

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of ongoing improvements and enhancements to the student ICT infrastructure some parts of this brochure may become outdated during the course of the academic year.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 1st floor, South West side, Senate House or contact <u>itstudenthelp@wits.ac.za</u> 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: <u>ithelp@wits.ac.za</u> or <u>itstudenthelp@wits.ac.za</u>



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

WEC

ЕC

WC

MS

Abbreviations Used:

- W Computer & Network Services
- U Undergraduate
- P Postgraduate
- S Senate House

- WITS Education Campus
- East Campus
- West Campus
- Medical School Campus

WITS ICT Open Access	Location	Number of
Labs		PCs
EAST CAMPUS		
WITS ICT PG LAB - SH1029	1st floor, West Wing, Senate House SH1029	21
WITS ICT UG LAB - SH1101	1st floor West Wing, Senate House SH1101	46
WITS ICT UG LAB - SH1099	1st floor West Wing, Senate House SH1099	15
WITS ICT UG LAB - HP ZONE	1 st floor West Wing, Senate House, Mezzanine	44
WEST CAMPUS		
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) 1st 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) 1st floor, South	97
WITS ICT UG LAB - CLM1	Commerce, Law & Management (CLM) Library, 1 st Floor	138
WITS EDUCATION CAMPUS		
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
Medical School Campus		
WITS ICT UG LAB - MS-01A	Medical School, 3 rd Floor	90
WITS ICT UG LAB - MS-01B	Medical School, 3 rd 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	Location	Number of
Name		PCs
EAST CAMPUS		
Jubilee Hall	East Campus	8
Men's Residence	East Campus	13
Sunnyside Residence	East Campus	10
WEST CAMPUS		
Barnato	West Campus, Bernato Residence	10
David Webster	West Campus, David Webster Residence	6
West Campus Village	West Campus, West Campus Village	4
	Residence	
OTHER RESIDENCE LOCATIONS	S	
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
CampusLodge	48 De Korte Street Braamfontein (Non	Network
	Networked)	points for
GraduateLodge	34 Jorissen Street, Braamfontein (Non	2
	Networked)	



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): <u>http://www.wits.ac.za/mywits/</u>

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.



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

your details.

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

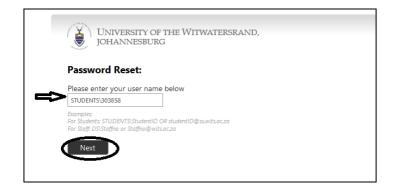
Online Password Reset Service

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



Home > Students > MyWits	
In this section	MyWits
E-Learning	ing the
Find my bus	MyWits is the student portal that gives you easy, convenient access to the information you need as a Wits student.
MySOS	need as a wits student.
Office365	The CNS Service Desk is the central point of contact between the student user and Computer & Network Services.
Password Reset	Call the CNS ICT Service Desk if you have problems accessing your email, using the internet or standard software
Printing	programs. The CNS ICT Service Desk also offers configuration support to students.
Student Email	Find out how to register your student email and configure your mobile device here.
Student Self Service	
Virtual Training	If the CNS ICT Service Desk cannot help you with advice over the telephone, the Student Assistant at the desk will le a call for you with the CNS ICT Service Desk and provide you with a reference number for the problem and a
WIFI hotspots	consultant will assist.
Wits Dining	As a student and a user of the Wits University network you are required to ensure that your computer is adequate
WitsM Mobile App	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.



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".

	df the Witwatersrand, rg
Password Reset: Q	Juestion and Answer Reset
You must answer the following 2 questions correctly.	ID Number ?
Students note: To get your "W" and leave out the last ICAM "22222225 for her	
and ICAM "000234567 01" bec	



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

	Password Reset: Choose Your New Password
	(Resetting password for 303858)
	Enter a new password:
~	*****
>	Re-enter the password:
	Next Cancel
	UNIVERSITY OF THE WITWATERSRAND,
ĕ	
ě	UNIVERSITY OF THE WITWATERSRAND,
E	UNIVERSITY OF THE WITWATERSRAND,
iuc	UNIVERSITY OF THE WITWATERSRAND, JOHANNESBURG

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.

Look in:	😼 My Computer 🛛 🖌 🚱 🕶
	31/2 Floppy (A:)
My Recent Documents	20510081j on 'cronus.ss.wits.ac.za\Students' (H:)



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 abovem e n t i o n e d 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"

	Print		
ect Printer Nicola Concernation Student-BW		TAB I	Printing (redire
	Ш		>
tus: Ready ation: East Can	npus	Print to file	Preferences Find Printer
He Range All Selection O Pages:	Current Page	Number of copies	1 0 1 22 33
Selection O	Current Page	Collate	1

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







Select: Print (F1)



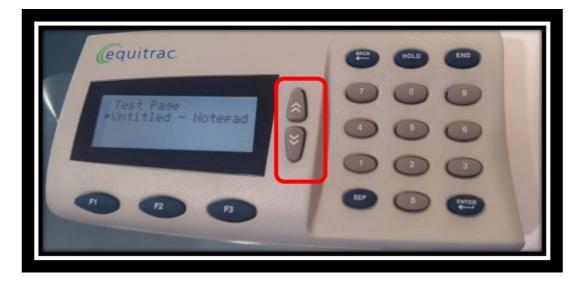
If your Kudu Bucks Balance has insufficient CREDIT, you will not be able to Print.





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

9

- Job Cist - New prints	ag. Job No. 7926		
LECE Status			Power Save @
		to a second second second	Mode Memory
		Namber of Sets	Utility/Counter
Job Defails	IIIS III 64	-	
Brightness *	User Box Fax/Scan	Сору	Reset
		BEF Proof Copy	Interrupt
Enlarge Display		6 Start	Stop
Contract		9	

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

	t Input Job History	Address	
	Search	Advanced	

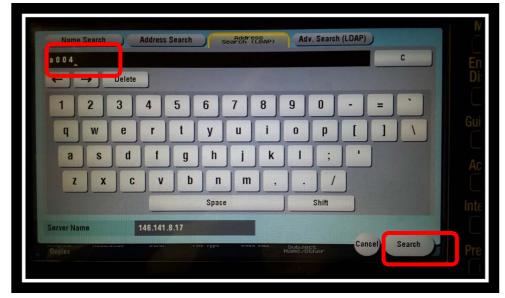


Address Book Direct Input Type Name Address A	Select des	ired destina	tion(s).			No. of Addres		25/11/2015 14:35 Memory C 100% F
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1Sided S 200dpi Auto Color PDF Auto ON Simplex/ Resolution Color File Type Scan Size FALE 1520-1 Amiliant	Addr. Search		Use the	Search key to	search for add	iresses.		
Simplex/ Resolution Color File Type Scan Size Fale, Neger	The second s			The state of the s	Auto	and the second		
	Simplex/	Resolution	Color	File Type	Scan Size	File Name/ Subject Name/Other		Applicatio

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

Address Search (LDAP) > Search	
• • • • • • • • • • • • • • • • •	
25/11/2015 13:26 Hemory 100%	

OR





Select your Email address and select OK

nadeast	Name	Address	1/ 13	Searc
oadcast stinations	A0042394	x.x@wits.ac.za		
x. x@wits. ac. za	HOUNDELL	DTHESH- DUUH ANEWITS- AC. 20		Advance Search
	A0042773	boitumelo.theepe@wits.ac.za		(Cours
	A0042736	sonali.valaboass@wits.ac.za	a contraction of the	Save Result
	A0042738	shelly.kramer@wits.ac.za		
	A0042673	sunita.morar@wits.ac.za		
	A0043366	james.connan@wits.ac.za		
1/ 1	A0043402	mthokozisi.moyo@wits.ac.za		

OR

£₽			
	📼 E	-mail	x.x@wits.ac.za
Address Book	Q a004		LDAP Result
Direct Input	Туре	Name	Address
	E-mail	A0042394	x.x@wits.ac.za
	E-mail	A0040222	Dinesh.Budhram@wits.ac.za
Addr. Search	🖾 E-mail	A0042773	boitumelo.theepe@wits.ac.z
	🖾 E-mail	A0042736	sonali.valaboass@wits.ac.za
	🖾 E-mail	A0042738	shelly.kramer@wits.ac.za
	8 200dni		



Select the Start Button to commence scanning



OR





SECTION A9.3 COPY FUNCION

Swipe your <u>ICAM Card</u> on the right hand side of the Equitrac Terminal





Select: <u>Copy (F2)</u>







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.

	Ready to copy.		Power Save @ Mode Memor: Utility/Counte
Ac	cessibility Access acc		set
	Enlarge Display 4 5 Pors Tuy Guidance 7 8 X 0 C	Bata	

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.





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:

<u>StudentNumber@students.wits.ac.za</u> or <u>FirstName.Surname@students.wits.ac.za</u>

Access to your Wits email will only be available through the student portal @ <u>http://www.wits.ac.za/mywits/</u> or directly via Google Mail. Your email account size is unlimited as per Google Mail System



Wits	Faculties and Schools	Current Students	Places and Spaces	Research and Library	Media Centre	Internet
Welcome	to the new Wit	s Student em	ail system.			
	as been replaced by the Gr		The new service has incr	eased storage and addition	I services included. The	e service is web
based and can be	e accessed via you mobile d	evices as well				
Gma				ready activated your new er	nail account.	
Providen	Please use Studer	ntNumber@students.wit	s ac za as email address f	or login		
TON	All other returning	students please activate	your new email account a	nd request data migration fr	om old Student Email S	ystem.
C . >	All other returning	students please activate	your new email account a	nd request data migration fr	om old Student Ernail S	ystem.
C Sim	Dra Old Student Email	System. This system D		nd request data migration fr		
	Dra Old Student Email					
	Old Student Email information from th	System. This system D	OES NOT RECEIVE EMA			



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

		Control Panel + All Cor	strol Panel Items 🔹 👻	+, Search Control Panel
rosoft Outleak 2010 🔹		Adjust your computer's settings		View by: Small icons =
ing Started	war	Tection Center	C Administrative Tools	Ro AutoPlay
nect to a Projector	Documents	Backup and Restore	Color Management	Credential Manager
	Pictures	B Date and Time	Contrault Programs	Desktop Gødgets
ulator	Munic	🚔 Device Manager	Devices and Printers	Display
Notes	NULSE,	G Ease of Access Center	Folder Options	🔒 Fents
ing Tool	Computer	🔠 Getting Started	🜏 HomeGroup	A Indexing Options
ng 1001	Control Panel	😭 Internet Options	di Java	E Keyboard
		III Location and Other Sensors	(Mail	@ Mouse
ever	Devices and Printers	Network and Sharing Center	Notification Area Icons	Parental Controls
HEAVES	Default Programs	Performance Information and Tools	Personalization	Phone and Modern
ows Fax and Scan	Help and Support	Power Options	Programs and Features	P Recovery
te Desktop Connection	and the desired of the second	🔗 Region and Language	RemoteApp and Desktop Connections	Sound 1
		Speech Recognition	(B) Sync Center	19 System
prams	and the second	Taskbar and Start Menu	Troubleshooting	& User Accounts
prains and files	Shut down 10	🗒 Windows CardSpace	Idd Windows Defender	Windows Firewall
dist.		Windows Update		

In Control Panel, click on Mail

Click on Show Profiles





Click on the Add

Mail	×
General	
The following profiles are set up on this computer:	
	^
	-
Add Remove Properties Copy	
When starting Microsoft Outlook, use this profile:	
C Prompt for a profile to be used	
 Always use this profile 	
	-
OK Cancel Ap	ply

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

Mail		23
General		
🔘 New Profi	le	x
Create N	lew Profile	ОК
Profile Name:		Cancel
Test Gmail St.	udent Email	
1		
		Ŧ
Add	Remove Propertie	s Copy,
When starting	Microsoft Outlook, use this	
When starting	Microsoft Outlook, use this for a profile to be used	
When starting	Microsoft Outlook, use this	s profile:
When starting	Microsoft Outlook, use this for a profile to be used	

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

Auto Account Setup Connect to other s		×
🔿 E-mail Account		
Your Name:		
E-mail Address:	Example: Ellen Adams	
	Example: ellen@contoso.com	
Password:		
Retype Password:		
	Type the password your Internet service provider has given you.	
🗇 Text Messaging (S	M5)	
Manually configure	e server settings or additional server types	
	< Back Next	Cancel



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Select Internet E-mail and click Next

Imessages.
ii.

