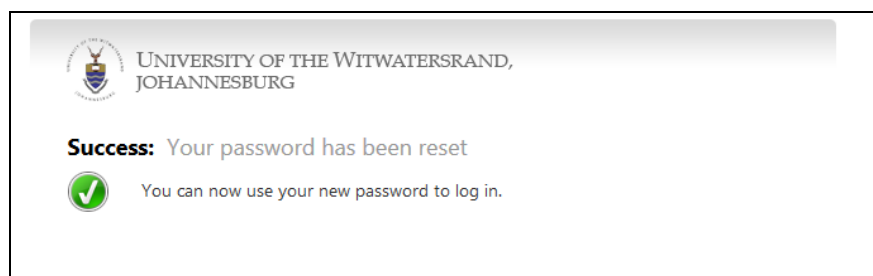
**Password Reset:** Choose Your New Password

(Resetting password for 303858)

Enter a new password:  
.....

Re-enter the password:  
.....

Next Cancel



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**Success:** Your password has been reset

✓ You can now use your new password to log in.

Your password has been reset, you can now log into student email, CLE/SAKAI and Wits network.

\*\*\*\* Password will expire every 600 days

\*\*\*\*If you log on to a PC added to the student domain, you would receive a reminder to change your password 20 days before it expires.

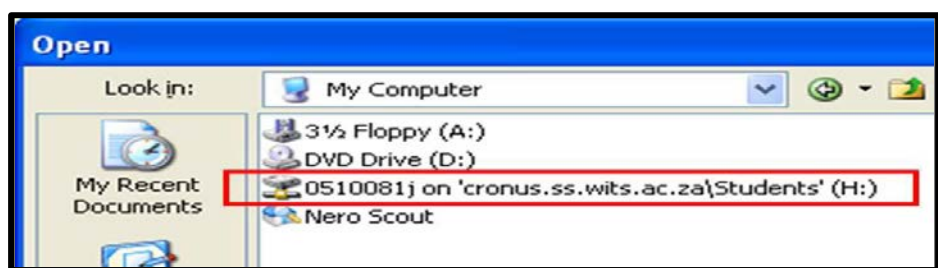


**NB.** The next time you log on, remember to use the **NEW** password.

## SECTION A7 - ACCESS TO THE NETWORK DRIVE (H:\ DRIVE)

As a student user in a WITS ICT Open Access LAB, you will have a network drive available to you to store your academic documents electronically. This network drive is the H:\ drive in your Windows Explorer.

You have a limit of 50MB of network space available to you, use with care.



## SECTION A8 - CONFIGURATION SUPPORT

Configuration Support, which involves and offers basic assistance to users (staff and students) who own non-Wits hardware in terms of the following:

1. Configuring the Local Area Network Interface for use on the Wits Network
2. Configuring the Wireless Network Interface for use on the Wits Network
3. Installation and basic configuration of VPN (Virtual Private Network) software
4. Configuration of Internet Proxy settings and email setup

It is important to point out that the service does not include support of Operating System updates/patches, data backups, antivirus support, trouble-shooting on any of the above-mentioned services. Should a user require more than Configuration Support, the Service Desk will assist in providing contact details of University approved vendors who would provide such support.

The service is availed at helping those users with working, up-to-date computers to connect successfully to the Wits network. Users of this service must complete an Authorisation & Indemnification form prior to Configuration Support commencing.

**This is a walk-in service and as such, users would need to bring their PCs, laptops, or other mobile devices to the CNS Service Desk for Configuration Support to the First floor, Senate House (West Wing), East Campus.**

## SECTION A9 - PRINTING & SCANNING

Printing is available to you in the WITS ICT Open Access LABS and University Libraries at a cost

DESCRIPTION	Cost Per Page (incl VAT and paper)
A4 SINGLE SIDED (SIMPLEX) - BLACK & WHITE	R0.39
A4 DOUBLE SIDED (DUPLEX) - BLACK & WHITE	R0.55
A4 SINGLE SIDED (SIMPLEX)- COLOUR	R2.88
A4 DOUBLE SIDED (DUPLEX)- COLOUR	R5.69

Follow the process below to print to a printer in a WITS ICT Open Access Lab.



*You would need to ensure that you have enough money available on your **ICAM Access Card** in order to proceed with printing, as this is **NOT** shown on the print client software before a print job that is sent through.*



*Please contact **ICAM** on **011 717 1830** if you are unsure of how to load money on your ICAM Access Card, or if you do not know where the kiosks are to load money onto your access card or to check your balances.*

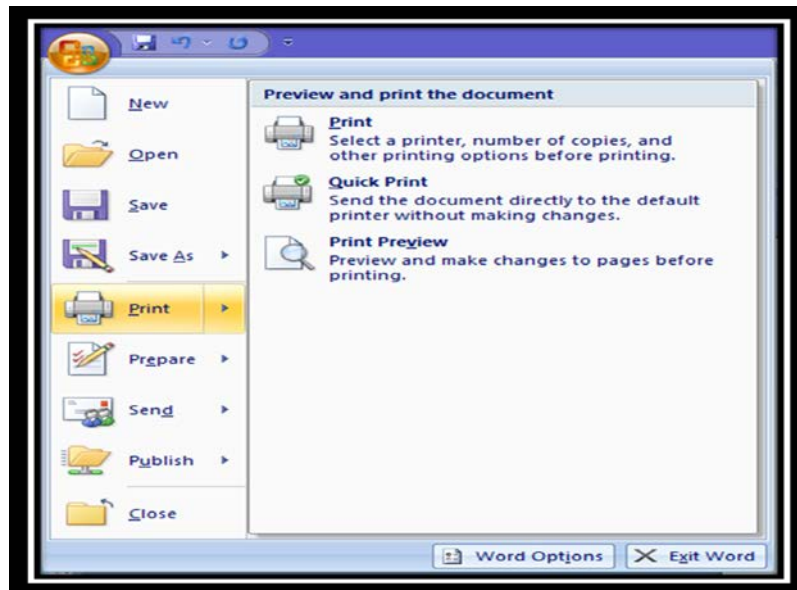


## SECTION A9.1 – PRINTING

Open document, which you would like to print

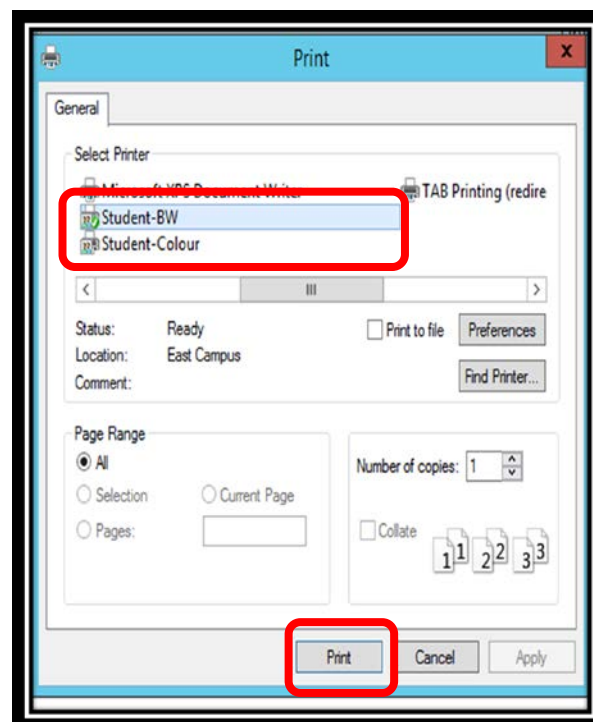
Select: File

Select: print

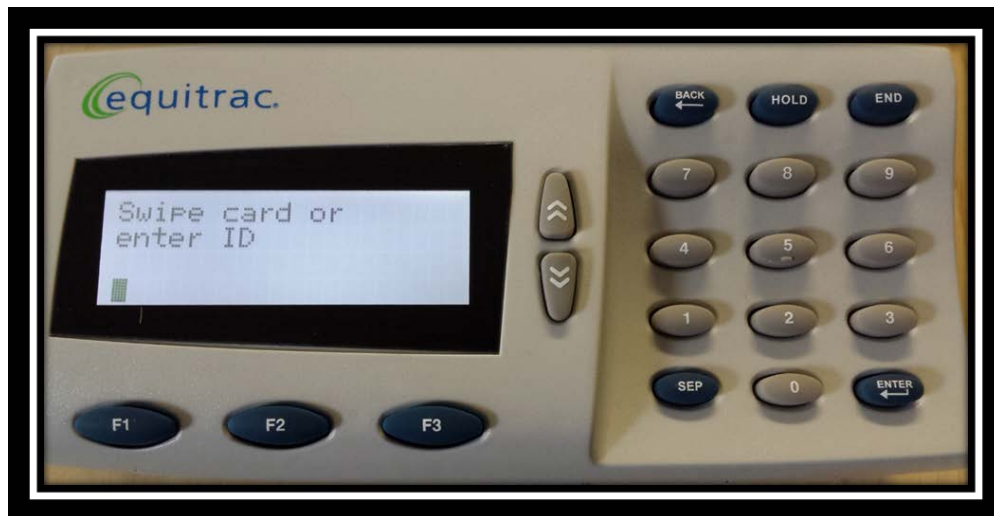


Select a Student-Color or Student-BW print driver

Select, "Print"



Swipe your **ICAM Card** on the right hand side of the **Equitrac** Terminal



Select: Print (F1)



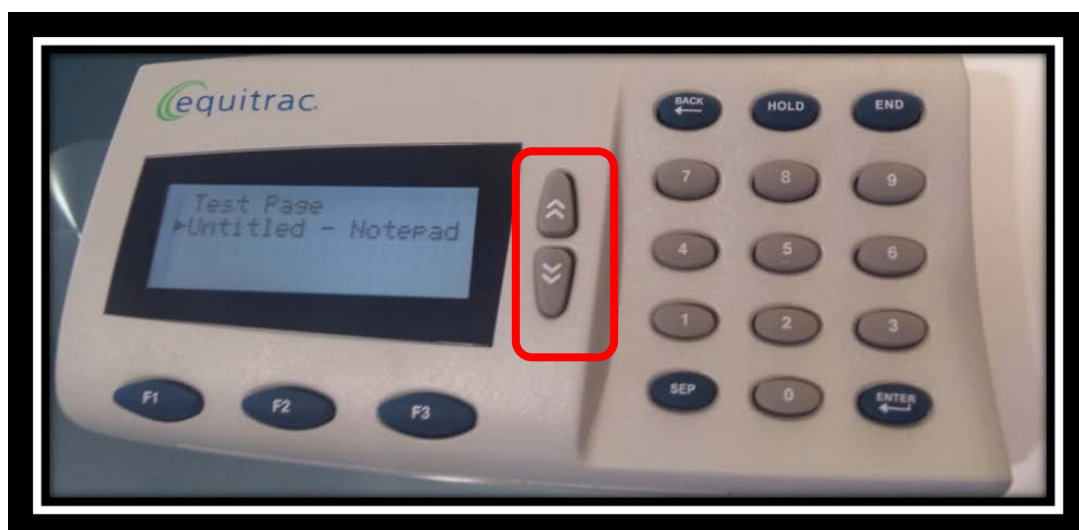
If your Kudu Bucks Balance has insufficient CREDIT, you will not be able to Print.



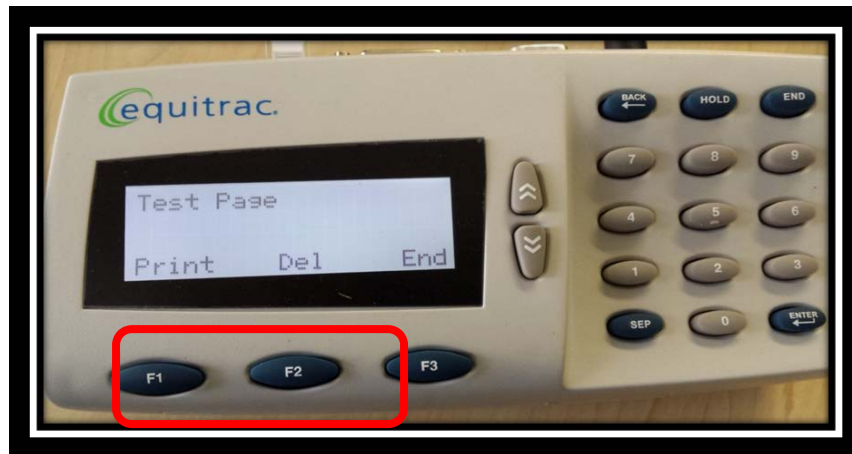


**PLEASE ADD MORE FUNDS TO YOUR KUDU BUCKS ACCOUNT AND CONTINUE PRINTING**

Select your Print Job using the up and down arrows



You have the following Options:  
Print the selected document (F1)  
Delete the selected print job (F2)  
  
End the Print session (F3)

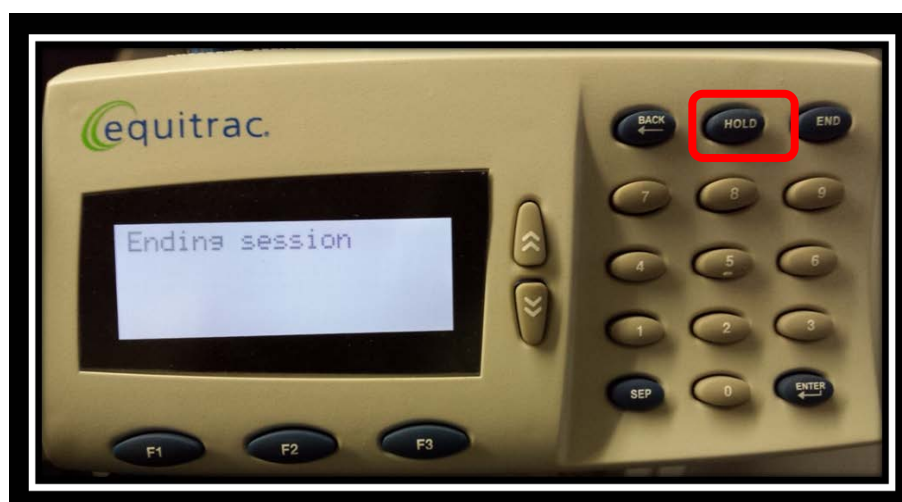


Next



The Device begins printing

Select End to complete the Session

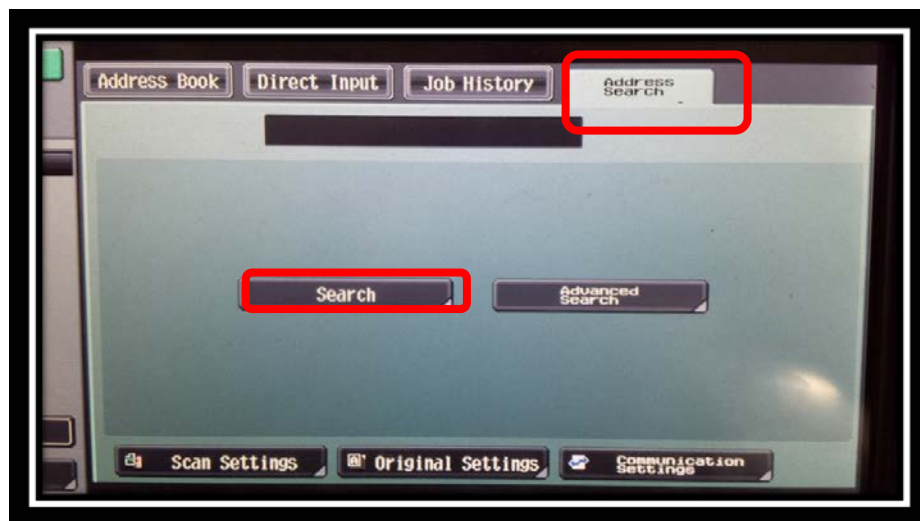


## SECTION A9.2 SCAN TO EMAIL FUNCTION

Select Fax / Scan

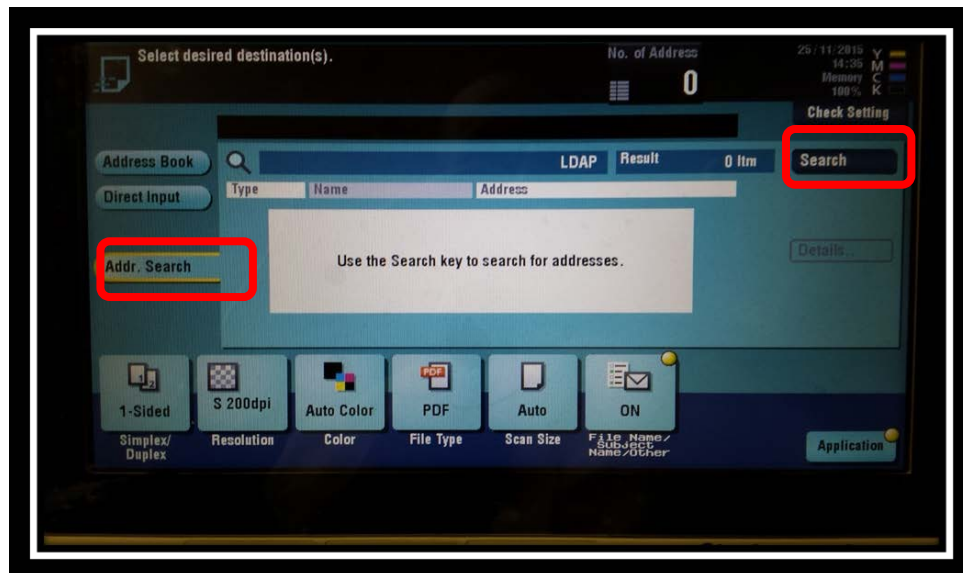


Select: Address Search, then Search

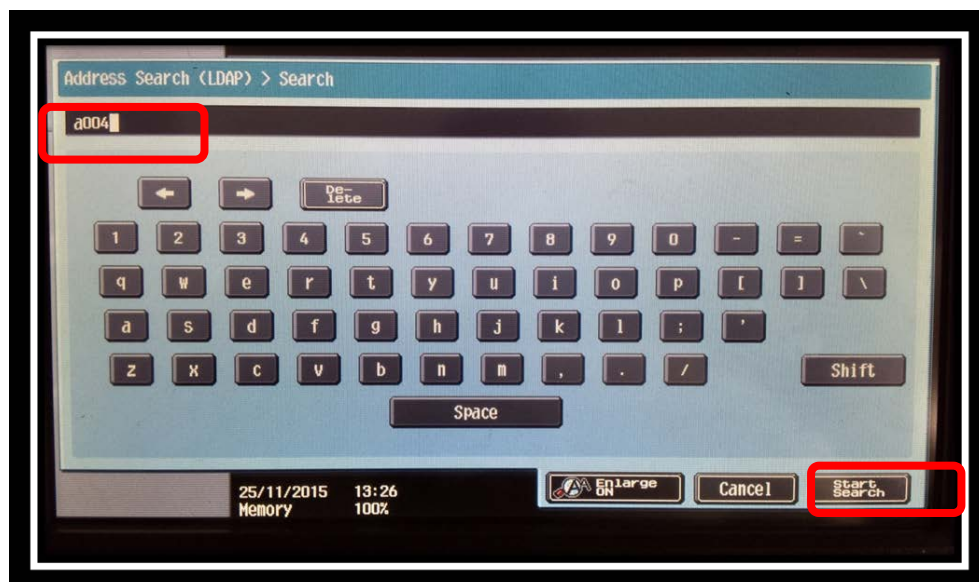


OR

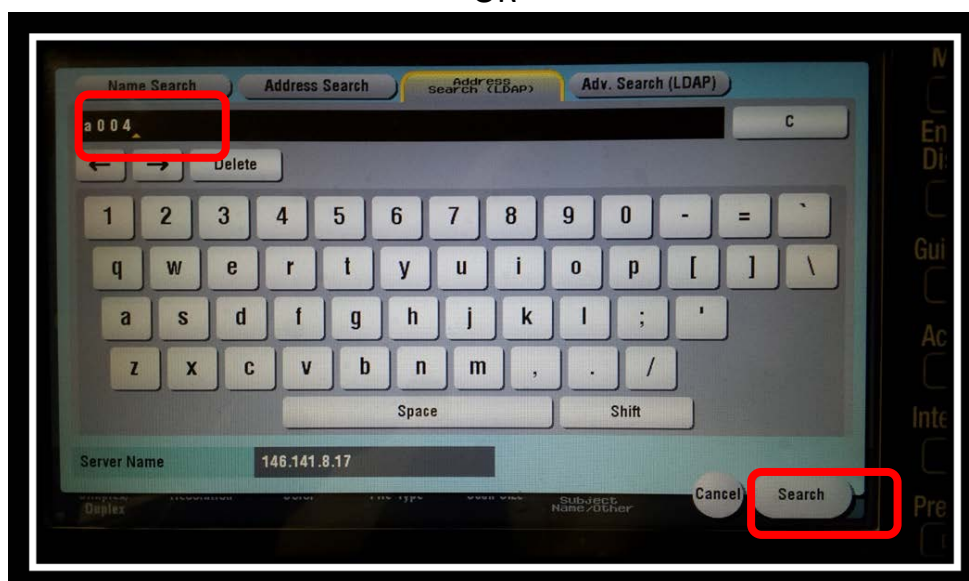




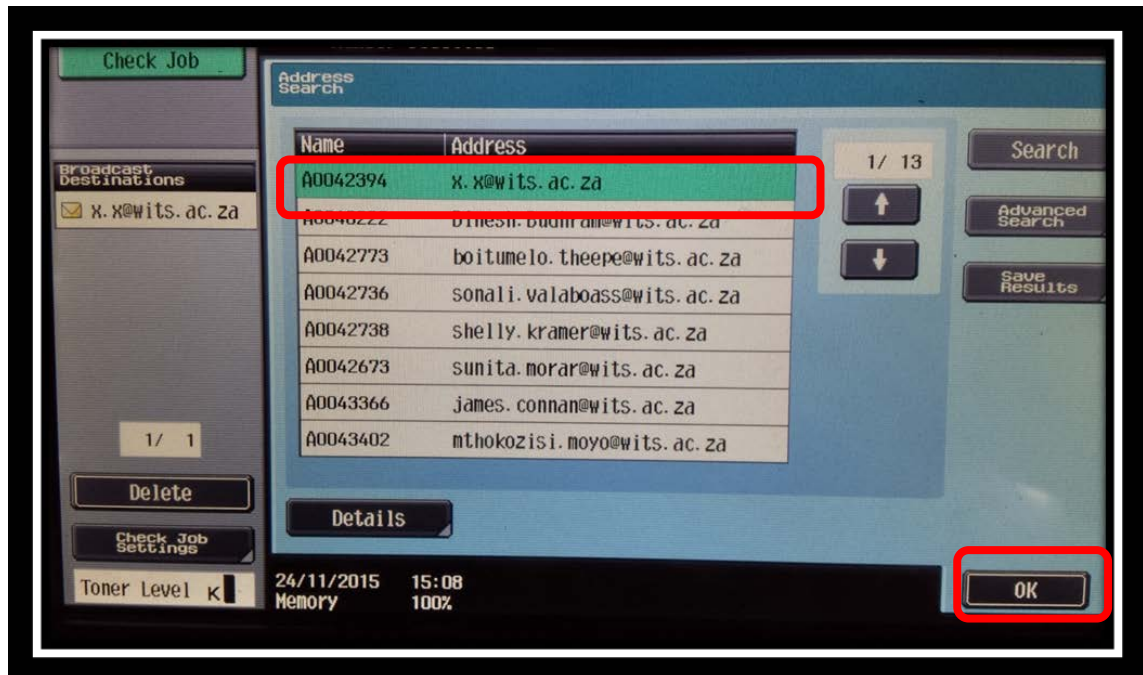
Type in your Student Number utilising the keyboard on the panel, and select Start Search



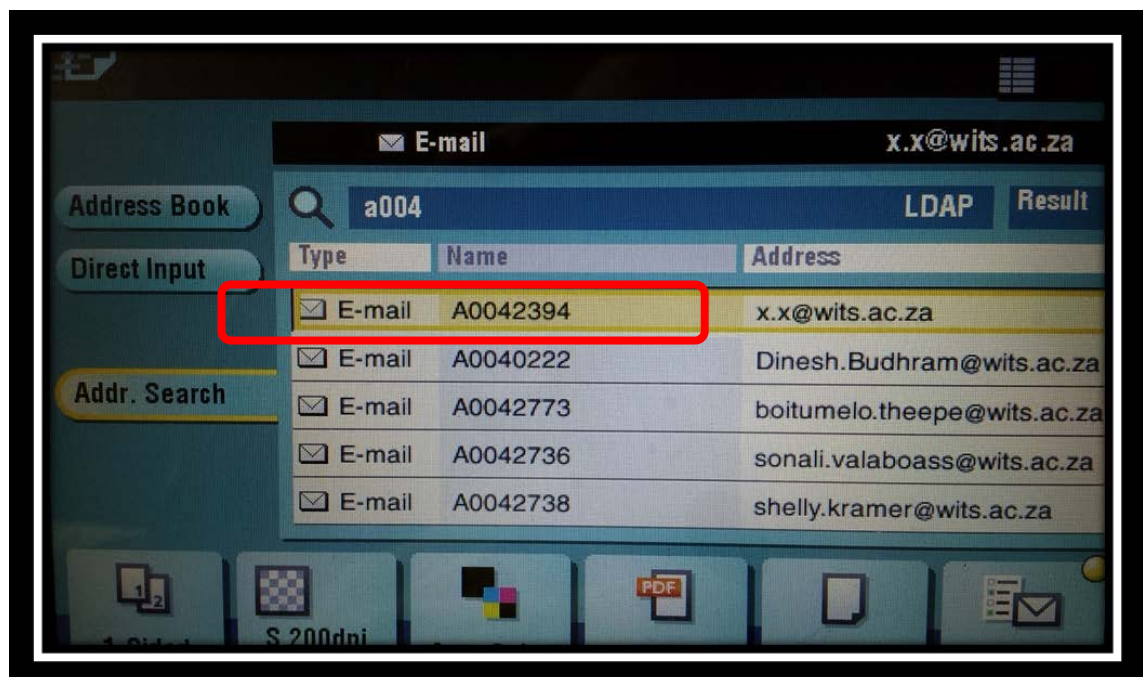
OR



Select your Email address and select OK



OR



Select the Start Button to commence scanning



OR





## SECTION A9.3 COPY FUNCION

Swipe your **ICAM Card** on the right hand side of the Equitrac Terminal



Select: Copy (F2)





If your Kudu Bucks Balance has insufficient CREDIT, you will not be able to Copy.



PLEASE ADD MORE FUNDS TO YOUR KUDU BUCKS ACCOUNT AND CONTINUE COPYING.

Complete your copy requirements.

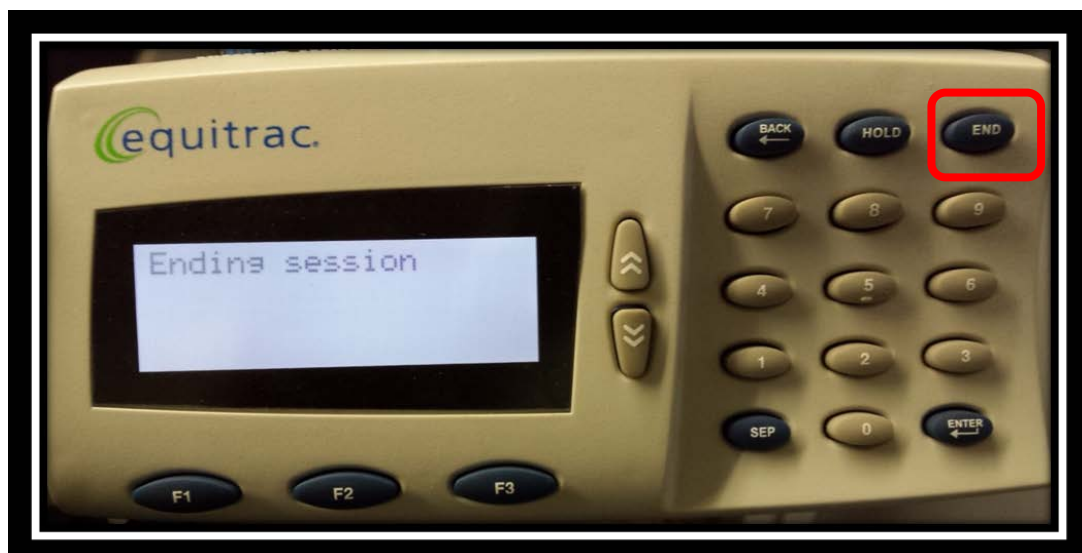


OR





Select End to complete the Session



NB: REMEMBER TO LOGOUT TO PREVENT OTHERS FROM USING YOUR ACCOUNT!  
NB: Print Jobs are only stored for 72 Hours.

## SECTION 10 - EMAIL – GENERAL

### EMAIL SERVICE

Postgraduate research students are automatically granted the following email service:

The undergraduate student receives an unlimited quota on Google Mail. This increased quota will allow the research student to accumulate and manage substantial correspondence with their research colleagues.

Postgraduate research students can also obtain a staff like email address which enhances the standing of the research student as a representative of the Faculty that is supporting the research.



*NB. This email address will be subject to approval from the relevant Faculty.*

On registration all students will be allocated an Active Directory (AD) account and granted access to the WITS network and the Internet from the WITS ICT Open Access Computer Laboratories.



The screenshot shows the MyWits student portal. At the top, there is a navigation bar with links for Students, Staff, Alumni, Library, and News and Events. Below this is a search bar. The main header features a large image of a student working on a laptop. The page is titled 'Home > Students > MyWits'. On the left, there is a sidebar with a table of links under the heading 'In this section':

In this section
E-Learning
Find my bus
MySOS
Office365
Password Reset
Printing
Student Email
Student Self Service
Virtual Training
WiFi hotspots
Wits Dining
WitsM Mobile App

The main content area is titled 'MyWits' and contains the following text:

MyWits is the student portal that gives you easy, convenient access to the information you need as a Wits student.

The CNS Service Desk is the central point of contact between the student user and Computer & Network Services.

Call the CNS ICT Service Desk if you have problems accessing your email, using the internet or standard software programs. The CNS ICT Service Desk also offers configuration support to students.

Find out how to register your student email and configure your mobile device [here](#).

If the CNS ICT Service Desk cannot help you with advice over the telephone, the Student Assistant at the desk will log a call for you with the CNS ICT Service Desk and provide you with a reference number for the problem and a consultant will assist.

As a student and a user of the Wits University network you are required to ensure that your computer is adequately protected with antivirus software. You are also responsible for ensuring the adequate backing up of your own data prior to CNS providing you with configuration support.

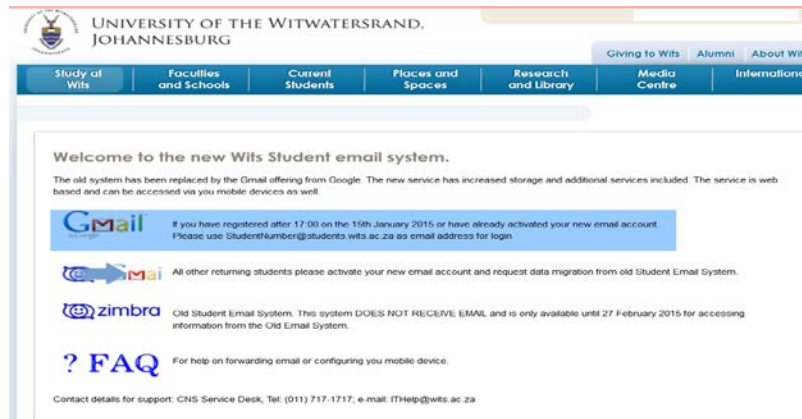


You would have received a WITS email account and **you can use either one** of the following email addresses that has been allocated to you:

[StudentNumber@students.wits.ac.za](mailto:StudentNumber@students.wits.ac.za) or  
[FirstName.Surname@students.wits.ac.za](mailto:FirstName.Surname@students.wits.ac.za)

Access to your Wits email will only be available through the student portal @ <http://www.wits.ac.za/mywits/> or directly via Google Mail.

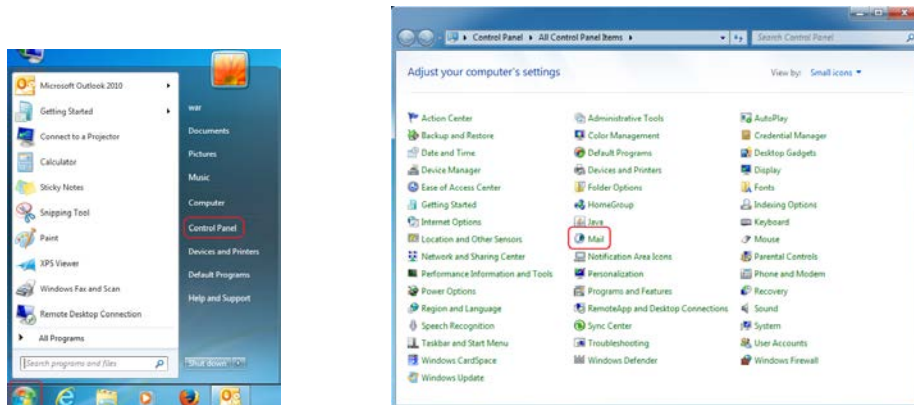
Your email account size is unlimited as per Google Mail System



All electronic University correspondence sent to your Wits email address.  
If you are using another email address, follow the instructions below to forward the emails sent to you by the University

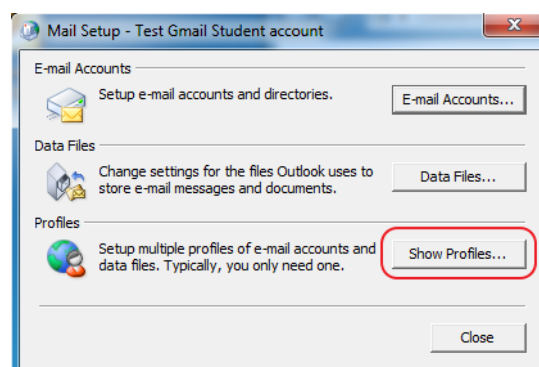
## SECTION A10.1 - OUTLOOK 2010 EMAIL SETUP

Click on the Start Button, and then go to Control Panel

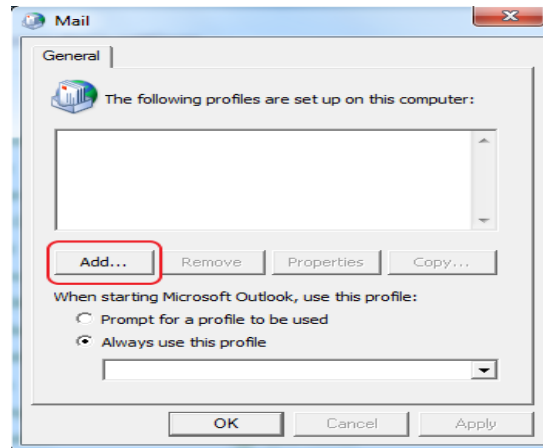


In Control Panel, click on Mail

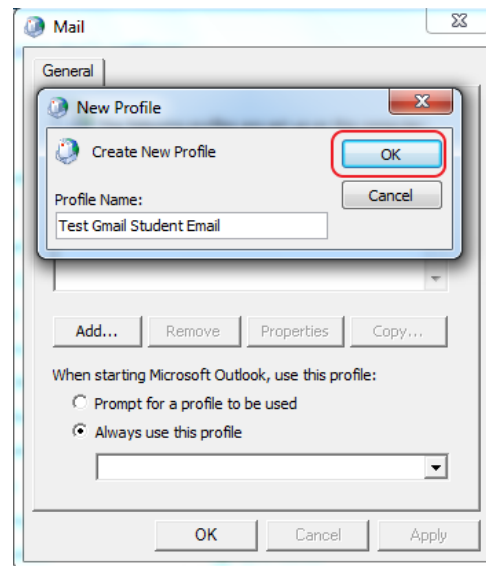
Click on Show Profiles



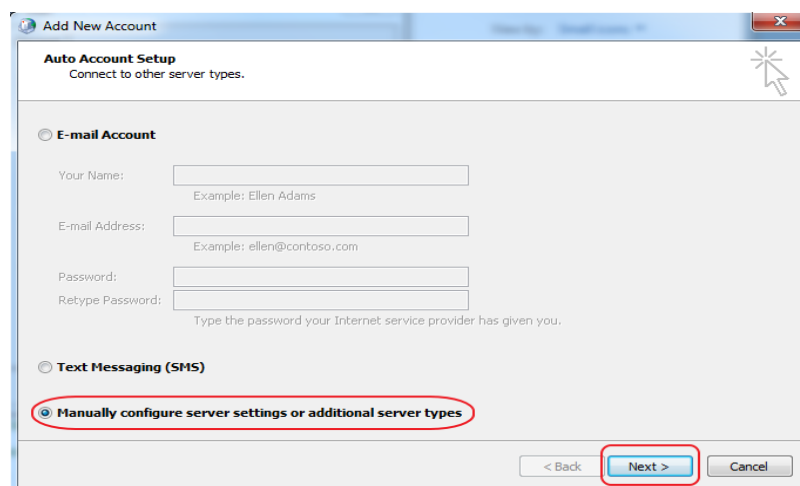
Click on the **Add**



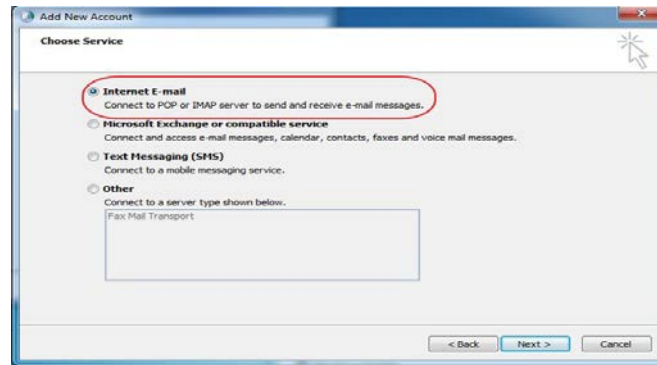
Choose a meaningful name of your choice as the **Profile Name**, then click **OK**



The next screen will resemble the one below. Select **manually configure server settings or additional server types** and then click on **Next**.