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 serve	r : imap.gmail.com
Outgoing mail serve	er : smtp.gmail.com
Username	: <u>Studentnumber@students.wits.ac.za</u>
Password	: Your Password
Make sure that the ' and then click on M	' Require logon using Secure Password Authentication (SPA)" option is checked ore Settings

Internet E-mail Settings Each of these settings ar	re required to get your e-mail accour	at working.
User Information	Test student GMail account	Test Account Settings After filling out the information on this screen, we
E-mail Address:	1111111a@students.wits.ac.i	recommend you test your account by clicking the button below, (Requires network connection)
Server Information	IMAP	Test Account Settings
Incoming mail server:	imap.gmail.com	I Test Account Settings by clicking the Next button
Outgoing mail server (SMTP):	smtp.gmail.com	
Logon Information		
User Name:	1111111a@students.wits.ac.;	
Password:		
	Remember password	
Require logon using Secure	Password Authentication (SPA)	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

General	9	Sent Items	Deleted It	ems	
Outgoing Server		Connection	Adva	nced	
My outgoing server (SMTP) requires authentication					
O Use same set	tings as	my incoming mai	server		
Cog on using					
User Name :					
Password:					
	√ Rer	nember password			
			ation (SPA)		
			adon (Sr Ay		



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**

Internet E-mail Setting	s	
General	Sent Items	Deleted Items
Outgoing Server	Connection	Advanced
Server Port Numbers — Incoming server (IMAI Use the following Outgoing server (SMT	P): 993 Use I	
		OK Cancel

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**

Fest Account Setting	S			*
Congratulations! All te	sts completed successfully.	Click Close to continue.	Stop Close	hi hi
Tasks Errors				in on this screen, we count by clicking the button
Tasks		Status		nnection)
	✓ Log onto incoming mail server (IMAP) ✓ Send test e-mail message			
Send test emilai	message	Completed		by dicking the Next button
				by closing the Next bactor
Logon Information				
Logon Information User Name:	111111a@students	s. wits.ac. za		by closing the reac buccon
-		s.wits.ac.za		
User Name:	.11111a@students			by closing the read ballout
User Name: Password:	.11111a@students	d		More Settings

Click on Finish.

	Mail
Change Account	General
Congratulations	The following profiles are set up on this computer:
You have successfully entered all the information required to setup your account. To close the wizard, dick Finish.	
	Add Remove Properties Copy When starting Microsoft Outlook, use this profile:
	Prompt for a profile to be used Always use this profile
	Test Gmail Student account
< Back Frish	OK Cancel Apply

Click on Properties



Go to E-mail Accounts,

Mail Setup - Test Gmail Student account	X
E-mail Accounts Setup e-mail accounts and directories. Data Files	E-mail Accounts
Change settings for the files Outlook uses to store e-mail messages and documents.	Data Files
	Close

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

You can add	d or remove an account. You can select an account and change its settings.
mail Data Files	RSS Feeds SharePoint Lists Internet Calendars Published Calendars Address Books
🧃 New 🏆	Repar 🚰 Change) 🥥 Set as Default 🗙 Remove 🔹 🛎
Name	Туре
elected account (delivers new messages to the following location:
elected account (delivers new messages to the following location: 1111111a@students.wits.ac.za/tinbox n data file (2,1111111a@student.wits.ac.za - Test Gmail Student accoun

Click on More Settings ...

Change Account	the second s	X
Internet E-mail Settings Each of these settings a	re required to get your e-mail accou	nt working.
User Information		Test Account Settings
Your Name:	Test student GMail account	After filling out the information on this screen, we recommend you test your account by clicking the button
E-mail Address:	1111111a@students.wits.ac.;	below. (Requires network connection)
Server Information		Test Account Settings
Account Type:	IMAP 👻	Test Account Setungs
Incoming mail server:	imap.gmail.com	Test Account Settings by clicking the Next button
Outgoing mail server (SMTP):	smtp.gmail.com	
Logon Information		
User Name:	1111111a@students.wits.ac.;	
Password:	******	
V F	Remember password	
Require logon using Secure	Password Authentication (SPA)	More Settings
		< Back Next > Cancel

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.

Outgoing Server	Connection	Advanced		
General	Sent Items	Deleted Items		
	of sent items the following folder on the a@students.wits.ac.za	More Folders New Folder		
Save sent items in	the Sent Items folder on	this computer		
J save sent items in	the sent mens tolder on	runs computer		



Once again, click on Next.

Ohange Account		×
Internet E-mail Settings Each of these settings ar	re required to get your e-mail accou	unt working.
User Information		Test Account Settings
Your Name:	Test student GMail account	After filing out the information on this screen, we recommend you test your account by clicking the button
E-mail Address:	1111111a@students.wits.ac.;	below. (Requires network connection)
Server Information		
Account Type:	IMAP 👻	Test Account Settings
Incoming mail server:	imap.gmail.com	Test Account Settings by clicking the Next button
Outgoing mail server (SMTP):	smtp.gmail.com	
Logon Information		
User Name:	1111111a@students.wits.ac.;	
Password:	******	
V P	Remember password	
Require logon using Secure	Password Authentication (SPA)	More Settings
		< Back Next > Cancel

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

Add New Account			23	
Test Account Settings			- ※	
Congratulations! All tests completed successfully. Clic	k Close to continue.	Stop Close	4	
Tasks Errors	Tasks Errors			
Tasks	Status		count by dicking the button nnection)	
✓ Log onto incoming mail server (IMAP) ✓ Send test e-mail message	Completed Completed			
			by clicking the Next button	
User Name: .11111a@students.w	its.ac.za			
Password:				
Remember password				
Require logon using Secure Password Authentication (SPA) More Settings				
		< Back	Next > Cancel	

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

DO send any phishing emails to the abuse@wits.ac.za address

DO send mails that are abusive or defamatory to abuse@wits.ac.za address

DO NOT send spam mails to the 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 <u>http://www.stp.ac.za/</u> Or call 0800 22 37 33 /0800 ACERED

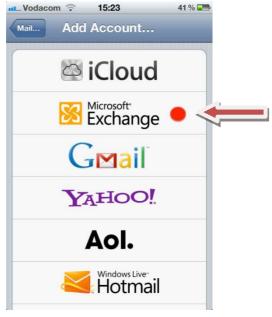


SECTION B4 - SETTING UP YOUR MAIL

SECTION B4.1 - IPHONE EMAIL SETUP

Vodacom 🛜 15:23 41 % 📟 Nodacom 🕤 15:23 41 % 📰 Settings Mail, Contacts, Calen... Settings Accounts Wallpaper > iCloud > Contacts, Calendars and 6 more... Gmail General > Mail 🛆 iCloud Add Account... > \mathbf{M} Mail, Contacts, Calendars **Fetch New Data** Push > Twitter > Mail Phone ۶ Show 50 Recent Messages > FaceTime > Preview 2 Lines > ۶ Safari - \$ Maccanae I... Vodacom 🛜 15:24 41 % 📟

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



CancelExchangeNextEmailStudentId@students.wits.acServerStudentmail.wits.ac.zaDomainStudentsUsernameStudent No.Password••••••••••DescriptionWits

Select "Microsoft Exchange"

Enter the information as shown in the dialogue box above



atL. Vodacom 🗇 15:24 41 % 📼	nt Vodacom 📀 15:24	41 % 🖙
Cancel Exchange Next	Cancel Exchange	Save
Email Studentid@students.wits.ac.za	Mail	
Server Studentmail.wits.ac.za	Contacts	OFF
Server Studentinian.wn.3.ac.2a	Calendars	
Domain Students	Reminders	OFF
QWERTYUIOP		
ASDFGHJKL		
📀 Z X C V B N M 💌		
@123 . / .com return		

Domain User name: Student NoDomain User name: DS\Staff NoPassword: Email PasswordPassword: Email PasswordExchange Server: Studentmail.wits.ac.zaExchange Server: Email.wits.ac.zaYou can then choose to switch on the items you need to have on your IPhone



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"

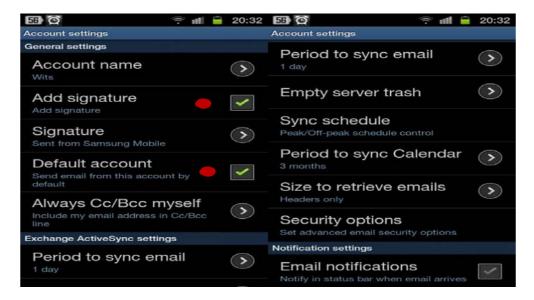
Enter the information As indicated below

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

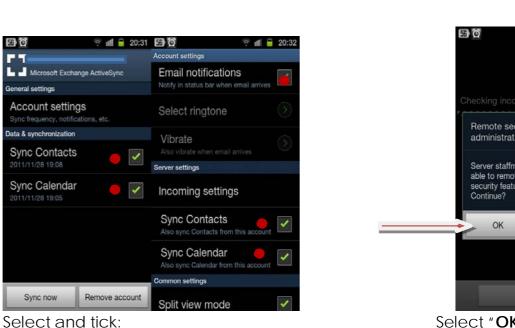
Domain User name: **Student No** Password: **Email Password** Exchange Server: **Studentmail.wits.ac.za** Domain User name: DS\Staff No Password: Email Password

Exchange Server: Email.wits.ac.za

Then select Next



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



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Select "OK" to accept Remote

1 20:32

SECTION B5 - ANTIVIRUS

Security Settings "Sync Contacts" "Sync Calendar"

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 in 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 <u>http://www.f-secure.com/</u> Symantec http://www.symantec.com/