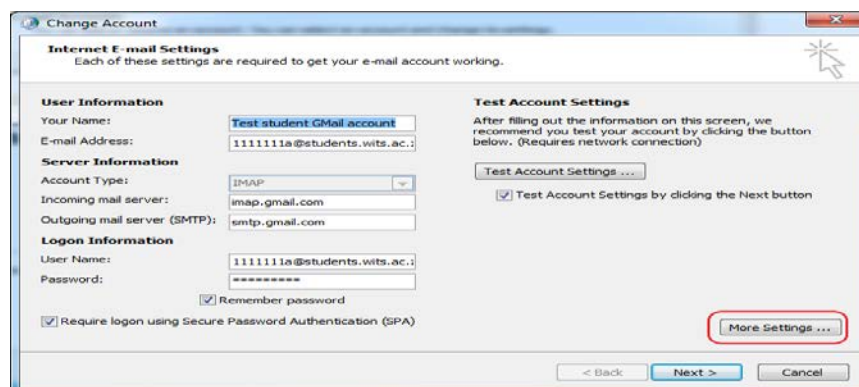
Select **Internet E-mail** and click **Next**



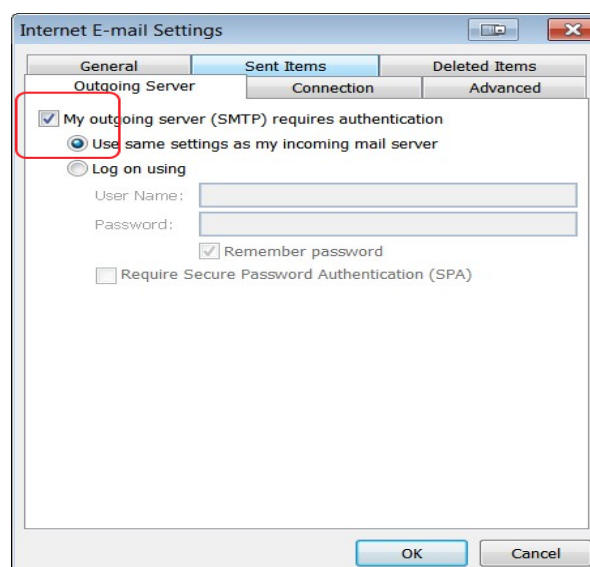
Configure your profile as seen in the screen shot below. i.e:

Your Name : Your Name & Surname  
E-mail Address : Studentnumber@students.wits.ac.za  
Account Type : **IMAP**  
Incoming mail server : imap.gmail.com  
Outgoing mail server : smtp.gmail.com  
Username : [Studentnumber@students.wits.ac.za](mailto:Studentnumber@students.wits.ac.za)  
Password : Your Password

Make sure that the " **Require logon using Secure Password Authentication (SPA)**" option is checked and then click on **More Settings**

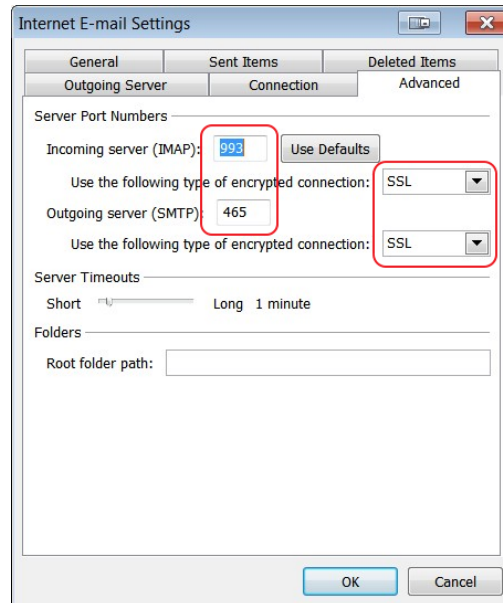


Under the **Outgoing Server** tab. Check both the "My outgoing server (SMTP) requires authentication" as well as the "use same settings as my incoming mail server" options

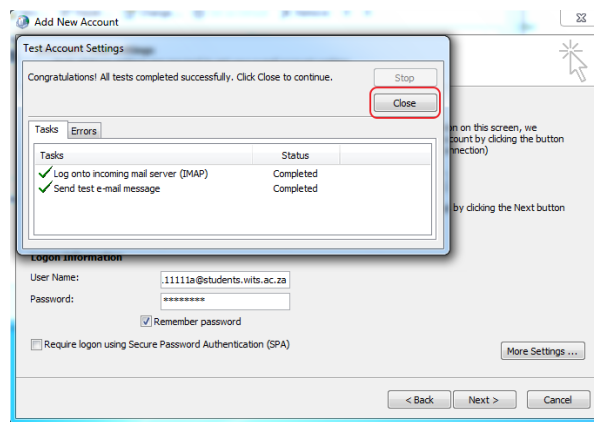




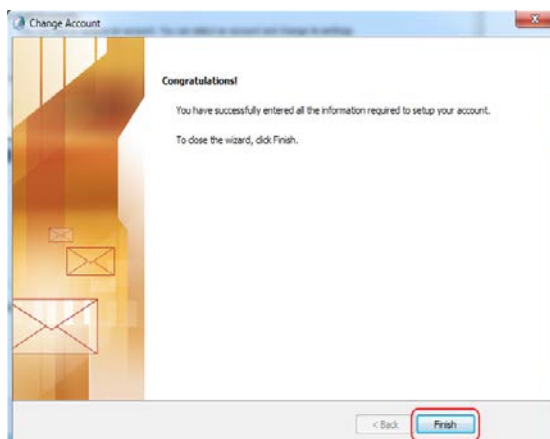
Under the **Advanced** tab, for the **Incoming server** choose **SSL** from the drop down list and use port **993**. For the **Outgoing Server** select **SSL** from the drop down list and then use port **465**. Then click on the **OK**



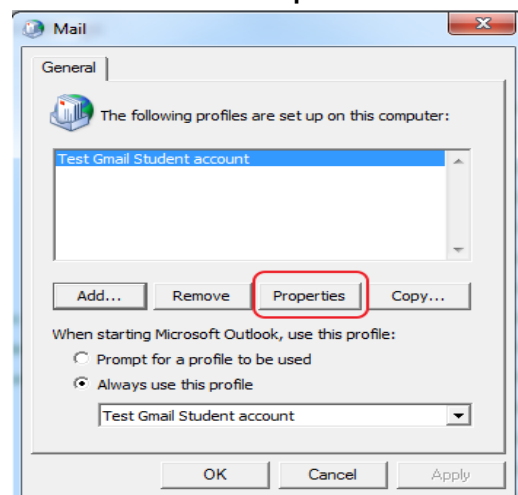
After clicking on the next button, the two tasks as shown in the screen shot below will then execute and must yield "**Completed**" status. Once that is complete, click on the **Close**



Click on **Finish**.

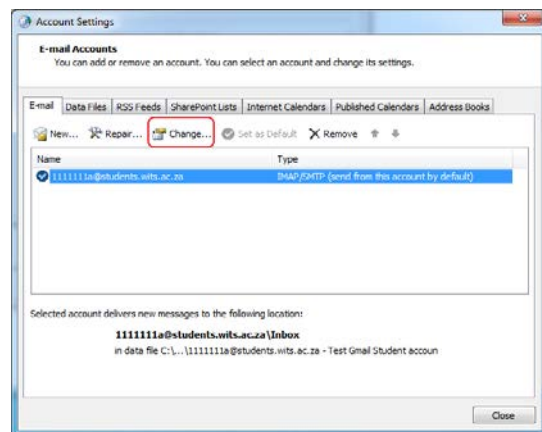
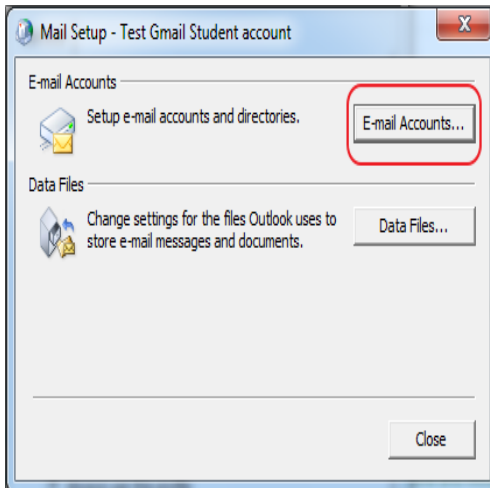


Click on **Properties**

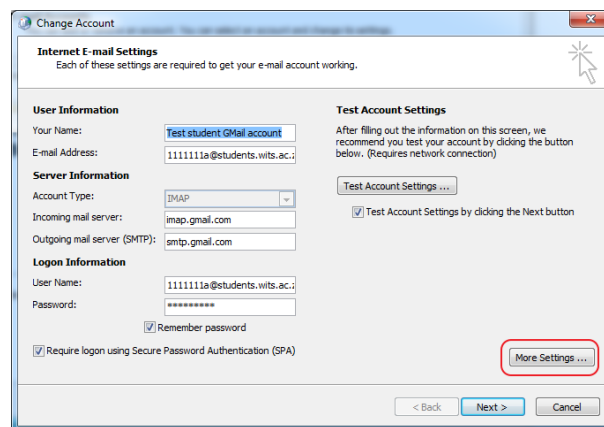


Go to E-mail Accounts,

make sure the account you just created is highlighted and then click on **Change...**

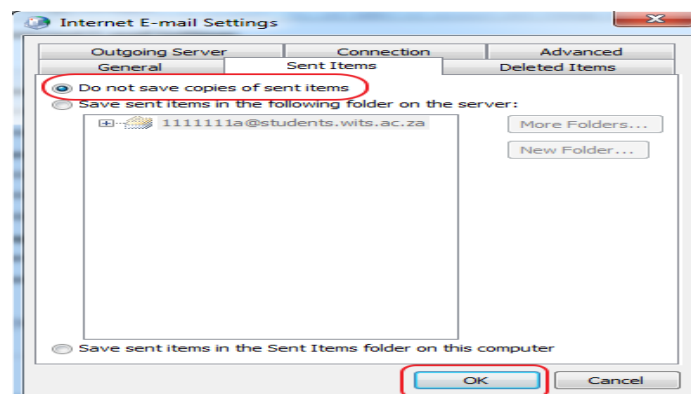


Click on **More Settings ...**

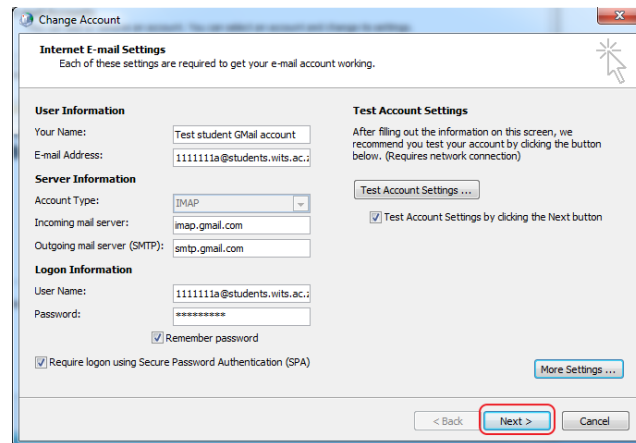


Under the **Sent Items** tab, select the **Do Not save copies of sent items** option and then click on **OK**. (When using an IMAP email account, Google already sends a copy of every sent email to the sent items, if this option is not selected, you will receive two (2) copies of every sent message in your sent items folder.)

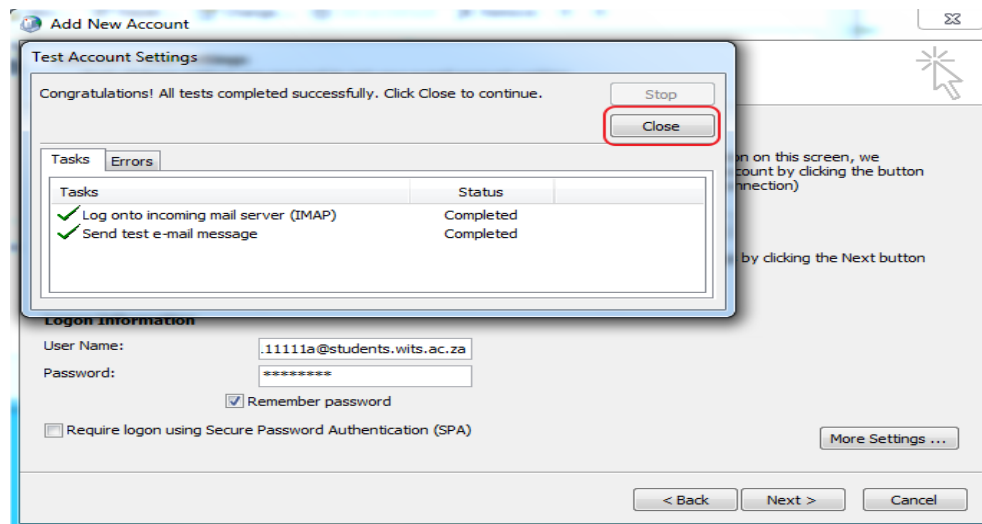
*Note: This option will only be available if the account is created as per the above process, or else it will be greyed out.*



Once again, click on **Next**.



The two tasks as shown in the screen shot below will once again execute and show "**Completed**" status. Click on the **Close**



It might take some time for your email to complete the initial sync, depending on your network speed and how much mail you have in your Wits student mailbox.



## SECTION B - STAFF AND STUDENTS (INFORMATION AND CONFIGURATION – WIRELESS AND VPN)

### SECTION B1 - EMAIL – SPAM

WITS ICT's email gateway blocks tens of thousands of spam email on a daily basis. Some emails may not be recognised as spam and therefore are delivered into your mailbox.

#### WHAT IS SPAM?

The internet definition of SPAM is -

“Irrelevant or unsolicited messages sent over the Internet, typically to large numbers of users, for the purposes of advertising, phishing, spreading malware, etc.”

#### WHAT TO DO WITH SPAM

Spam mail that arrives into the users' email box may or may not have the words SPAM: tagged onto the subject line of the email. Most spam mails are diverted to your Junk mail folder.



**NB. MAILS CONFIRMED, AS SPAM SHOULD BE DELETED IMMEDIATELY!**

**Do not** respond to the spam email or visit a web site link that claims you can be unsubscribed. These are often decoys used to determine whether your address is valid. If you acknowledge to a spammer that your account is active, the address becomes much more valuable and may be resold to other spammers. Spammers often falsely claim that you have requested to be on their list. Responding to such claims confirms the validity of your e-mail and makes it likely you will receive even more unwanted e-mail. Legitimate businesses will recognize and honor list removal requests, but it is not always easy to determine whether a business has such integrity.

Should you click on 'unsubscribe' when you get a spam email?

**No.** Clicking an unsubscribe link may confirm to the spammer that your e-mail address is working and is being used actively. Such 'live' e-mail addresses are valuable and can be resold to other spammers, resulting in even more spam sent to you.

### SECTION B2 - WHAT IS SPOOFING?

Email spoofing is forging an email header to make it look like it came from somewhere or someone other than the actual source. It is often an attempt to trick the recipient into making a damaging statement or releasing sensitive information, such as passwords.

If you're receiving bounced (returned) emails for messages that you never sent and that use as the return address your domain and addresses you never created, then this could be a case of spoofing.

#### SECTION B2.1 - HERE IS HOW SPOOFING OCCURS:

A spammer finds an email address or a valid domain. (Spammers spend their days looking for these.) The spammer sends a large email campaign with this domain in the "From" address, using various email tools that prohibit easy tracing of the origin. These tools cloak, scramble or remove the header entirely. Most people assume an email came from the address it was sent from, just as they

do with the return address on snail mail they receive. AN innocent domain owner gets flooded with bounce messages from the email addresses that were not valid or have blocking capabilities. Within a week, the spammer gets shut down by his/her ISP due to excessive bandwidth, complaints from people who figured out who actually sent the email, etc. The spammer moves onto another domain.

Unfortunately spoofing is incredibly hard to trace, and the general suggestion to deal with it is to ignore the problem.

Spoofing is possibly the most frustrating abuse issue to deal with, simply because it cannot be stopped. Spoofing is similar to hand-writing many letters, and signing someone else's name to it. You can imagine how difficult that would be to trace.

## **SECTION B2.2 - WHAT IS ABUSE@WITS.AC.ZA - AND HOW TO USE IT**

This is a reserved email address for a dedicated purpose. The primary function is to make it easy for the administrators of various servers when they need to contact the most responsible person for a particular service.

Report phishing to [abuse@wits.ac.za](mailto:abuse@wits.ac.za)

**DO send any phishing emails to the [abuse@wits.ac.za](mailto:abuse@wits.ac.za) address**

**DO send mails that are abusive or defamatory to [abuse@wits.ac.za](mailto:abuse@wits.ac.za) address**

**DO NOT send spam mails to the [abuse@wits.ac.za](mailto:abuse@wits.ac.za) address. Spam mails usually arrive from spoofed addresses and these are usually difficult to block.**

## **SECTION B3 - HARDWARE AND DEVICES**



Staff and Students who would want to purchase a desktop, laptop or device for personal use, PURCO on behalf of the South African Universities, negotiated prices with specific suppliers for specific laptops that offered to qualifying staff and students.

Note: All transactions relating to the procurement of the laptops are between the computer supplier and the end-user. There is no financial gain for the University. PURCO is the Purchasing Consortium of Southern Africa

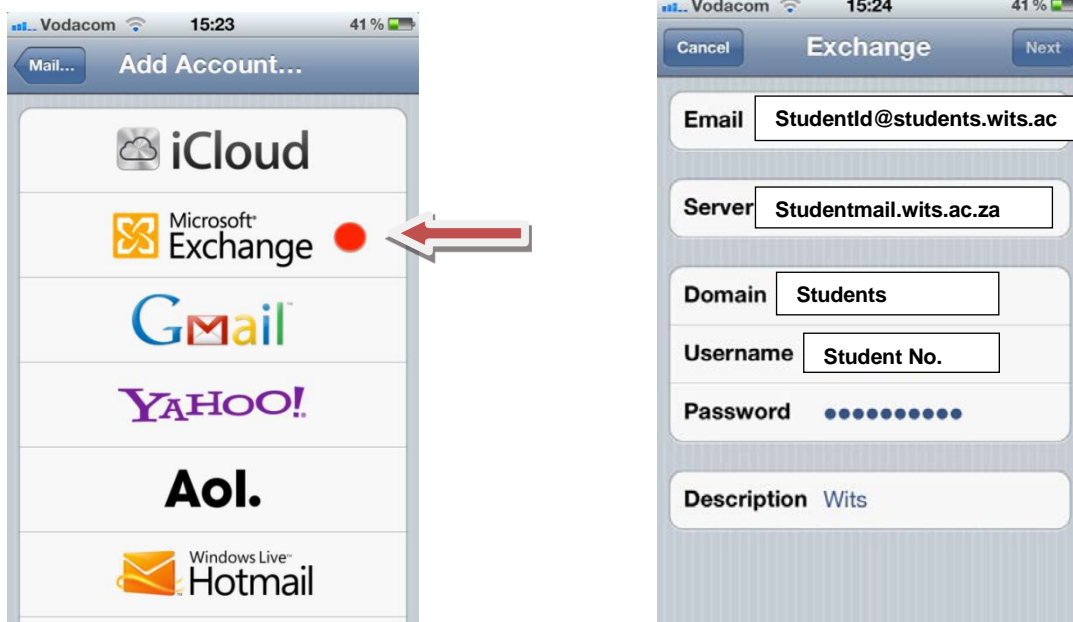
Click on <http://www.stp.ac.za/>

Or call 0800 22 37 33 /0800 ACERED

## SECTION B4 - SETTING UP YOUR MAIL

### SECTION B4.1 - IPHONE EMAIL SETUP

Go To "Settings "Add Account "Mail, Contacts, Calendars"



Select "Microsoft Exchange"

Enter the information as shown in the dialogue box above



Domain User name: **Student No**

Password: **Email Password**

Exchange Server: **Studentmail.wits.ac.za**

You can then choose to switch on the items you need to have on your iPhone

Domain User name: **DS\Staff No**

Password: **Email Password**

Exchange Server: **Email.wits.ac.za**



Your Keyboard will appear allowing you to type in the information required

## SECTION B4.2 - ANDROID EMAIL SETUP

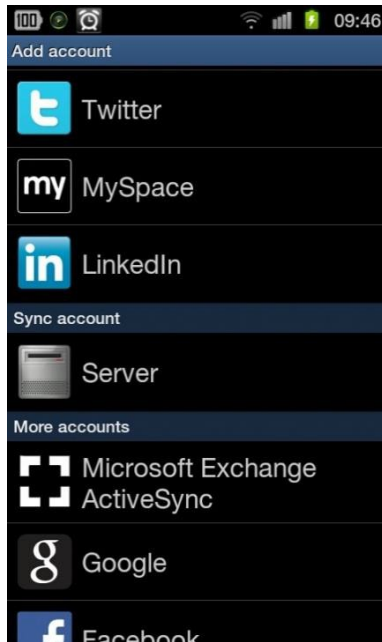
e.g. Samsung Galaxy, Samsung Galaxy SII, HTC Desire etc.



Go to "Settings"  
Select "Accounts and sync"



Select  
"Add Account"



Select "**Microsoft Exchange**"



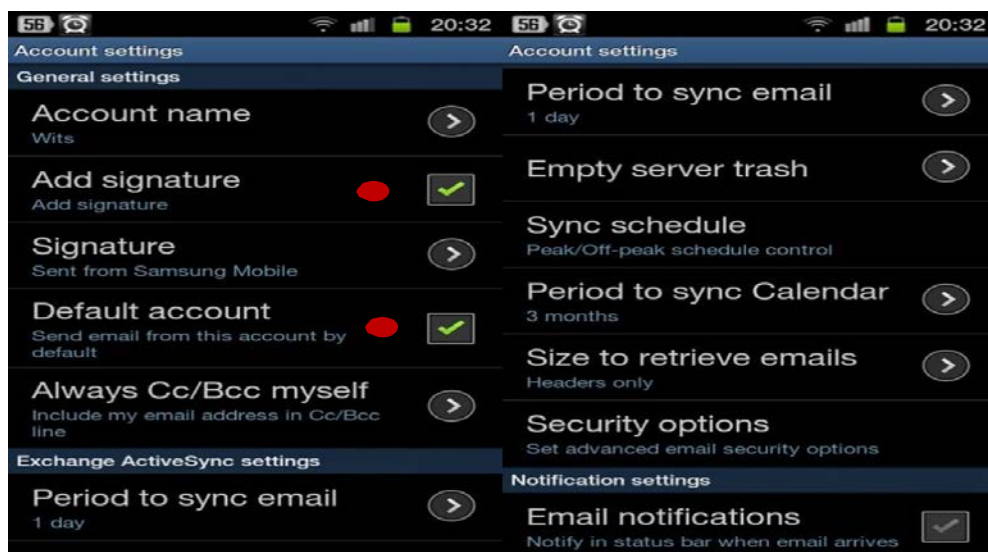
Enter the information As indicated below

Please follow the above images and input credentials according to student or staff status as below:

Domain User name: **Student No**  
Password: **Email Password**  
Exchange Server:  
**Studentmail.wits.ac.za**

Domain User name: **DS\Staff No**  
Password: **Email Password**  
Exchange Server: **Email.wits.ac.za**

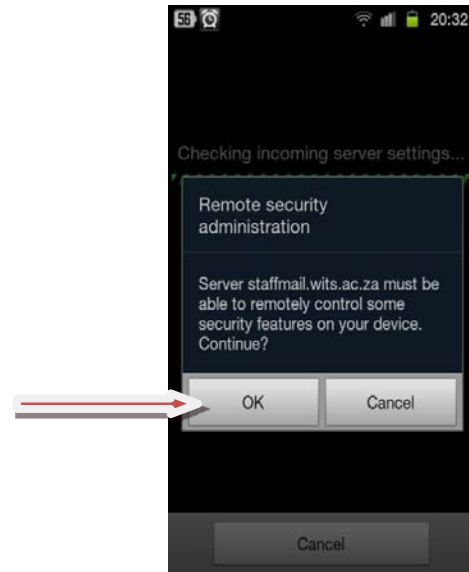
Then select **Next**



Select Default Account and Signature, Slide down to select further options if required




Select and tick:  
Security Settings  
**"Sync Contacts"**  
**"Sync Calendar"**



Select **"OK"** to accept Remote

## SECTION B5 - ANTIVIRUS

### Procedure for checking for viruses on Memory Sticks (Flash Drives)

You can insert your memory flash drive/memory stick onto the pc in the lab, Eset Nod is loaded on the PC, and is visible on the bottom right hand corner of your pc  You then need to click on Eset Nod, click on Computer Scan, and select the drive you wish to scan. It will be on the list of drives. You would only need to tick the box and scan.

Alternatively, you could seek outside assistance or reformat the USB.



*Formatting your memory stick will result in the loss of all information on the memory stick. Consider carefully before formatting your memory stick.*

For personal devices that are not University Assets; you can connect to the one of the popular vendors below and download an antivirus application. Some of the products are free for private use and some are not. Please check the license for the product you choose.

AVG <http://www.grisoft.com/>  
F-Secure <http://www.f-secure.com/>  
Symantec <http://www.symantec.com/>

E-SET <http://www.eset.com/>  
NAI <http://www.mcafee.com/>



*Please note that this list is not a complete list of anti-virus vendors, and the Eset product is available at University negotiated rates from WITS ICT . Contact the Service Desk for contact information*

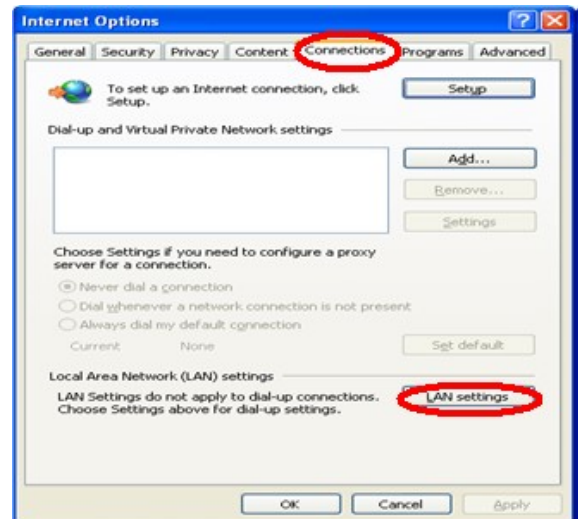
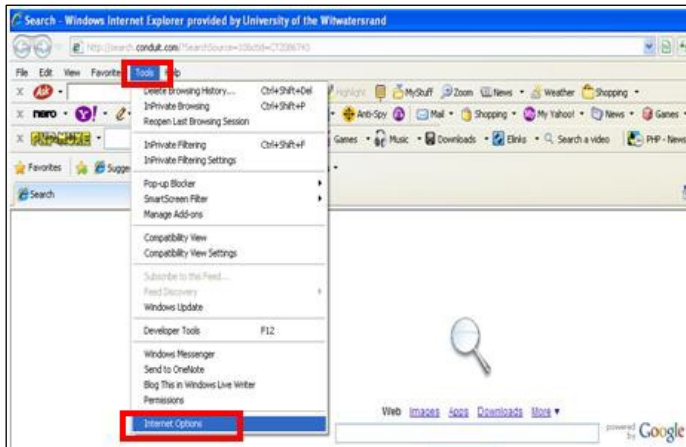


## SECTION B6 - VIRTUAL PRIVATE NETWORK (VPN)

Wits VPN settings and instruction documentation may be accessed at :  
[www.wits.ac.za/access](http://www.wits.ac.za/access)

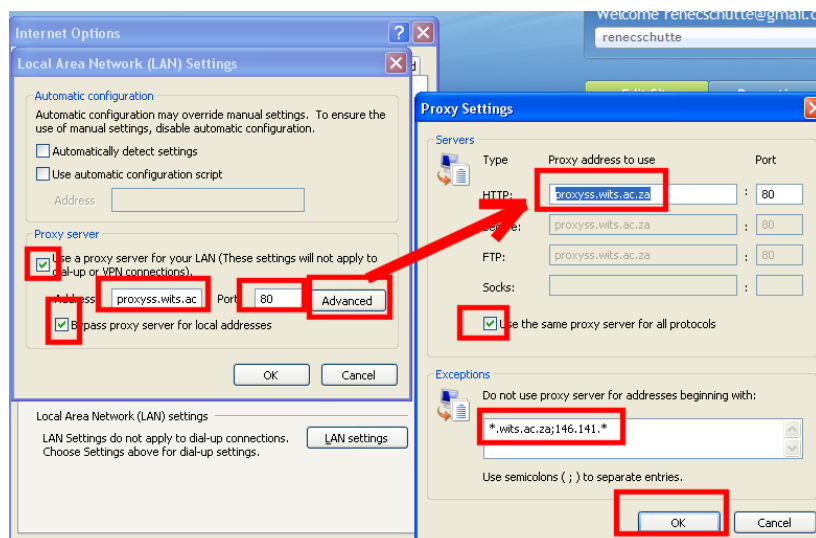
## SECTION B7 - PROXY SETTINGS

### SECTION B7.1 - PROXY SETTINGS ON WINDOWS INTERNET EXPLORER



Open internet explorer, click 'tools, internet options'

Click 'Connections, LAN Settings'



Change the address to:

Students: proxyss.wits.ac.za - port 80.  
Staff: proxyad.wits.ac.za - port 80

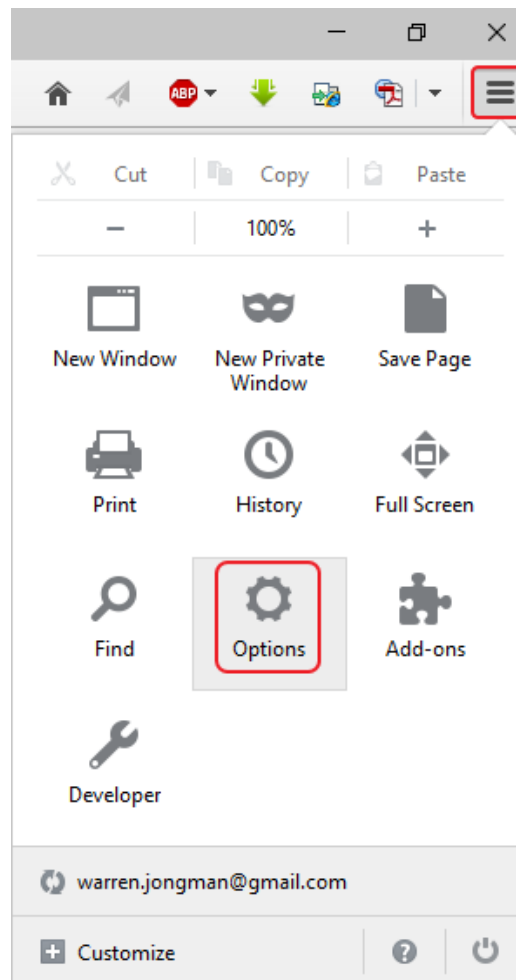
Open a new page and it should ask for a username and password for proxyss.wits.ac.za/proxyad.wits.ac.za, which would be as below:  
Username would be students\student number with a capital letter in the student number, or Staff number and password



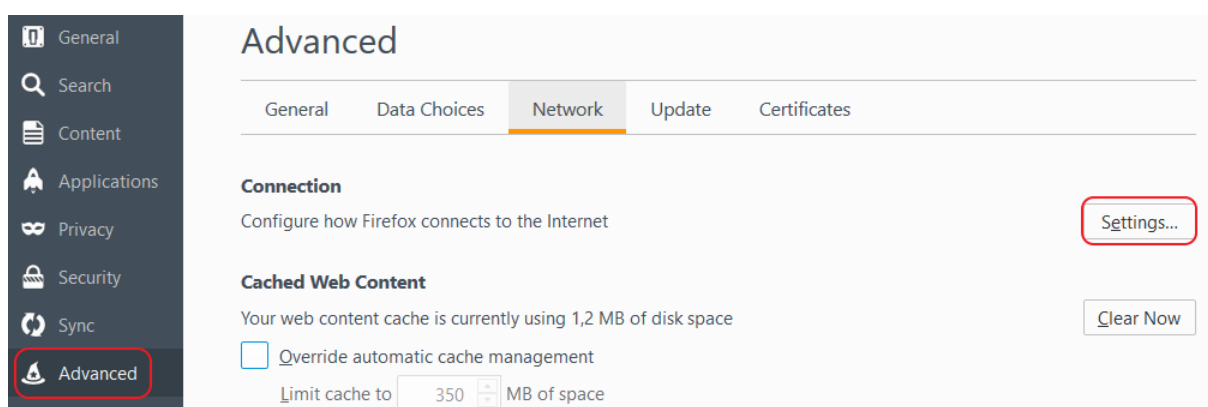
*Use your email password as your proxy password as well.*

## SECTION B7.2 - PROXY SETTINGS FOR FIREFOX/MOZILLA

From within Firefox, click on “**Open Menu**” and then “**Options**”.

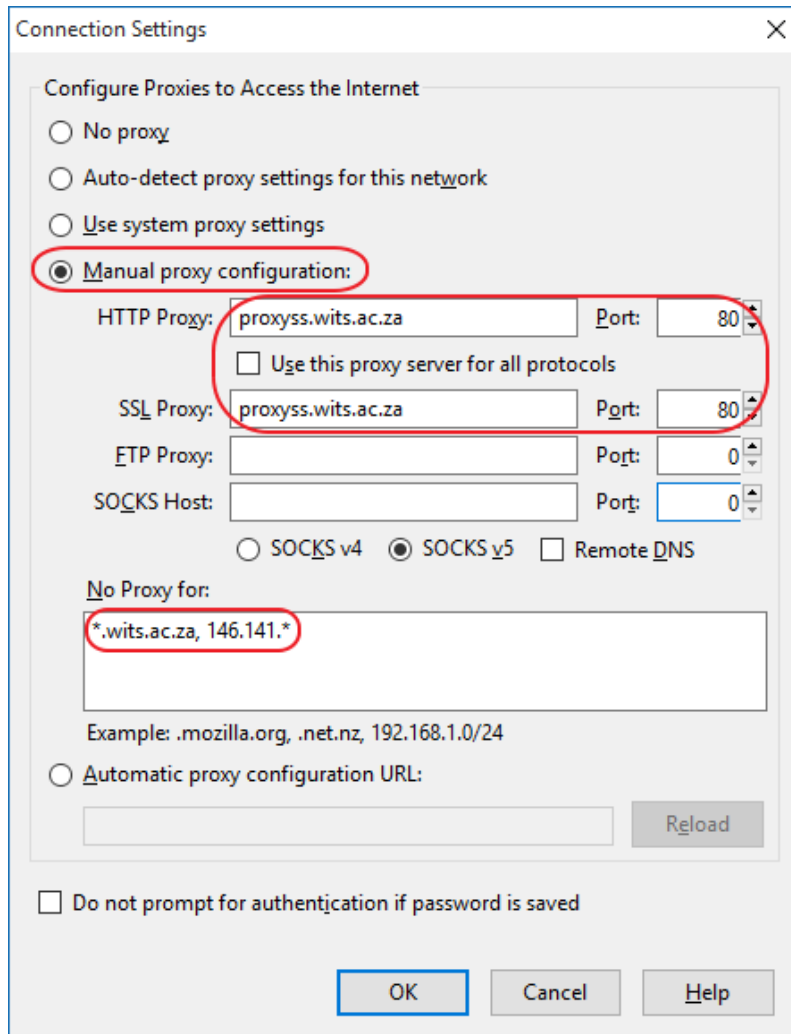


Click on “**Advanced**” and then “**Settings**”.





For Students:



Connection Settings

Configure Proxies to Access the Internet

☐ No proxy

☐ Auto-detect proxy settings for this network

☐ Use system proxy settings

☒ Manual proxy configuration:

HTTP Proxy: proxyss.wits.ac.za Port: 80

☐ Use this proxy server for all protocols

SSL Proxy: proxyss.wits.ac.za Port: 80

FTP Proxy: Port: 0

SOCKS Host: Port: 0

☐ SOCKS v4 ☒ SOCKS v5 ☐ Remote DNS

No Proxy for:

\*.wits.ac.za, 146.141.\*

Example: .mozilla.org, .net.nz, 192.168.1.0/24

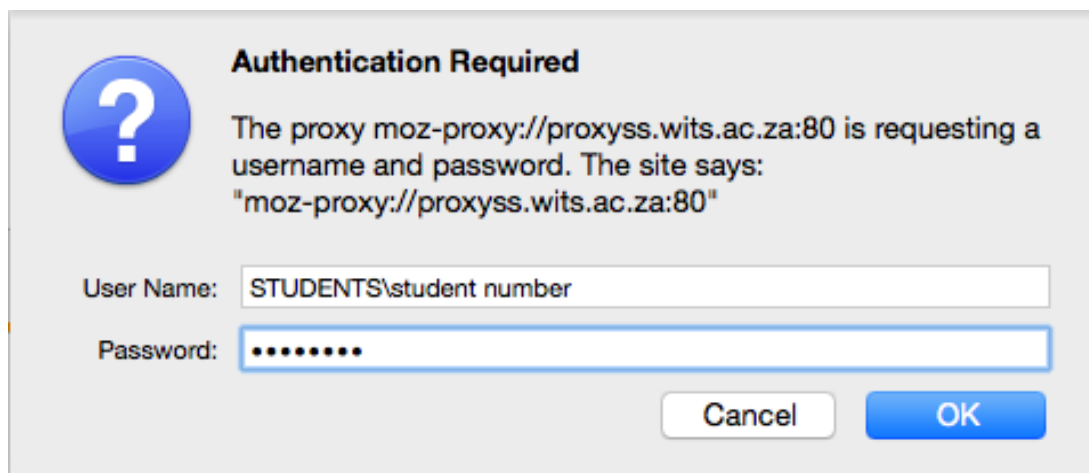
☐ Automatic proxy configuration URL:

Reload

☐ Do not prompt for authentication if password is saved

OK Cancel Help

You can now start browsing the internet. When the “**Authentication Required**” window pops up, use **students\student number** as the “**User Name**” and your **student email password**, as the “**Password**”.



**Authentication Required**

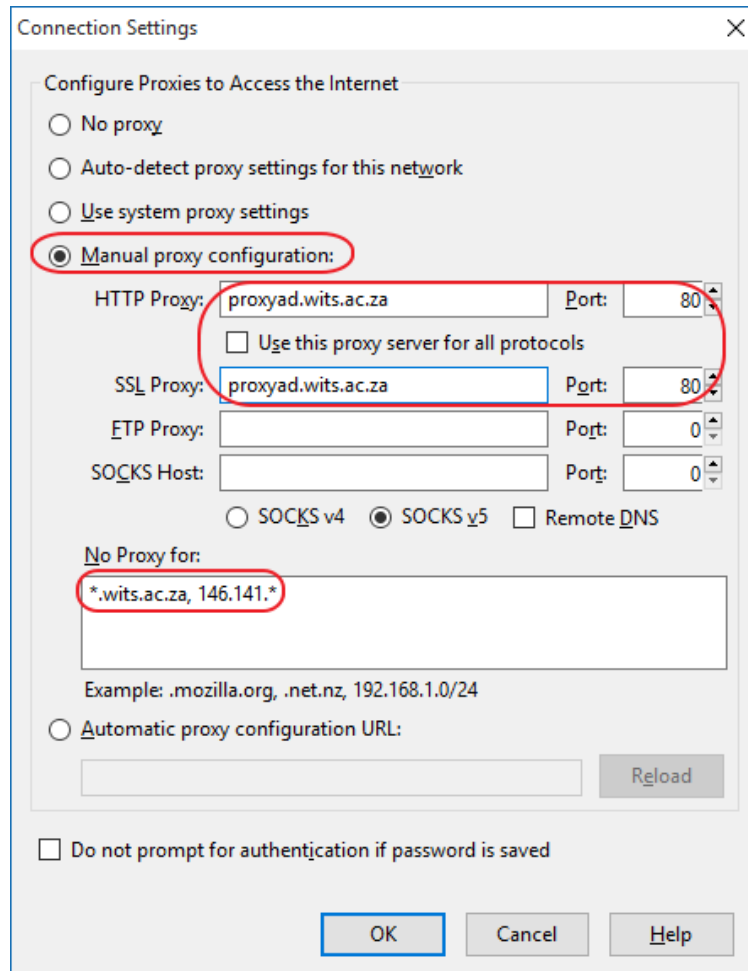
The proxy moz-proxy://proxyss.wits.ac.za:80 is requesting a username and password. The site says:  
"moz-proxy://proxyss.wits.ac.za:80"

User Name: STUDENTS\student number

Password: .....

Cancel OK

For Staff members:



Connection Settings

Configure Proxies to Access the Internet

☐ No proxy

☐ Auto-detect proxy settings for this network

☐ Use system proxy settings

☒ Manual proxy configuration:

HTTP Proxy: proxyad.wits.ac.za Port: 80

☐ Use this proxy server for all protocols

SSL Proxy: proxyad.wits.ac.za Port: 80

FTP Proxy: Port: 0

SOCKS Host: Port: 0

☐ SOCKS v4 ☒ SOCKS v5 ☐ Remote DNS

No Proxy for:

\*.wits.ac.za, 146.141.\*

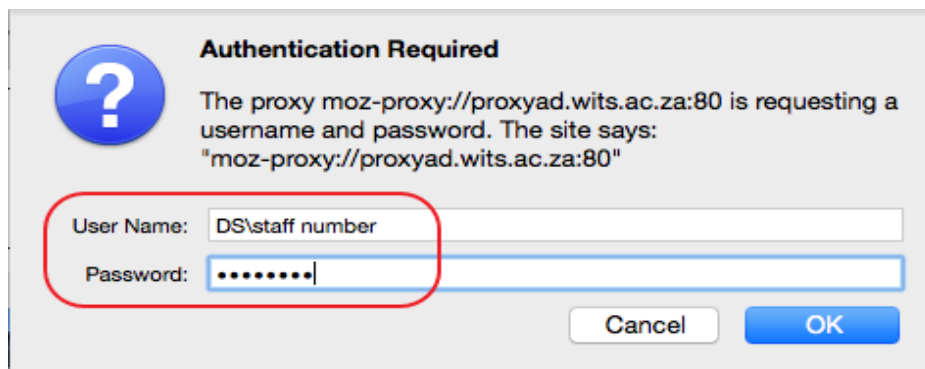
Example: .mozilla.org, .net.nz, 192.168.1.0/24

☐ Automatic proxy configuration URL:

Do not prompt for authentication if password is saved

OK Cancel Help

You can now start browsing the internet. When the “**Authentication Required**” window pops up, use **DS\staff number** as the “**User Name**” and your **staff email password**, as the “**Password**”.



**Authentication Required**

The proxy moz-proxy://proxyad.wits.ac.za:80 is requesting a username and password. The site says: "moz-proxy://proxyad.wits.ac.za:80"

User Name: DS\staff number

Password: .....

Cancel OK

NB.

**Students**  
Username: Students/Student No.  
Password:  
Password allocated on registration

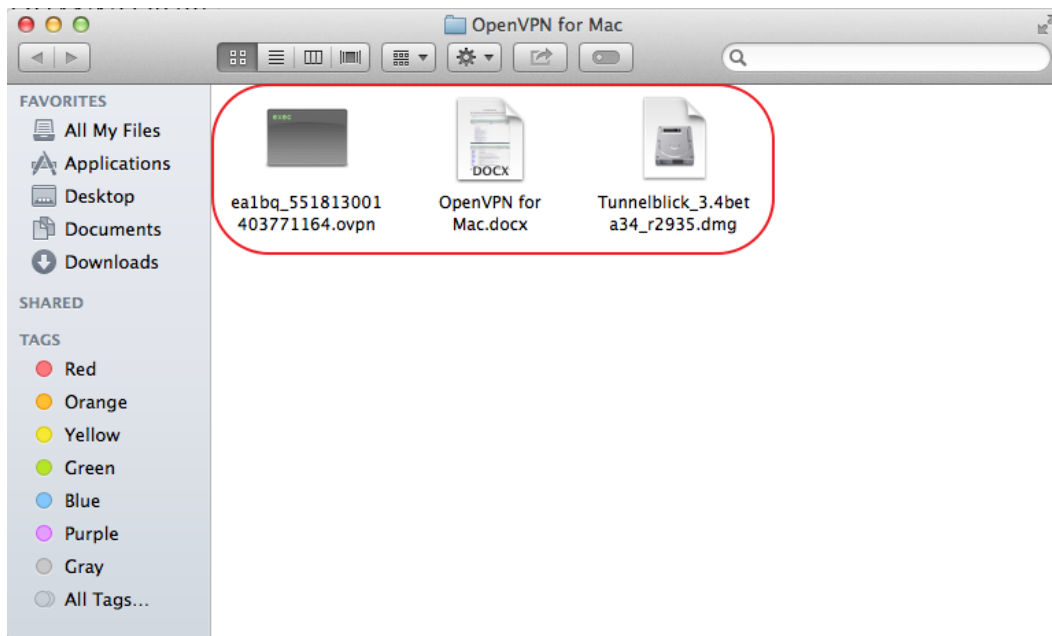
**Staff:**  
Username: DS\Staff No.  
Password: Email Password

## SECTION B7.3 - PROXY SETTINGS ON APPLE MAC OS X VERSION 10.11.X

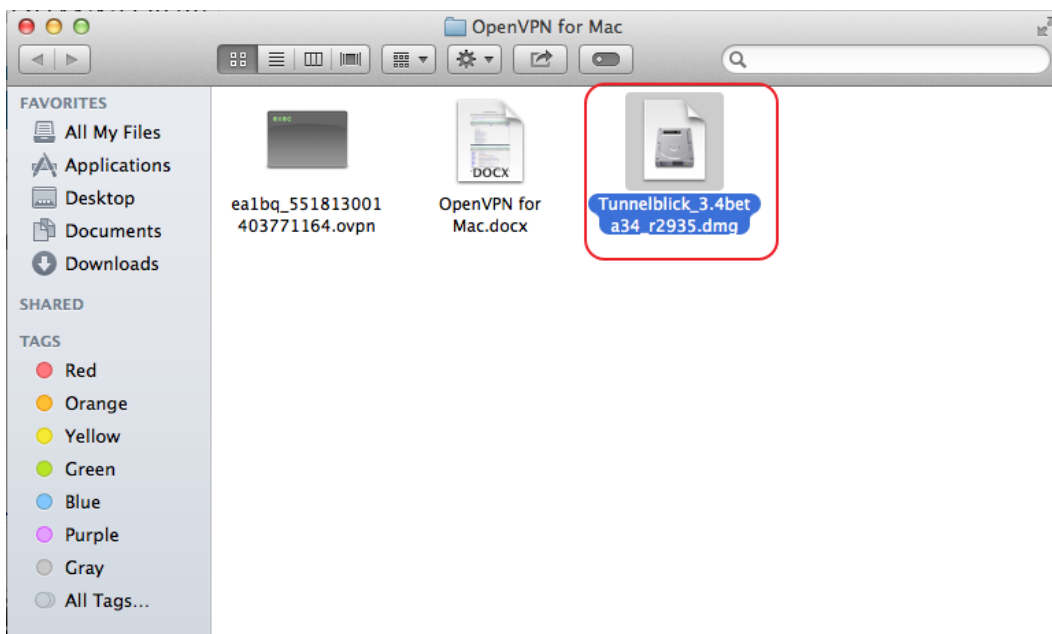
### CONFIGURING SYSTEM PREFERENCES IN THE NETWORK PANE

#### Configuration Guide

Go to [www.wits.ac.za/access](http://www.wits.ac.za/access), and from the **Mac** section, download and open the zip file. Once the zip file is open, you will see the following 3 files.



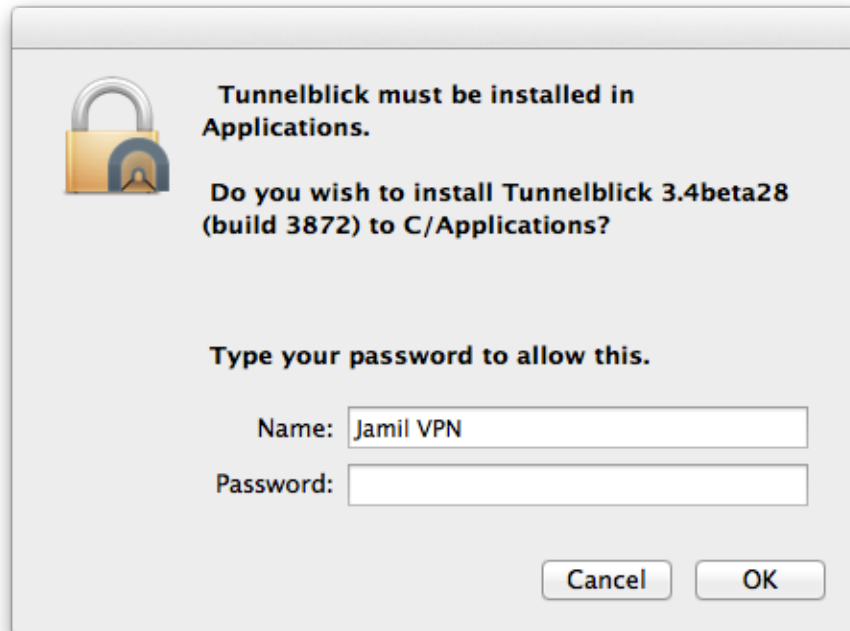
Open the **Tunnelblick** dmg file.

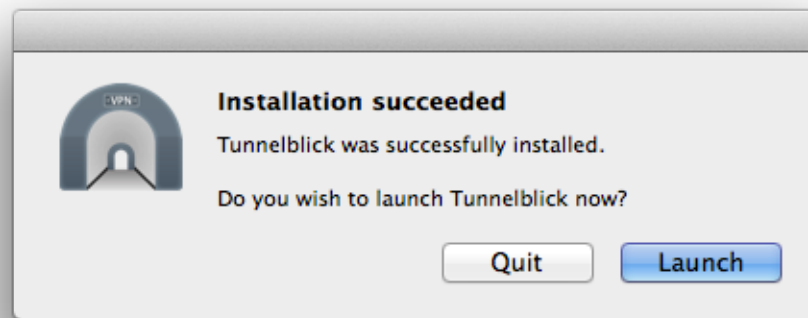


Double click the **Tunnelblick** icon to begin installation.



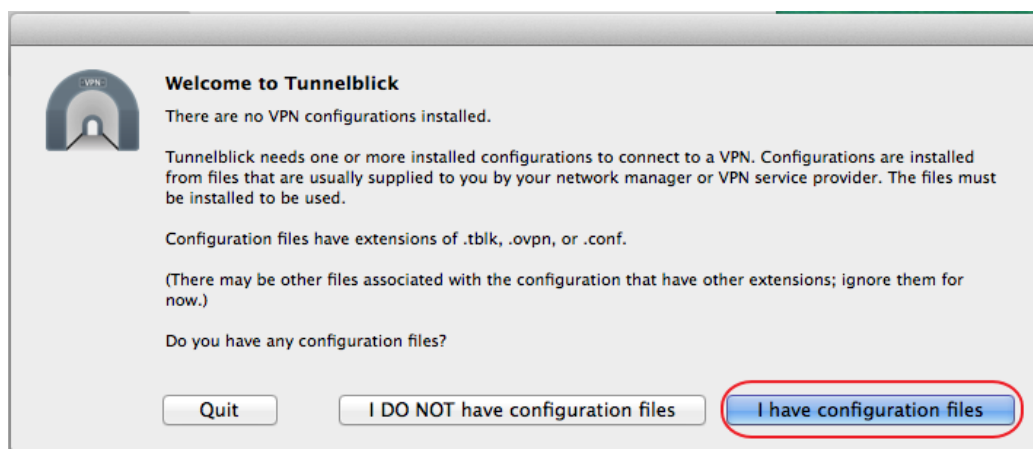
Enter your **MacBook username and password** to authorize the installation and click **ok**.



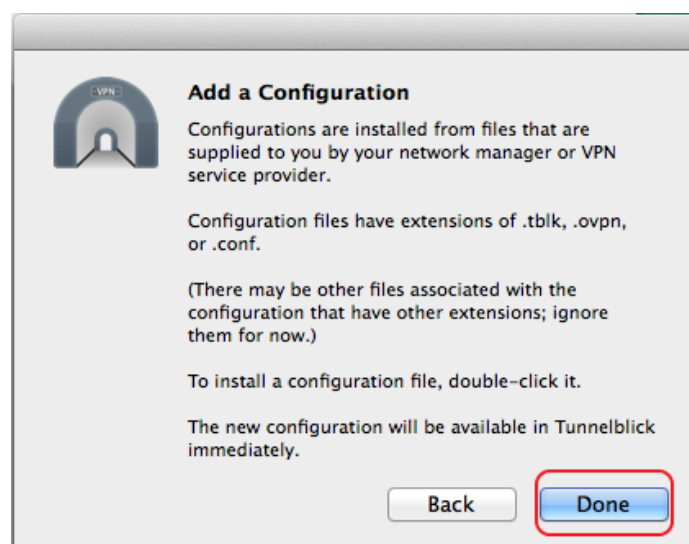


Click **Launch**.

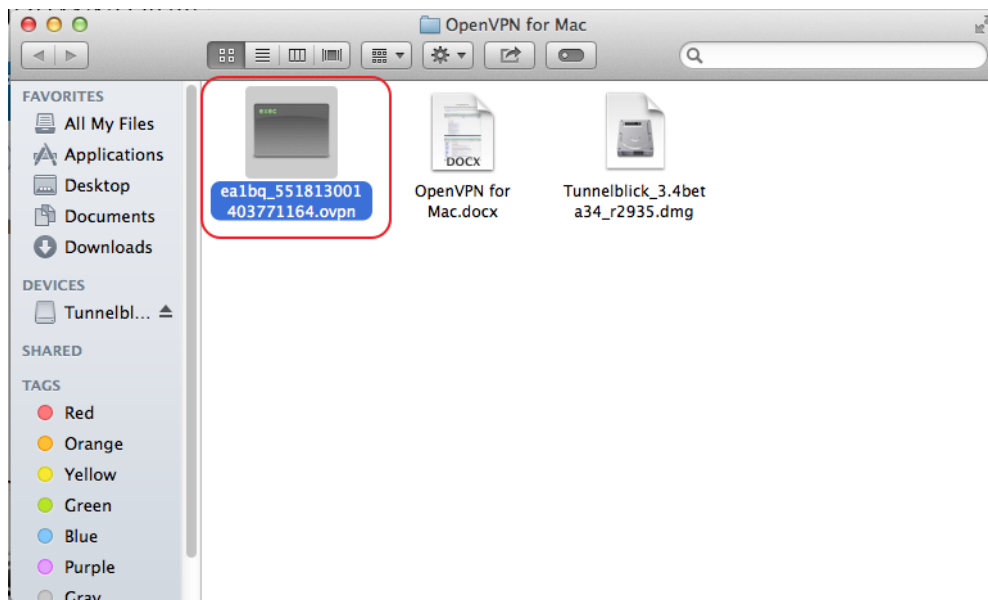
Click on I have configuration files.



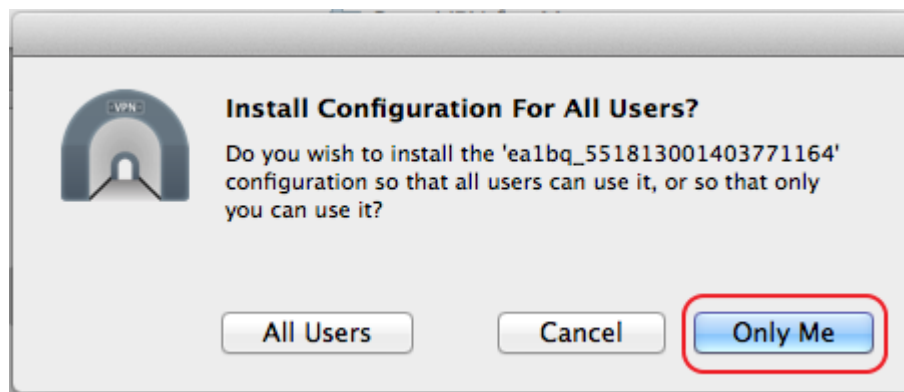
Select **Done**.



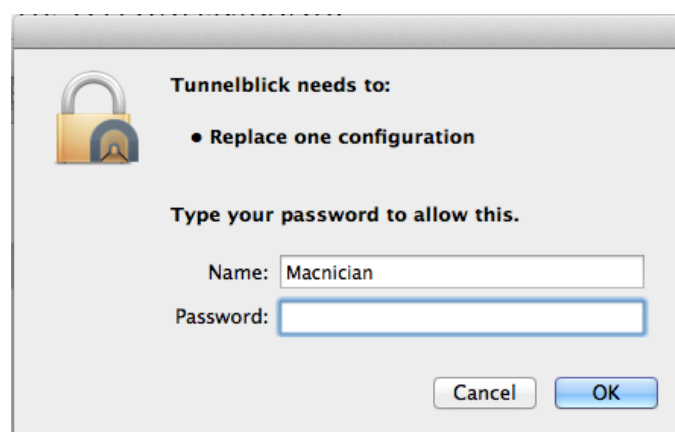
Navigate back to the 3 files that were extracted from the Zip file. Open the **ovpn** file.



Select Only Me.

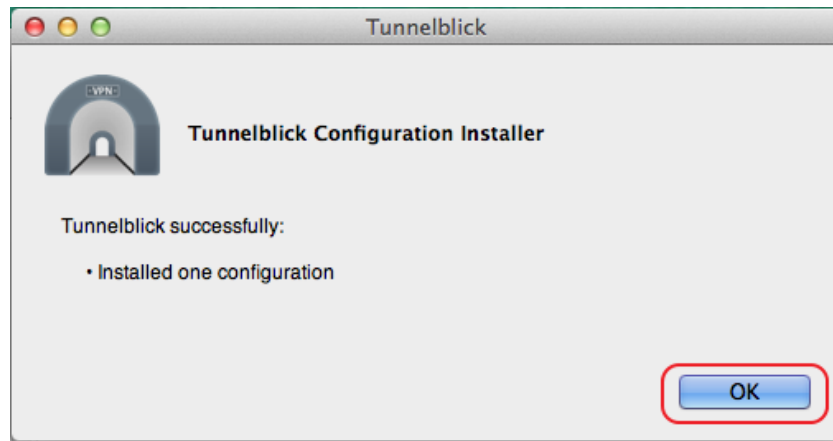


Enter your Macbook username and password and click ok.

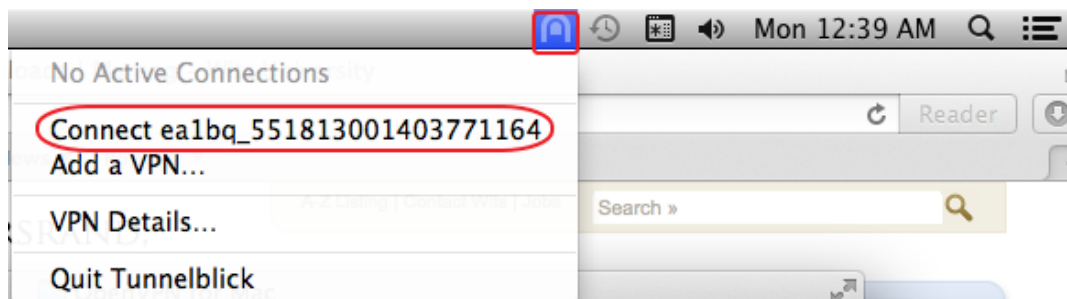


Click OK



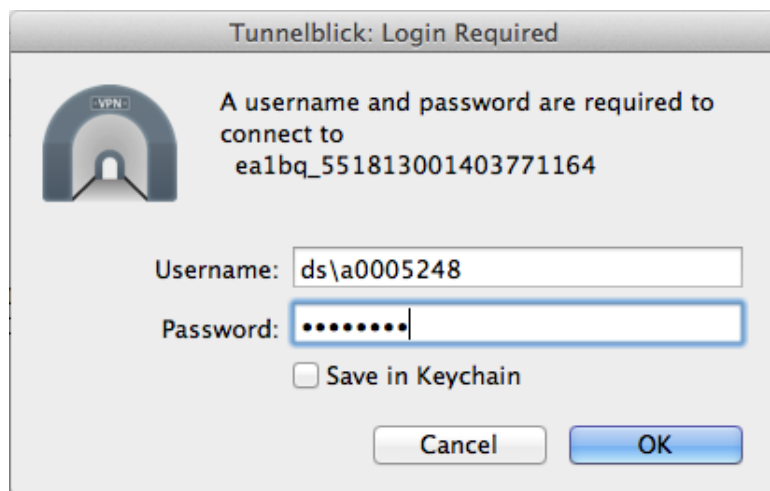


You will see a new icon on the top right of the Menu bar, click this icon and select **Connect ea1bq\_551813001403771164**.

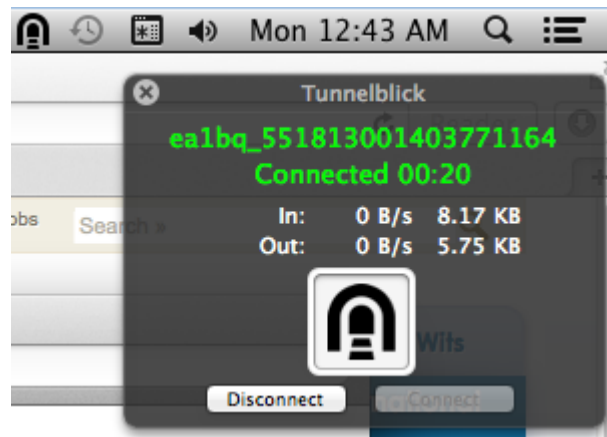


For staff members, enter **ds\staff number** and your **Wits email password**. Then click **OK**.

For students enter **students\student number** and your **Wits email password**. Then click **OK**.




You are now connected to the **VPN**.

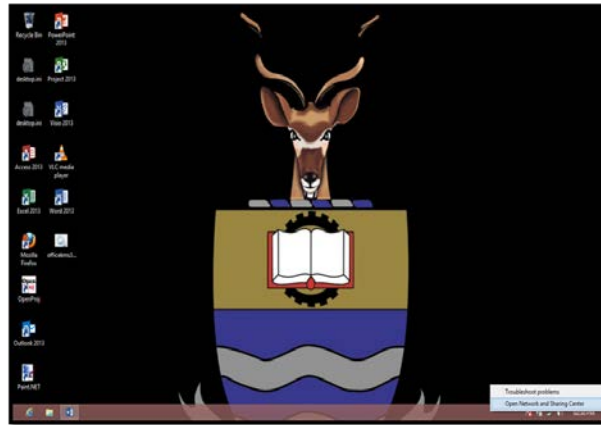


This concludes the configuration of **VPN** for Mac machines.

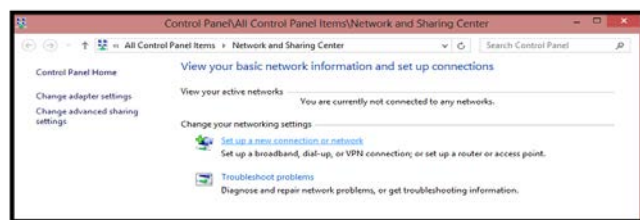
## SECTION B8 - WIRELESS ACCESS FOR LAPTOPS AND NOTEBOOKS

### SECTION B8.1 - WIRELESS SETUP FOR WINDOWS 8

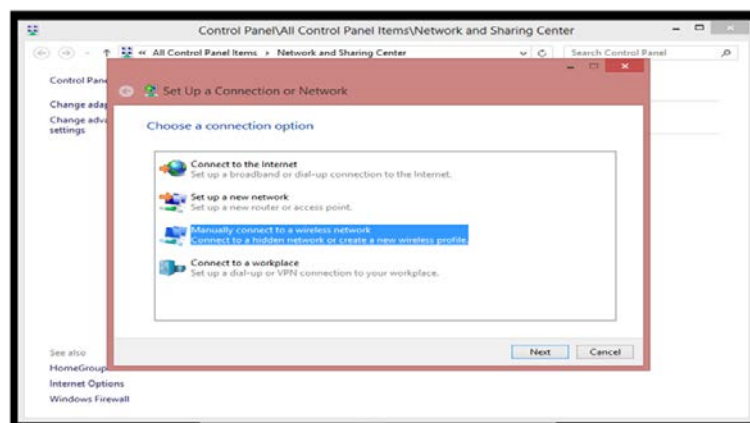
Right click on the “network connection status icon” (located on the task bar – bottom right corner of your screen just next to the time)  and right click on it. Choose the “Open Network and Sharing Center” option.



Click on the “Set up a new connection or network” option as seen in the screen shot below:



Choose the “manually connect to a wireless network” option and click “Next”.



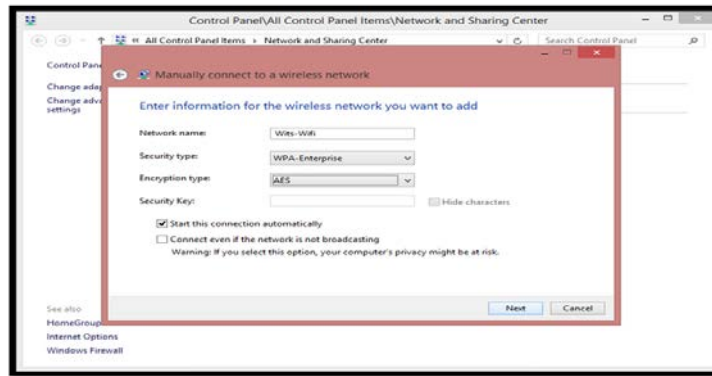
Configure The SSID as per screen shot below:

Network Name: Wits-Wifi (please note that both W's must be in capital letters).

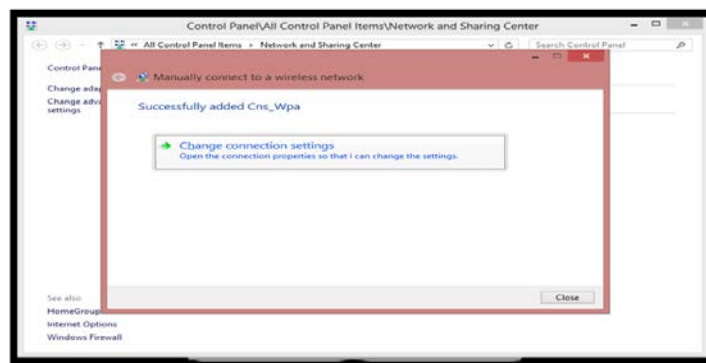
Security type: WPA-Enterprise

Encryption type: AES

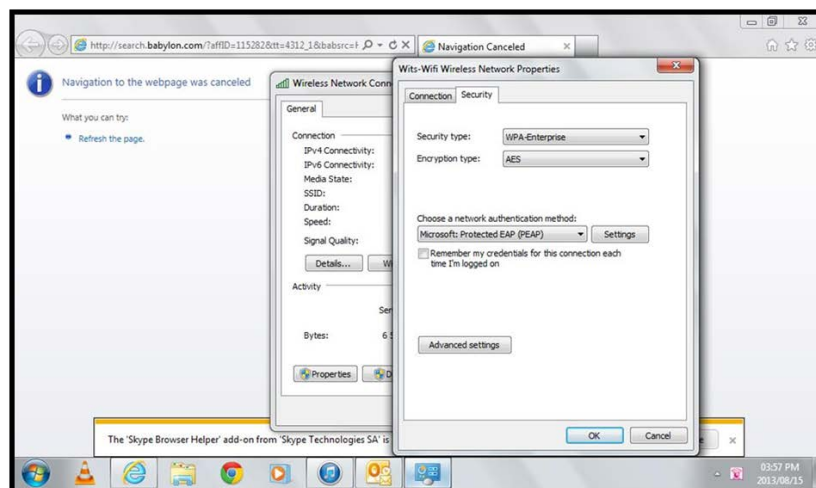
Then click on “Next”



Then click on "change connection settings" in the next screen that will appear as seen below

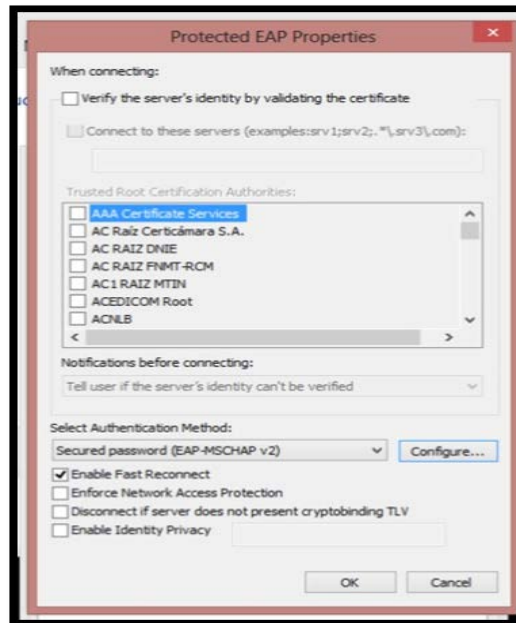


Select the "Security" tab at the top. Uncheck the "remember my credentials for the connection each time I'm logged in" and then click on the "settings" button as seen below:

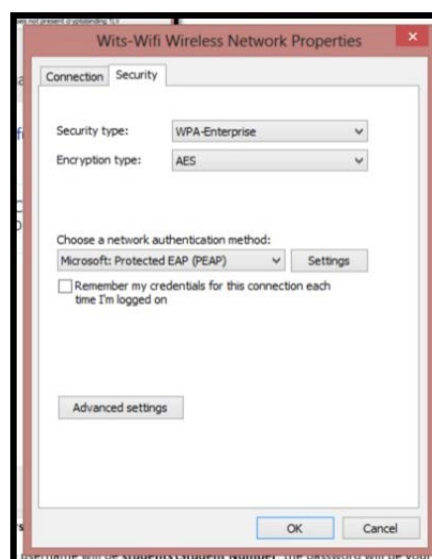


Uncheck "Verify the Servers identity by validating the certificate" and click on the "Configure" button as seen in the screen shot below.

After clicking on the "Configure" button as seen in the screen shot above, the following window will pop (screen shot below). Uncheck the option below as seen in the screen shot and click on "OK" and that should bring you back to the screen shot above. Click on the "OK" to close the "Protected PEAP Properties window".



The screen shot below will appear. Click on the “Advanced Settings” button

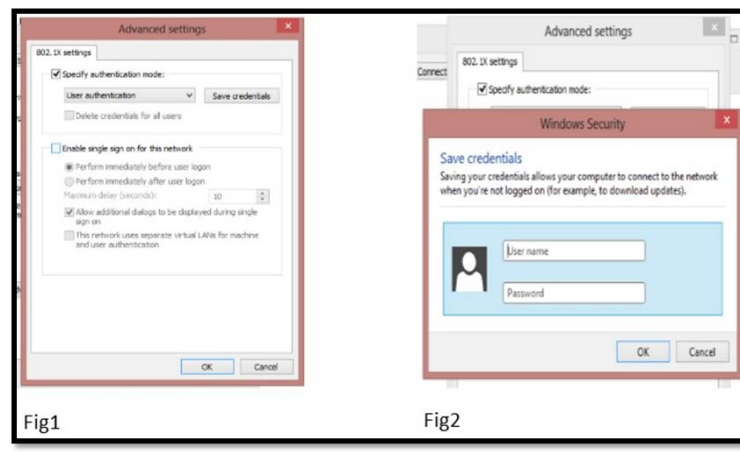


Check the “specify authentication mode” and click on the “Save Credentials” button and then choose the “User Authentication” option from the list as seen in Fig.1. An authentication tab will appear as seen in Fig.2.

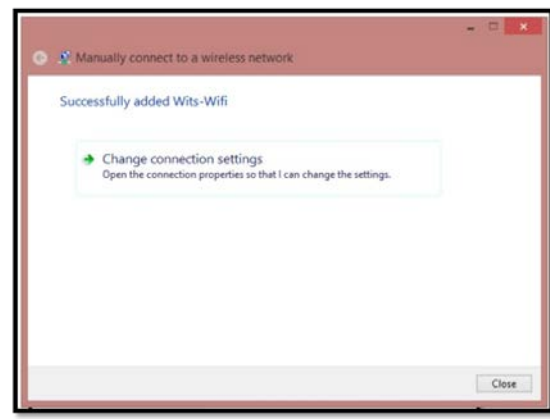



Please take Note of the following:

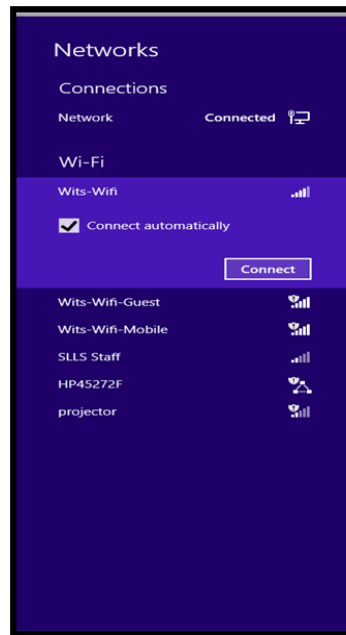
<b>Students</b> <b>Username:</b> Students/Student No. <b>Password:</b> <b>Password allocated on registration</b>	<b>Staff:</b> <b>Username:</b> DS\Staff No. <b>Password:</b> Email Password
---	---



This should bring you to the screen as per screen shot below. Click on the "Close" button to complete the setup.

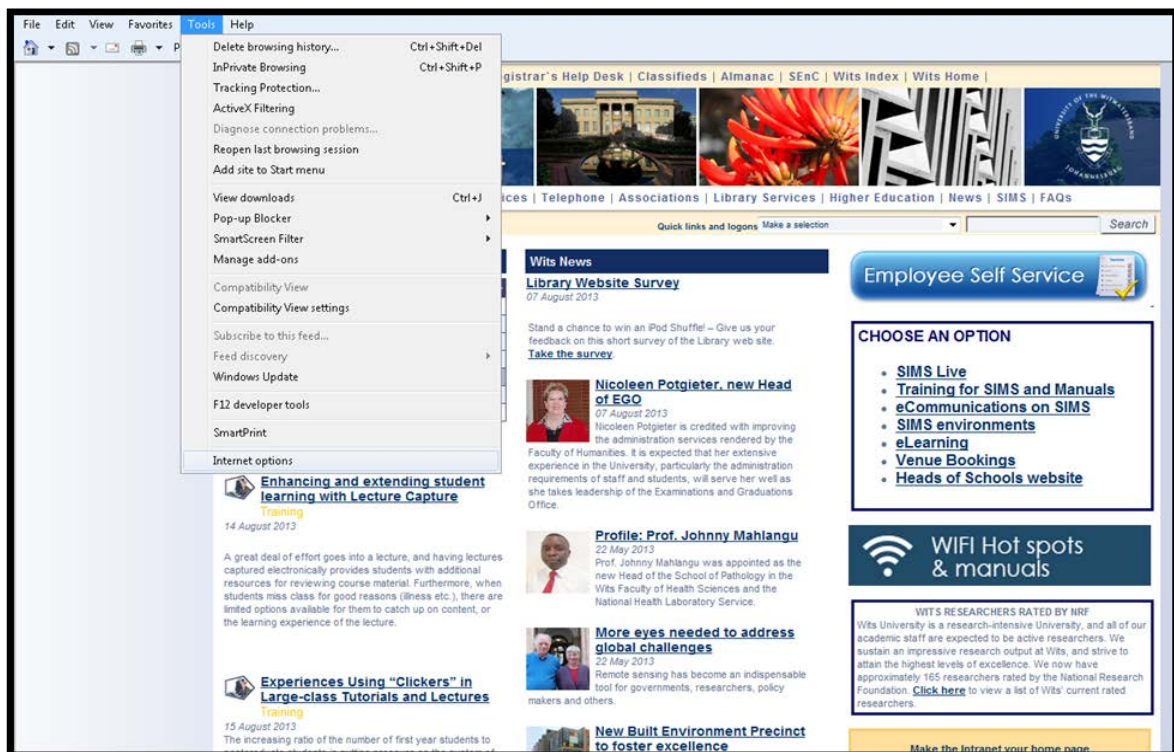


When you are done with configuring the "Wits-Wifi" wireless network, you can now connect to it as illustrated in the figure below. Go to your "Network" icon  and click on it. It should list all the available wireless networks. Choose Wits-Wifi and connect to it as illustrated in the screen below. Please make sure that the "Connect Automatically" is checked.