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

ብብብብብብስ

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

SECTION B7 - PROXY SETTINGS

SECTION B7.1 - PROXY SETTINGS ON WINDOWS INTERNET EXPLORER

Calles In Marchander	conduit.com/15earch06urca-306d	sil=CT2386740	
File Edit View Favorite	Todis 🚹 ib		
× 🖉 •	Delete browsing History	Ctri+Shit+Del	Province 📮 🚰 MySuff 🗩 Zoom @ News + 🍐 Westher 😷 Shopping +
x maro · 😗! · @·	InPrivate Browsing Reopen Last Browsing Session	Cbi+ShR+P	• 💠 Anti-Spy 🕼 🖾 Mal • 🍈 Shopping • 🎲 My Yahoo! • 🖏 News • 😝 Games
	InPrivate Filtering	CH+9hR+F	Games • 🔐 Music • 😡 Downkads • 🎇 Elinis • 🔍 Search a video 🛛 💽 PHP - New
Favortes 🍐 🖉 Sugge	IsiPhvate Filtering Settings Pop-up Blocker SaurtScenen Filter Manage Add-ons		
₩ Search			
	Compatibility Vew Compatibility Vew Settings		
	Scherobe to the Peed Peed Decovery Windows Update		
	Developer Tools	F12	
	Windows Hessenger Send to OneNote Blog This In Windows Live Writer Permissions		4



Open internet explorer, click 'tools, internet options'

Click 'Connections, LAN Settings'

	weicome renecschutte@gmail.c		
Internet Options	renecschutte		
Local Area Network (LAN) Settings			
Automatic configuration Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.	Proxy Settings		
Automatically detect settings Use automatic configuration script	Type Proxy address to use Port		
Address	HTTP: proxyss.wits.ac.za : 80		
Floxy server Let a proxy server for your LAN (These settings will not apply to al-up or VPN connections).	FTP: proxyss.wits.ac.za : 80		
Volumess proxyss.wits.ac Pon 80 Advanced P pass proxy server for local addresses	Socks: : : : : : : : : : : : : : : : : : :		
OK Cancel	Exceptions Do not use proxy server for addresses beginning with:		
Local Area Network (LAN) settings LAN Settings do not apply to dial-up connections. Choose Settings above for dial-up settings.	• Include procy server for our concessor cogniting methods. • withs.ac.za;146.141.*		
	Use semicolons (;) to separate entries.		
	OK Cancel		

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

0000000

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".

	-	đ	×	
â 🔺 🚇	• 😃 💀	€ -		
🙏 Cut	Сору	Paste		
-	100%	+		
	8			
New Window	New Private Window	Save Page		
	0	∢⊒►		
Print	History	Full Screen		
ې Find	Ö Options	Add-ons		
Developer				
🚺 warren.jongman@gmail.com				
+ Customize		00	5	

Click on "Advanced" and then "Settings".

0	General	Advanced					
۹	Search	General Data Choices Network Update	Certificates				
	Content						
â	Applications	Connection					
∞	Privacy	Configure how Firefox connects to the Internet					
	Security	Cached Web Content					
Ç		Your web content cache is currently using 1,2 MB of disk space					
.6.	Advanced	vanced Override automatic cache management					
6		Limit cache to 350 + MB of space					



For Students:

Connection Settings		×	
Configure Proxies to Access the Internet			
Auto-detect proxy settings for this network			
O Use system proxy settings			
<u>Manual proxy configuration:</u>			
HTTP Proxy: proxyss.wits.ac.za	Port:	80 \$	
Use this proxy server for all proto	cols		
SS <u>L</u> Proxy: proxyss.wits.ac.za	P <u>o</u> rt:	80	
ETP Proxy:	Po <u>r</u> t:	0 🔺	
SO <u>C</u> KS Host:	Por <u>t</u> :	0 💌	
○ SOCKS v4	Remote	<u>D</u> NS	
No Proxy for:			
(*.wits.ac.za, 146.141.*)			
Example: .mozilla.org, .net.nz, 192.168.1.0/24			
<u>A</u> utomatic proxy configuration URL:			
		R <u>e</u> load	
Do not prompt for authentication if password is saved			
OK Cance	2l	<u>H</u> elp	

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				
O No proxy				
 Auto-detect proxy settings for this network 				
○ <u>U</u> se system proxy settings				
<u>Manual proxy configuration:</u>				
HTTP Proxy: proxyad.wits.ac.za	Port:	80		
Use this proxy server for all proto	cols			
SSL Proxy: proxyad.wits.ac.za	P <u>o</u> rt:	80		
ETP Proxy:	Po <u>r</u> t:	0		
SO <u>C</u> KS Host:	Por <u>t</u> :	0		
\bigcirc SOC <u>K</u> S v4 \textcircled{o} SOCKS v5 \square Remote <u>D</u> NS				
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 authent <u>i</u> cation if password is saved				
OK Cance	1	<u>H</u> elp		

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 requerusername and password. The site says: "moz-proxy://proxyad.wits.ac.za:80"	isting a
User Name:		
Password		DK

NB.

Students	Staff:
Username: Students/Student No.	
Password:	Username: DS\Staff No.
Password allocated on registration	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 <u>www.wits.ac.za/access</u>, and from the **Mac** section, download and open the zip file. Once the zip file is open, you will see the following 3 files.

00	DpenVPN for Mac
FAVORITES All My Files Applications Desktop Documents Downloads SHARED TAGS Red Orange Yellow Green Blue Purple Gray All Tags	ealbq_551813001 403771164.ovpn OpenVPN for Mac.docx Tunnelblick_3.4bet a34_r2935.dmg

Open the Tunnelblick dmg file.

00	📋 OpenVPN for Mac
FAVORITES All My Files Applications Desktop Documents Ownloads	ealbq_551813001 403771164.ovpn Mac.docx OpenVPN for Mac.docx
SHARED TAGS Red Orange Yellow Green Blue Purple Gray All Tags	



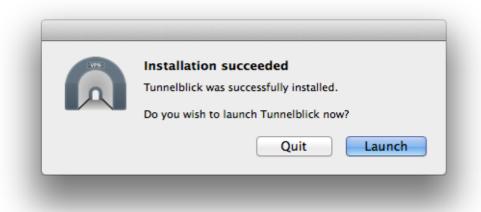
Double click the **Tunnelblick** icon to begin installation.



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

Tunnelblick must be installed in Applications. Do you wish to install Tunnelblick 3.4beta28 (build 3872) to C/Applications?		
Type your	password to allow this.	
Name:	Jamil VPN	
Password:		
	Cancel OK	



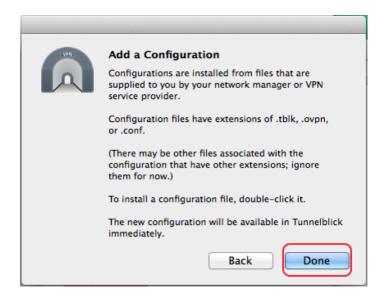


Click Launch.

Click on I have configuration files.

-WH-	Welcome to Tunnelblick There are no VPN configurations installed. Tunnelblick needs one or more installed configurations to connect to a VPN. Configurations are installed from files that are usually supplied to you by your network manager or VPN service provider. The files must be installed to be used.		
	Configuration files have extensions of .tblk, .ovpn, or .conf.		
	(There may be other files associated with the configuration that have other extensions; ignore them for now.)		
	Do you have any configuration files?		
	Quit I DO NOT have configuration files		

Select Done.



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

X	UNIVERSITY OF THE WITWATERSRAI	ND	
	JOHANNESBURG		
"AANLIN"			_
	● ○ ○	DpenVPN for Mac	RM
	FAVORITES		
	📇 All My Files		
	Applications	pocx S	
	Desktop	1813001 OpenVPN for Tunnelblick_3.4bet	
		.64.ovpn Mac.docx a34_r2935.dmg	
	Ownloads		
	DEVICES		
	🛄 Tunnelbl 🛳		
	SHARED		
	TAGS		
	Red		
	Orange		
	Yellow		
	Green		
	O Blue		
	O Purple		
	Crav		

Select Only Me.



Enter your Macbook username and password and click ok.

Т		k needs to: e one configuration		
Type your password to allow this.				
	Name: Macnician			
P	assword:			
		Cancel OK		

Click OK

Contraction of the	UNIVERSITY OF T	HE WITWATERS	SRAND	
		00	Tunnelblick	
			Tunnelblick Configuration Installer	
		Tunnelblick s		
		• Installed	one configuration	
				ОК

You will see a new icon on the top right of the Menu bar, click this icon and select **Connect** ea1bq_551813001403771164.

	1 - S	*	۲	Mon 12:39	AM	Q	Ξ
No Active Connections							ht
Connect ea1bq_551813001403771164 Add a VPN)			¢	Rea	der	
VPN Details	Se	arch »			C	2	
Quit Tunnelblick				R			

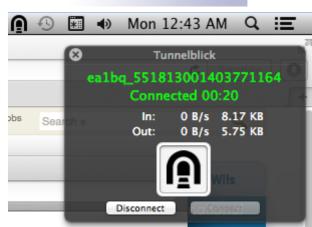
For staff members, enter ds\staff number and your Wits email password. Then click OK.

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

Tunnelblick: Login Required	
A username and password are required to connect to ea1bq_551813001403771164	
Username: ds\a0005248	
Password:	
Save in Keychain	
Cancel 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

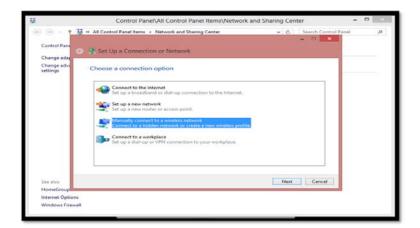
Right click on the "network connection status icon" (located on the task bar – bottom right corner of your screen just next to the time) and right click on it. Choose the "Open Network and Sharing Center" option.



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

5	Control Pa	neñ All Control Panel Items Networ	k and Sharing	Cen	ter -	• ×
🕞 🕣 = 🕇 😫 = All Cont	rol Panel Items	Network and Sharing Center	~	¢	Search Control Panel	p
Control Panel Home	View y	our basic network information ar	nd set up con	inecti	ions	
Change adapter settings	View you	r active networks You are currently not	connected to an	u neto	mits.	
Change advanced sharing settings	Change	our networking settings			31015	
	-	Set up a new connection or network				
		Set up a broadband, dial-up, or VPN conn	ection; or set up	a rout	er or access point.	
	1	Troubleshoot problems				
		Diagnose and repair network problems, or	get troubleshoo	ting in	nformation.	