The last thing you will need to do in order to be able to browse the internet, is to configure your Internet proxy settings. This is done in your internet browser, for instance Internet Explorer or Mozilla Firefox. Please note that if you are using Google chrome, you will need to setup the Internet explorer and Google Chrome will derive the settings from IE.

Step 13: Internet Explorer Or Google Chrome Users: Open Internet explorer, in the top section, go to Tools, and then choose "Internet Options" as seen in the screenshot below.



A window like the one in the screen shot below will appear. Click on the “Connections” tab and click on the “LAN settings” button.



This will bring up the following window (Fig. 5). Make sure you have both of the options in the proxy server section checked as seen in the screen shot below. (fig.5)



Fig. 5

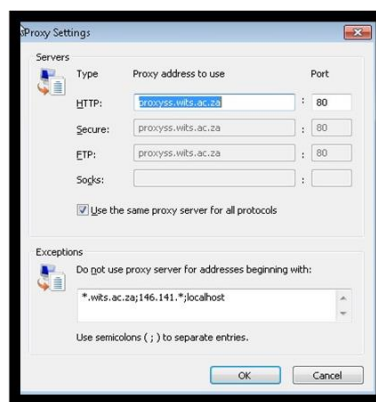
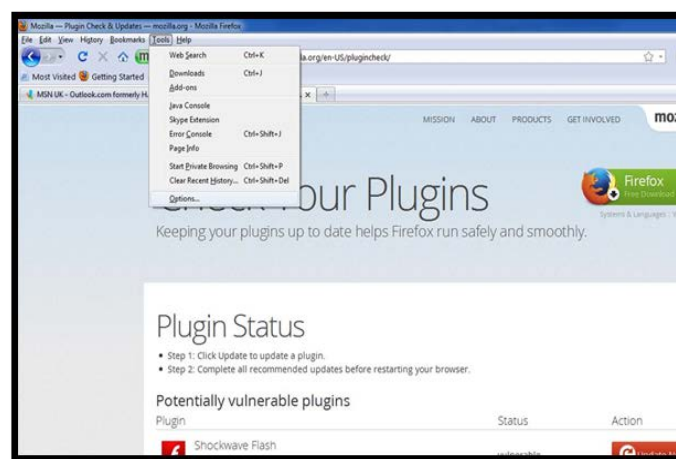


Fig. 6

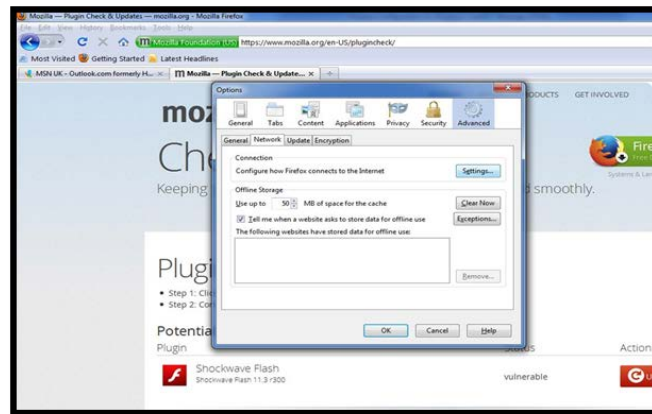
**For students: The Proxy Server must be proxyss.wits.ac.za and Port: 80**  
**For Staff: The Proxy server must be proxyad.wits.ac.za and Port: 80**

When you have done this, click on the “Advanced” button and a window as seen in Fig6 above will appear. You will then need to insert the following in the text field provided: \*.wits.ac.za;146.141.\*

Step 16: Mozilla Firefox Users: Open your internet browser. Go to “tools”, and then go to “options” like in the screen shot below.



Go to “Advanced”, choose the “network” tab, and then click on the “settings” button like in the screen shot below



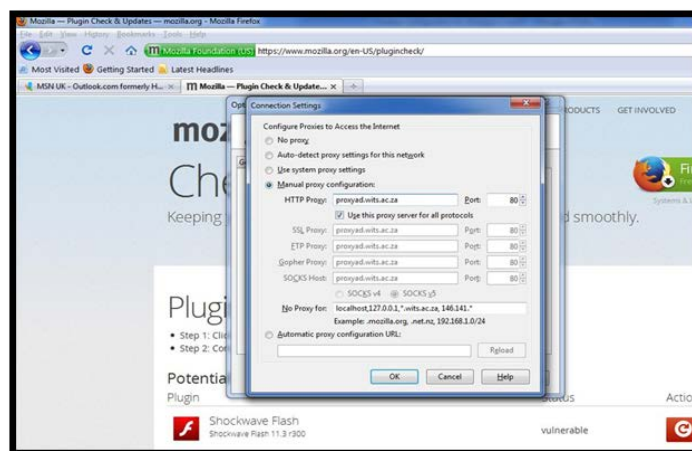
Insert as in the screen shot below, check the “manual proxy configuration” and set the “HTTP proxy” as follows:

**Staff members: proxyad.wits.ac.za Port: 80**

**Students: proxyss.wits.ac.za Port: 80**

You will then need to check “use this proxy for for all protocols” option like in the screen shot below.

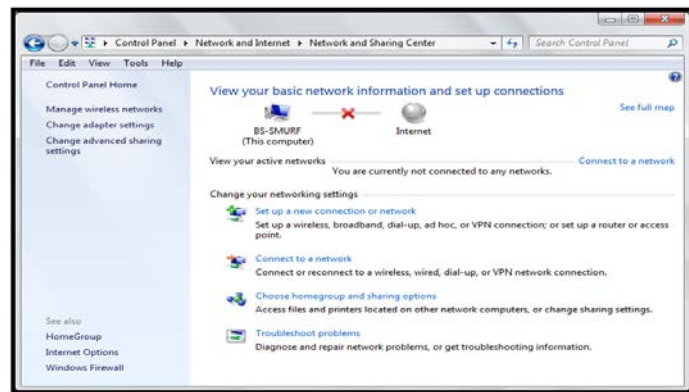
At “No proxy for” type insert \*.wits.ac.za, 146.141.\*



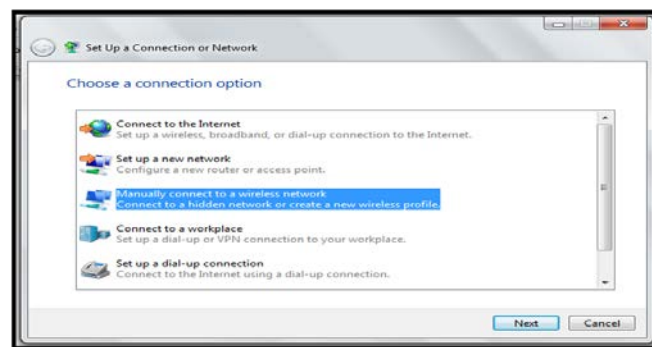
When you are done with all these settings, click on OK and you are ready to browse the Internet.

## SECTION B8.2 - WIRELESS SETUP FOR WINDOWS 7

Click "start", go to "control panel", and then select "network and sharing center".  
Choose the 1<sup>st</sup> option, "set up a new connection or network" as seen in the screen shot below:



Choose option 3 "Manually connect a wireless network" and then click "Next"



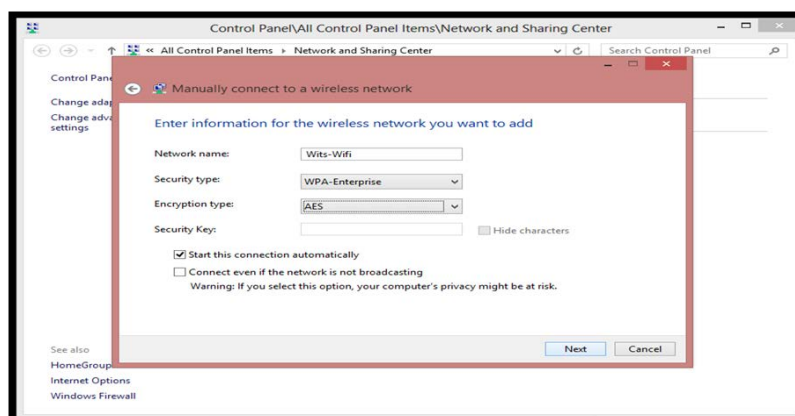
Configure The SSID as per screen shot below:

*Network Name:* Wits-Wifi (please note that both W's must be in capital letters).

*Security type:* WPA-Enterprise

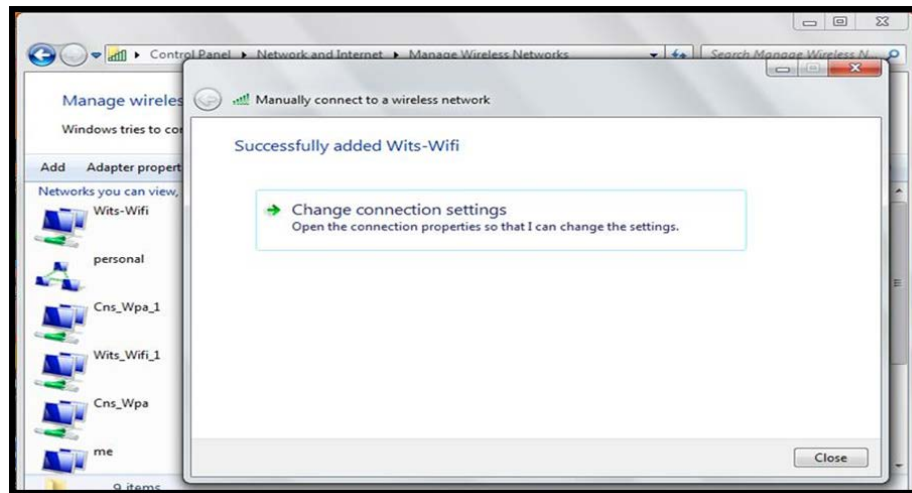
*Encryption type:* AES

Then click on "Next"

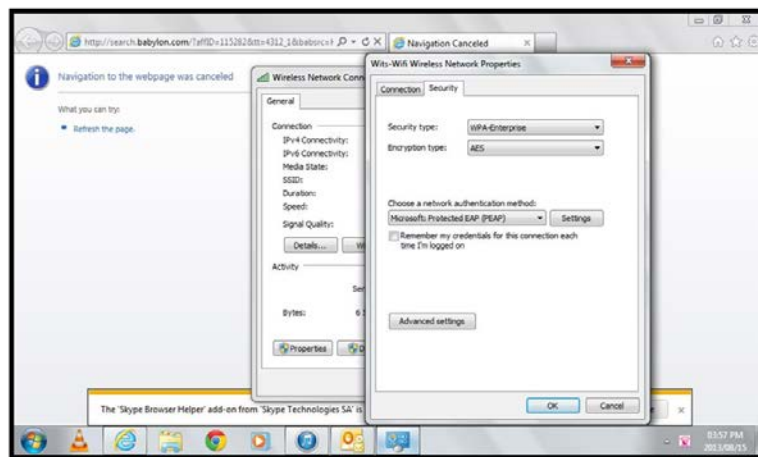




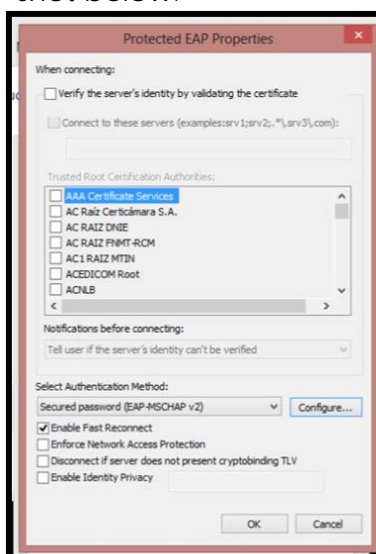
Then click on "change connection settings" in the next screen that will appear as seen below:



Select the "Security" tab at the top. Uncheck the "remember my credentials for the connection each time I'm logged in" and then click on the "settings" button as seen below:



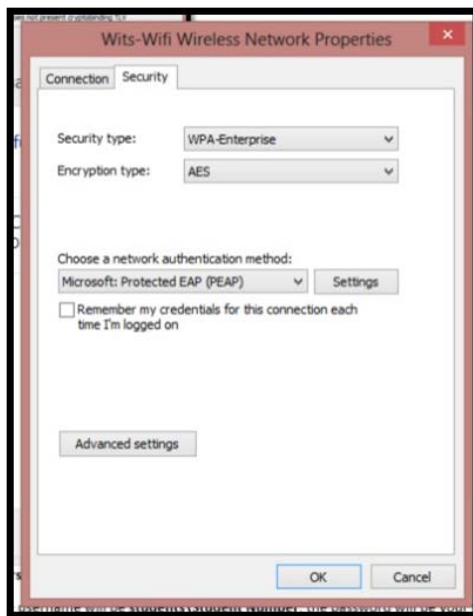
Uncheck "Validate Server certificate" and click on the "Configure" button as seen in the screen shot below.



After clicking on the "Configure" button as seen in the screen shot above, the following window will pop (screen shot below). Uncheck the option below as seen in the screen shot and click on "OK" and that should bring you back to the screen shot above. Click on the "OK" to close the "Protected PEAP Properties window".



The below screen shot below will appear. Click on the “Advanced Settings” button



Check the “specify authentication mode” and click on the “Save Credentials” button and then choose the “User Authentication” option from the list as seen in Fig.1. An authentication tab will appear as seen in Fig.2.

Please take Note of the following:

For Staff Members: The username will be ds\Staff Number, the password will be your Logon Password.

For Students: The username will be students\Student Number, the password will be your Logon Password.

Enter your credentials and click on the “OK” button.

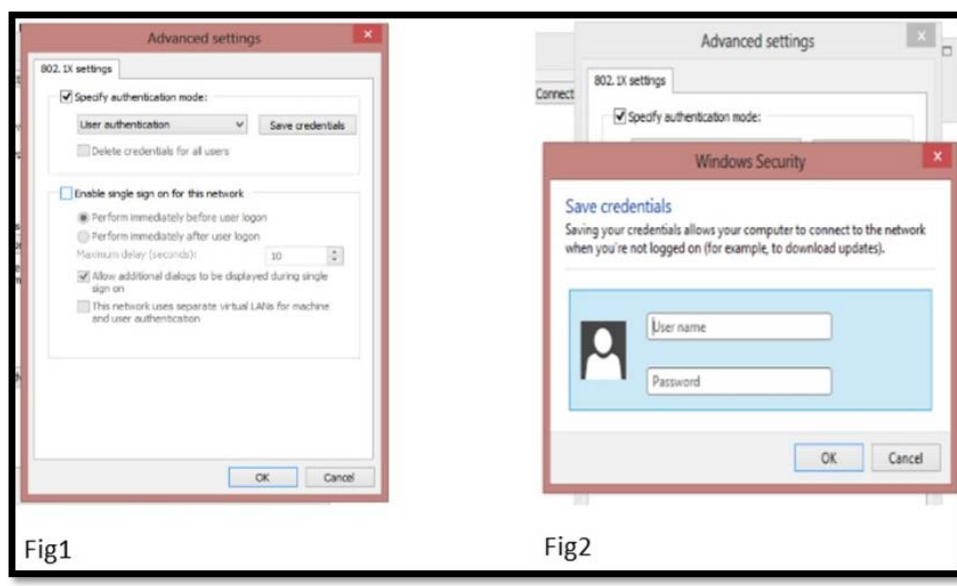
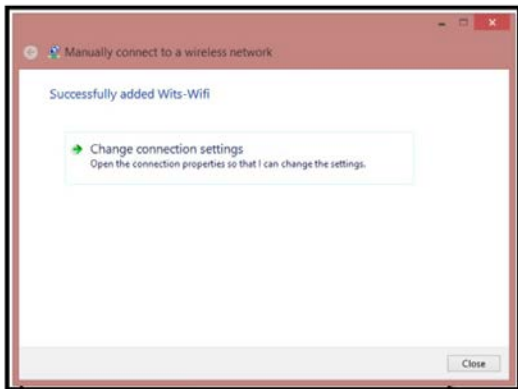


Fig1

Fig2

This should bring you to the screen as per screen shot below. Click on the “Close” button to complete the setup.



Now connect to the Wits-Wifi wireless network as illustrated below. First go to your wireless network icon. Click on it and that should list all available wireless network. Choose Wits-Wifi and click on the “Connect” Button as seen below.



The last thing you will need to do, in order to be able to browse the internet, is to configure your Internet proxy settings. Do this in your internet browser, for instance Internet Explorer or Mozilla Firefox. Please note that if you are using Google chrome, you will need to setup the Internet explorer and Google Chrome will derive the settings from IE.

#### Students

**Username:** Students/Student No.

**Password:**

**Password allocated on registration**

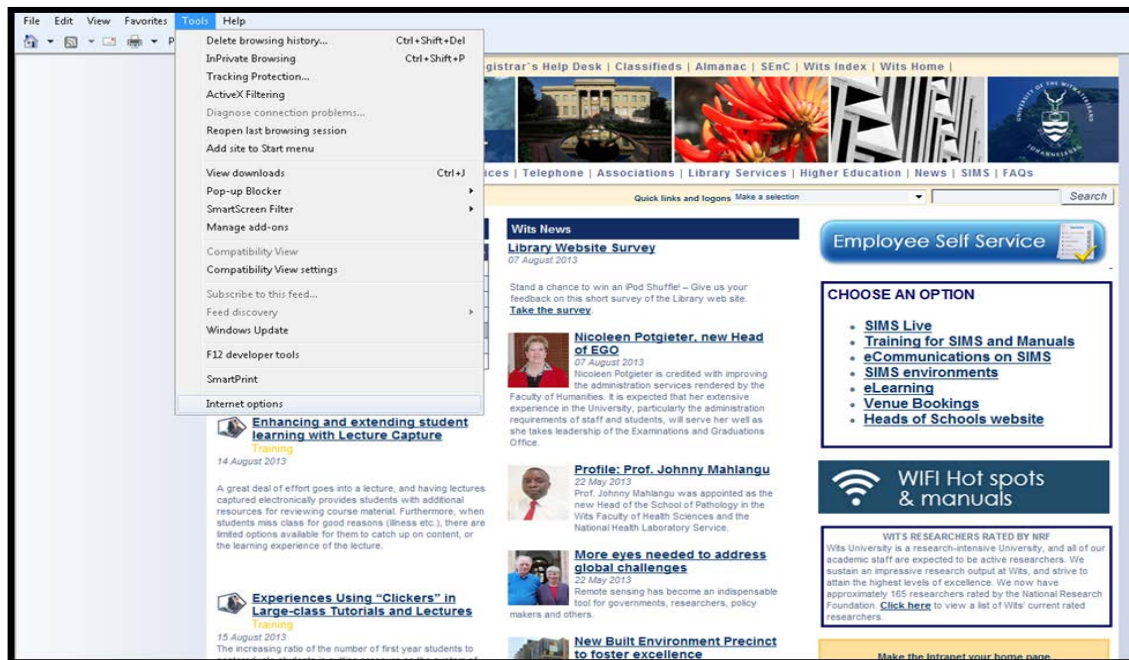
#### Staff:

**Username:** DS\Staff No.

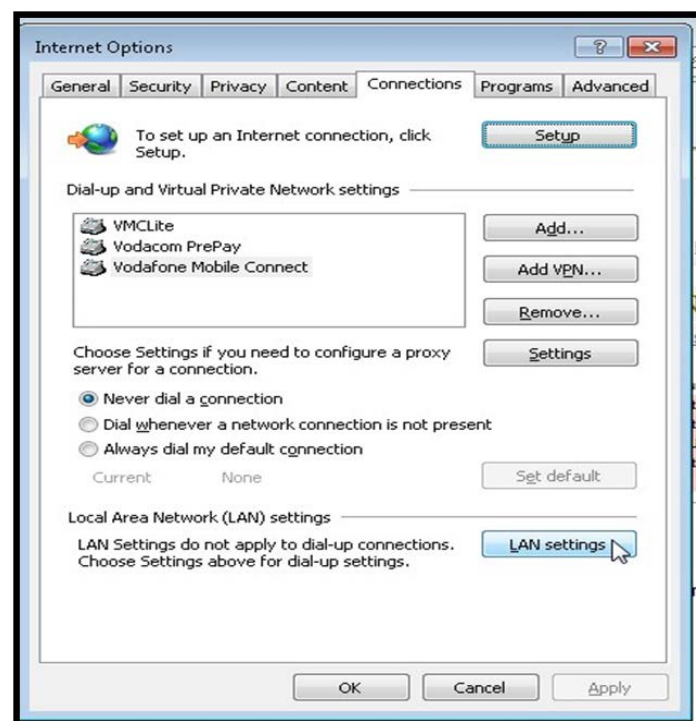
**Password:** Email Password

## SECTION B8.3 - INTERNET EXPLORER OR GOOGLE CHROME USERS

Open Internet explorer, in the top section, go to Tools, and then choose “Internet Options” as seen in the screenshot below



A window like the one in the screen shot below will appear. Click on the “Connections” tab and click on the “LAN settings” button.



This will bring up the following window (Fig. 5). Make sure you have both of the options in the proxy server section checked as seen in the screen shot below. (fig.5)

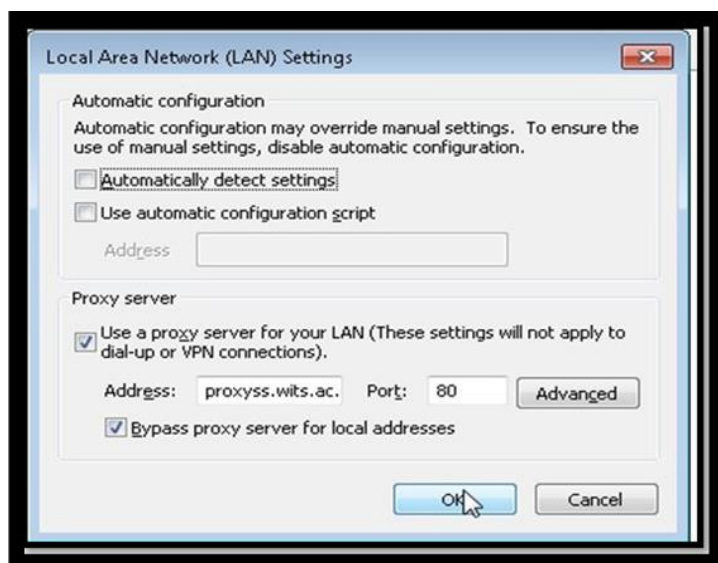


Fig. 5

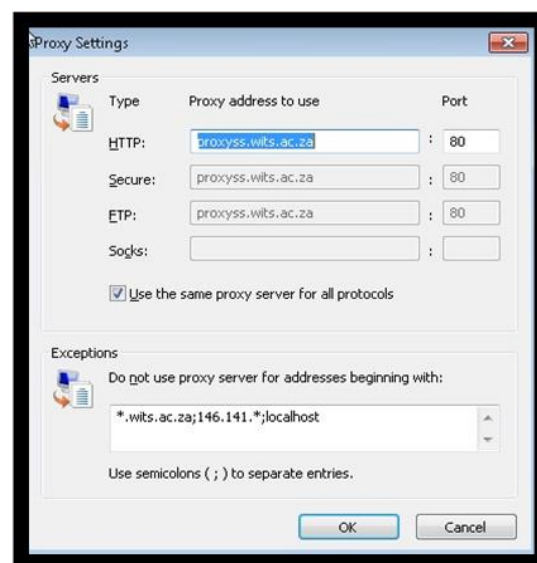


Fig. 6

#### Students

**Username:** Students/Student No.

**Password:**

**Password allocated on registration**

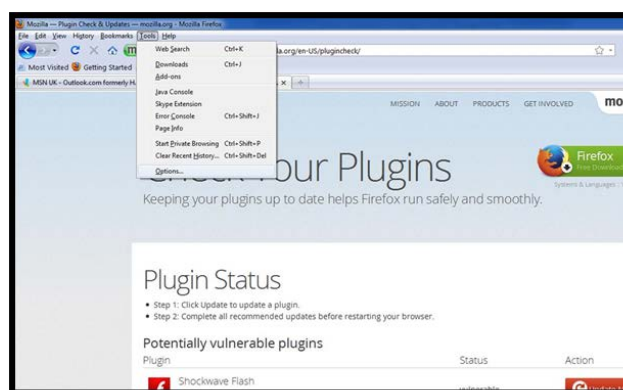
#### Staff:

**Username:** DS\Staff No.

**Password:** Email Password

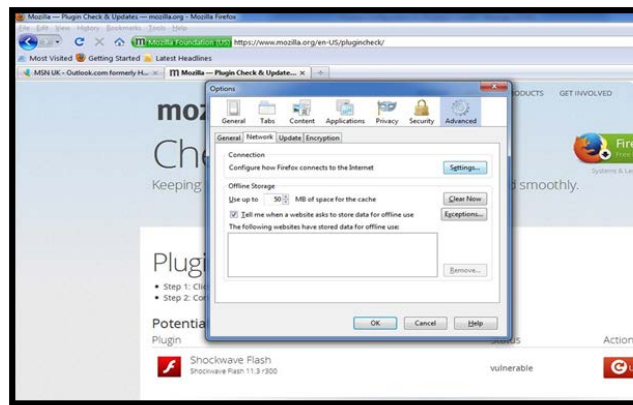
## SECTION B8.4 - WIRELESS SETUP FOR MOZILLA FIREFOX USERS

Open your internet browser. Go to "tools", and then go to "options" like in the screen shot below.



Go to "Advanced", choose the "network" tab, and then click on the "settings" button like in the screen shot below





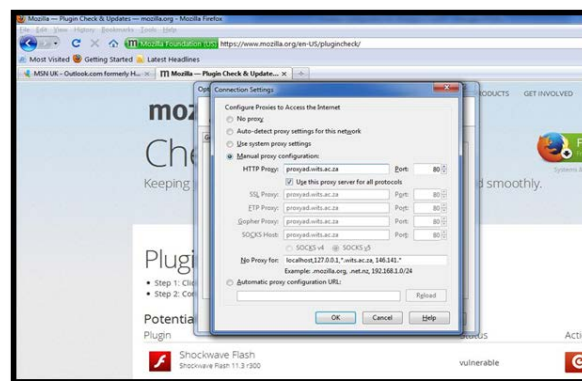
Insert as in the screen shot below, check the “manual proxy configuration” set the “HTTP proxy” as follows:

Staff members: proxyad.wits.ac.za Port: 80

Students: proxyss.wits.ac.za Port:80

You will then need to check “use this proxy for all protocols” option like in the screen shot below.

At “No proxy for” type \*. wits.ac.za, 146.141. \*



When you are done with all these settings, click on OK and you are ready to browse the Internet.

## SECTION B8.5 - WIRELESS ACCESS FOR APPLE MAC AIRPORT,

Please note that the following guide is for connecting to the Wits network via Airport and not via Ethernet. Please make sure that your Wi-Fi is turned on and follow this guide.

**NB.** The proxy configuration may need to be done in various applications depending on which web browser you are using.

The supported web browsers in this guide are Safari, Firefox, Opera, Camino and Google Chrome.

If you are using Camino or Google Chrome, please follow the Safari instructions. Once you have completed the configuration and you open either Camino or Google Chrome and visit a web site you will be prompted for authentication and need to enter your credentials as:

<p><b>Students</b>  <b>Username:</b> Students/Student No.  <b>Password:</b>  <b>Password allocated on registration</b></p>	<p><b>Staff:</b>  <b>Username:</b> DS\Staff No.  <b>Password:</b> Email Password</p>
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## SECTION B8.6 - SAFARI

### Wireless Setup for Mac

**Note:** This document was created using a Mac that was running Mac OS X 10.10.5.

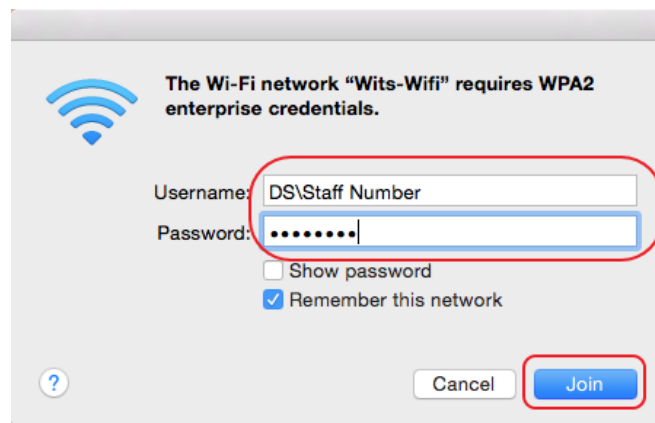
Click on the Wi-Fi icon and select **Turn Wi-Fi On**.



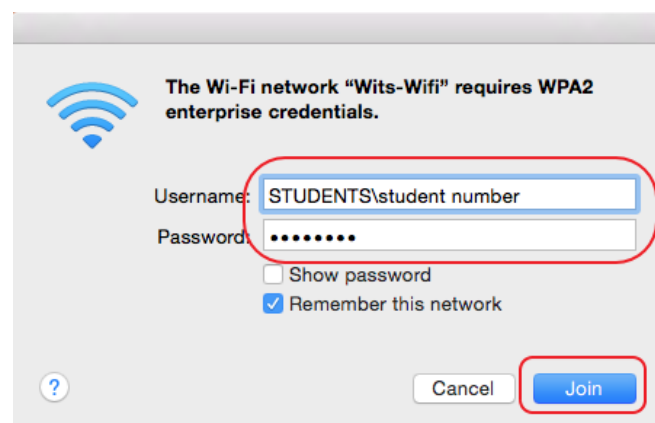
Select the Wi-Fi icon again and choose **Wits-Wifi**.



For staff: log in with **DS\staff number** and your **email password**. Click on **Join**.



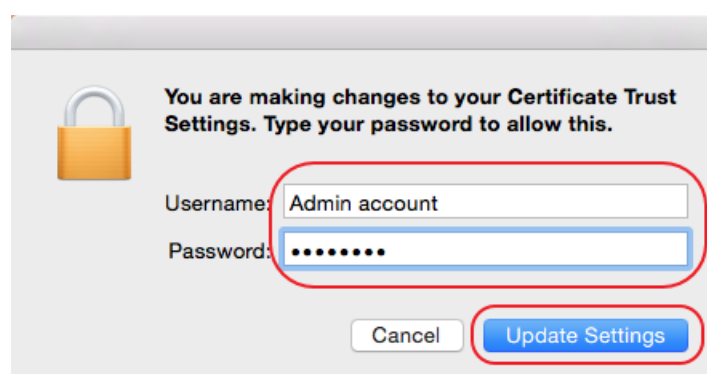
For Students: log in with **STUDENTS\student number** and your **email password**. Click on **Join**.



Click on **Continue**.



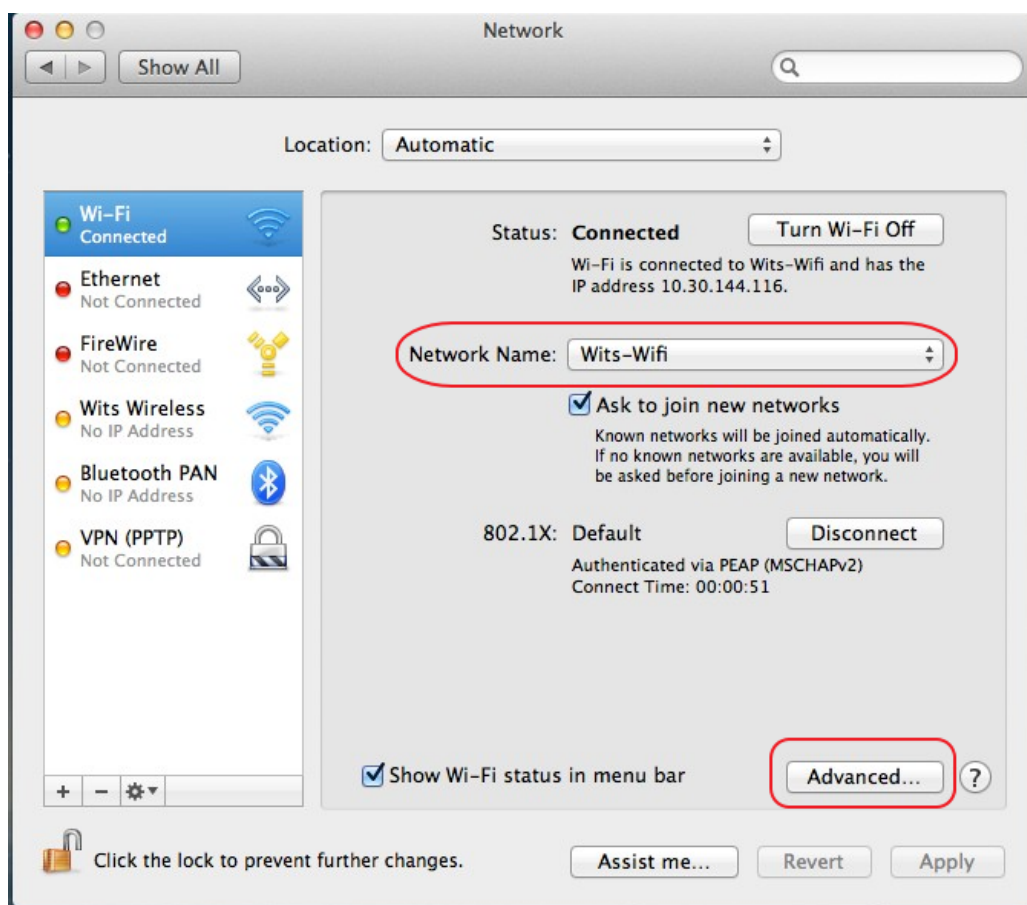
Type in your Mac's Admin **Username** and **Password**, and click on **Update Settings**.



Click on the Wi-Fi icon again and select **Open Network Preferences**.

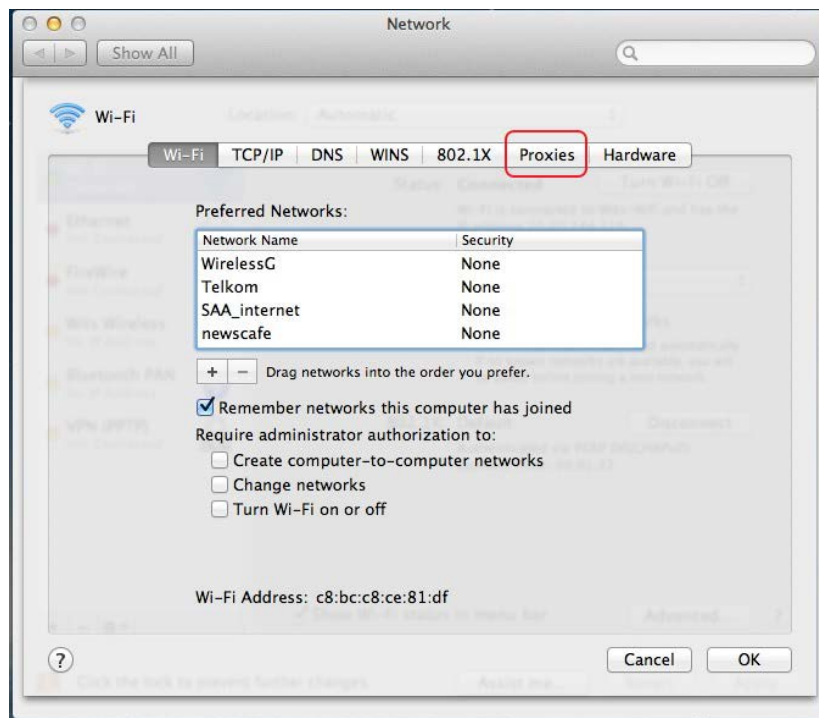


Make sure that **Wi-Fi** is selected and that the **Network Name** is **Wits-Wifi** and then click on **Advanced**.