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"



	Control Panel All Control Panel Items Network and Sharing Center -
Control Pane	
Change adag Change adv settings	
See also HomeGroup	Next Cancel

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

	Control Panel All Control Panel Items Network and SI	haring Ce	inter	-	-
O - 1 Control Pane Contr	😂 « All Control Panel Items + Network and Sharing Center	Y O	Search Control	Panel	ņ
Change adag	Manually connect to a wireless network				
Change adva settings	Successfully added Cns_Wpa				
	Change connection settings				
	Open the connection properties so that I can change the settings.				
See also			Close		
HomeGroup					
Internet Optio	ns vali				

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:

		(and)	Wits-Wifi Wireless Network Properties	
,	Navigation to the webpage was canceled What you can try: Refresh the page.	Wireless Network Conr General Connection Dr4 Connectivity: Dr4 Connectivity: Dr4 Connectivity: Duration: Sogen: Signal Quality: Details Wireless Network Signal Quality: Details Wireless Network Signal Quality: Details See Bytes: 6 Bytes: 6	Connection Security Security type: WPA Enterprise Encryption type: AES Choose a network authentication method: Microsoft: Protected CAP (CRAP) Chooses a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose a network authentication method: Microsoft: Protected CAP (CRAP) Choose and Choose	
	The 'Skype Browser Helper' add-on fr	rom 'Skype Technologies SA' is	OK Cancel	×

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".



hen connecting:	
Verify the server's identity by validating the certific	ate
Connect to these servers (examples:srv1;srv2;.*)	,srv3com):
Trusted Root Certification Authorities:	
AAA Certificate Services	^
AC Raíz Certicámara S.A.	
AC RAIZ DNIE	
AC RAIZ FNMT-RCM	
AC1 RAIZ MTIN	
ACEDICOM Root	
ACNLB	~
<	>
Notifications before connecting:	
Tell user if the server's identity can't be verified	. w.
ect Authentication Method:	
ecured password (EAP-MSCHAP v2) V	Configure
Enable Fast Reconnect	
Enforce Network Access Protection	
	TLV
Disconnect if server does not present cryptobinding	



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

Connection S	ecurity			
Security type	WPA-	Enterprise	~	1
Encryption ty	pe: AES		¥	1
Remembe		s for this connection	Settings on each	
	r my credentials		Contraction Provide	
Remembe	r my credentials igged on		Contraction Provide	
Remembe time I'm lo	r my credentials igged on		Contraction Provide	

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:

Students	Staff:
Username: Students/Student No.	
Password:	Username: DS\Staff No.
Password allocated on registration	Password: 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

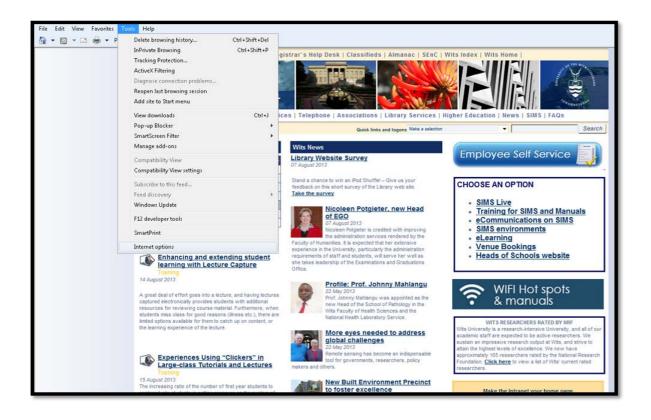
illustrated in the figure below. Go to your "Network" icon 🖆 and click on it. It should list all the available wireless networks. Choose Wits-Wifi and connect to it as illustrated in the screen below. Please make sure that the "Connect Automatically" is checked.



Networks Connections _{Network}	Connected 『규
Wi-Fi	
Wits-Wifi	att
🗸 Connect autom	atically
	Connect
Wits-Wifi-Guest	Sal
Wits-Wifi-Mobile	Sal
SLLS Staff	att
HP45272F	*
projector	20

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.

<u>Step 13: Internet Explorer Or Google Chrome Users:</u> 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)

Automatic co	nfiguration nfiguration may over al settings, disable au				4	Type HTTP:	Proxy address to use		Port 80
Automati	ally detect settings					Secure:	proxyss.wits.ac.za	:	80
🕅 Use autor	matic configuration so	ript				ETP:	proxyss.wits.ac.za	:	80
Address						Sogks:		:	
Address:	VPN connections). proxyss.wits.ac.	Por <u>t</u> : 8	80	Advanged	Exception	Do <u>D</u> ot us	e proxy server for addresses beg	inning with	•
Вураз	s proxy server for lo	cal addresse	s			*.wits.ad	za;146.141.*;localhost		
			ok	Cancel		Use semic	olons (;) to separate entries.		
			or 3				OK		Ca

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



(Options		DOUCTS GET INVOLVED
moz	General Tabs Content Applications Privacy Securit	Advanced	
CI	General Network Update Encryption		
Ch	Connection Configure how Firefox connects to the Internet	Settings	
Keeping	Offline Storage	Linearcontention	a smoothly.
	Use up to 50 8 MB of space for the cache	Slear Now	
	I fell me when a website asks to store data for offline use The following websites have stored data for offline use:	fgceptions	
		T	
Plugi			
Tugi		Bemove-	
 Step 1: Clic Step 2: Cor 			
Determine	OK Can		
Potentia	OK. Can	el Help	dis Act

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 1st 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"

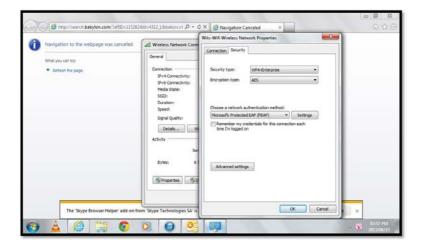
-) ↑	 All Control Panel Item 	ns Network and Sharing Cer 	nter	~ 0	Search Control Panel		
Control Pane	Manually conne	ect to a wireless network					
Change adap							
Change adva settings	Enter information	for the wireless networ	k you want to	add			
	Network name:	Wits-Wifi					
	Security type:	WPA-Enterprise	~				
	Encryption type:	AES	~				
	Security Key:		Hid	de characters			
	Start this connection automatically						
	Connect even if the network is not broadcasting						
	Warning: If you	select this option, your compu	ter's privacy might	be at risk.			
See also				Next	Cancel		
HomeGroup							



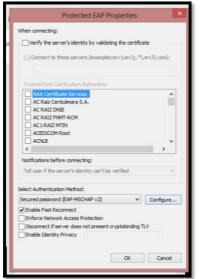
Then click on "change connection settings" in the next screen that will appear as seen below:



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.

Advanced settin	gs 💌		Ac	anced settings	
2. 1X settings			802. 1X settings		
Specify authentication mode:		Connect			
User authentication	Save credentials		Specify authentical	ton mode:	
Delete credentials for all users			Wir	ndows Security	
Enable single sign on for this network			ve credentials		
Perform immediately before user lo					
Perform immediately after user log	and the second se		ing your credentials allows en you're not logged on (fo		
Maximum delay (seconds):	10 0	WT	en you re not logged on (ro	a example, to download t	phoses).
Allow additional dialogs to be display sign on	yed during single				
This network uses separate virtual	Lable for machine				
and user authentication			User name		
			poor marrie		
			M		
			Password		
				OK	Cancel
	OK Cancel			UN	Cance
	on oarde				
a 1		Fig	2		
g1		i ig.	2		



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

Successfully added Wits-V	Vifi	
 Change connection Open the connection pri Open the connection pri 	s settings speries so that I can change the settings.	

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	Staff:
Username: Students/Student No.	
Password:	Username: DS\Staff No.
Password allocated on registration	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

File Edit View Favorites	ools Help		
<u>}</u> • <u>©</u> • <u></u> • • •	Delete browsing history Ctrl+Shift+Del InPrivate Browsing Ctrl+Shift+D Tracking Protection ActiveX Filtering Diagnose connection problems Reopen last browsing session Add site to Start menu	istrar's Help Desk Classifieds Almanac SEnC	Wits Index Wits Home
	View downloads Ctrl+J c Pop-up Blocker > SmartScreen Filter > Manage add-ons	ces Telephone Associations Library Services F Quick links and logons Make a selecton Wits News	Search
	Compatibility View Compatibility View settings	Library Website Survey 07 August 2013	Employee Self Service
	Subscribe to this feed Feed discovery Windows Update F12 developer tools SmartPrint	Stand a chance to win an Pod Shuffel— Give us your feedback on this short survey of the Library web site. Take the survey. Notechan Potgleter, new Head Diffection Comparison of the Shuffel of the Shuffel Of Aggiest Shuff of the doministration services redeed by the	CHOOSE AN OPTION SIMS Live Training for SIMS and Manuals eCommunications on SIMS SIMS environments
	Internet options	Faculty of Humanities. It is expected that her extensive experience in the University, particularly the administration	eLearning Venue Bookings
	A great deal of flort goes into a locture, and having loctures approved a students with a locture, and having loctures captured electronically provides students with additional resources for reviewing occurse material, Furthermore, when students miss class for good reasons (liness etc.), there are imited options available for them to cach up on content, or the learning experience of the locture.	regorements of staff and shudents, will serve her weit as she takes leadership of the Examinations and Graduations frice.	Heads of Schools website WIFI Hot spots WIFI Hot spots WIFI Hot spots WITS RESEARCHERS RATED BY INF Was University is a research-intensive University, and all of our scademic shift are expected to be active researchers. We statism the highest levels of excelence. We now have sporvainted! 195 researchers rated by the Instrumated Research
	Experiences Using "Clickers" in Large-class Tutorials and Lectures Training	tool for governments, researchers, policy makers and others.	approximately 165 researchers rated by the National Research Foundation. <u>Click here</u> to view a list of Wits' current rated researchers.
	15 August 2013 The increasing ratio of the number of first year students to	New Built Environment Precinct to foster excellence	Make the Intranet your home page

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

ternet Options	? ×
General Security Privacy Content Connections	Programs Advanced
To set up an Internet connection, click Setup.	Setup
Dial-up and Virtual Private Network settings	
SMCLite	A <u>d</u> d
Storage Vodacom PrePay Vodafone Mobile Connect	Add VPN
	Remove
Choose Settings if you need to configure a proxy server for a connection.	Settings
Never dial a connection	
Dial whenever a network connection is not prese	ent
Always dial my default connection	
Current None	Set default
Local Area Network (LAN) settings	
LAN Settings do not apply to dial-up connections. Choose Settings above for dial-up settings.	LAN settings
ОК Са	incel Apply

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)

Automatic con	figuration			
	figuration may over settings, disable au			
Automatica	lly detect settings			
🔲 Use autom	atic configuration <u>s</u> ci	ript		
Address				
Proxy server				
☑ Use a pro <u>x</u> dial-up or V	y server for your LA 'PN connections).	N (These	e settings	will not apply to
Address:	proxyss.wits.ac.	Port:	80	Advanced
	proxy server for loc	al addre	sses	
Bypass	proxy server for loc			

UNIVERSITY OF THE WITWATERSRAND JOHANNESBURG

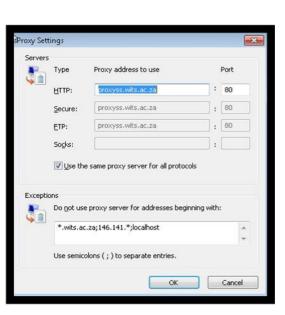


Fig. 6

Students	Staff:
Username: Students/Student No.	
Password:	Username: DS\Staff No.
Password allocated on registration	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.