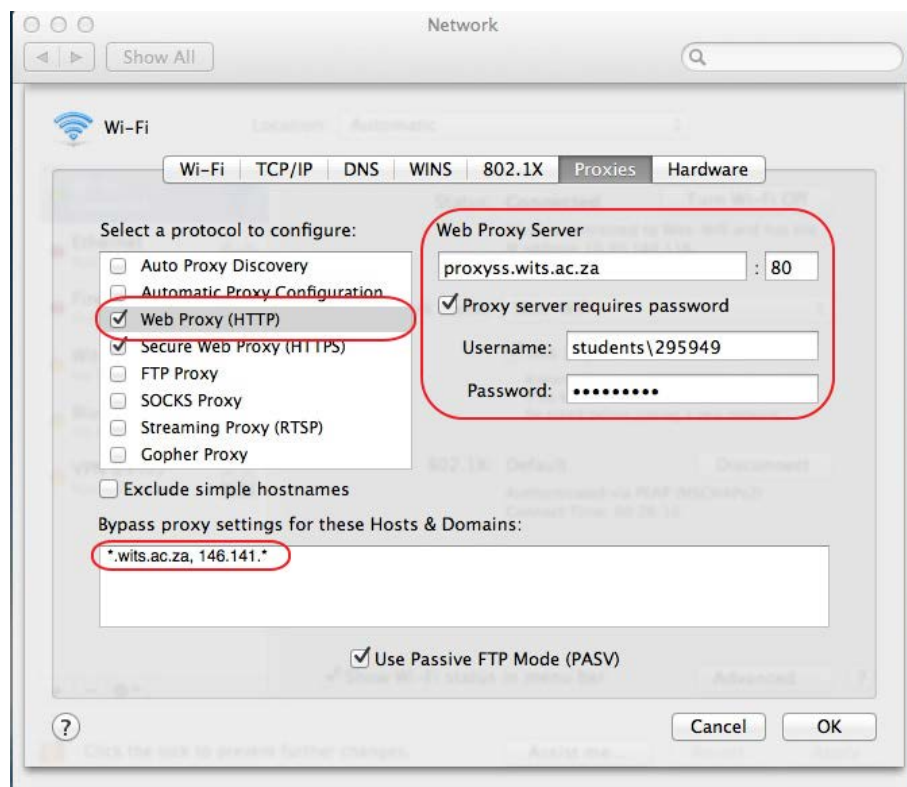




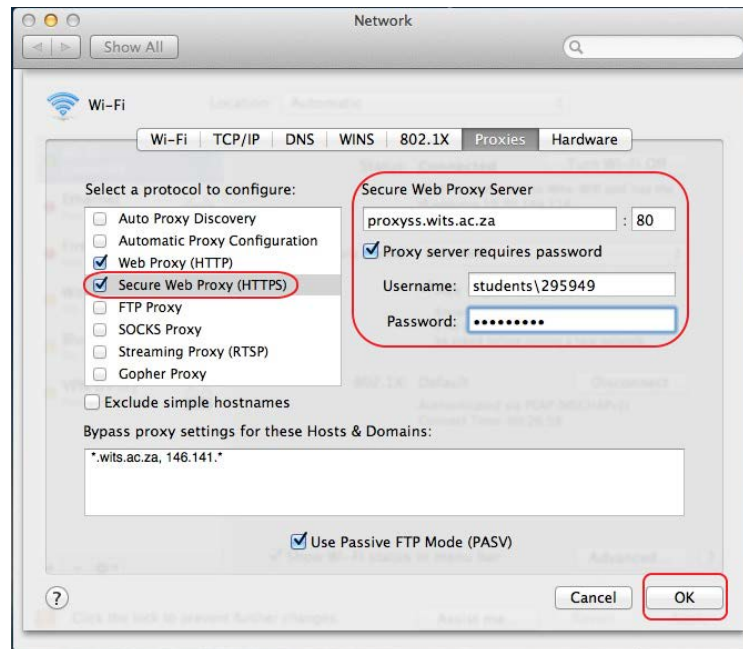
Click on the **Proxies** tab.



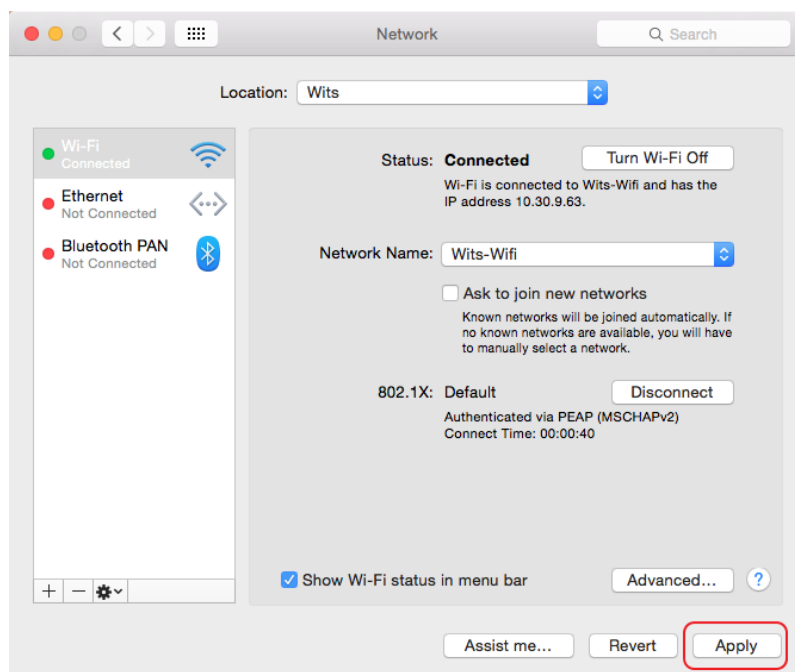
Tick **Web Proxy (HTTP)** and then under the **Bypass proxy settings for these Hosts and Domains** section add **\*.wits.ac.za, 146.141.\***. And under **Web Proxy Server** put in **proxys.wits.ac.za** for students or **proxys.wits.ac.za** for staff. The port must be **80**. Tick the **Proxy server requires password** option and all students, type in **STUDENTS\student number** as the **Username** and enter your email password as the **Password**. For Staff members: type in **DS\staff number** as the **Username** and your email password.



Tick **Secure Web Proxy (HTTPS)** and then under the **Bypass proxy settings for these Hosts and Domains** section add **\*.wits.ac.za, 146.141.\***. \* And under **Secure Web Proxy Server** put in **proxyss.wits.ac.za** for students or **proxyad.wits.ac.za** for staff. The port must be **80**. Tick the **Proxy server requires password** option and all students, type in **STUDENTS\student number** as the **Username** and enter your email password as the **Password**. For staff members: type in **DS\staff number** as the **Username** and your email password. Once done, click on **OK**.

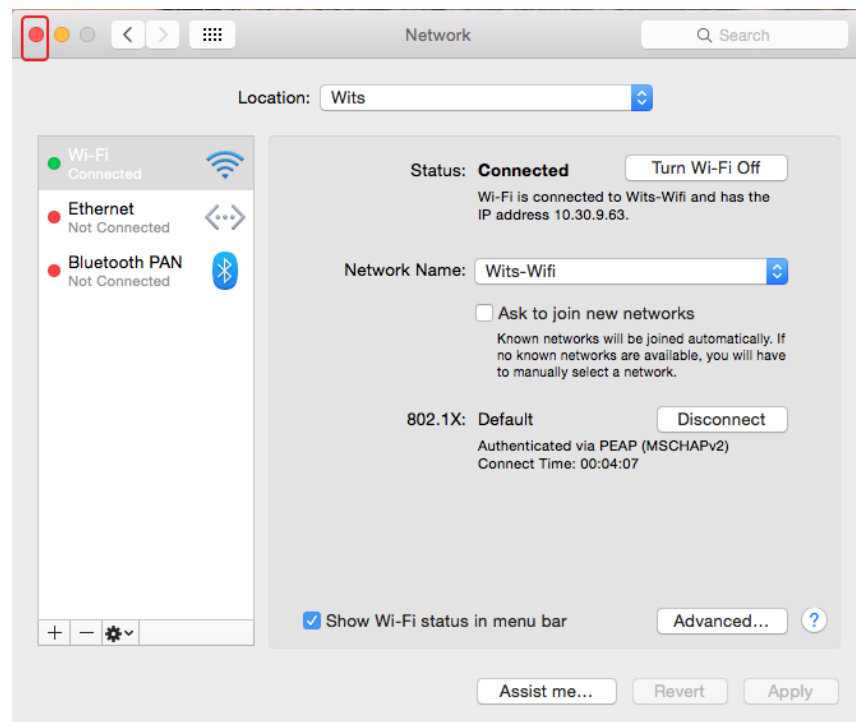


Click on **Apply**.





Close the last window.



This concludes the configuration for Wireless on a Mac.

## SECTION B8.7 - WIRELESS ACCESS FOR LINUX (UBUNTU)

Locate the Desktop of Ubuntu 12.04 LTS



Locate the Network Manager icon in the top, far-right hand corner of the screen



Select the Network Manager icon and then select "Wits-Wifi"



For the Wireless Authentication window, change only the "Authentication" drop-down menu from "Tunneled TLS"



### Students

**Username:** Students\Student no

**Password:** password allocated

**Proxy:** proxyss.wits.ac.za

### Staff

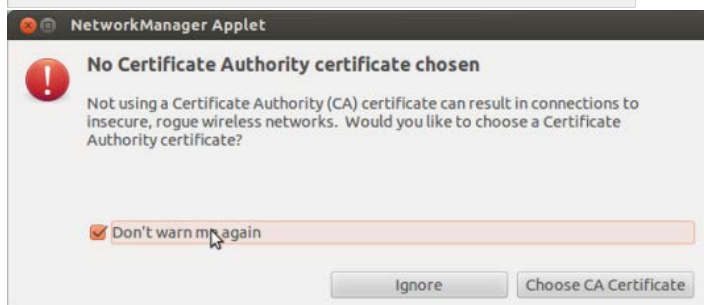
**Username:** Ds\Staff Number

**Password:** Email Password

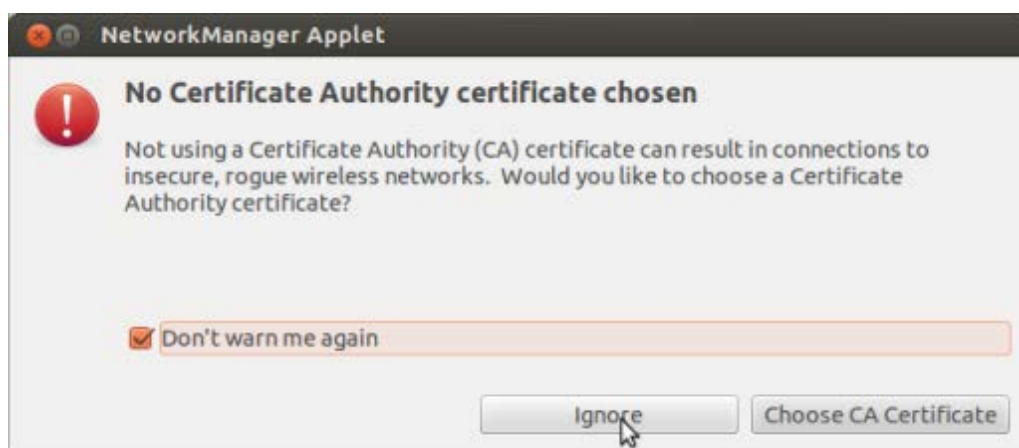
**Proxy:** proxyad.wits.ac.za



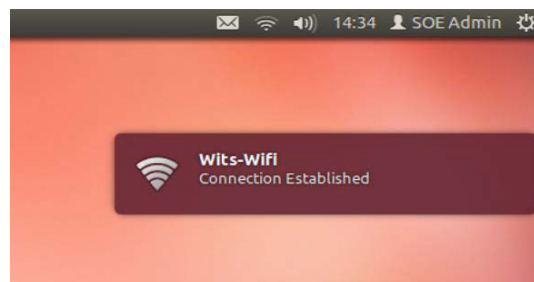
Enter the password associated with you. Then click "Connect" to continue the Wireless setup.



Select the "Don't warn me again" checkbox, for the Network Manager's Certificate Authority window, then Click "Ignore" to add the Wireless configuration, without need of a certificate.



The connection will begin to establish, as evident in below. When the connection is established, the signal strength is visible on the Network Manager icon



## SECTION B9 - WITS MOBILITY – SMARTPHONES ETC

Wits offers wireless network coverage on campus to both staff and students. To see the status of coverage across all Wits campuses you can access a table listing the buildings covered by clicking on <https://www.wits.ac.za/mywits/wifi-hotspots/> and more information regarding Wifi use on campus.

The WITS-WIFI-MOBILE Wireless Network is designed for tablet, phablets and smartphone devices. Before you can proceed with the configuration guide below to register your devices, you will need the following information:

- Username – This is your Student or Staff Number at the University.
- Password – This is the same password you use to access University resources e.g. Internet, Email, etc.
- wireless network card address (MAC address) of your tablet, phablet or smartphone device

### **N.B.**

*See section B –9.2 below if you are registering a replacement device, only 2 devices may be registered at any one time.*

## SECTION B – 9.1 CONFIGURING YOUR DEVICE ON THE WITS WI-FI NETWORK

Please note that this section of the guide was setup on an Android Device running version 4.4.2., some screens might appear differently depending on the device you are using.

To locate the MAC Address of your iPad or iPhone:

- Tap Settings.
- Select General.
- Select About.
- The Mac address is listed as Wi-Fi Address

To locate the MAC Address of your Android phone or tablet:

- Press the Home button at the bottom of the phone.
- Press the Menu button.
- Tap Settings.
- Tap Wireless & Networks.
- Tap Wi-Fi to turn it on.
- Press the Back button.
- Tap About Phone.
- Tap Status.
- Scroll down until you locate the Wi-Fi MAC address

To locate the MAC Address of your BlackBerry Device Software **4.5 to 5.0:**

- From the home screen, click Options > Status.
- The WLAN MAC field displays the MAC address for the smartphone.

To locate the MAC Address of your BlackBerry Device Software **6 to 7.1:**

- From the home screen, select Setup > Options > Device > Device and Status Information.
- The WLAN MAC field displays the MAC address for the smartphone.

To locate the MAC Address of your BlackBerry **10 OS**:

- From the home screen select Settings > Network Connections > Wi-Fi > Advanced.
- In the Diagnostic Information drop-down, select Device Information.
- The Physical Address field displays the MAC address for the smartphone.

To locate the MAC Address of your Windows Mobile Device:

- On Start, flick left to the App list.
- Tap Settings
- Tap About
- Tap More info.
- Note the MAC Address.

On your phone navigate to > **Settings** > **Wi-Fi** and ensure your wireless network is switched on. Connect to the **Wits-Wifi-Mobile** wireless network as shown below



On some devices, you will get a pop up asking you to sign in. On other devices, you will need to open up your web browser to start browsing to a website. When you attempt to browse, you will get the screen below providing you with information regarding this wireless service. Please read carefully.



Tap the web link, shown below, located towards the end of the information screen

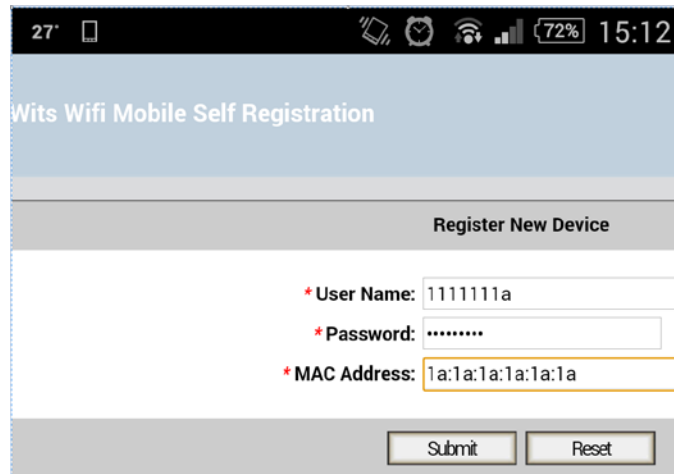
the wireless network card address for your tablet, phablet or smartphone.

[Please follow this link to register your Mac address](#)

The screen shown below will appear.



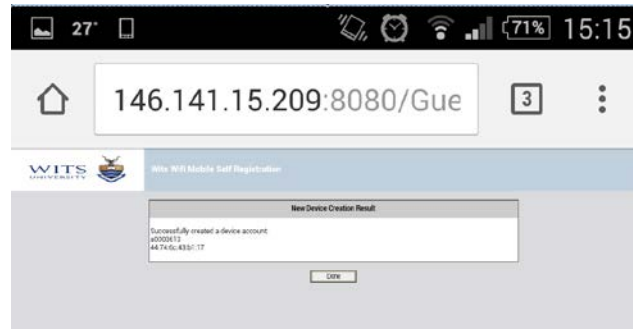
Complete the information as displayed below taking special care when inputting the following information and then tap > **Submit**:



- Username Field – Complete with the Student or Staff Number provided by the University.  
***Please type this in lower case***
- Password – This is the same password you use to access University resources e.g. Internet, Email, etc. ***Please note that passwords are case sensitive***
- MAC address – This is the wireless network card address of your tablet, phablet or smartphone device, which is available on your device.



After Tapping > **Submit** the screen below appears confirming that the Mac Address was successfully added and an account for the device was created.  
Click on > **Done** to begin browsing the internet or using the apps from your mobile device



If you have any difficulties using the Wits Wifi Mobile Self Registration system, please contact the WITS ICT Information Technology Service Desk for assistance on ext. 71717 or email [ithelp@wits.ac.za](mailto:ithelp@wits.ac.za)



NB. Two (2) devices per student or staff member may be registered

## SECTION B – 9.2 REGISTER/DELETE A MOBILE DEVICE VIA A WEB BROWSER



Please ensure your old device is deleted off the network before you add a new device

Before you can proceed with the configuration guide below to register your devices, you will need the following information:

- Username – This is your Student or Staff Number at the University.
- Password – This is the same password you use to access University resources e.g. Internet, Email, etc.
- Wireless network card address (MAC address) of your tablet, phablet or smartphone device
  - **Android:** To find the Wifi MAC Address on an Android device, go to **Settings**, go to **More**, followed by **About device** and then click on **Status**.
  - **iOS:** To find the Wifi MAC address on an iOS device, go to **Settings**, followed by **General** and then select **About**.

### To register a new mobile device

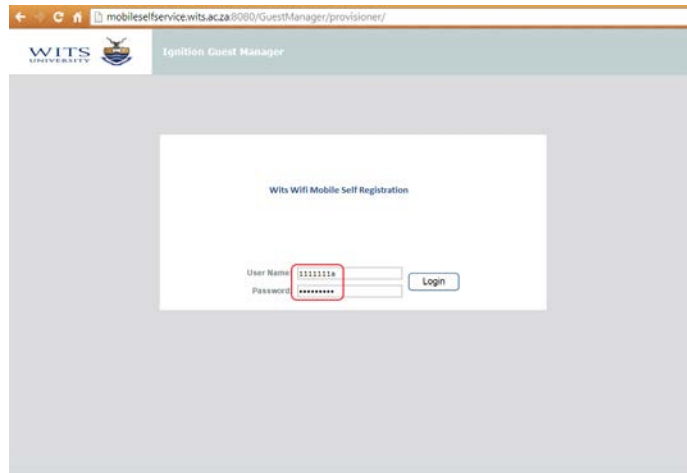
Log into the Ignition Guest Manager by going to:

<https://146.141.15.209/GuestManager/provisioner/>

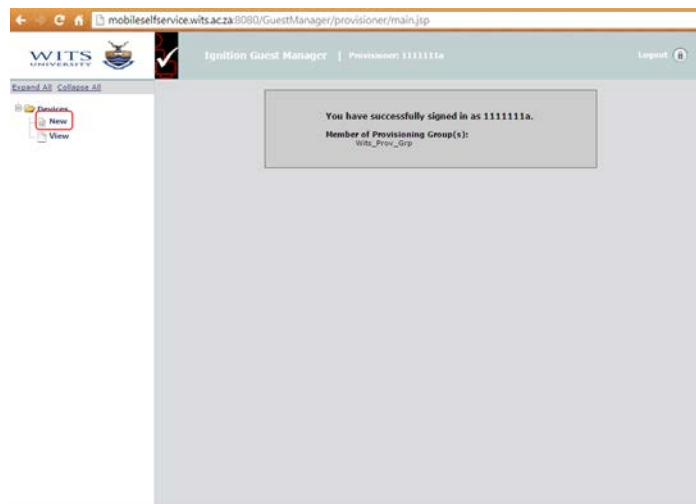
Enter your staff or student credentials and then click on the **Login** button as displayed in screenshot below. Make sure to only use lowercase letters in the User Name.

**Staff** - Use your staff number and enter your Wits Active Directory / Email password.

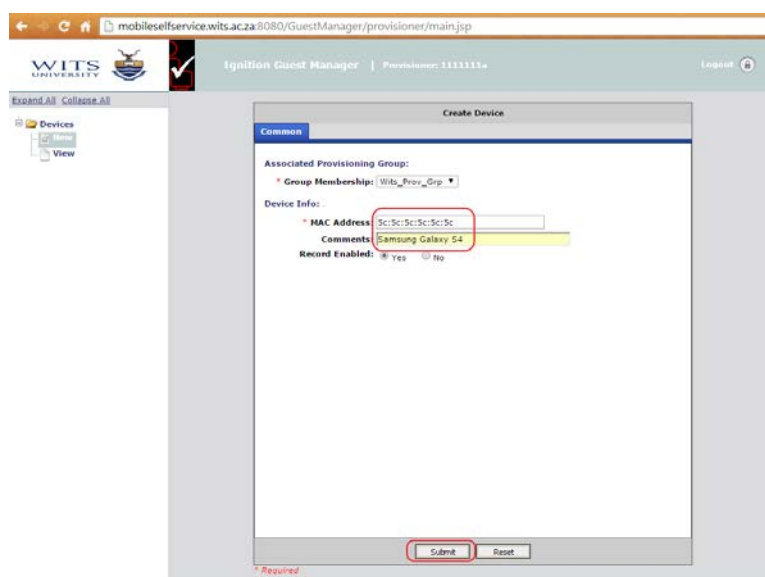
**Students** - Use your student number and your Wits Active Directory / Email password.



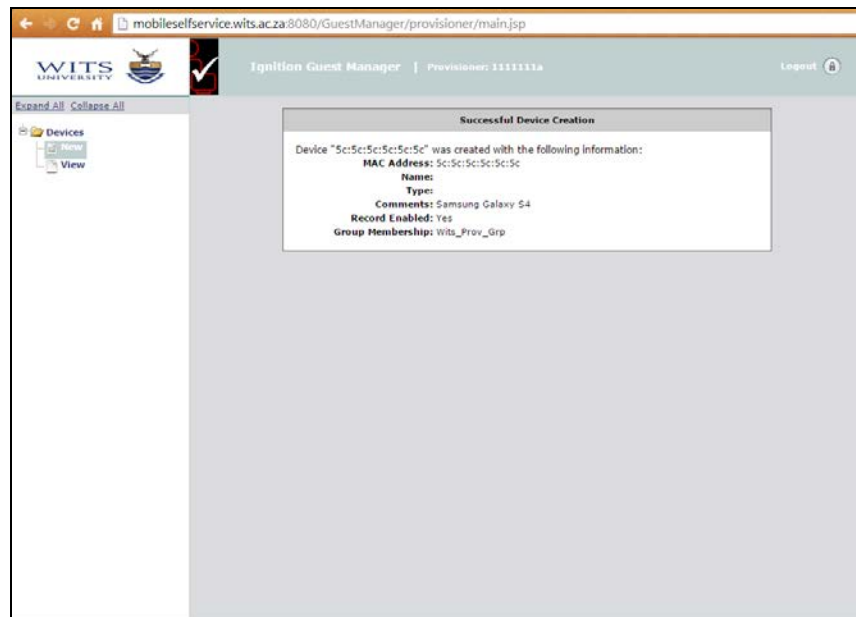
Once logged in, to add a new device click on **New**.



In the **MAC Address** textbox, enter the Wi-Fi MAC address of the mobile device. In the **Comments** textbox, enter the make and model of the device. Once done, click on **Submit** as per screenshot below



Thereafter, you will see the following screen, confirming that the device application was successful.



You will now be able to connect and use the wits-Wi-Fi-mobile network on the newly registered device.

### To delete any mobile devices, you have added

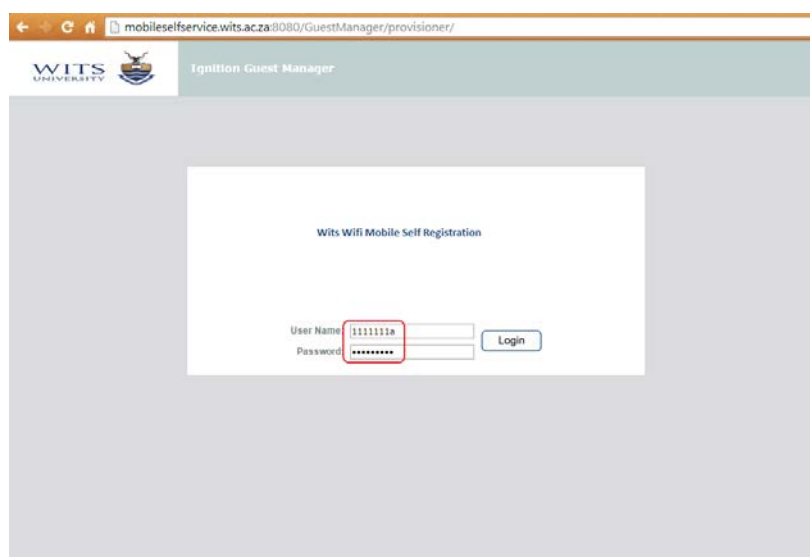
Log into the Ignition Guest Manager by going to:

<https://146.141.15.209/GuestManager/provisioner/>

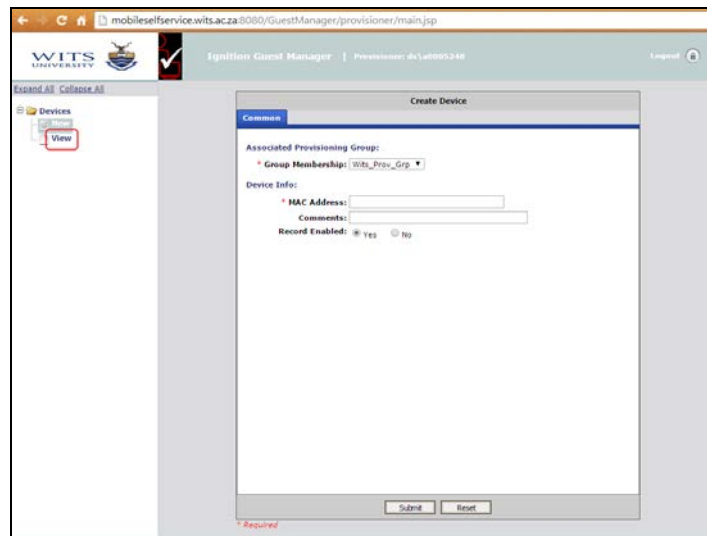
Enter your staff or student credentials and then click on the **Login** button as displayed in screenshot below. Make sure to *only use lowercase letters in the User Name*.

*Staff* - Use your staff number and enter your Wits Active Directory / Email password.

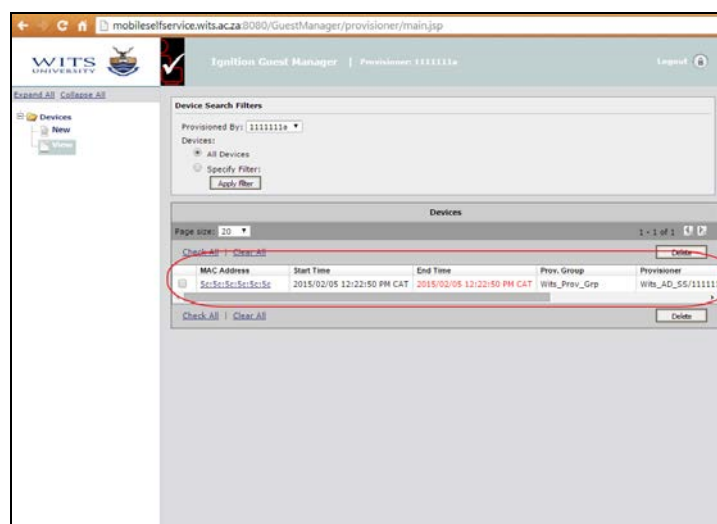
*Students* - Use your student number and your Wits Active Directory / Email password.



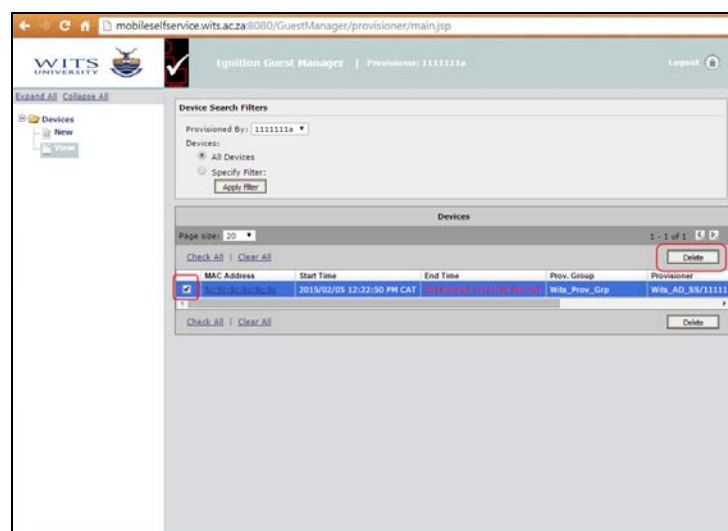
Once logged into the **Ignition Guest Manager**, go to **View**.



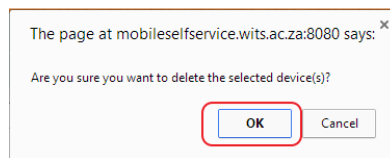
From this screen you will be able to see all the devices that you have added.



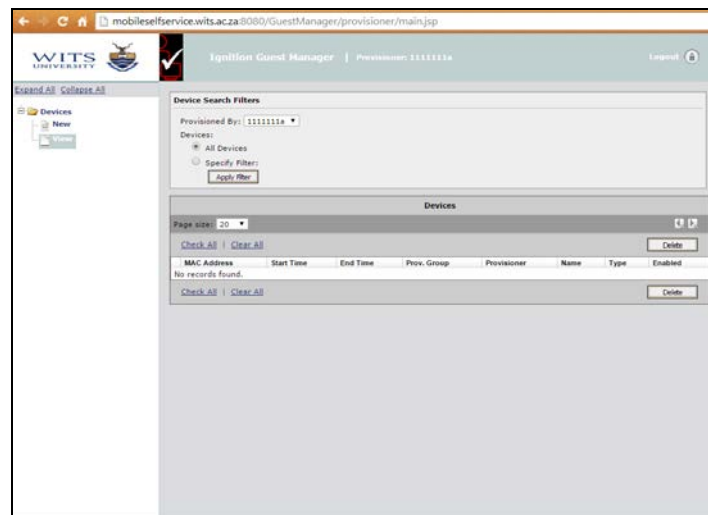
To delete a device, tick the **check box next to the device** and click on the **Delete** button.



At the next window, confirm the action by clicking on **OK**.



The device is removed from the system.



If you have any difficulties adding or deleting devices from the Mobile Self Service system, please contact the WITS ICT Information Technology Service Desk for assistance on ext. 71717 or email [ithelp@wits.ac.za](mailto:ithelp@wits.ac.za)

## SECTION B10 - EDUROAM® SERVICE

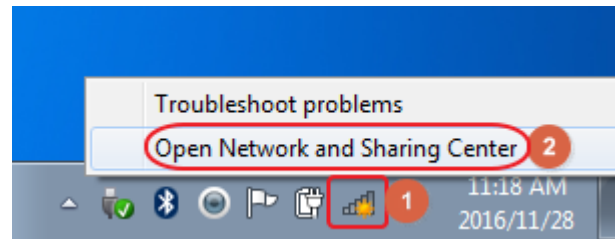
Wits belongs to the global eduroam® family, and in keeping with international universities allows access to staff and students from other universities to access the Wi-Fi network using the login and password credentials of the originating university.

### HOW TO CONNECT TO eduroam® SERVICE ON CAMPUS

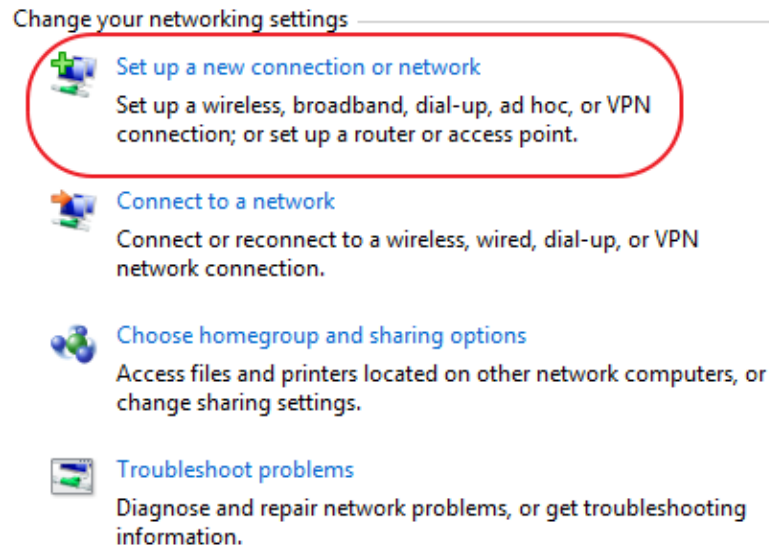
Before connecting to the eduroam® wireless network, please note that as per the 'eduroam® National Policy for South Africa' document (dated 2013-05-20), the following TCP ports are open:

- HTTP (80) – normal, unsecured website browsing such as CNN.com
- HTTPs (443) – secure website browsing such as internet banking and e-commerce websites
- IMAP (143) – normal IMAP mailbox client-server synchronisation
- IMAP-SSL (993) – secure IMAP mailbox client-server synchronisation using Secure Sockets Layer
- POP (110) – normal POP3 mailbox email fetching
- POP3-SSL (995) – secure POP3 mailbox email fetching using Secure Sockets Layer
- SMTP (465, 587) – Mail Submission Agents (MSAs), variants of legacy SMTP (port 25)
- SSH (22) – Secure Shell, encrypted data communication for remote command-line login
- VPN – Virtual private Network, various ports for the various protocols
- **NB. Only publicly accessible Wits resources** will be accessible from the eduroam® wireless network. Access to Wits internal resources is not available.

From the System Tray, right click on the Wireless or Network connections icon and select Open Network and Sharing Center.

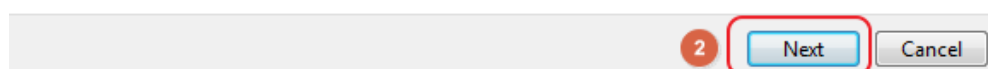
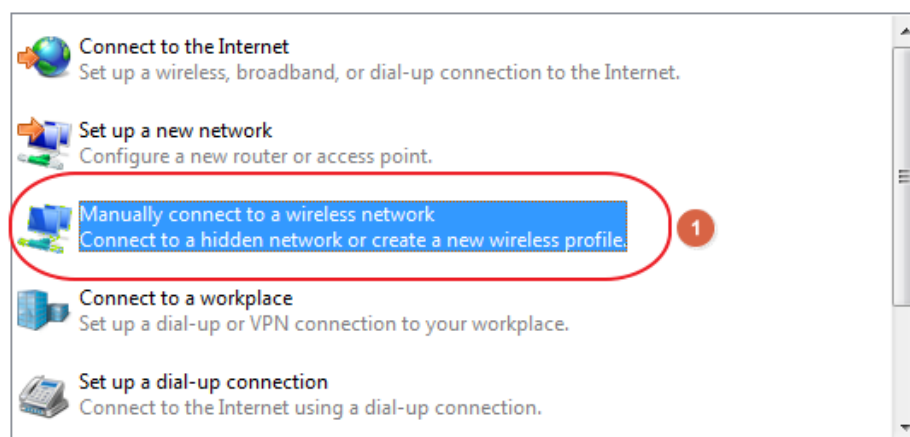


From the Change your network settings section, click on Set up a new connection or network.



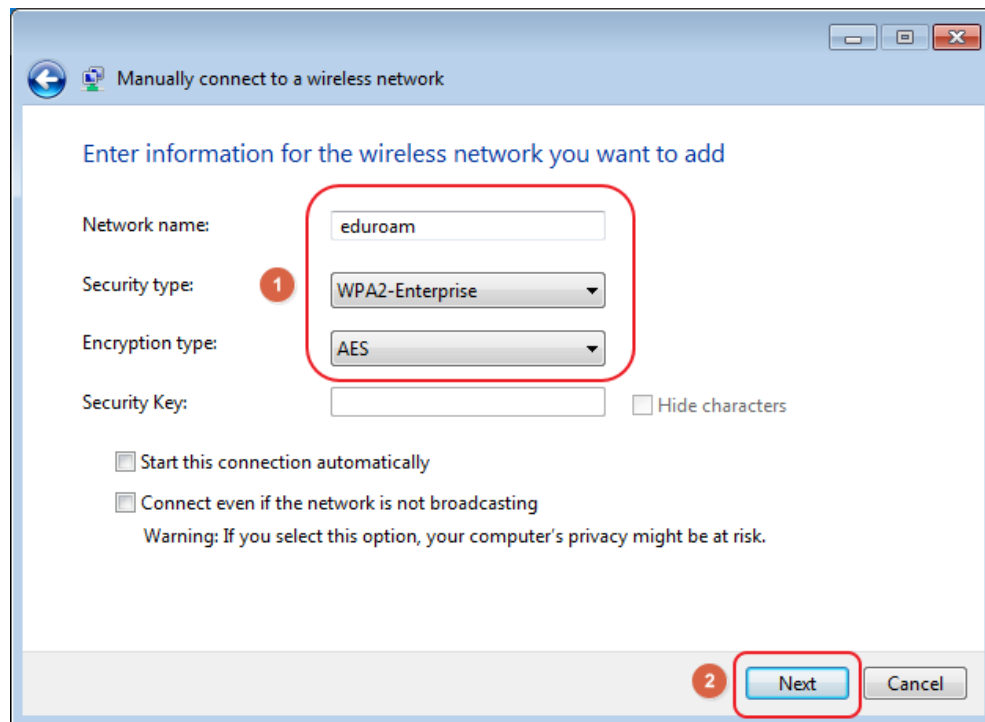
Highlight Manually connect to a wireless network and then click on Next.

#### Choose a connection option

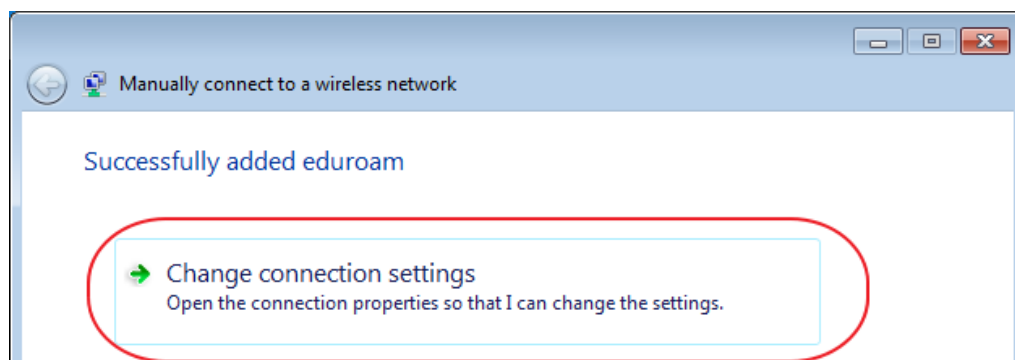


Enter eduroam as the network name, WPA2-Enterprise as the security type and AES as the encryption type. Once done click on Next.

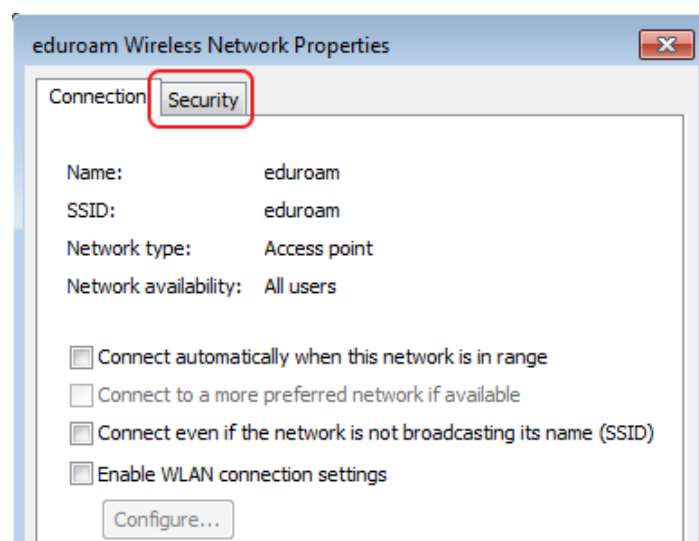




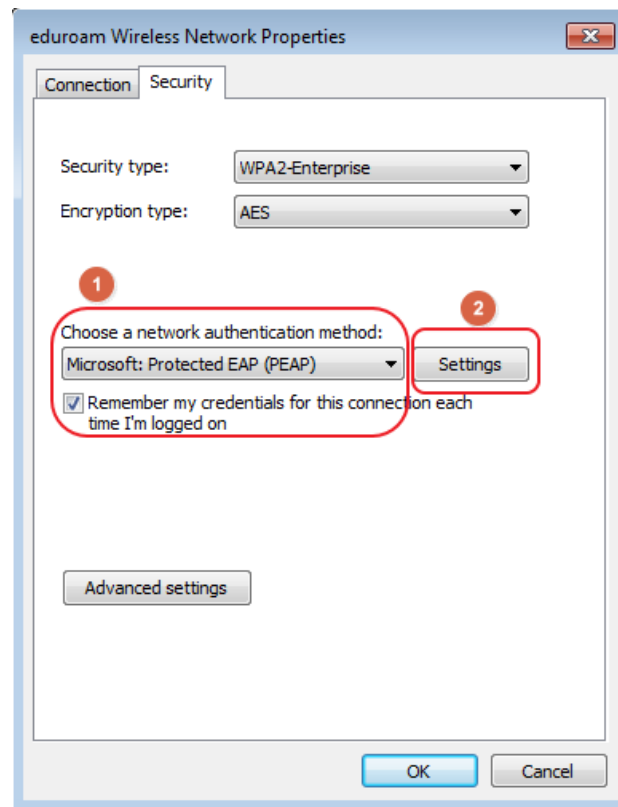
Click on Change connection settings.



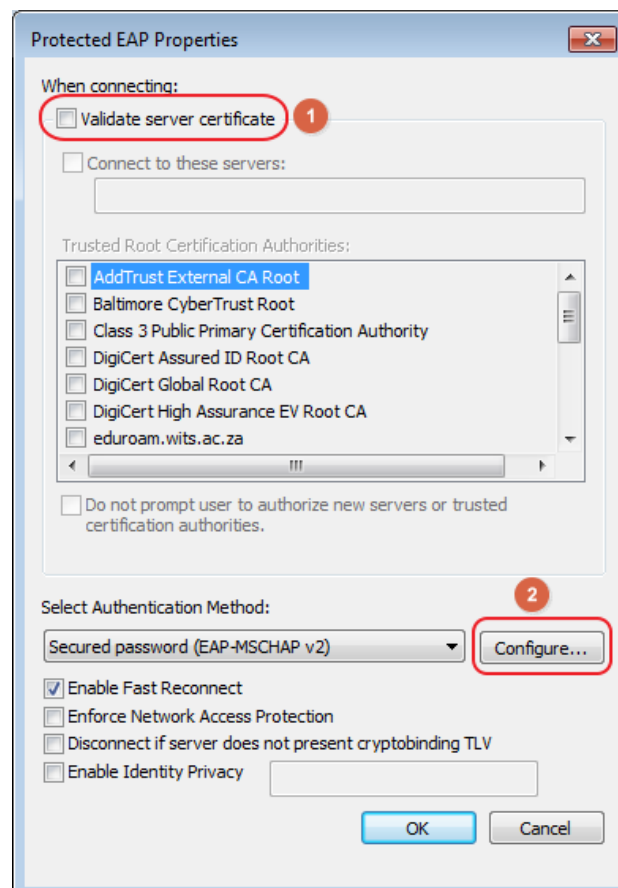
Go to the Security tab.



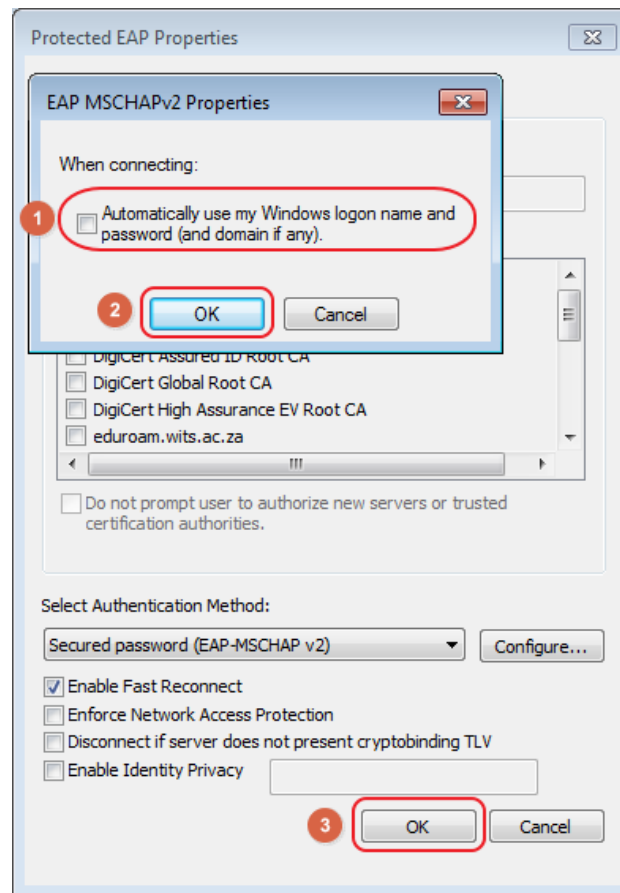
Make sure that PEAP is chosen as the network authentication method and that the Remember my credentials box is ticked. Then click on Settings.



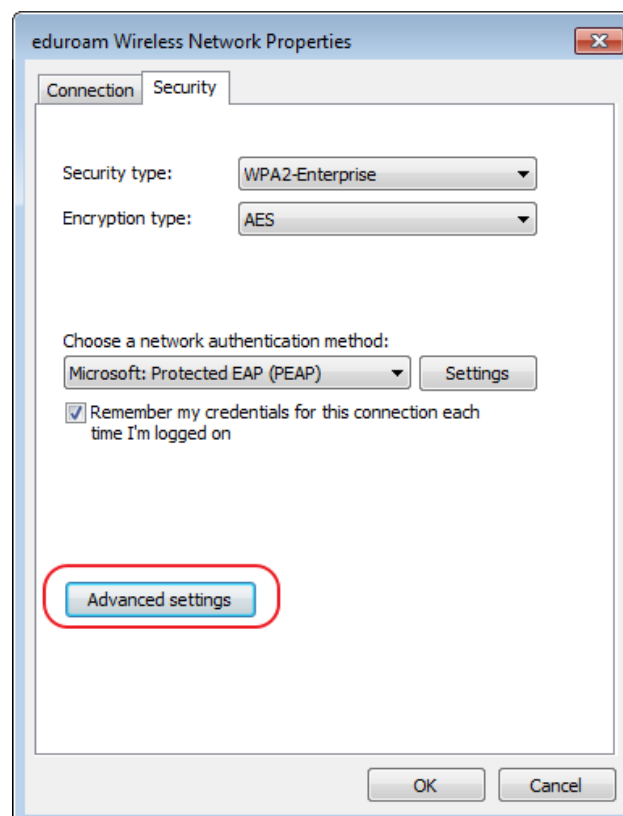
Untick the Validate server certificate option and then click on Configure...



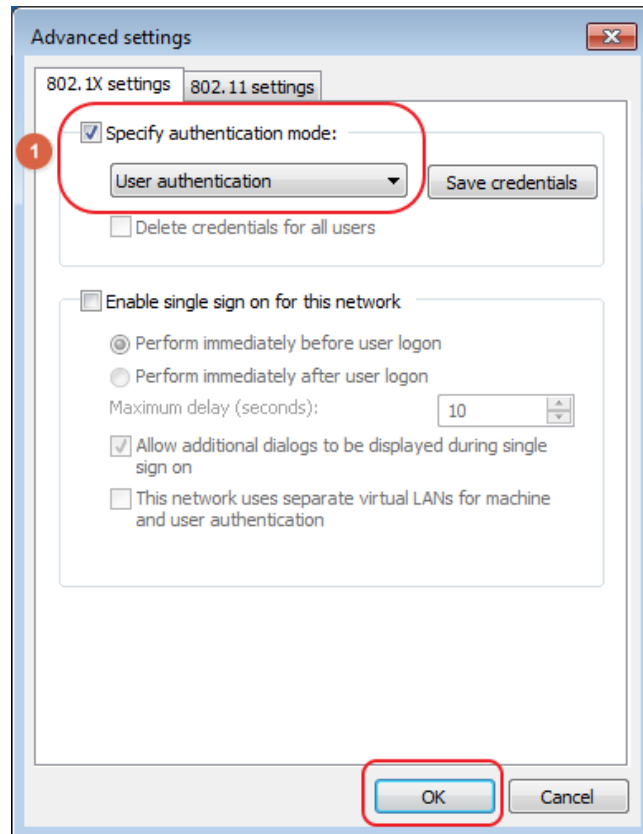
Untick the Automatically use my Windows logon name and password option, then click on OK and OK again.



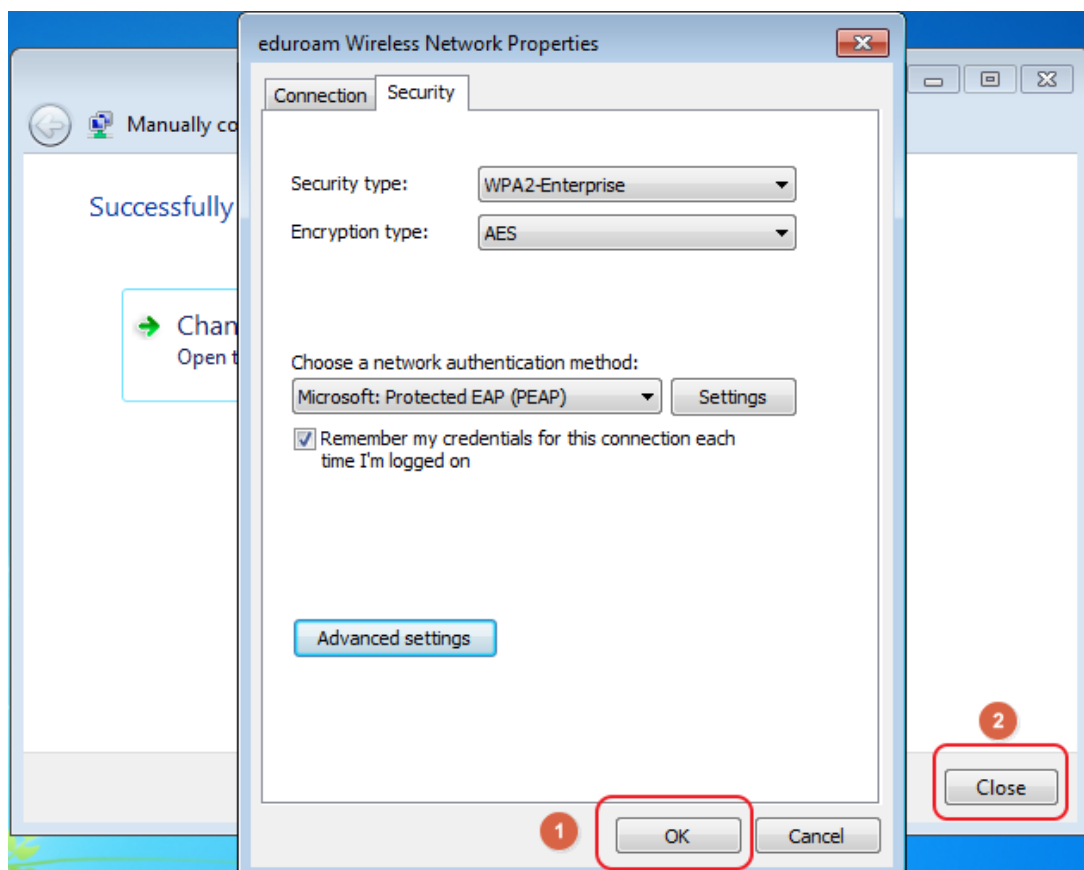
Click on Advanced settings.



Tick the Specify authentication mode option and select User authentication. Then click on Ok.

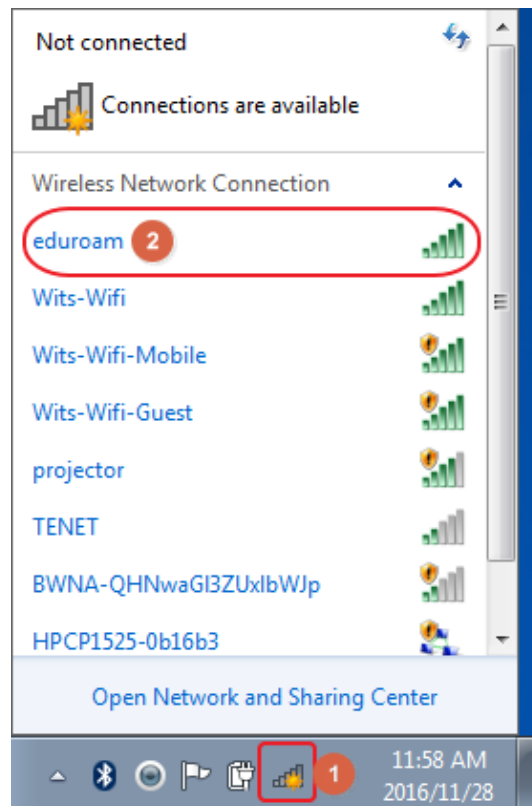


Click on Ok and then on Close.



This concludes the configuration of eduroam for the Wits network. To connect:

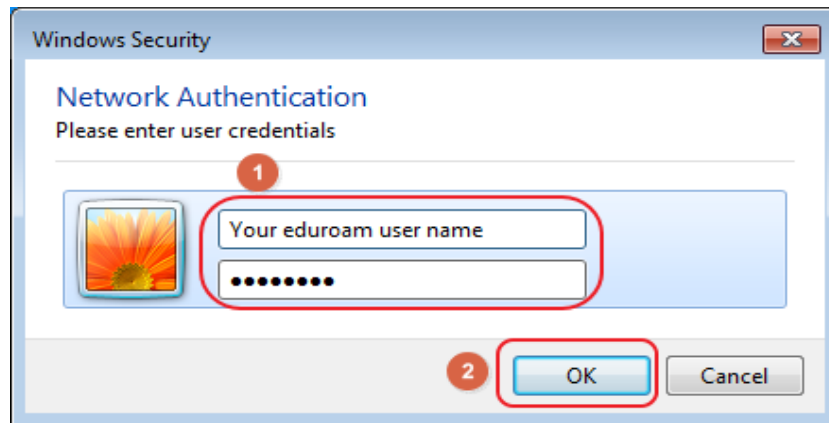
From the system Tray, left click on the Wireless or Network Connections option and click on eduroam.



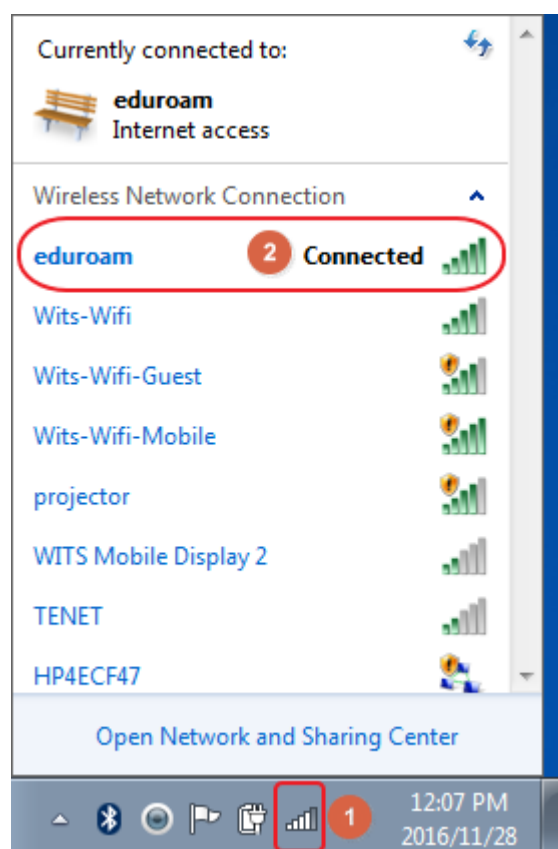
Click on Connect.



Enter the eduroam User name and Password that has been supplied to you from your eduroam enabled institute and then click on OK.



After a few seconds you should now be connected to the eduroam network. To confirm this, left click on the Wireless icon on the System Tray and eduroam should show the state as Connected.



Enter your user ID using your full username and domain as per the example below:

**Visitors:** e.g. **username@yourdomain** and enter your password  
**Wits Staff:** [Staff\\_number@wits.ac.za](mailto:Staff_number@wits.ac.za) and enter your password  
**Wits Students:** [Student\\_number@students.wits.ac.za](mailto:Student_number@students.wits.ac.za) and enter your password

If you see a request to accept a certificate, please accept it.

If you see a request to accept a certificate, please accept it



*Wits students and staff on campus using eduroam will only be able to access the ports and services listed in the start of this document. Wits Intranet and other internal Wits sites and services will not be accessible. Please use Wits-Wifi or Wits-Wifi-Mobile instead.*



## **SECTION B11 - ENHANCED IT SERVICES FOR POSTGRADUATE STUDENTS**

The University acknowledges that postgraduate students who undertake research for a higher degree qualification require enhanced IT resources to help them successfully complete their studies.

Here are some of the services offered to postgraduate research students:

- Flexible internet options
- Printing subsidy
- Collaboration areas
- High Speed Printing in Post Graduate Labs

Postgraduate students get automatic access to some of the above services. Others require approval by the relevant Faculty.

## **SECTION B12 - FLEXIBLE INTERNET OPTIONS**

Post Graduate research students may have different requirements to other students. These students should approach and discuss these with their supervisor who can advise WITS ICT to accommodate these needs.

## **SECTION B13 - PRINTING SUBSIDY**

To assist postgraduate research students with increased printing requirements, Faculties may grant extra printing credit, which is a direct deposit into the student's printing account. Students need to discuss these printing requirements directly with their supervisor or faculty advisor. After a student's thesis has passed examination, any unused subsidy may be withdrawn.

## **SECTION B14 - COLLABORATION AREAS**

Postgraduate research students may request a collaborative work area created on the network.

A collaboration area is a shared area on the student network drive separate to your H: drive. This collaborative area is accessible to the research student, supervisor(s), or any other users working with them.

## **SECTION B15 - ELEARNING**

A large selection of free online courses are available to students via eLSI (eLearning Support & Innovation) on the website <https://elearn.wits.ac.za> via VTC (Virtual Training Courses). This is a collection of training tutorials offered to Wits students as an easy and convenient way to learn new software skills from their desks, working at their own pace.

**TRAINING TUTORIALS ARE AVAILABLE IN THE FOLLOWING CATEGORIES:**

Graphics & Page Layout,  
Business Applications  
Multimedia, Video  
Internet & Web Design  
Operating Systems  
Databases and Programming  
Animation & 3D Audio Certification  
Networking and Security Project Management  
CAD

Detailed information about the courses is available via tutorial, which is accessible here:

<https://cle.wits.ac.za/home/index>

**Contact Antoinette Malgas or Lerato Mahlakoleng by email [elearn@wits.ac.za](mailto:elearn@wits.ac.za) for further information and details.**



**NB.** Please adhere to copyright laws and refer to the Acceptable Use policy

<http://www.wits.ac.za/access>

## SECTION C - STAFF ICT SECTION

### SECTION C1 - NEW USER CONFIGURATION

Ensure that you have a newly issued unique '**staff number**' from HR. If the user does not have one, please let them know that WITS ICT do not add staff to the system, it is done by HR by means of an Oracle profile setup. If the user is a Wits staff member, he/she can approach their own HR office to get this. If the user is a Non-Wits staff member, then he/she can fill out this form also found on the Wits intranet:

This document must be sent to central HR at Senate House.

<http://intranet.wits.ac.za/gtd/itsupport/WITS ICT /Pages/Oracle-Access-Request-Form.aspx>

The screenshot shows the 'Oracle Access Request Form' on the WITS Intranet. The form is titled 'Oracle Access Request Form' and is part of the 'DETAILS OF USER' section. It contains several fields for user information: 'Staff Number', 'Name and Surname', 'Title', 'Employment Type' (with radio buttons for Contractor and Permanent), 'Your Email Address', 'Department/School', 'Your Contact No', 'Faculty' (with a dropdown menu), 'Your Head of Department (HOD)', and 'Your HOD Email Address'. There is also a section for 'Current/Existing Oracle Access' with checkboxes for 'None', 'Wits ID User', 'Wits ID Administrator', 'Wits ID Department Manager', 'Wits ID Data Capture', and 'Wits ID Controller'. Below this is a 'DETAILS OF ACCESS REQUIRED' section with checkboxes for 'Contractor' and 'Permanent', and a 'New Contact' section with checkboxes for 'New', 'Add', 'Update', 'Delete', 'Copy', and 'Paste'.

Once you have the staff number, the new user can be added to Call Logging profile database as well when the call is logged for the setup of the new user on the pc.

You will receive:

1. An AD (Active Directory) account
2. Email account (email format is [Firstname.Surname@wits.ac.za](mailto:Firstname.Surname@wits.ac.za))
3. i-Wits Employee Self Service
4. An inbound fax number.

### SECTION C2 - PASSWORD RESET

#### PASSWORD SELF-SERVICE

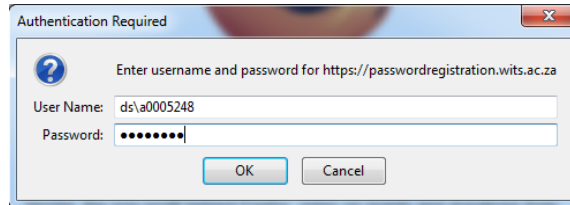
NB: In order for staff members to use the Password Self-Service, they have to firstly do a once off registration. The steps for the registration are below. (If you have already registered for the service, you can skip to the section "How to reset your password section further below".

Registration:

Via an internet browser, go to <https://passwordregistration.wits.ac.za>.

For the User Name enter ds\staff number and for the Password enter your email password.

(If your machine is on the staff domain and you are logged into the domain with your profile, then you will skip this step continue to the next step - Click on Ok.



Authentication Required

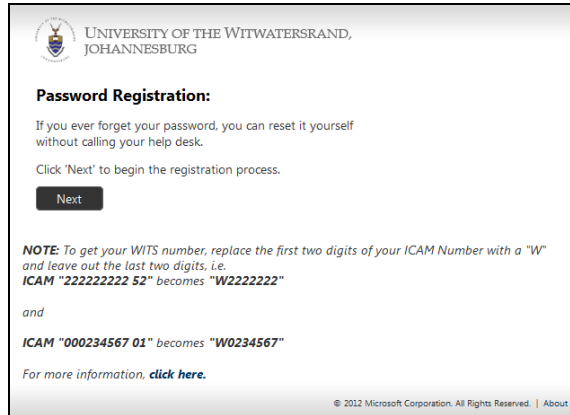
Enter username and password for https://passwordregistration.wits.ac.za

User Name: ds\A0005248

Password: [masked]

OK Cancel

Click on Next.



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**Password Registration:**

If you ever forget your password, you can reset it yourself without calling your help desk.

Click 'Next' to begin the registration process.

Next

**NOTE:** To get your WITS number, replace the first two digits of your ICAM Number with a "W" and leave out the last two digits, i.e.  
ICAM "22222222 52" becomes "W2222222"

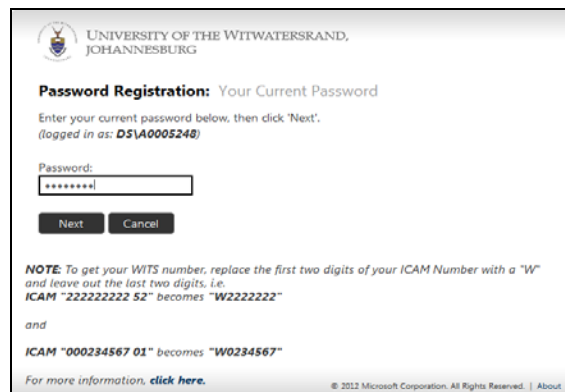
and

ICAM "000234567 01" becomes "W0234567"

For more information, [click here](#).

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Type in your email password and click on Next.



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**Password Registration: Your Current Password**

Enter your current password below, then click 'Next'.  
(logged in as: DS\A0005248)

Password: [masked]

Next Cancel

**NOTE:** To get your WITS number, replace the first two digits of your ICAM Number with a "W" and leave out the last two digits, i.e.  
ICAM "22222222 52" becomes "W2222222"

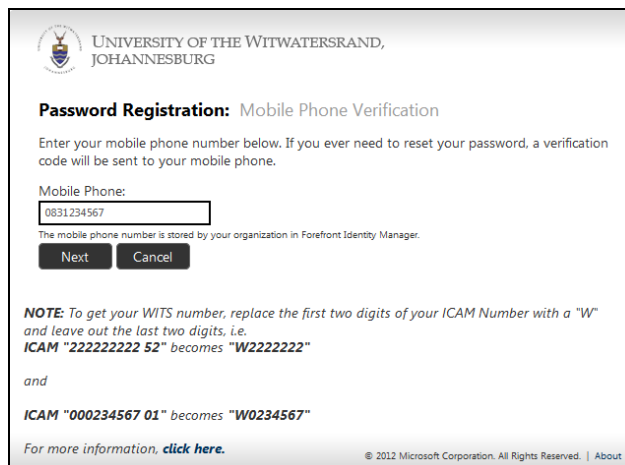
and

ICAM "000234567 01" becomes "W0234567"

For more information, [click here](#).

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Enter your cell phone number and click on Next.



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**Password Registration: Mobile Phone Verification**

Enter your mobile phone number below. If you ever need to reset your password, a verification code will be sent to your mobile phone.

Mobile Phone: [0831234567]

The mobile phone number is stored by your organization in Forefront Identity Manager.

Next Cancel

**NOTE:** To get your WITS number, replace the first two digits of your ICAM Number with a "W" and leave out the last two digits, i.e.  
ICAM "22222222 52" becomes "W2222222"

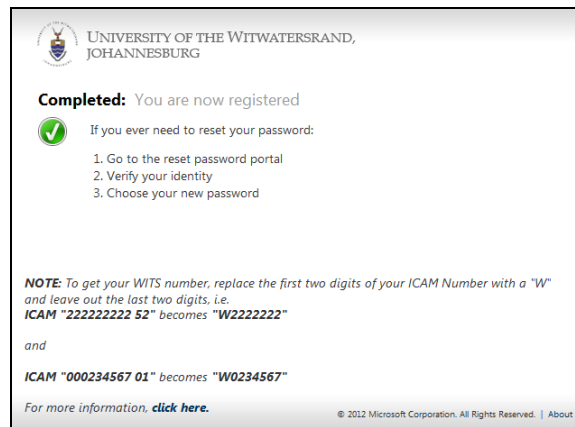
and

ICAM "000234567 01" becomes "W0234567"

For more information, [click here](#).

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You are now registered for the Password Self-Service.



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**Completed:** You are now registered

✓ If you ever need to reset your password:

1. Go to the reset password portal
2. Verify your identity
3. Choose your new password

**NOTE:** To get your WITS number, replace the first two digits of your ICAM Number with a "W" and leave out the last two digits, i.e.  
ICAM "22222222 52" becomes "W2222222"

and

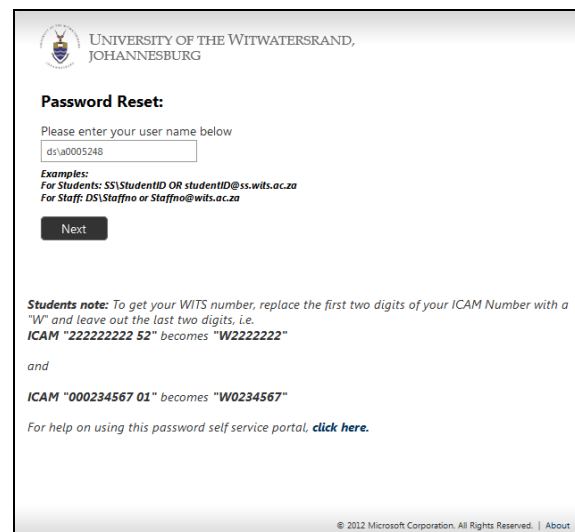
ICAM "000234567 01" becomes "W0234567"

For more information, [click here](#).

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## HOW TO RESET YOUR PASSWORD:

Via an internet browser, go to <https://passwordreset.wits.ac.za>.  
Enter ds\staff number or staff [number@wits.ac.za](mailto:number@wits.ac.za) and click on Next.



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**Password Reset:**

Please enter your user name below

**Examples:**  
For Students: SS\StudentID OR studentID@ss.wits.ac.za  
For Staff: DS\Staffno or Staffno@wits.ac.za

[Next](#)

**Students note:** To get your WITS number, replace the first two digits of your ICAM Number with a "W" and leave out the last two digits, i.e.  
ICAM "22222222 52" becomes "W2222222"

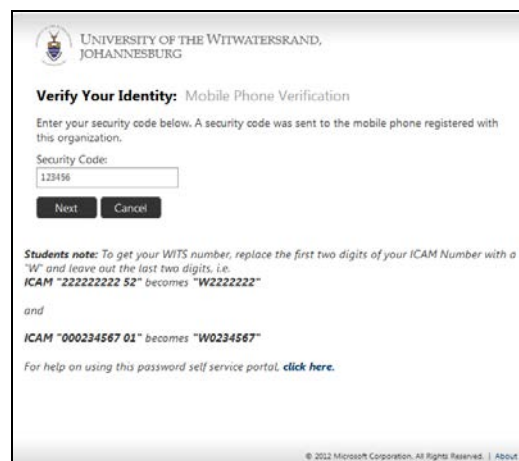
and

ICAM "000234567 01" becomes "W0234567"

For help on using this password self service portal, [click here](#).

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You will then receive an SMS on the cell number that you supplied in the initial registration process above. Type in the security code you received and then click on Next.



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**Verify Your Identity:** Mobile Phone Verification

Enter your security code below. A security code was sent to the mobile phone registered with this organization.

Security Code:

[Next](#) [Cancel](#)

**Students note:** To get your WITS number, replace the first two digits of your ICAM Number with a "W" and leave out the last two digits, i.e.  
ICAM "22222222 52" becomes "W2222222"


and

ICAM "000234567 01" becomes "W0234567"

For help on using this password self service portal, [click here](#).

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Type in a new password of your choice and re-type it, then click Next.

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**Password Reset:** Choose Your New Password

(Resetting password for ds\A0005248)

Enter a new password:

Re-enter the password:

**Students note:** To get your WITS number, replace the first two digits of your ICAM Number with a "W" and leave out the last two digits, i.e.  
ICAM "22222222 52" becomes "W2222222"


and

ICAM "000234567 01" becomes "W0234567"


For help on using this password self service portal, [click here](#).

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You have now successfully reset your password.

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**Success:** Your password has been reset

 You can now use your new password to log in.

**Students note:** To get your WITS number, replace the first two digits of your ICAM Number with a "W" and leave out the last two digits, i.e.  
ICAM "22222222 52" becomes "W2222222"

and

ICAM "000234567 01" becomes "W0234567"

For help on using this password self service portal, [click here](#).

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You should reset your password on receiving it for the first time.



## SECTION C3 - EMAIL SERVICES

### GROUP DISTRIBUTION OF EMAIL AND MESSAGING - ROCKET MAIL

Marketing provides a service subscribed to RocketSeed which allows you to send an "email blast"/" email shot" to a list of recipient email addresses as a group. Users, e.g. student groups, large group communications e.g. bulk mailing.

There however are variable costs/thousand emails depending on the size of the mail shot. The benefit of the Rocketseed system is that it comes with a full reporting module. One can track the success of the outgoing mail.

Should a dept. wish to send a bulk mail to a select group of people both internal and/or external to WITS, you would need to supply a list of email addresses for the email shot to Marketing. Marketing will then assist with the layout of the email to ensure best practice.

If a department intends to send out mailshots/newsletters regularly, training will be provided in the use of the product.

### SECTION C3.1 - EMAIL DISTRIBUTION LIST

#### MAILMAN - DISTRIBUTION LIST

The mailman distribution list is on server "lists.wits.ac.za (alias jupiter.wits.ac.za)". This is a service apart from your Outlook distribution list which enables people who want to send out newsletters, etc. to a list of people by sending the message to one address, rather than to individual people.

A distribution list is a group of e-mail addresses, usually grouped under a single e-mail address. When you send to a distribution list, you're really sending to everyone whose address is included in the list. It's much easier than picking 30 different addresses from the Address Book.

Example: -

Assume the list WITS ICT contains all the WITS ICT staff members then in order to send a message to everyone a message would be sent to [WITS ICT @lists.wits.ac.za](mailto:WITS ICT @lists.wits.ac.za) or to [WITS ICT @jupiter.wits.ac.za](mailto:WITS ICT @jupiter.wits.ac.za)

This would allow everyone subscribed to the above list to receive the message.

The distribution list also allows discussions where every person on the list is allowed to send a message to the list.

If the list has too many members (over 500 members) then we try to prevent discussions by allowing only the owner or administrator of the list to send messages to the list.

Technically all the list server does is once it receives an email for a list it passes it back to the wits mail server with the individual email addresses for all the list members.

It doesn't scan or change the mail in anyway, it just reroutes it.

It works exactly the same as the windows distribution list except that it allows all email addresses (internal and external to wits) whereas the windows distribution list only distributes to wits staff.

The first illustration circled in a red indicates who the Owner of the list is. This means only this person is able to modify (add or remove) members from this list.

1. Illustrates the current list of actual members.
2. Allows you to modify the members as in the 1<sup>st</sup> point.
3. Email addresses shows you the actual email address aliases.
4. Shows you the Global Address Book group name format.

## SECTION C3.2 - MODIFYING AND MANAGING (ADDING/REMOVING) MEMBERS TO THE LIST

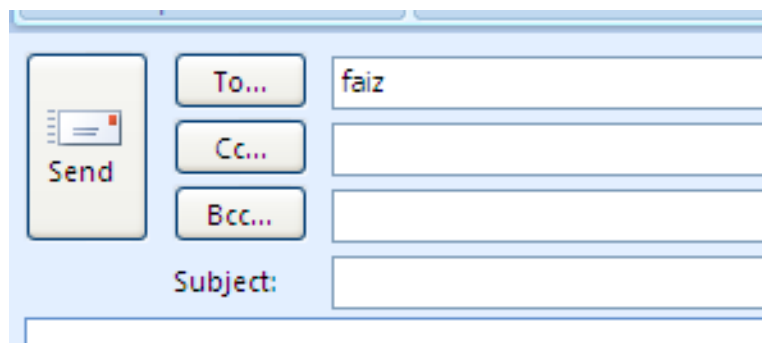
These are lists which are created in a share for use by departments or dedicated groups e.g. #Comm-KIMI-Comms. Select the options as displayed in the image above, to add members you will be directed to the GAL (**G**lobal **A**ddress **L**ist) to select the new members and to Remove a member you click and remove, the name just disappears from this list.

### Finding the Group name on the GAL (Global Address List)

Type # followed by the word 'Dept' then type in the dept name of the group you're searching for e.g. WITS ICT as in the above distribution group example. You can then complete the search by either searching the list of options that come up or you can search the list name if you know it.

### To find a single user name

You can type in the first few letters of the name, for e.g. as in the below illustration: 'faiz' then click on the **control** then **k** buttons on the keyboard for a complete list of possible name.



The image shows a screenshot of an email client's composition window. On the left, there is a 'Send' button with an envelope icon. To its right are three buttons: 'To...', 'Cc...', and 'Bcc...'. The 'To...' button is highlighted. To the right of these buttons is a text input field containing the text 'faiz'. Below the 'To...' button is a 'Subject:' label followed by an empty text input field.