😸 Mozilia — Plugin Check & Updates — m							
Eile Edit View Higtory Bookmarks (Ie			participation and a second s				
🔇 🐼 • C X 🗘 🛄	Web ≨earch	Ctrl+K	la.org/en-US/plugincheck/	\$P -			
🚈 Most Visited 🥮 Getting Started	Downloads Add-ons	Ctrl+J					
MSN UK - Outlook.com formerly H.	Add-ons Java Console		×				
	Java Console Skype Extension		MISSION ABOUT PRODUCTS GET INVOLVED	mo			
	Error Console	Ctrl+Shift+J					
	Page Info						
	Start Private Browsing						
	Clear Recent History	Ctrl+Shift+Del	bur Plugins 🛛 🛃				
	Options		DUL FIURINS 🛛 📟	A LANDARS OF			
	Plugin S	statu	S				
	Step 1: Click Update to update a plugin.						
	 Step 1: Click Update to update a plugin. Step 2: Complete all recommended updates before restarting your browser. 						
	u a a a a a a a a a a a a a a a a a a a						
	Potentially vu	Inerabl	e plugins				
	Plugin		Status Act	tion			
	Shockwar	ve Flash		2			

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

Fig. 5



	Phugin Check & Update × +		ODUCTS GET INVOLVED
moz	General Tabs Content Applications Privacy Security	Advanced	
CL	General Network Update Encryption		
Ch	Connection Configure how Firefox connects to the Internet	Settings	
Keeping	Offline Storage	[address []	5 smoothly.
incepang.	Use up to 50 MB of space for the cache	Clear Now	sinootny.
	② Iell me when a website asks to store data for offline use The following websites have stored data for offline use	Egceptions	
Dlugi			
Flug		Bernove	
 Step 1: Clic Step 2: Cor 			
		-	
Potentia	OK Cance	el <u>H</u> elp	us Actio

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. *

Mozilia Plugin Check & Updates mozilia.org - Mozil	la Firefox	and the second se			
Die Edit Yoss Higtory Beckmarks Look Help					
🕙 🔸 C X 🏠 (Messalesses	https://www.mozilla	a.org/en-US/plugincheck/			
🚈 Most Visited 🥮 Getting Started 🗻 Latest Headline	5				
KIN UK - Outlook.com formerly H × Mozilla -	– Plugin Check & Update	× +			
(Opt Connection Settings			-×	CODUCTS GET INVOLVED
mo	No proxy				
Cin	HTTP Progyt	proxyad.wits.ac.za	Port	80 0	Systema & L
Keeping		😨 Uge this proxy server for al	I protocols		d smoothly.
, 0.	SSL Provy:	provyad.wits.ac.za	Port	80	
	ETP Proxy:	proxyad.wits.ac.za	Port	80(2)	
	<u>G</u> opher Proxy:	provyad.wits.ac.za	Port:	80 🗄	
	SO_XS Host	provjad.wits.ac.za	Ports	80 2	
DI		○ SOCKS v4 ⊕ SOCKS v5			
Plugi	No Proxy for:	localhost,127.0.0.1,".wits.ac.za			
• Step 1: Clic	C Automatic com	Example: .mozilla.org, .net.nz, ny configuration URL:	192.168.1.0/24		
Step 1: Cite Step 2: Cot		y coniguration one.	10	Reload	
				(Broad)	
Potentia		ОК	Cancel	Help	
Plugin			00/68		Action
	1 K 1 K 2				1000
	ckwave Flash wave Flash 11.3 r300				vulnerable G

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:

Students	Staff:
Username: Students/Student No.	
Password:	Username: DS\Staff No.
Password allocated on registration	Password: Email Password



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**.

0.00	UNIVERSITY OF THE WITWATERSRAND JOHANNESBURG	
		The Wi-Fi network "Wits-Wifi" requires WPA2 enterprise credentials.
		Username: DS\Staff Number Password: •••••• Show password ✓ Remember this network
	•	Cancel

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

	The Wi-Fi network "Wits-Wifi" requires WPA2 enterprise credentials.
	Username: STUDENTS\student number Password •••••• Show password G Remember this network
?	Cancel

Click on **Continue**.

	Verify Ce	rtificate
\bigcirc	Authenticating to network	Wits-Wifi"
1		"DefaultSoap", you should examine the at it is appropriate for this network.
	To view the certificate, click 'Sh	ow Certificate'.
?	Show Certificate	Cancel Continue

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

\bigcirc	You are making changes to your Certificate Trust Settings. Type your password to allow this.
	Username: Admin account
	Password:
	Cancel 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**.

 O Show All 	Network	٩
Loca	tion: Automatic	\$
Wi-Fi Connected Connected Wi-Fi Connected Wi-Fi Connected	Status: Connected Wi-Fi is connected IP address 10.30.	Turn Wi-Fi Off d to Wits-Wifi and has the 144.116.
FireWire Not Connected	Network Name: Wits-Wifi	\$
● Wits Wireless No IP Address ● Bluetooth PAN No IP Address	If no known net	new networks s will be joined automatically. works are available, you will joining a new network.
● VPN (PPTP) ① Not Connected	802.1X: Default Authenticated via Connect Time: 00	Disconnect PEAP (MSCHAPv2) :00:51
+ - &-	☑ Show Wi-Fi status in menu bar	Advanced ?
Click the lock to prevent fi	urther changes. Assist me	Revert Apply



Click on the **Proxies** tab.

0		Network		
▷ Show All				٩
📚 Wi-Fi				
¥	Fi TCP/IP DNS W	INS 802.1X	Proxies	Hardware
		Status Course	\square	Turner Minute Call
	Preferred Networks:			
	Network Name	Securit	ty	
	WirelessG	None		
	Telkom	None		1.20
	SAA_internet	None		ries.
	newscafe	None		a second provide
	+ - Drag networks into	o the order you pre	efer.	
	Remember networks t	his computer h	as ioined	
	Require administrator au		as joineu	
	Create computer-to		works	
	Change networks	-computer netv	VOIKS	
	Turn Wi-Fi on or off			
	Wi-Fi Address: c8:bc:c8:	ce:81:df		
	2 (Sec. 19)			
0				Cancel OK

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 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.

Wi-Fi TCP/IP DNS	WINS 802.1X Proxies H	ardware
Select a protocol to configure:	Web Proxy Server	
Auto Proxy Discovery	proxyss.wits.ac.za	: 80
Automatic Proxy Configuration	Proxy server requires pas	sword
Secure Web Proxy (HTTPS)	Username: students\295	5949
FTP Proxy	Password:	
SOCKS Proxy Streaming Proxy (RTSP)	Tussiloid.	
Gopher Proxy (KISF)		
Exclude simple hostnames		
Bypass proxy settings for these He	osts & Domains:	
(*.wits.ac.za, 146.141.*)		



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.

Wi-Fi Wi-Fi TCP/IP DNS V Select a protocol to configure:	VINS 802.1X	Proxies Hardware	
 Auto Proxy Discovery Automatic Proxy Configuration Web Proxy (HTTP) Secure Web Proxy (HTTPS) FTP Proxy SOCKS Proxy Streaming Proxy (RTSP) Gopher Proxy 		c.za : r requires password students\295949	80
 Exclude simple hostnames Bypass proxy settings for these Hosts *.wits.ac.za, 146.141.* 	& Domains:	nami sa Mile Miliaken Tena milaka	
√ Use P	assive FTP Mode	(PASV)	

Click on Apply.

	Network	:	Q Search
	Location: Wits	<mark></mark>	
Wi-Fi Connected Ethernet Not Connected	Status:	Connected Wi-Fi is connected to Wit IP address 10.30.9.63.	Turn Wi-Fi Off ts-Wifi and has the
Bluetooth PAN Not Connected	Network Name:	Wits-Wifi Ask to join new net Known networks will be no known networks are	joined automatically. If
	802.1X:	to manually select a net Default Authenticated via PEAP (Connect Time: 00:00:40	Disconnect
+ - &-	Show Wi-Fi status	in menu bar	Advanced ?
		Assist me	Revert Apply



Close the last window.

		Network		Q Search
	Location:	Wits	•	1
• Wi-Fi Connected	(î:	Status:	Connected Wi-Fi is connected to Wit	Turn Wi-Fi Off s-Wifi and has the
Ethernet Not Connected	<>		IP address 10.30.9.63.	
 Bluetooth PAN Not Connected 	8	Network Name:	Wits-Wifi Ask to join new nett Known networks will be j no known networks are a to manually select a netw	joined automatically. If available, you will have
		802.1X:	Default Authenticated via PEAP (I Connect Time: 00:04:07	Disconnect MSCHAPv2)
+ - &-		Show Wi-Fi status	in menu bar	Advanced ?
			Assist me	Revert Apply

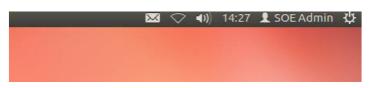
This concludes the configuration for Wireless on a Mac.

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"

80 1	Wireless Network Auth	nentication Required		
-	Authentication re	quired by wireless netw	ork	
((+-	Passwords or encrypti Wifi'.	ion keys are required to acces	s the wireless netw	vork 'Wits-
	Wireless security:	WPA & WPA2 Enterprise		
	Authentication:	Tunneled TLS	-	
	Anonymous identity:			
	CA certificate:	(None)		
	Inner authentication:	MSCHAPv2	*	
	Username:			
	Password:			
		 Ask for this password eve Show password 	rytime	
			Cancel	Connect

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

Wireless Network Auti	Number Download	((1.		quired by wireless netw	
10.000.002.007	quired by wireless network		Wifi'.	ion keys are required to acces	s the wireless network w
Passwords or encrypt Wifi'.	no kour ana required to access the wireless network 'Wits-		Wireless security:	WPA & WPA2 Enterprise	•
	LEAP		Authentication:	Protected EAP (PEAP)	~
Wireless security:	FAST		Anonymous identity:		
Authentication:	Tunneled TLS		CA certificate:	(None)	- I 🔛
Anonymous identity:	Protected EAP (PEAN)		PEAP version:	Automatic	*
CA certificate:	(None)		Inner authentication:	urguna.a	
Inner authentication:	MSCHAPv2 *		Inner auchencicación:	MSCHAPv2	
Username:			Username:	ds\00000000	N
Password:			Password:		
	Ask for this password every time			Ask for this password even	ery time
	Show password			Show password	

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

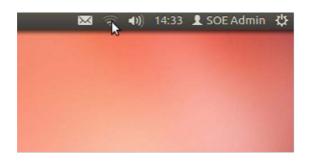
3"°	the work	5
MINIS	ď.	Cara and
1	S	
10,	AANESSU"	4

()	Authentication re	Authentication required by wireless network				
•	Passwords or encrypt Wiff'.	ion keys are required to acces	s the wireless	network 'Wits-		
	Wireless security:	WPA & WPA2 Enterprise	*			
	Authentication:	Protected EAP (PEAP)	•			
	Anonymous identity:					
	CA certificate:	(None)				
	PEAP version:	Automatic	-			
	Inner authentication:	MSCHAPv2	•			
	Username:	ds\0000000				
	Password:					
80		Ask for this password eve Show password	Cance			
	NetworkManager A	pptec				
	No Certificate	Authority certificate	chosen			
0	Not using a Certific	Authority certificate cate Authority (CA) certifica reless networks. Would you te?	ate can resul			
0	Not using a Certific insecure, rogue win Authority certifical	ate Authority (CA) certifica eless networks. Would you te?	ate can resul			
0	Not using a Certific insecure, rogue wir	ate Authority (CA) certifica eless networks. Would you te?	ate can resul			

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.