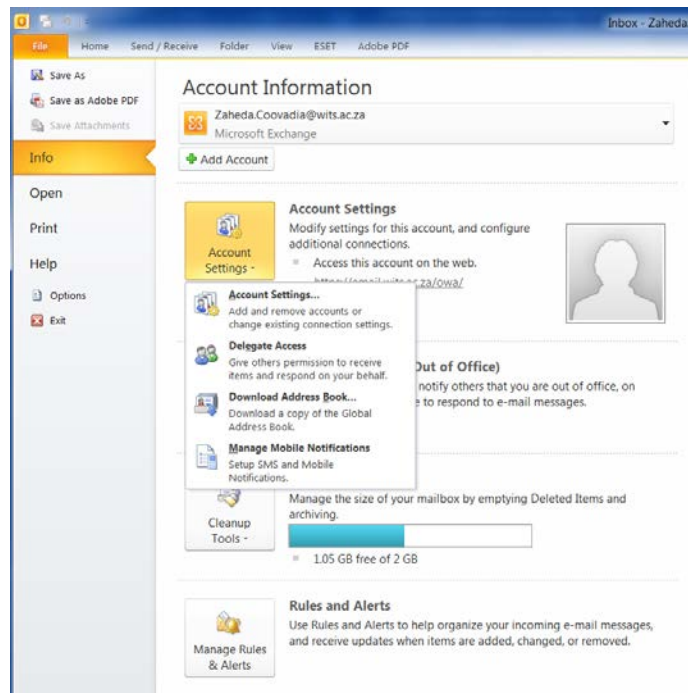
You may also click on the To... field and type the same example name to see a list of all the persons and lists with this name formats.

## SECTION C3.3 - SETTING UP A SHARED MAILBOX

*An email mailbox is a directory that stores messages for a single user or email address. An email mailbox (also email box, e-mailbox) is the equivalent of a letter box for electronic mail, it is where electronic mail messages are delivered. These are used by departmental Administrators and Personal Assistants managing multiple email mailboxes.*

## How to add a shared/departmental mailbox to your outlook profile in Outlook ver X

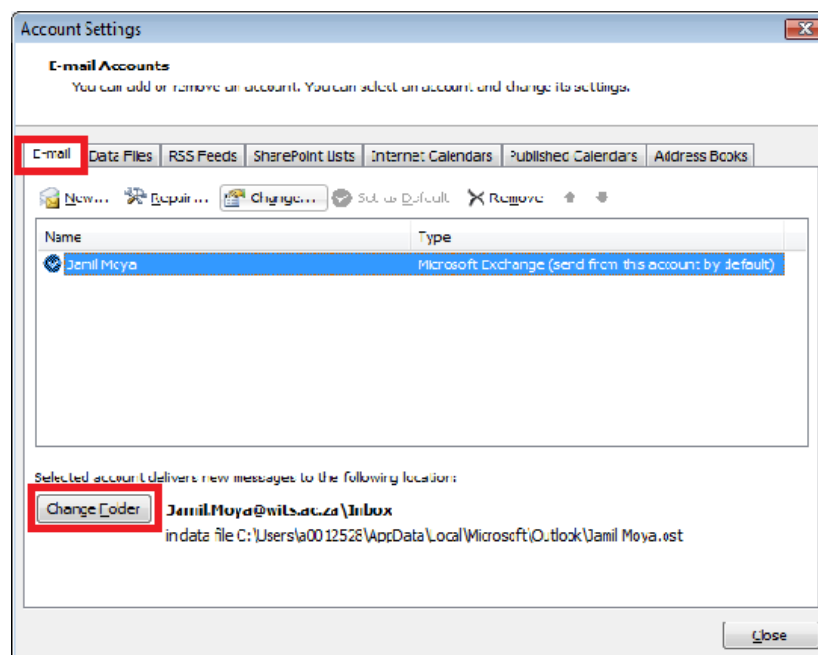
In Outlook on **File** and then click on the icon Account Settings



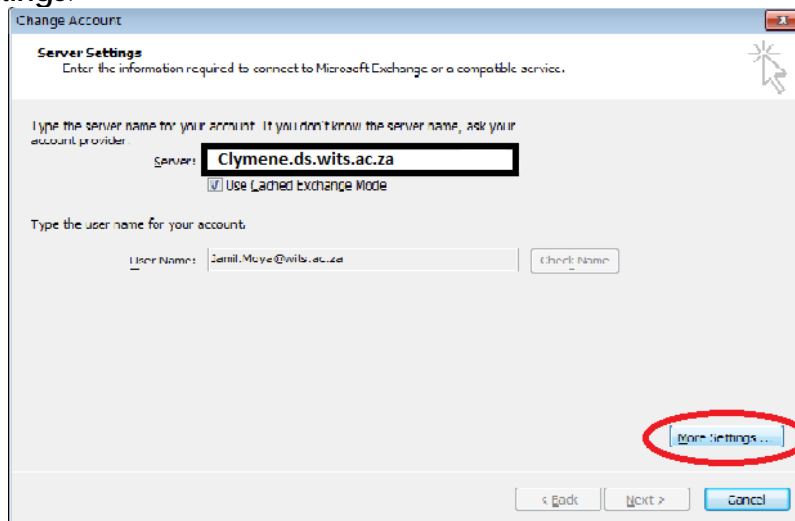
Next Click on **Account Settings** again

Select the **mail setup** tab and click the **E-mail accounts** button

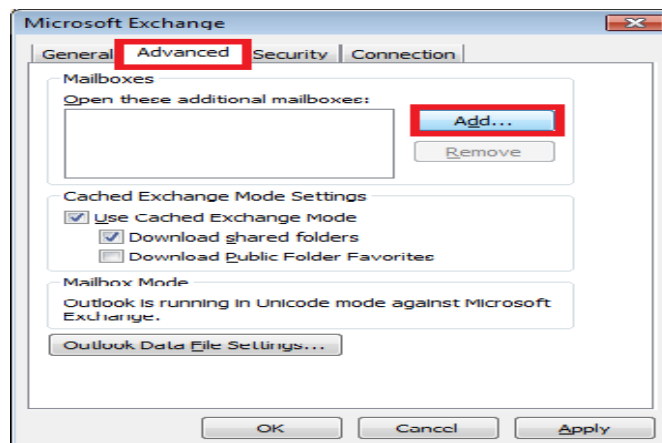
Select the email account and click on change.



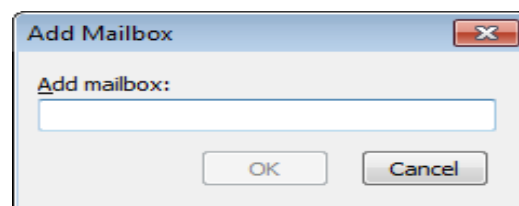
Server: Clymene.ds.wits.ac.za  
Click on **More Settings**.



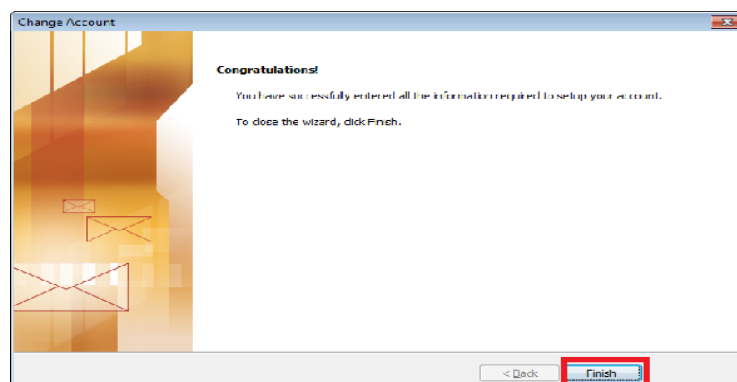
Select the **Advanced** tab and click on **Add**.



Enter the name or email address of the mailbox you would like to view and then click on **OK** and **OK** again.



Click on **Next** and then **Finish**.



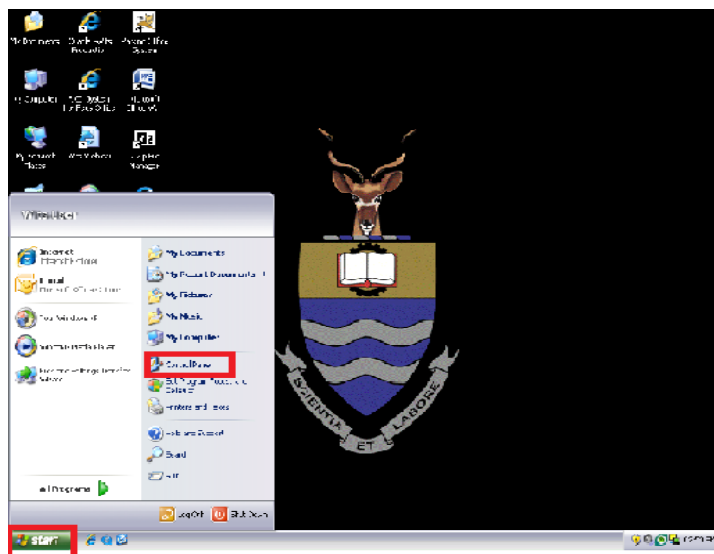
## SECTION C3.4 - ADD A SHARED MAILBOX ON A SEPARATE OUTLOOK PROFILE

This is the recommended method of setting up departmental mailboxes as it will keep all mail together regarding each mail box (eg: sent items/deleted items) as apposed to having both mailboxes under one profile which will then move sent items which you sent on behalf of the departmental mailbox as an example under your personal emails sent items etc.

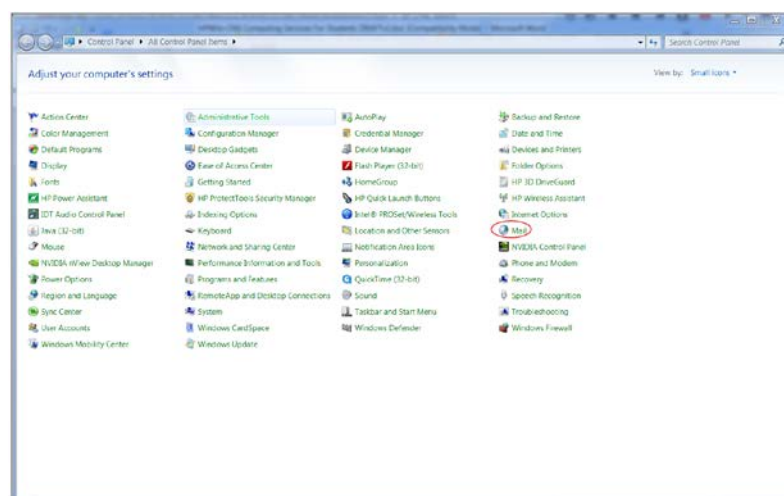
### EMAIL MAILBOX ACCESS

To gain access to another user's mailbox you are required to log a call with the Staff Service Desk or email [ithelp@wits.ac.za](mailto:ithelp@wits.ac.za) You will be guided through the relevant procedure.

Make sure Microsoft Outlook is closed then click on **Start** and select the **Control Panel**.

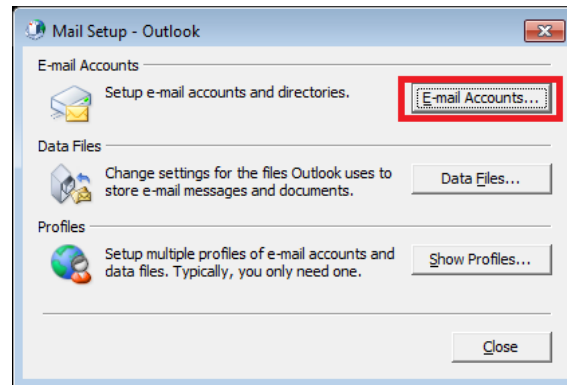


Under the Control Panel double click on **Mail**.

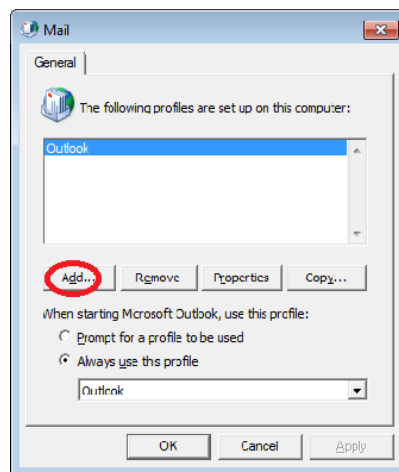




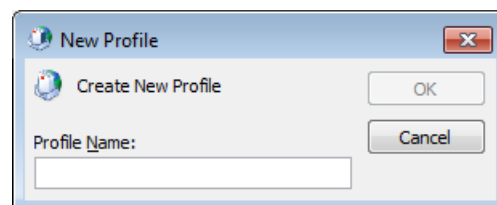
Click on the **Show Profiles** button.



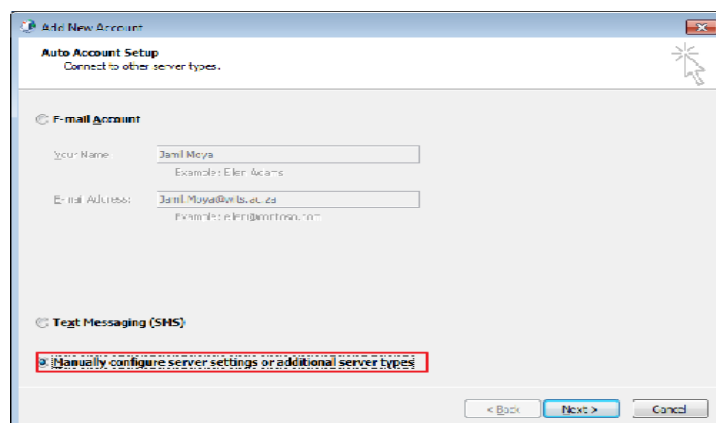
Click on **Add**.



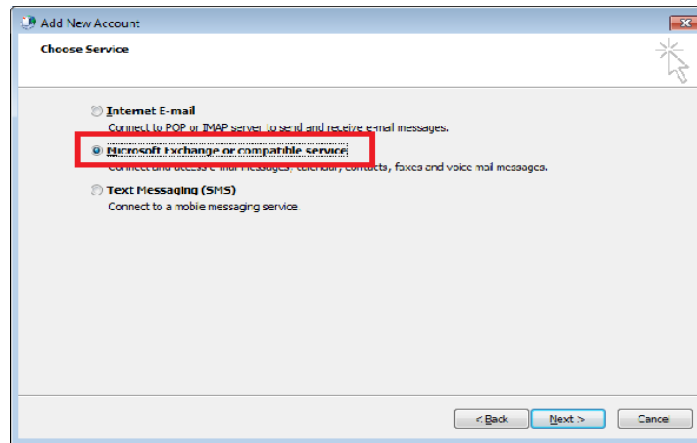
Type the Name of the departmental mailbox under **Profile Name**.



Select the **Manually configure server setting or additional server types** option.



Select **Microsoft Exchange or compatible service**.

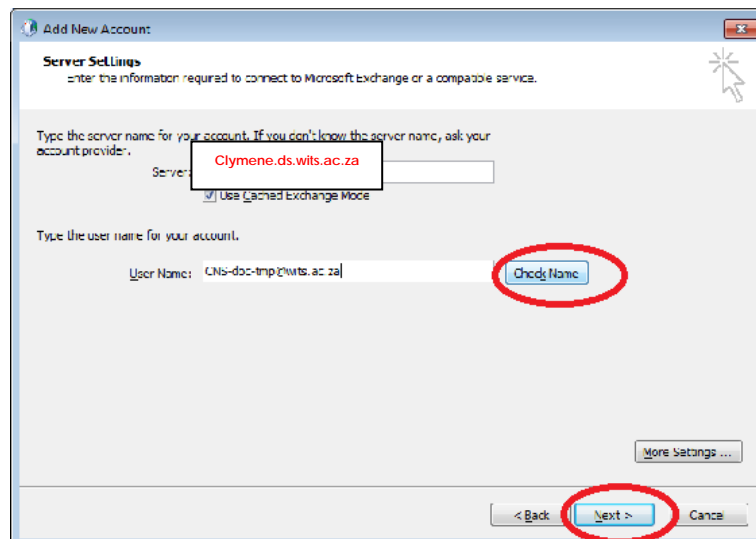


Type the following in the corresponding fields:

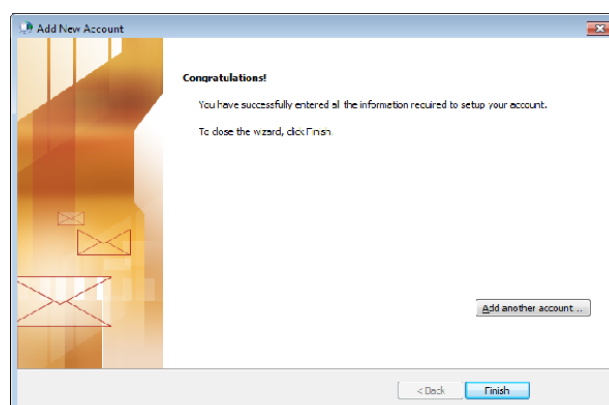
Server: **Clymene.ds.wits.ac.za**

User Name: **Departmental Mailbox Name** or **E-mail Address**

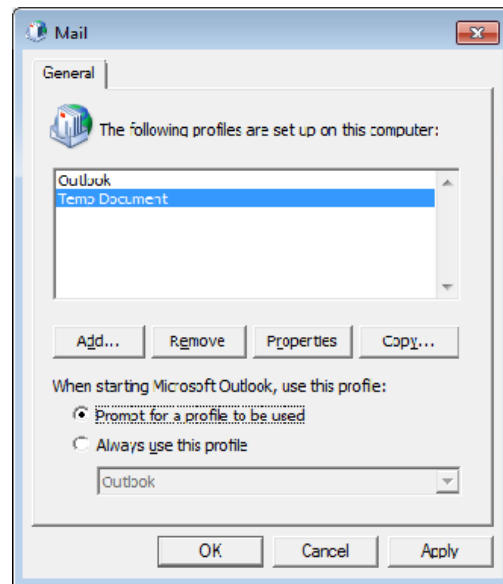
Click on **Check Name** and then **Next**.



Click on **Finished**.



Before clicking on **OK** make sure that **Prompt for a profile to be used** option is selected otherwise you will not be able to choose which Outlook profile to open and Outlook will open the same default profile everytime.

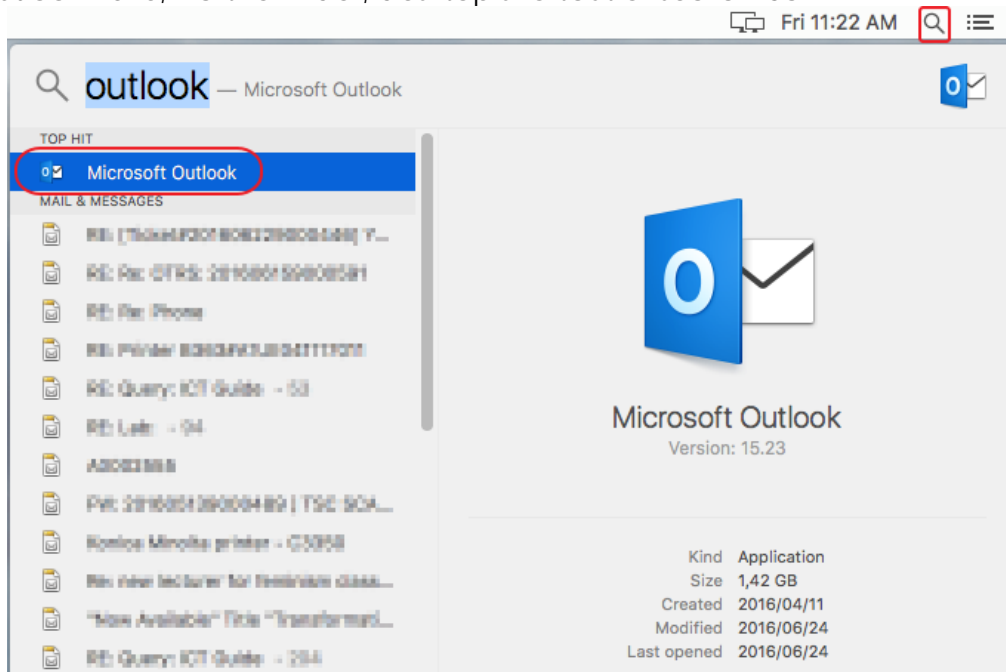


You will need to have rights to view the mailbox/folders within the mailbox. If you have setup a departmental mailbox under your own outlook profile and would like to send mail on behalf of the departmental mailbox, you will have to apply for **send on behalf of** rights. You can request any of this by logging a call with WITS ICT to have rights given to view/send on behalf of the requested mailbox.

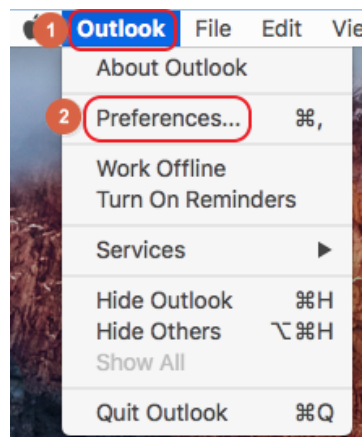
## SECTION C3.5 - HOW TO ADD A SHARED/DEPARTMENTAL MAILBOX IN OUTLOOK 2016 ON AN APPLE MAC

### How to add a shared/departmental mailbox in Outlook 2016 on a Mac

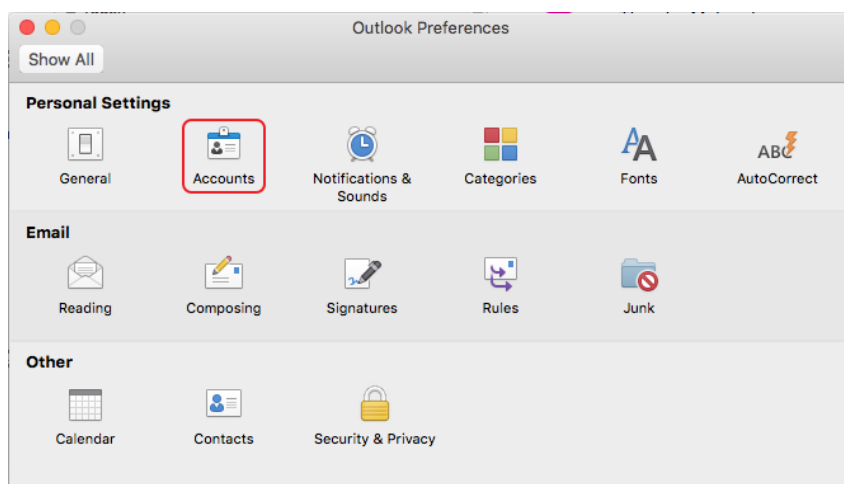
Open **Outlook 2016**, via the finder, desktop shortcut or search bar.



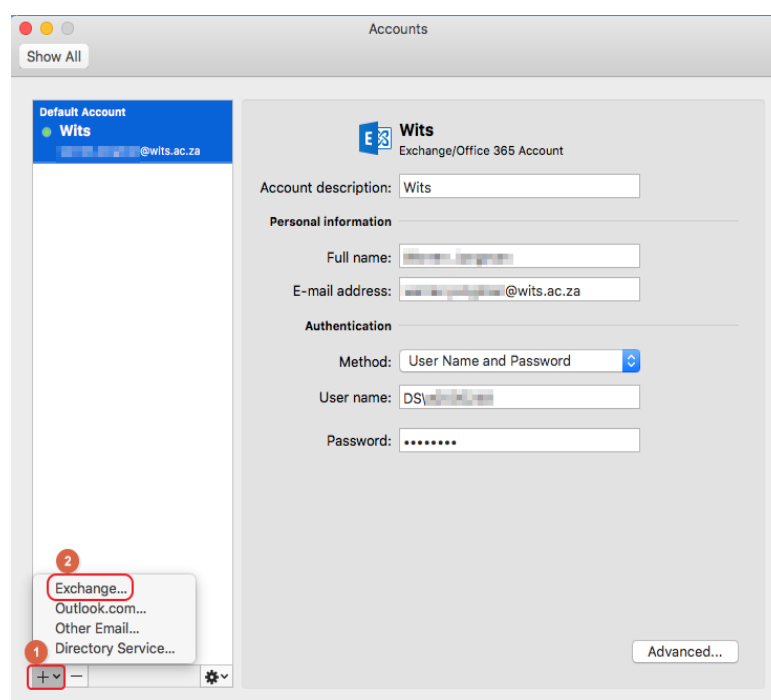
From the menu bar, click on **Outlook** and then **Preferences...**



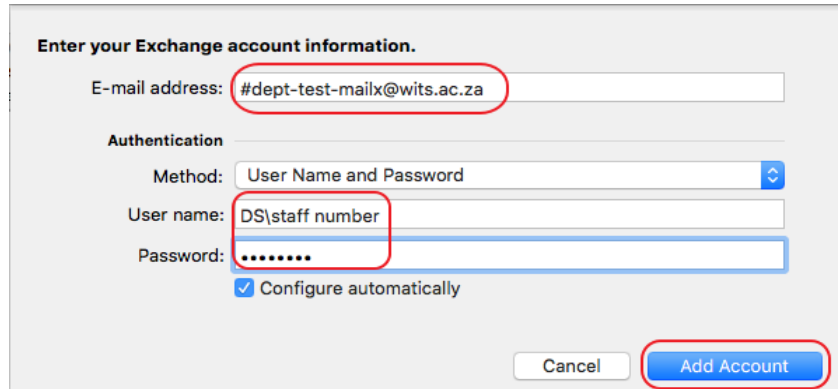
From the **Outlook Preferences** section, open **Accounts**.



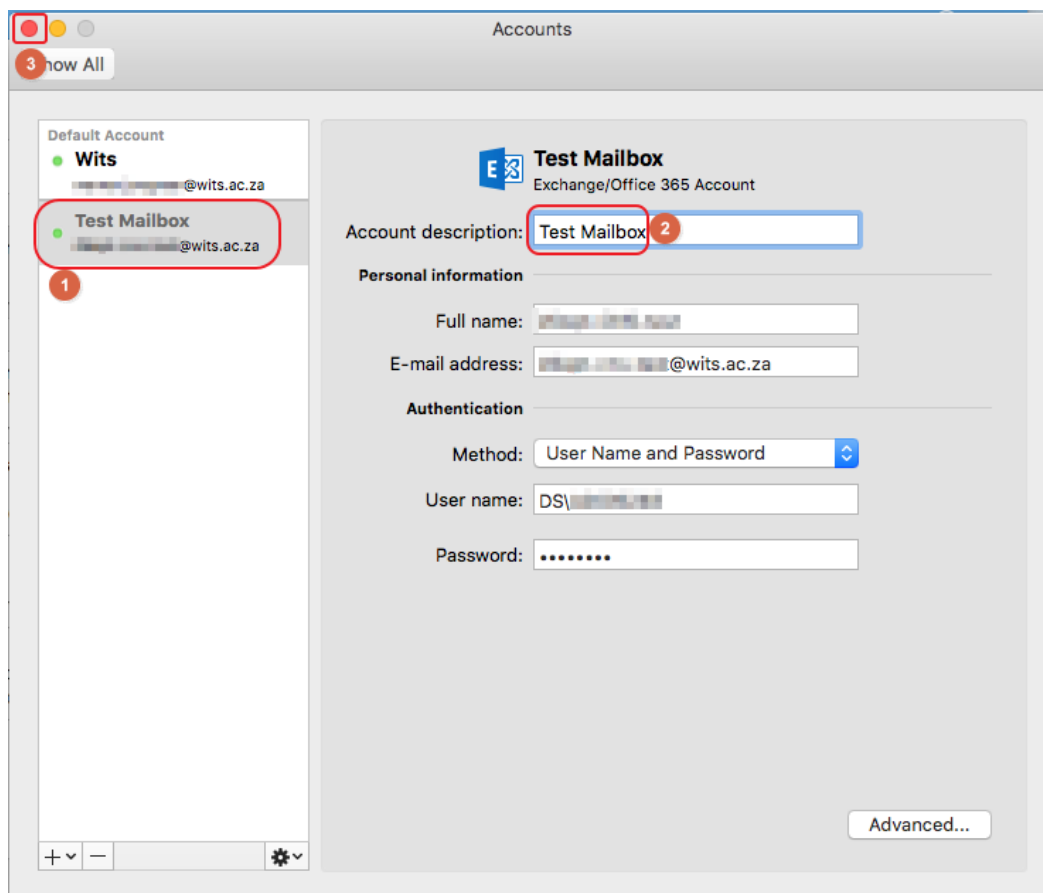
From within **Accounts**, click on **Add an account**, and then on **Exchange...**



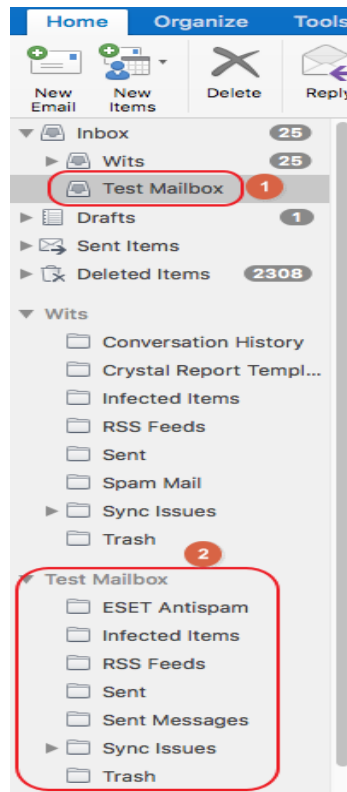
Type in the **E-mail address** field type in the **shared/departmental mailbox name**. Under **Authentication**, type in **DS\your staff number** and your **Wits staff email password**. Lastly, click on **Add Account**.



You will now see the newly added **shared mailbox account** in the list of accounts. The status light might show orange for a while, until the mailbox has fully synced. After the sync, it will show **green**, confirming that it is configured correctly. If desired, you can also change the **account description** here, in case you want to differentiate it more from any other mailboxes that are already added. Once done, you can **close** the **Accounts** window.

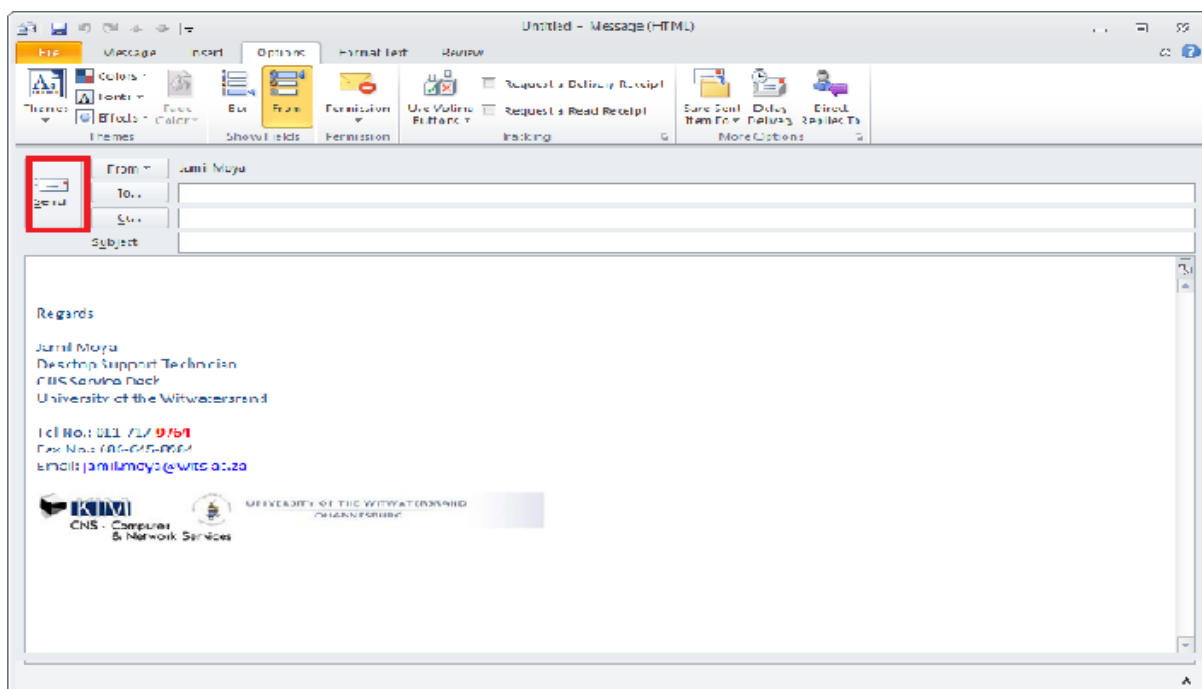


In the **Outlook folder list** on the left, you will now notice that the newly added **shared mailbox's inbox**, will be appearing under the **Inbox** section, and all of the **shared mailbox's other folders** will be listed under the shared mailbox name below.



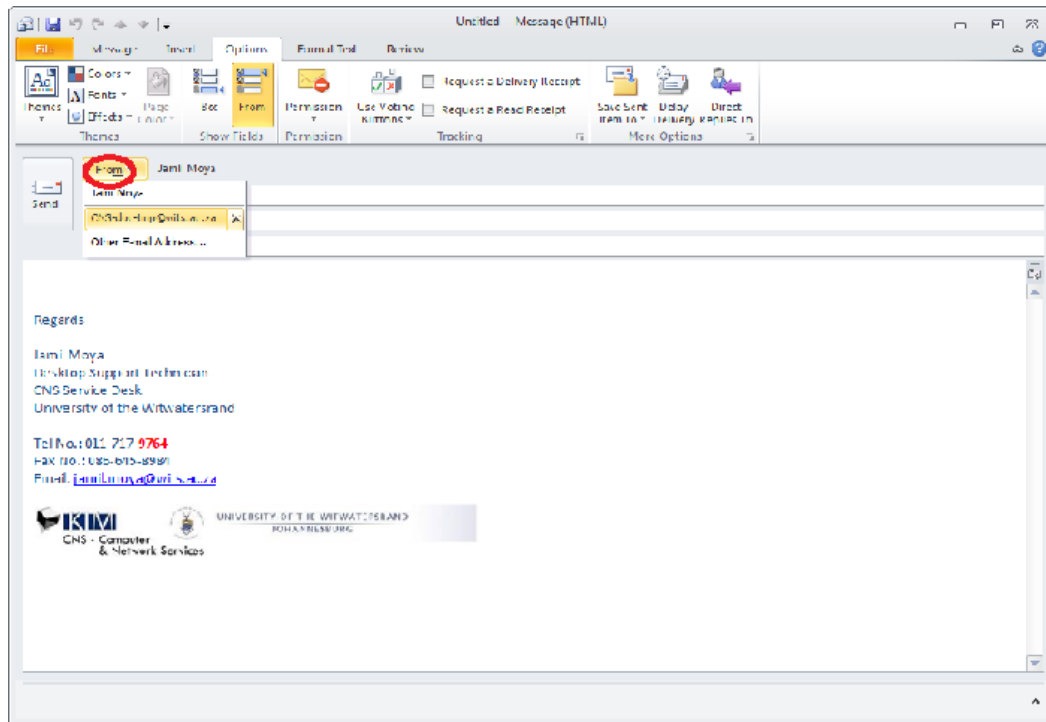
## SECTION C3.6 - HOW TO SEND A MAIL ON BEHALF OF A DEPARTMENTAL MAILBOX. (SAME PROFILE)

Before sending a new mail, make sure the from field is shown by clicking on **options** tab and selecting the **from** button as shown below.





In the **from** field, drop down the list and select the departmental mailbox



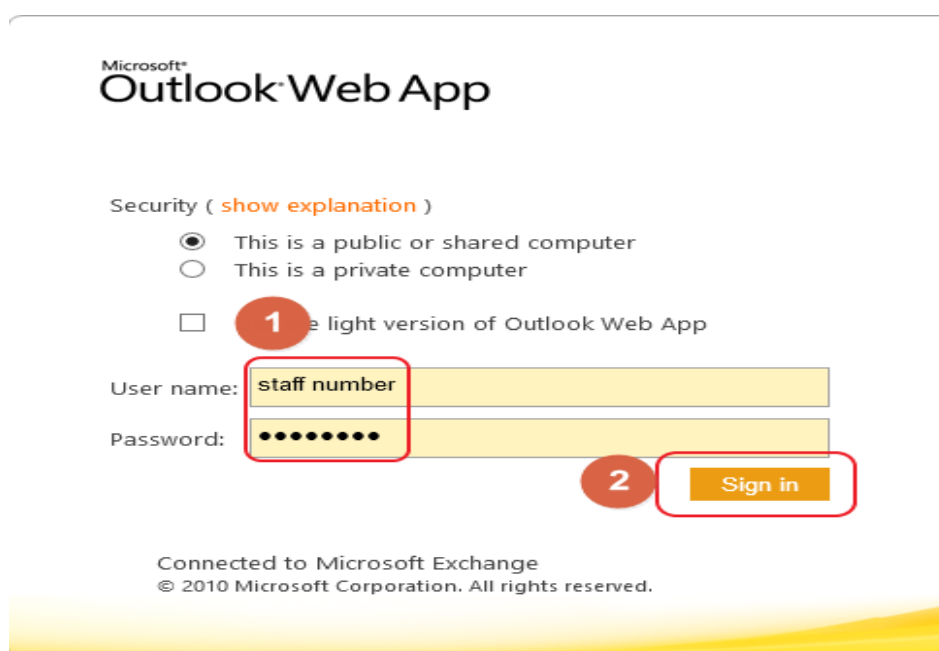
Now when the recipient receives the email, it will state your name on behalf of the mailbox.

## SECTION C3.7 - HOW TO ACCESS A DEPARTMENTAL MAILBOX VIA WEBMAIL.

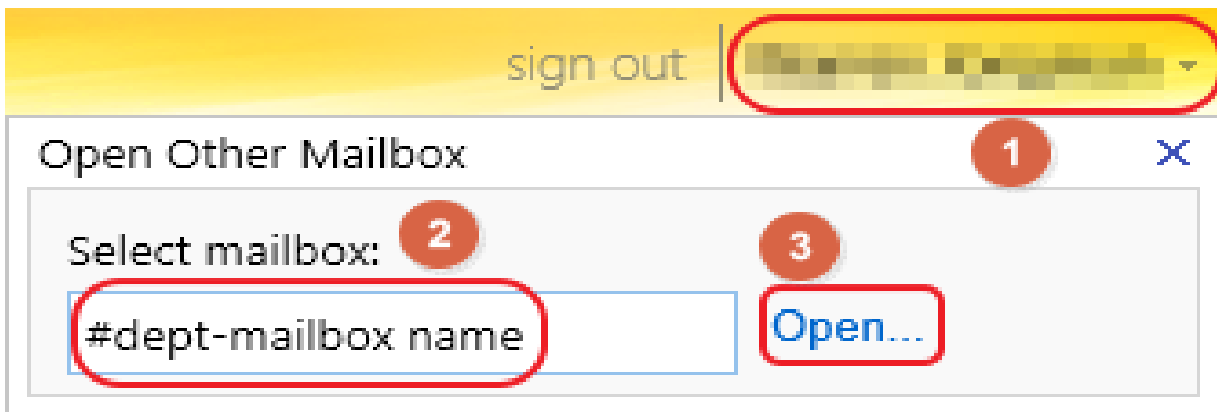
### How to open or view a shared mailbox from Outlook Web Access

Browse to <https://email.wits.ac.za/owa>

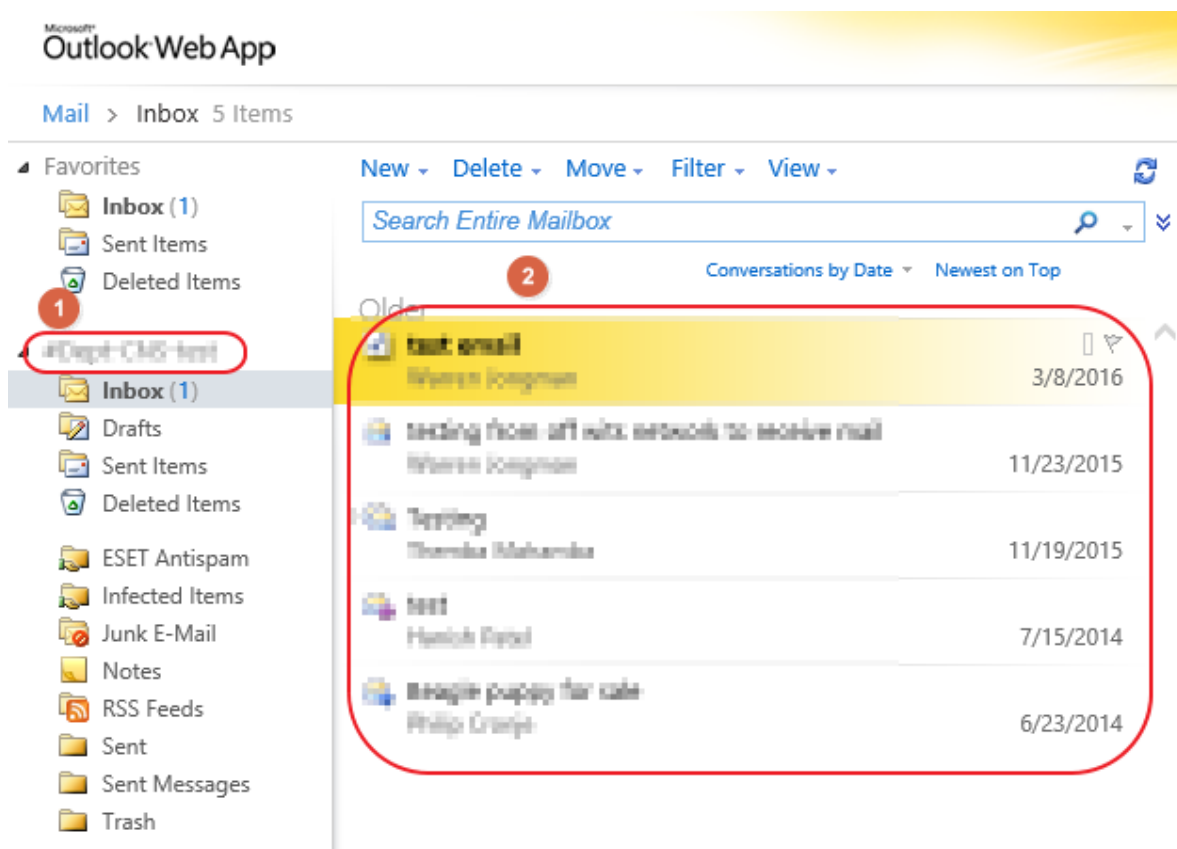
Sign in with your staff number and email password.



Once signed in, click on your display name in the top right corner, and in the select mailbox: section, type in the primary name of the shared mailbox, and then click twice on Open...



You will now see that the mailbox name on the left will be showing the shared mailbox name, and the mail displayed in the Inbox, will be displaying the mail from the shared mailbox.



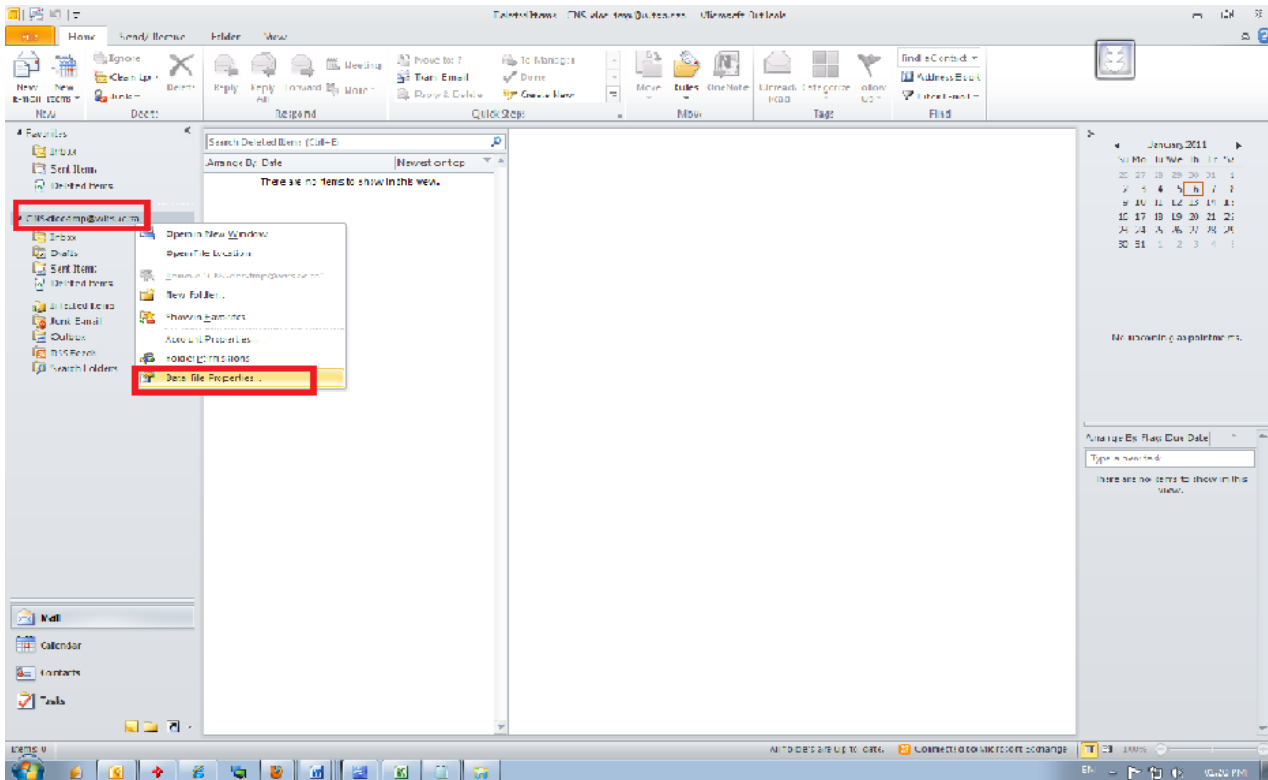
Once you are done viewing the shared mailbox, to view your personal mailbox again, you can either sign out and sign back in, or while you are still signed in, follow step 2 above again, but this time type in your name and surname (instead of the shared mailbox).

## SECTION C3.8 - HOW TO GIVE ANOTHER USER VIEW PERMISSIONS ON A DEPARTMENTAL MAILBOX.

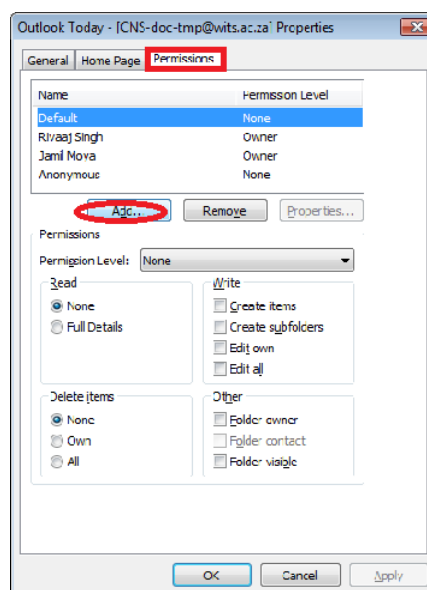


This will only allow the user to view the selected folders within the mailbox, if you would like the user to send on behalf of the mailbox, a call with WITS ICT will have to be logged requesting such rights for the user.

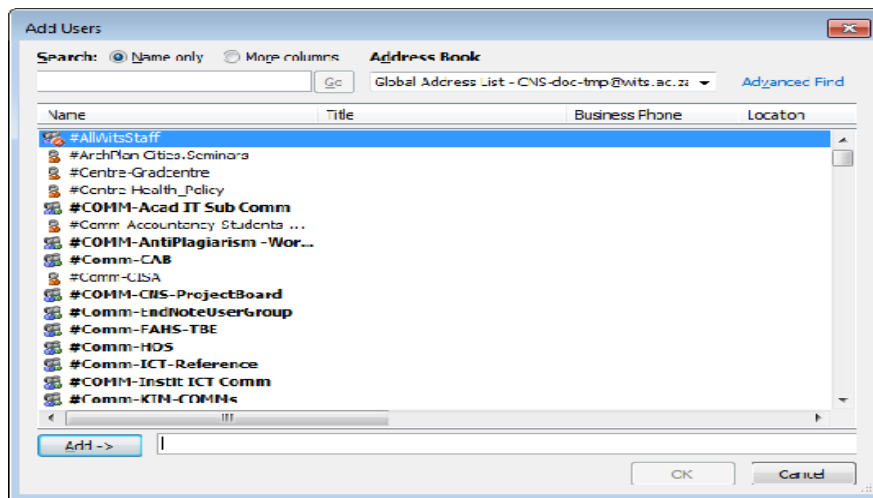
In Outlook, **Right click** on the name/email address of the mailbox and select **properties**.



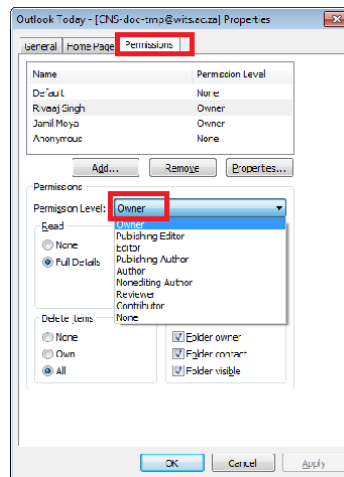
Select the **Permissions** Tab and click on **Add**.



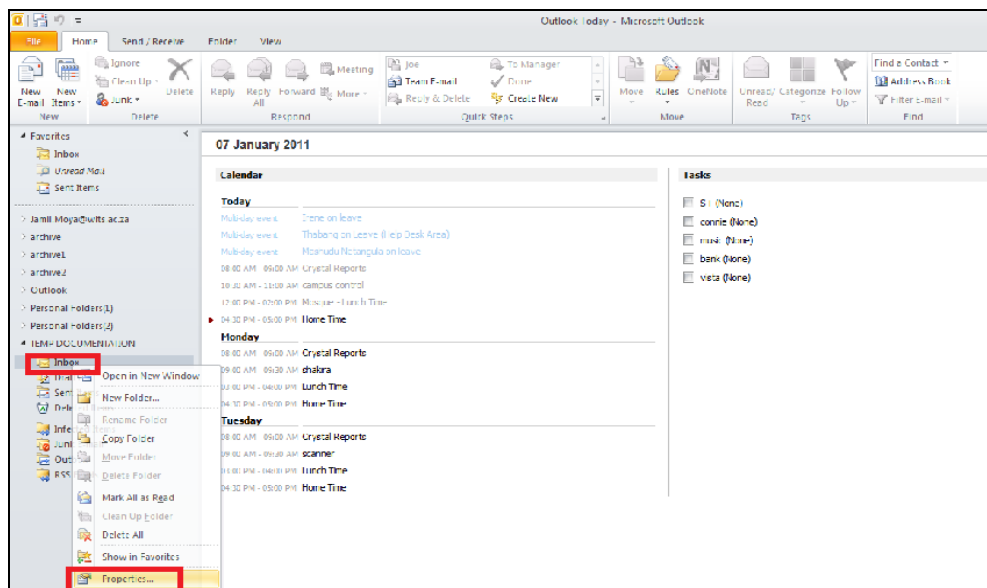
Enter the name of the user or search for it in the GAL for who you would like to give permissions to and then click on **Add** and then **OK**.

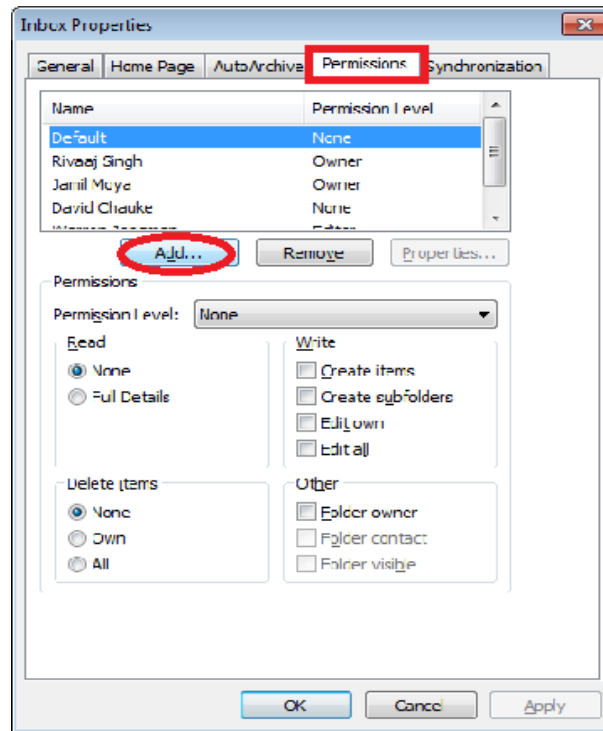


Under **Permission Level** select the type of rights you would like to assign, usually **Reviewer** rights are sufficient for the user to access the mailbox, once selected Click on **OK**.



You will have to repeat the same step for each folder you would like the user to have viewership/access to, eg: Right click on **Inbox** and edit the properties for the inbox as you did the mailbox/email address, see below.





*There are a number of options available to you when you require a non-person or "function/service"- related email addresses.*

## SECTION C3.9 - SHARING CALENDERS AND GRANTING ACCESS

WITS ICT provides an integrated email and calendaring environment. Managers can share their calendar, and email and/or email rights with their secretary or teams can share their calendars. Even without calendar sharing Free/Busy times for staff are shown in the calendaring system. You can block out portions of your diary using recurring entries, for example booking lunchtimes for the whole year in one calendar definition. Lecturers can book tutorials in the WITS ICT labs through the Global Address List (GAL). The format on the GAL for such lab calendars is: #dept-WITS ICT -Labname.

## SECTION C3.10 - EMAIL SOFTWARE

WITS ICT provides enterprise level email to all staff. Currently the main email client that is supported is Outlook Ver. X. Users can also connect to the email server using IMAP, which is the recommended method for Linux and Apple Mac users.

You can access your email through the web anywhere in the world, by going to:

<https://email.wits.ac.za/owa>

## SECTION C3.11 - EMAIL MAILBOX SIZE INCREASE

The default email box size allocated to you as the user on the email server is 2GB. Though this could be increased if there is a business requirement for a larger mailbox, this doesn't however mean that all users (or even most) should have large email boxes. An application form is available from the Service desk if required. Regardless of the size of the mailbox, you would still need to archive your email to your local PC to the "C:\My Mail" folder. For assistance to archive your email effectively log a call with the WITS ICT Staff Service Desk. (Service Desk staff can assist on guiding with archiving of mail)

## SECTION C4 - ORACLE EMPLOYEE SELF SERVICE

The University utilizes Oracle systems to manage HR and Finance systems. The system allows the employee to change personal information as they move from department to department, and manage this information in order that it is always current. You can access the system to change your information personal to you and that which you would want to add as viewable to staff and management.

Below is an example on how to access Forms for all supported services offered via the service desk. You would need to click on the following link and complete the required form:

NB. You would need to be logged on to the University Network online or via VPN on the Intranet to be able to access the link below

<http://intranet.wits.ac.za/gtd/itsupport/WITS ICT /Pages/Forms.aspx>

### REQUESTING ADDITIONAL ACCESS

Staff members in Finance requiring additional access to modules will need to click on the link below and fill in the form to acquire access to the necessary modules

<http://intranet.wits.ac.za/gtd/itsupport/WITS ICT /Pages/Forms.aspx>

### FOR TECHNICAL PROBLEMS – CONTACT:

WITS ICT Service Desk  
1<sup>st</sup> Floor, West Wing, Senate House Building, East Campus  
E-mail: [ITHelp@wits.ac.za](mailto:ITHelp@wits.ac.za)  
Or call Tel: 011 717 1717

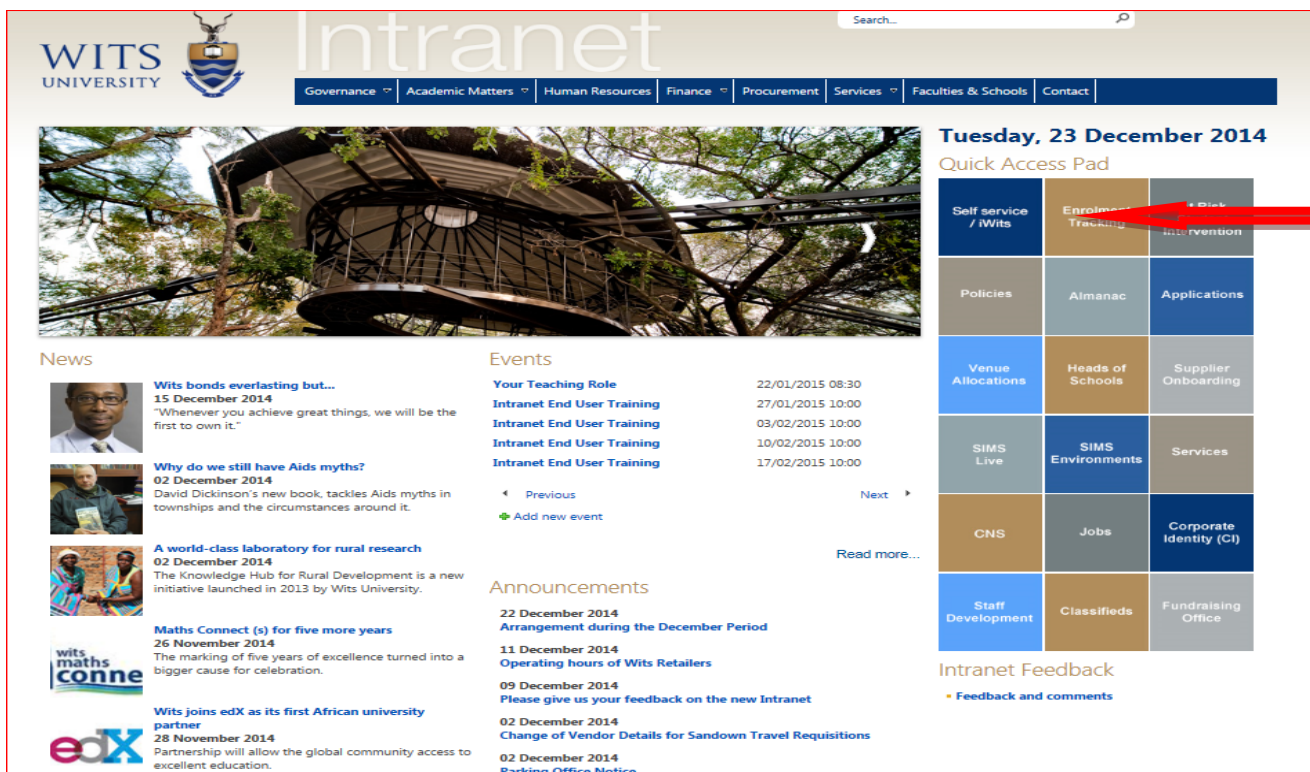


## SECTION C4.1 - CHANGING YOUR OFFICE TELEPHONE NUMBER AND UPDATING INFORMATION ON i-WITS

You will need to logon to the i-WITS Oracle Production system.  
To do so, click on link or follow the pages illustrated below

<http://intranet.wits.ac.za/Pages/Default.aspx>

Then click on Applications <http://intranet.wits.ac.za/Pages/QAP-Apps.aspx>



WITS UNIVERSITY Intranet

Governance Academic Matters Human Resources Finance Procurement Services Faculties & Schools Contact

Tuesday, 23 December 2014

Quick Access Pad

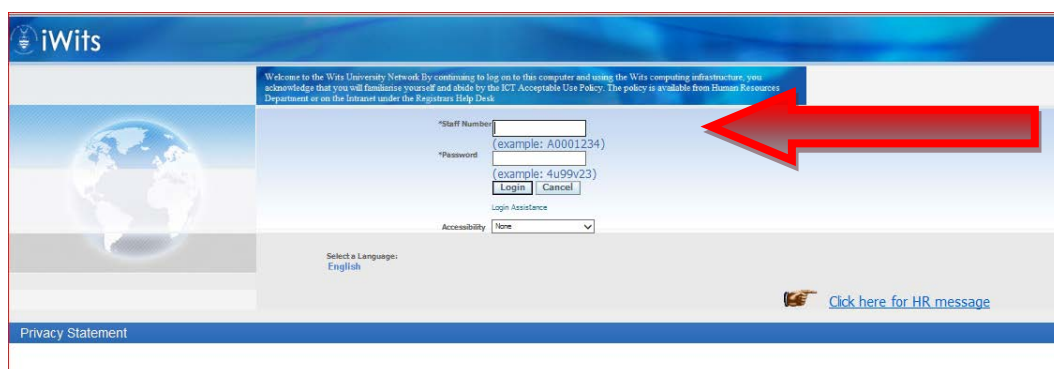
Self service / iWits	Enrolment Tracking	Intervention
Policies	Almanac	Applications
Venue Allocations	Heads of Schools	Supplier Onboarding
SIMS Live	SIMS Environments	Services
CNS	Jobs	Corporate Identity (CI)
Staff Development	Classifieds	Fundraising Office

Intranet Feedback

- Feedback and comments

Then.... [https://iwits.wits.ac.za/OA\\_HTML/RF.jsp?function\\_id=32749&resp\\_id=-1&resp\\_appl\\_id=-1&security\\_group\\_id=0&lang\\_code=US&oas=5nZkN5l-98HvudLYrbdY0A..&params=lqRJg7rHlsO.EaUx6T.byg](https://iwits.wits.ac.za/OA_HTML/RF.jsp?function_id=32749&resp_id=-1&resp_appl_id=-1&security_group_id=0&lang_code=US&oas=5nZkN5l-98HvudLYrbdY0A..&params=lqRJg7rHlsO.EaUx6T.byg)

This will open the following screen: Enter your Staff Number and password, then click Login.



iWits

Welcome to the Wits University Network. By continuing to log on to this computer and using the Wits computing infrastructure, you acknowledge that you will familiarise yourself and abide by the ICT Acceptable Use Policy. The policy is available from Human Resources Department or on the Intranet under the Registrar's Help Desk.

\*Staff Number (example: A0001234)

\*Password (example: 4u99v23)

Login Cancel

Login Assistance

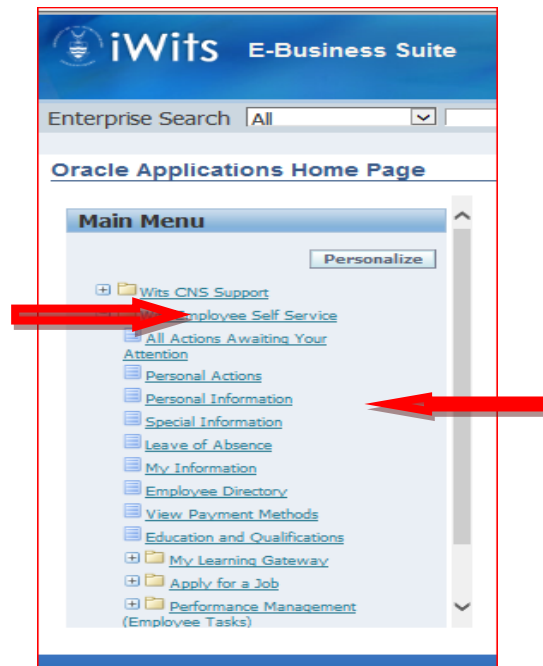
Accessibility: None

Select a Language: English

Click here for HR message

Privacy Statement

Click on Wits Employee Self Service, then Personal Information,



Click update in the relevant boxes

Enter your correct telephone numbers in the fields provided, then click next to accept the change.



The approved telephone format is a requirement from SARS:  
Example: 0117171717  
NOTE: note no spaces, no international dialling format

## SECTION C4.2 - SETTING YOUR PREFERRED NAME (EMAIL)

If you have a first name that is different to the name that your colleagues know you by, you could have your email address rather reflect your known/preferred/nick name.

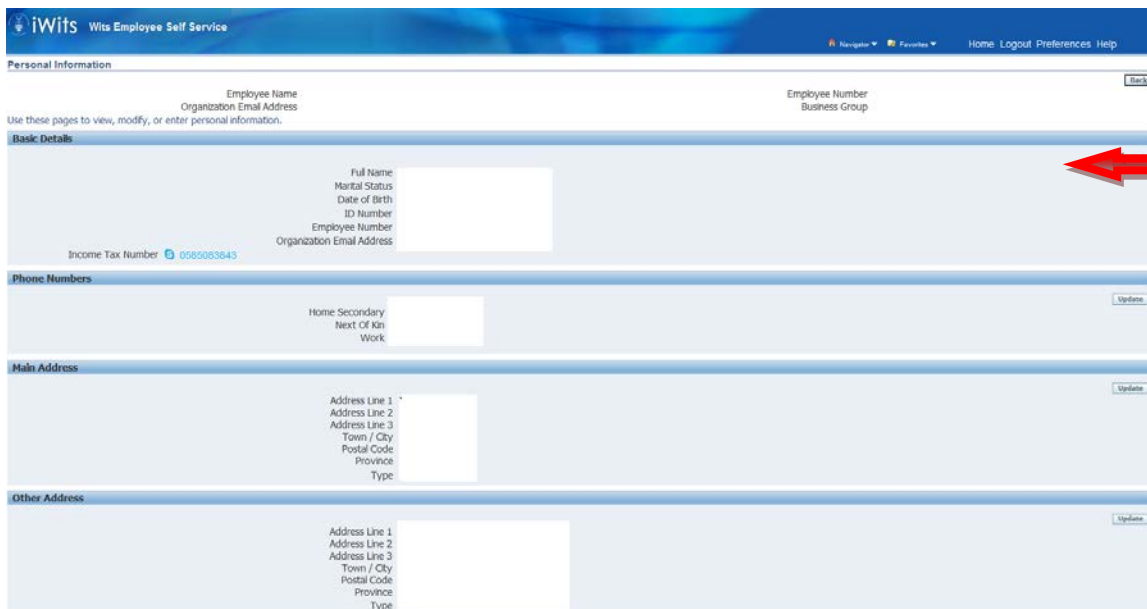
This is due to the fact that the **name on your ID book might** be different to the name you are known by.

For example: Nonhlanhla is actually known as Nona

**Your name on the Oracle system is entered as it appears in your identification document.**

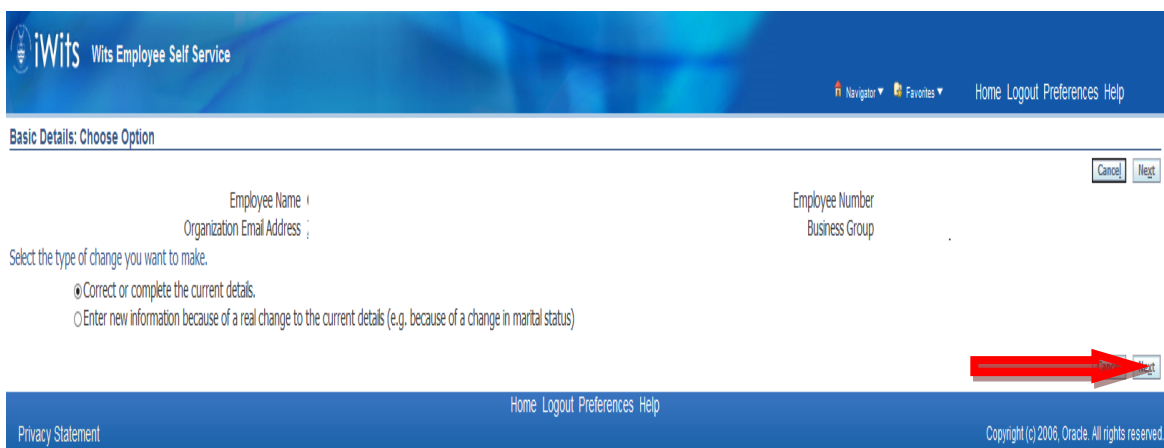
Although you cannot change your first name on the Oracle system, you can add a preferred name, **which then is the name displayed** in your email address. This will make it easy for **other** people to find you on the Global Address List (GAL)

To do this, you need to login to the i-WITS Oracle Production web site **as above**, then ...

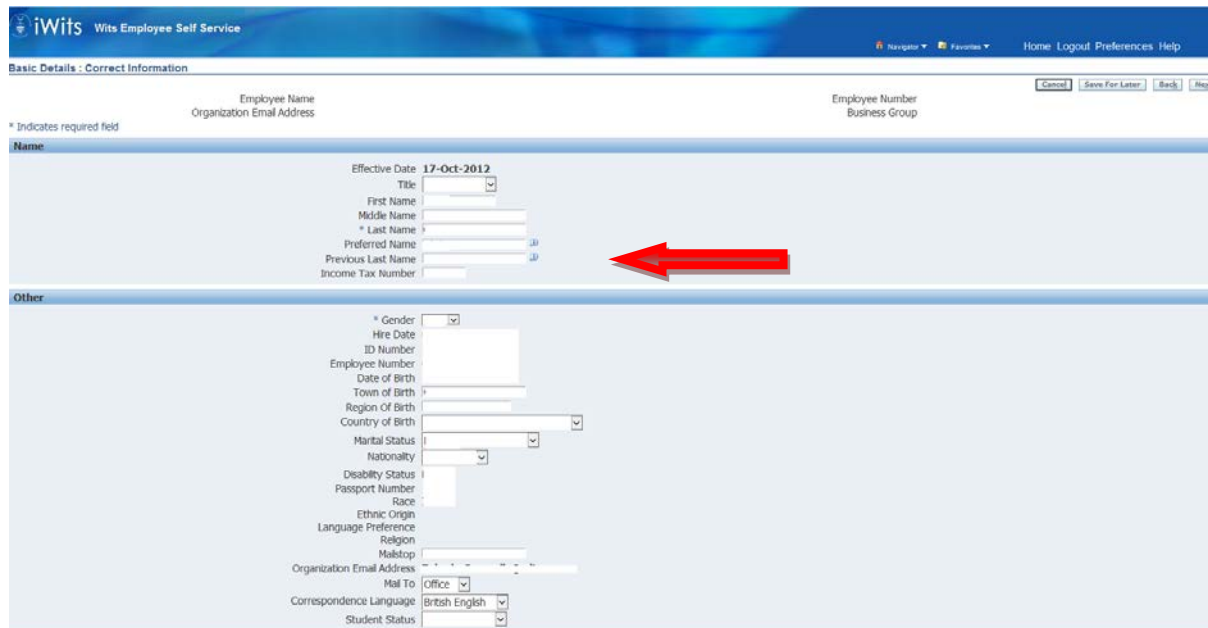


Click on Update on the Basic Details

Then check Correct or complete the current details, then click Next



Now enter the field Preferred Name in the Area Name



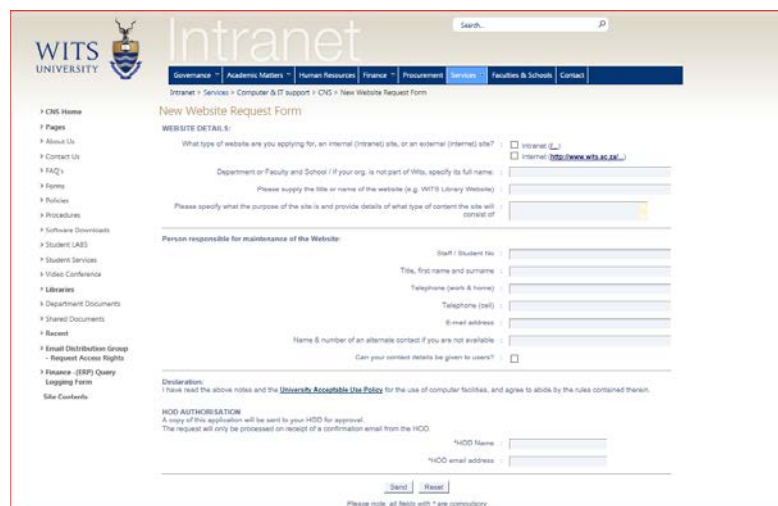
Click Next and then Submit on the following screen, to receive confirmation of change.

## SECTION C4.2 - E-SERVICES - NEW WEB SITE

A department or group or individual may require a website for publishing information to the Intranet.

Navigate to WITS ICT 's intranet website and Forms to fill in and submit the application form for a new website from the address below:

<http://intranet.wits.ac.za/gtd/itsupport/WITS ICT /Pages/New-Website-Request-Form.aspx>



The form will be submitted to the Web Services team who in turn will contact the user with regards the status of the application etc.

## DOCUMENT PORTAL (SHAREPOINT 2013)

WITS ICT & Marketing together off SHAREPOINT 2013, a web based collaboration tool for an internal internet presence to the University user community. This presence includes News and Events with Alerts and Calendaring, a shared library and a departmental library with restricted and secure access.

SharePoint 2013 offers a simplified user experience and added enterprise social media capabilities, which expand upon previously offered capabilities for website management that include shared calendars, blogs, wikis, surveys, document libraries and shared task lists. SharePoint 2013 includes a

community forum for users to engage in and categorize discussions, a microblogging capability and enhanced search capabilities.

To apply for a Library portal on SHAREPOINT go to WITS ICT and then Forms from the Intranet and click on :

<http://intranet.wits.ac.za/gtd/itsupport/WITS ICT /Pages/Sharepoint-Services-Library-Request-Form.aspx>

## SECTION C4.3 - FAX2EMAIL

WITS ICT offers efficient Inbound & Outbound fax services incorporated with Outlook.

By default, all Wits user receives his/her own personal fax number (inbound, receiving of faxes). This is as secure as an email address and functions in the same manner as an email address. Faxes will be delivered to the email address connected only. Outbound faxing means that a fax can be sent from your pc, in an email message.

An applications and approval process is required for the Outbound fax option, since the HOD/HOS's approval is required because of the costs involved in the sending of the fax. The application form for an outbound fax account can be found on the link below:

<http://intranet.wits.ac.za/gtd/itsupport/WITS ICT /Pages/Fax-to-Email-Application-Form.aspx>

## SECTION C5- HARDWARE AND DEVICES

### SECTION C5.1 - HARDWARE PURCHASING / PROCUREMENT

The University has certain policies for the procurement of hardware. For desktops, laptops and other mobile devices, there are approved brands and models as well as certain approved vendors from which these can be purchased. The policy can be viewed by clicking on:

<http://intranet.wits.ac.za/governance/registrar/Policies/PR001%20-%20Procurement%20Policy.pdf> .

For a full list of current approved hardware brands and models, refer to the WITS ICT Intranet, under the About "About Our ... "-section.

These would form part of the University Asset list library and would carry a warranty which would include University licensed software.

For quotations or ordering new desktops or laptops email:

[#Dept-WITS ICT -ITQuote@wits.ac.za](mailto:#Dept-WITS ICT -ITQuote@wits.ac.za) or [#Dept-WITS ICT -ITOrder@wits.ac.za](mailto:#Dept-WITS ICT -ITOrder@wits.ac.za) or phone 011 717 1603

NB. For Staff and Students who would want to purchase a desktop, laptop or device for personal use, PURCO on behalf of the South African University's, negotiated prices with specific suppliers for specific laptops that are now being offered to qualifying staff and students. All transactions relating to the procurement of the laptops are between the computer supplier and the end-user. There is no financial gain for the University. PURCO is the Purchasing Consortium of Southern Africa



Click on <http://www.stp.ac.za/>  
Or call 0800 22 37 33 /0800 ACERED



## SECTION C5.2 - FAULTY HARDWARE

### Under Warranty

WITS ICT will provide assistance in logging a ticket for the repair with the approved vendor, and guiding the user with the faulty hardware through the repair cycle.

### Not under Warranty

WITS ICT will provide the contact details for the approved vendors where out-of-warranty support can be procured. This support is for the cost centre of the area that owns the hardware.

### END-OF-LIFE HARDWARE SALVAGING

WITS ICT provides a service for end-of-life hardware to assist in disposing of such equipment in an eco-friendly manner. Hardware is collected from the user and an audit performed on the hardware as a part of this service.

## SECTION C5.3 - SECURING DESKTOP PCS

In the instance of an office area or computer lab needing to be secured, WITS ICT will secure the desktop or supply the security cabling at cost for staff. For non WITS ICT computer labs, the School or Department would be required to pay for the time of the Student Assistant who would perform the task of securing as well as the cost of the security cabling.

**Please send any comments or suggested Changes to this guide to**

[KIMComms@wits.ac.za](mailto:KIMComms@wits.ac.za)

**WITS Computing Services For Staff and Students**

Version 7.0.0 2015

WITS ICT Service Desk, 1<sup>st</sup> Floor, West Wing, Senate House Building, East Campus

Tel: **011 717 1717**

E-mail: [ITStudentHelp@wits.ac.za](mailto:ITStudentHelp@wits.ac.za)

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