Ň	No Certificate Authority certificate chosen
	Not using a Certificate Authority (CA) certificate can result in connections to insecure, rogue wireless networks. Would you like to choose a Certificate Authority certificate?
	🗹 Don't warn me again

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







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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 <u>https://www.wits.ac.za/mywits/wifi-hotspots/</u> 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

<u>N.B.</u>

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.



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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

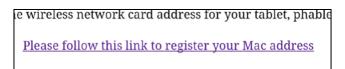
27 [.] [] [] [] [] [] [] [] [] [] [] [] [] []	77% 14:10
< 😽 Wi-Fi	ON
Wits-Wifi-Mobile Connected	(ir.
Wits-Wifi Secured with 802.1x	
eduroam Secured with 802.1x	
Wits-Wifi-Guest	(îr.
projector	<u>(</u> ب
SLLS Staff Secured with WPA/WPA2	() ()
VodafoneMobileWiFi-049AE9	÷
9 +	:
-> ŵ □	T

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 screen shown below will appear.



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

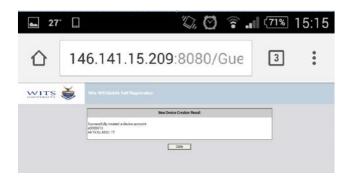
2 7 [.]		10 C) 🗟 📶 🕬 15:12
Wits \	Nifi	Mobile Self Registration	
			Register New Device
		* User Name:	1111111a
		*Password:	•••••
		* MAC Address:	1a:1a:1a:1a:1a:1a
			Submit Reset

- 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



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 user 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.

UNIVERSITY OF THE WITW JOHANNESBURG		١D
		fservice.wits.ac.za 8080/GuestManager/provisioner/
	AITS 美	Ignition Gueat Manager
		Wits Will Mobile Self Registration

Once logged in, to add a new device go to New.

	i ts ac za 8080/GuestManager/provisioner/main.jsp	
wits 🛎 🗹		Legent (
Excend All Colleges All		-
B Detelors	You have successfully signed in as 1111111a. Member of Provisioning Group(s): $\label{eq:constraint} \begin{split} & \psi(\alpha_s, \mathcal{P}(\omega_s, \mathcal{G}(\mu))) \end{split}$	

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

Ind All College All	Common Associated Provisioning Group: * Group Rembership: * Group Rembership: Bit Address Sciencisciscisciscisciscisciscisciscisciscisc	



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

🗲 🗉 C 👘 🗋 mobileselfservi	e.wits.ac.za:8080/GuestManager/provisioner/main.jsp	
MITS 👹 🖌	Ignition Guest Manager Provisioner: 1111111a	Logout (a)
Expand All Collapse All	Successful Device Creation	
Contraction of the second seco	Device "Sci5ci5ci5ci5ci5ci was created with the following information: MAC Address: Sci5ci5ci5ci5ci5ci5ci5ci Name: Type: Comments: Samung Galaxy S4 Record Enabled: Vis Group Membership: Wits_Proy_Grp	

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 user 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.

MITS 🍝		
	Wits Wifi Mobile Self Registration	
	User Name IIIIIIIa Passeord Login	



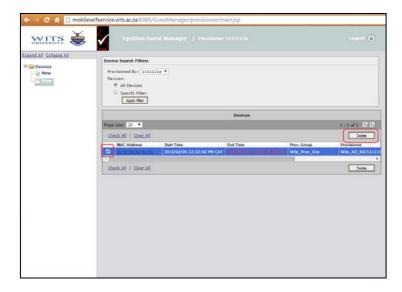
Once logged into the **Ignition Guest Manager**, go to **View**.

Intendia da Calabera Al	Create Device Commo Associated Service "Commo Service Commo Device Service Common Service Common Service Record Enabled: Yes Date:	

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

WITS 🗳	Ignition Gues				Legent (B)
end All Collapse All	Device Search Filters				
New	Provisioned By: 1111111 Devices: All Devices Specify Filter: Apply Rer				
			Devices		
	Page size: 20. 7				1-1 of 1 🗗 🕅
	Check All Chat All	17785-1855	AN CATLOR	175-1000 TK	Delear
	MAC Address SciSciSciSciSciSc	Start Time 2015/02/05 12:22:50 PM CAT	End Time 2015/02/05 12:22:50 PM CAT	Prov. Group Wits_Prov_Grp	Provisioner Wits_AD_SS/1111
	Check All Clear All				Delete

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

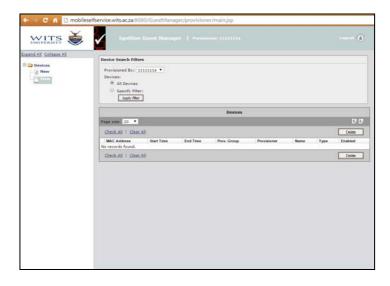




At the next window, confirm the action by clicking on **OK**.

The page at mobileselfservice.wits.ac.za:8080 says: ×
Are you sure you want to delete the selected device(s)?
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

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.

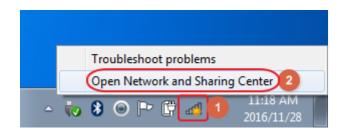
HOW TO CONNECT TO eduroam[®] SERVICE ON CAMPUS

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
- <u>NB. Only publicly accessible Wits resources</u> 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.



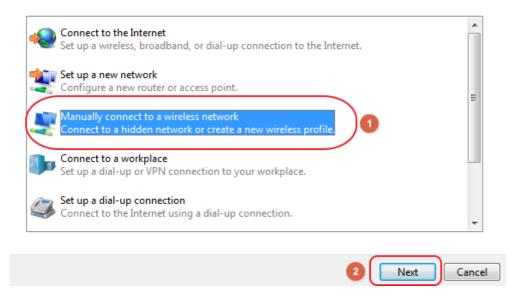
From the Change your network settings section, click on Set up a new connection or network.

Change your	networking	settings -
-------------	------------	------------

*	Set up a new connection or network Set up a wireless, broadband, dial-up, ad hoc, or VPN connection; or set up a router or access point.
	Connect to a network
-	Connect or reconnect to a wireless, wired, dial-up, or VPN network connection.
.	Choose homegroup and sharing options
	Access files and printers located on other network computers, or change sharing settings.
	Troubleshoot problems
	Diagnose and repair network problems, or get troubleshooting information.

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.

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🚱 😰 Manually connect to a wireless network	
Enter information for the wireless network you want to add	
Network name: eduroam	
Security type: 1 WPA2-Enterprise	
Encryption type:	
Security Key:	
Start this connection automatically	
Connect even if the network is not broadcasting	
Warning: If you select this option, your computer's privacy might be at risk.	
	kt Cancel

Click on Change connection settings.

G 😰 Manually connect to a wireless network	
Successfully added eduroam	
 Change connection settings Open the connection properties so that I can change the settings. 	

Go to the Security tab.

eduroam Wireless Netw	vork Properties
Connection Security	
Name:	eduroam
SSID:	eduroam
Network type:	Access point
Network availability:	All users
Connect automati	cally when this network is in range
Connect to a more	e preferred network if available
Connect even if t	ne network is not broadcasting its name (SSID)
Enable WLAN con	nection settings
Configure	

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



eduroam Wireless I	Network Properties
Connection Secu	ity
Security type: Encryption type:	WPA2-Enterprise AES
Microsoft: Prote	k authentication method: cted EAP (PEAP) Credentials for this connection each ed on
Advanced set	tings

OK

Cancel

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

Protected EAP Properties
When connecting:
Connect to these servers:
Trusted Root Certification Authorities:
AddTrust External CA Root
Baltimore CyberTrust Root
Class 3 Public Primary Certification Authority
DigiCert Assured ID Root CA
DigiCert Global Root CA
DigiCert High Assurance EV Root CA
eduroam.wits.ac.za
Do not prompt user to authorize new servers or trusted certification authorities.
Do not prompt user to authorize new servers or trusted
Do not prompt user to authorize new servers or trusted certification authorities.

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



	23
EAP MSCHAPv2 Properties	
When connecting:	
Automatically use my Windows logon name and password (and domain if any).	
2 OK Cancel	E
DigiCert Global Root CA	
DigiCert High Assurance EV Root CA	
eduroam.wits.ac.za	-
< III	•
Do not prompt user to authorize new servers or truster	
certification authorities.	
Select Authentication Method:	
Certification authorities. Select Authentication Method:	Configure
Certification authorities. Select Authentication Method:	
Certification authorities. Select Authentication Method: Secured password (EAP-MSCHAP v2)	
Certification authorities. Select Authentication Method: Secured password (EAP-MSCHAP v2)	
Certification authorities. Select Authentication Method: Secured password (EAP-MSCHAP v2) Control Endormal Control	
	3

Click on Advanced settings.

eduroam Wireless Netwo	ork Properties	×
Connection Security		
Security type:	WPA2-Enterprise	
Encryption type:	AES	
Choose a network aut	hentication method:	
Microsoft: Protected I	EAP (PEAP) Settings	
Remember my creative I'm logged on	lentials for this connection each	
Advanced settings		
	OK Can	icel



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

Advanced settings
802.1X settings 802.11 settings
Specify authentication mode:
User authentication Save credentials
Delete credentials for all users
Enable single sign on for this network
Perform immediately before user logon
Perform immediately after user logon
Maximum delay (seconds): 10
✓ Allow additional dialogs to be displayed during single sign on
This network uses separate virtual LANs for machine and user authentication
OK Cancel

Click on Ok and then on Close.

	eduroam Wireless Network Properties	
🕞 👰 Manually co	Connection Security	
Successfully	Security type: WPA2-Enterprise Encryption type: AES	
→ Chan Open t	Choose a network authentication method: Microsoft: Protected EAP (PEAP)	
	1 OK Cancel	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.



Windows Security
Network Authentication Please enter user credentials
1 Your eduroam user name
2 OK Cancel

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.

Currently connected to:	÷,	^
eduroam Internet access		
Wireless Network Connection	^	
eduroam 2 Connected	ull.	
Wits-Wifi	-11	
Wits-Wifi-Guest	3 1	
Wits-Wifi-Mobile	3 1	
projector	31	
WITS Mobile Display 2	ա	
TENET	ա	
HP4ECF47	2	Ŧ
Open Network and Sharing Cen	ter	
	2:07 PM	3

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

Visitors:e.g. username@yourdomainand enter your passwordWits Staff:Staff_number@wits.ac.zaand enter your passwordWits Students:Student number@students.wits.ac.zaand 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 for further information and details.



NB. Please adhere to copyright laws and refer to the Acceptable Use policy <u>http://www.wits.ac.za/access</u>



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



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)
- 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 <u>https://passwordregistration.wits.ac.za</u>.

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

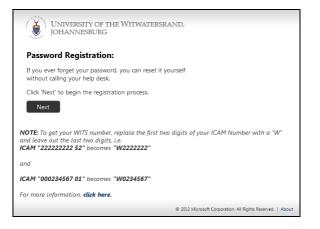
(If your machine is on the staff domain and you are logged into the domain with your

profile, then you will skip this step continue to the next step - Click on Ok.

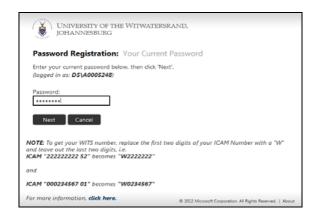




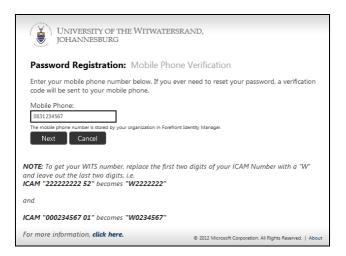
Click on Next.



Type in your email password and click on Next.

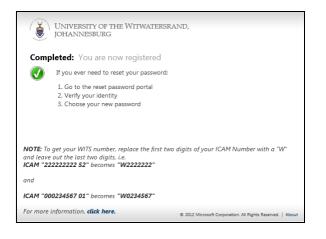


Enter your cell phone number and click on Next.



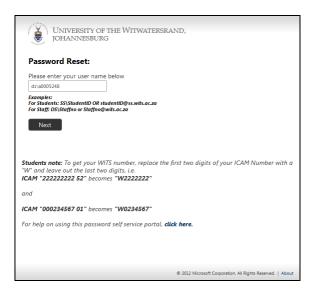
You are now registered for the Password Self-Service.



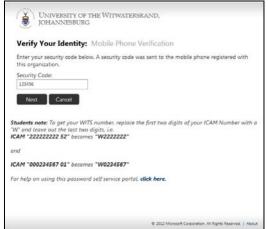


HOW TO RESET YOUR PASSWORD:

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



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.



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

JOHANNESBURG
UNIVERSITY OF THE WITWATERSRAND, JOHANNESBURG
Password Reset: Choose Your New Password
(Resetting password for ds\a0005248)
Enter a new password:
Re-enter the password:
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 "222222222 52" becomes "W22222222"
and
ICAM "000234567 01" becomes "W0234567"
For help on using this password self service portal, click here.
© 2012 Microsoft Corporation. All Rights Reserved. About

You have now successfully reset your password.

UNIVERSITY OF THE WITWATERSRAND

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UNIVERSITY OF THE WITWATERSRAND, JOHANNESBURG
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 "222222222 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 MESSENGING - 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 <u>WITS ICT @lists.wits.ac.za</u> or to <u>WITS ICT</u> <u>@jupiter.wits.ac.za</u>

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 1st 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 (Global Address List) 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.

<u></u>		7.
Send	То Сс Всс	faiz
	DCC	
	Subject:	

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.

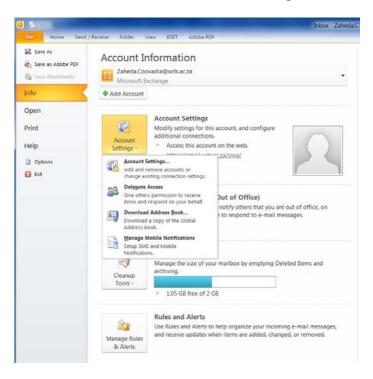
SECTION C3.3 - SETTING UP A SHARED MAILBOX

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.

Account Settings
E-mail Accounts You can add or remove an account. You can select an account and change its settings.
E-mail Data Files RSS Feeds SharePoint Usts Internet Calendars Published Calendars Address Books
🛜 New 🛠 Bepuir 🚰 Charage 🚱 Set as Dafaalt 🗙 Remove 🔹 🖷
Name Type
Denil Microsoft Exchange (send from this account by default)
Selected account delivers new messages to the following location:
Change Eoider JamilMoya@wils.ac.za \Inbox in data file C: \Users\a0012528\AppData\Local\Microsoft\OJtlook\Jamil Moya.ost
<u>(</u> lose



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

ings.			
Change Account			
Server Settings Enter the information req	uired to connect to Microsoft Exchange or a compatibl	e acrvice.	×
account provider.	account if you don't know the server name, ask you Clymene.ds.wits.ac.za ③ Use Cached Exchance Mode	,]	
Type the user name for your a	ccount		
User Name:	Jamil, Muya @wils.ac.za	Check Name	
			More Settings
		<u>k B</u> ack	Next > Gancel

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

Minner of Funkaning	
Microsoft Exchange	
General Advanced Security Connection	
Mailboxes	
Open these additional mailboxes:	
A <u>d</u> d	
<u>R</u> emove	
Cached Exchange Mode Settings	
Use Cached Exchange Mode	
Download shared folders	
Mailbox Mode	
Outlook is running in Unicode mode against Microsoft Exchange.	
Outlook Data File Settings	
OK Cancel Ap	ply

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

Add Mailbox		
<u>A</u> dd mailbox:		
	ОК	Cancel

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

Change Account		×
	Congratulations! You have successfully entered all the information required to setup your account. To does the wizard, dick Frich.	
	< Dack Finish	



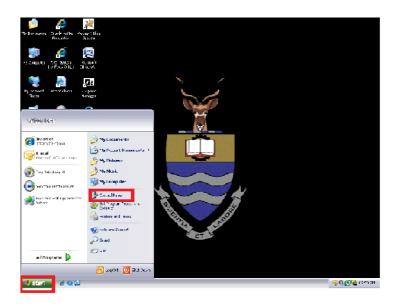
SECTION C3.4 - ADD A SHARED MAILBOX ON A SEPARATE OUTLOOK PROFILE

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 <u>ithelp@wits.ac.za</u> You will be guided through the relevant procedure.

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

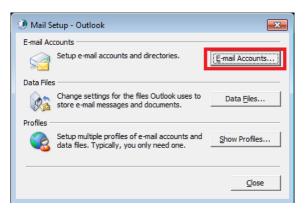


Under the Control Panel double click on Mail.

In the second second second				and a data second	_
djust your computer's setting	15			View by: Small icons +	
Action Center	C Administrative Tools	AutoPlay	Backup and Restore		
Color Management	Configuration Manager	R Credential Manager	al Date and Time		
Default Programs	😅 Desidop Gadgets	J Device Manager	wig Devices and Printers		
Display	G East of Access Center	Flash Player (32-bit)	E Folder Options		
Fonts	Getting Started	NomeGroup	HP 3D DriveGuard		
HP Power Assistant	WP ProtectTools Security Manager	SHP Quick Launch Buttons	⁶ ^{gl} HP Wintess Assistant		
IDT Audio Control Panel	4- Indexing Options	Intel® PROSet/Wireless Tools	Californiet Options		
Awa CIZ-biti	← Kejboard	Stocation and Other Sensors	(Mail		
Moute	Network and Sharing Center	IN Notification Area loons	NVIDIA Control Panel		
NVID64 ril/iew Desktop Manager	Performance Information and Tools	Personalization	A Phone and Modern		
Power Options	E Programs and Teatures	QuickTime (32-bit)	Recovery		
Region and Language	S RemoteApp and Desktop Connections	@ Sound	Ø Speech Recognition		
Sync Center	🚔 System	Taskbar and Start Menu	Troubleshooting		
& User Accounts	Windows CardSpace	M Windows Defender	📽 Windows Firewall		
Windows Mobility Center	a Wiedows Update				



Click on the Show Profiles button.



Click on **Add**.

🕐 Mail 📃
General
The following profiles are set up on this computer:
Outlook
Add Remove Properties Copy
When starting Mcrosoft Outbok, use this profile:
Prompt for a profile to be used
Always use this profile
Outlook
OK Cancel Apply

Type the Name of the departmental mailbox under Profile Name.

New Profile	×
Create New Profile	ОК
Profile <u>N</u> ame:	Cancel

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

Add New Account Auto Account Set Connect to othe		le l
C F-mail Account		
⊻cur Name	Jamil Moya	
	Example: Eller Avcats	
E- rait Address:	Jaml. Moya@wits. at. za	
ि Te <u>x</u> t Messaging		
 Manually config 	ure server settings or additional server types	
		< Back Next > Cancel

Select Microsoft Exchange or compatible service.

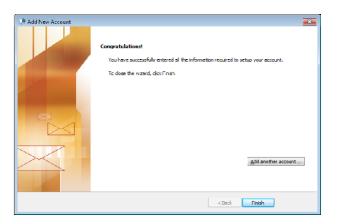


Add New Account	
Choose Service	×
 Internet E-mail Connect to POP or 199P server to see of and receive e-mail messages. Herosoft Exchange or compatible servary Connect to kerbary or main received, connects, faxes and voice mail messages. Text Messaging (SMS) Connect to a mobile messaging service. 	
	Cancel

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.

Add New Account	×
Server SetLings	N/2
Type the server name for yo <u>yr account. If you don't know tha ser</u> ver name, ask your account provider. Server: V Use <u>Cached Exchange Moce</u>	
Type the user name for your account.	
User Name: CNS-doc-Imp(hvits.ac.za)	_
The seconds.	<u> </u>
< Back Vext > Cance	

Click on Finished.





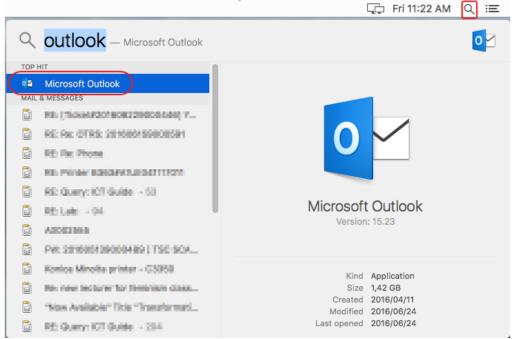
Before clicking on **OK** make sure that **Prompt for a profile to be used** option is selected otherwise you will not be able to choose which Outlook profile to open and Outlook will open the same default profile evertime.

UNIVERSITY OF THE WITWAT JOHANNESBURG	TERSRAND	
Ì	🕐 Mail	X
	General The following profiles are set up on this computer: Cutbok Temp Document	
	Add Remove Properties Copy When starting Microsoft Outlook, use this profile: Promot for a profile to be used Always use this profile Outbook ✓ 	
	OK Cancel Apply	

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.

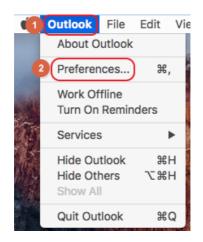
SECTION C3.5 - HOW TO ADD A SHARED/DEPARTMENTAL MAILBOX IN OUTLOOK 2016 ON AN APPLE MAC

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.

• • •		Outlook Pref	erences		
Show All					
Personal Settin	igs				
		٢		A	АВ
General	Accounts	Notifications & Sounds	Categories	Fonts	AutoCorrect
Email					
Ŕ	2	<u>_</u>	5		
Reading	Composing	Signatures	Rules	Junk	
Other					
	2=				
Calendar	Contacts	Security & Privacy			

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

• • •	Acce	punts
Show All		
Default Account Wits Contemporation	E	Wits Exchange/Office 365 Account
	Account description:	Wits
	Personal information	
	Full name:	More Jargen
	E-mail address:	@wits.ac.za
	Authentication	
	Method:	User Name and Password
	User name:	DS\
	Password:	
2 Exchange Outlook.com Other Email		
1 Directory Service		Advanced
+- *-		



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.

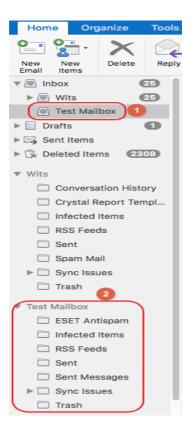
Enter your Exchange account information.					
E-mail address:	#dept-test-mailx@wits.ac.za				
Authentication					
Method:	User Name and Password				
User name:	DS\staff number				
Password:					
	Configure automatically				
	Cancel Add Account				

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.

	Acco	ounts	
3 how All			
Wits @wits.ac.za	E	Test Mailbox Exchange/Office 365 Account	
Test Mailbox @wits.ac.za	Account description:	Test Mailbox]
1	Personal information		
	Full name:	Magn (MS No.	
	E-mail address:	@wits.ac.za	
	Authentication		
	Method:	User Name and Password	
	User name:	DS\	
	Password:	•••••	
			Advanced
+~ - *			



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.

23 ja # © ™ + + + j = Unitied - Message (+ffML)	= 52
Fie Viescage insert Options Hornal left Review	a 👔
Image: Colors - Colors	
From * Juni Muya	
2eru	
Subject	
	- -
Regards	
Jami Moya	
Desctop Support Technician	
CIIS Service Deck	
University of the Witwetersread	
1 cl No.: 011 717 9751	
Dex No.: (06-05-0004 Emoil: jamil.maya («Wits ob.zo	
Er fan Jannandys @ wits allea	
CNS - Computer S Notrook Strices	
	*



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

월 📓 번 번 수 🍬 🖡	Untitled Message (HTML)	
Ball (a) -7 (c) -∞ - ∨ (Fil. Missage Insert Options		∩ ۲۹ ∩ @ ۵
	Parmission Lise Votino 📄 Sequestia React Pareirot Sale Soft Diday Direct	
Therea Show Fields	r Kirmons Tracking T Mere Options T	
Send Other Send Alexan		
Regards Jami Moya Desktor Support Lecturics		Ča A
CNS Service Desk University of the Witwatersrand Tel No.: 011 717 9764 Fax no.: 183-015-8891 Fineli.: jamilumiya@witwat.ca		
	Y OF THE WATENBARD	
		^

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.

Outlook [®] Web App
Security (show explanation) This is a public or shared computer This is a private computer
User name:
Password: 2 Sign in
Connected to Microsoft Exchange © 2010 Microsoft Corporation. All rights reserved.



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...

sign out	Colores and	
Open Other Mailbox	1	×
Select mailbox: 2 3 #dept-mailbox name 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.

Mail > Inbox 5 Items		
Favorites 🔂 Inbox (1)	New - Delete - Move - Filter - View - Search Entire Mailbox	۵.
Sent Items Control Deleted Items	Conversations by Date Ne	
Popt CH5 Int	taat onsail Numen longman] 🕅 3/8/2016
🔯 Drafts 🔁 Sent Items	testing from aff witz network to secret/w mail Warran longman	11/23/2015
Deleted Items ESET Antispam	Pica Testing Torrela Mahamia	11/19/2015
Junk E-Mail	A test Hanish Fastel	7/15/2014
🔍 Notes 🐻 RSS Feeds	Beoglie puppy for sale Philip Crunje	6/23/2014

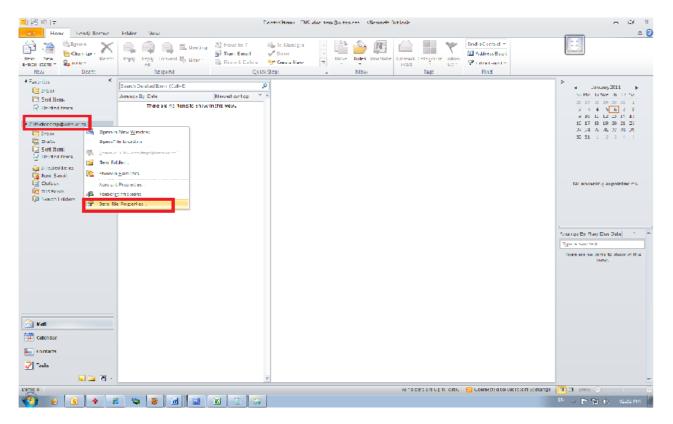
Once you are done viewing the shared mailbox, to view your personal mailbox again, you can either sign out and sign back in, or while you are still signed in, follow step 2 above again, but this time type in your name and surname (instead of the shared mailbox).

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 of 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**.

lefault Ivaaj Singh	None Owner
	Owner
amil Moya	Owner
nonymous	None
Add	Remove Properties
ermissions	
ernigsion Level: None	-
Read	<u>W</u> rite
None	Create items
Full Details	Create subfolders
	Edit own
	🔜 Edit al
Delete įtems	Other
None	Eolder owner
20 Own	Folder contact
All	Folder visible



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**.

Add Users			×
Search: Name only	Moge columns	A <u>d</u> dress Book	
	Ga	Global Address List - CNS-doc-tmp@wits.ac.zz ▼	Adyanced Find
Name	Title	Business Phone	Location
AlimitsStaff #Arch/Non Otbas.Semino #Centre-Gradeentre #Centre-Health_Policy #Contre-Health_Policy #Comtre-Health_Policy #Comm-Accountency St #Comm-Accountency St #Comm-Accountency St #Comm-CLSA #Comm-CLSA #Comm-CLSA #Comm-CLSA #Comm-CLSA #Comm-CLSA #Comm-FAHS-TBE #COMA-TBFAHS-TBH #	Comm udents sm -Wor Board creacy moe		
<			4
Ad-+-		CK	Cancel

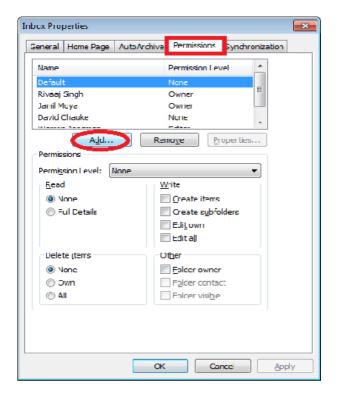
Under **Permission Level** select the type of rights you would like to assign, usually **Reviewer** rights are sufficient for the user to access the mailbox, once selected Click on **OK**.

Name		Perm	scion Level	
Default		Nore		
Rivaaj Singh		Owne		
Jamil Moya		Owne		
Anonymous		None		
Add		Remove	Propertes	
		Remote	E operces	
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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.

🖸 📑 🤊 (=			Ou	tlook Today - Microsoft (Juticok	
File Home	Send / Receive	Folder View				
	Clean Up - Delete	Reply Reply Forward By More -	De Grange Tran F-mail & Done Reply & Delete Streete Nev Duick Steps	W Wove Rule	Read	ategonze Hollow Up + Follow Up + Filter E-mail + Find
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() () () ()	Mark All as Read Clean Up <u>Folder</u> Delete All Show in Favorites Froperties			I		





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

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)



UNIVERSITY OF THE WITWATERSRAND JOHANNESBURG

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 1st Floor, West Wing, Senate House Building, East Campus E-mail: <u>ITHelp@wits.ac.za</u> Or call Tel: 011 717 1717

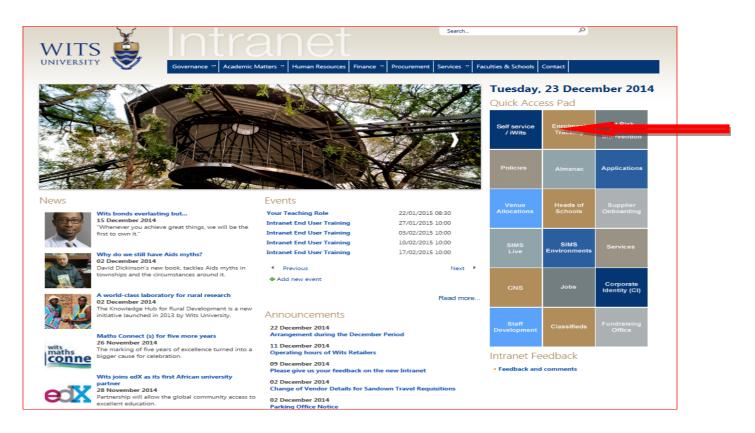


SECTION C4.1 - CHANGING YOUR OFFICE TELEPHONE NUMBER AND UPDATING INFORMATION ON i-WITS

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

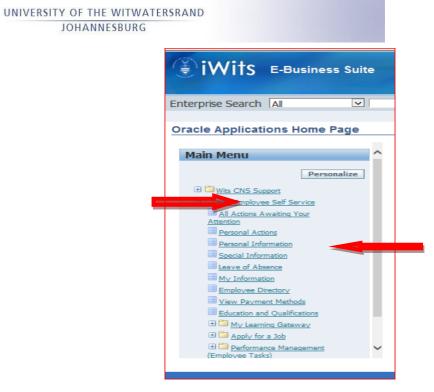


Then....<u>https://iwits.wits.ac.za/OA_HTML/RF.jsp?function_id=32749&resp_id=-1&resp_appl_id=-1&security_group_id=0&lang_code=US&oas=5nZkN5I-98HvudLYrbdY0A..¶ms=lqRJg7rHlsO.EaUx6T.byg</u>

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

	Welcome to the Wirt University Network By continuing to log on to this computer and us acknowledge that you will finalizing yourself and abide by the ICT Acceptable Use Policy Department or on the Instance under the Registrars Help Deak	ing the Wits computing infrastructure, you y. The policy is available from Human Resources
1	"Staff Number (example: A0001234	
	(example: 4u99v23) Login Cancel Login Assistance	
~	Accessibility Nme V Select a Language: English	
		Cick here for HR message

Click on Wits Employee Self Service, then Personal Information,



Click update in the relevant boxes

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Wits Employee Self Service	🖗 Navgator 💌 🛤 Favonia 🕶 Home Logout Preferences Help
Personal Information	
Employee Name Organization Email Address Use these pages to vew, modify, or enter personal information.	Employee Number Business Group
Basic Details	
Fid Name Martal Status Date of Brth ID Number Encyclyce Number Organization Email Address	
Phone Numbers	
Home Secondary	(Updam.)
Main Address	
Address Line 1 * Address Line 2 Address Line 3 Town / CRy Postal Code Province Type	(union)
Other Address	
Address Line 1 Address Line 2 Address Line 3 Town / City Postal Code Province Type	

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

		🛱 Nargate 👻 💐 Farentes 👻	Home Logout Preferences Help
hone Numbers: Enter and Ma	ntain		
ype Number tome (*) text of Kin (*) Nork (*)	Employee Name Organization Email Address Delete	Employee Number Bushess Group	Cancel Rover For Later Re
Add Another Row		ut Preferences Help	Cancel Save For Later R



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 logon to the i-WITS Oracle Production web site as above, then ...

Wits Employee Self Service	🔒 Navgatar 💌 💀 Favoritars 🕶 Home: Logout Preferences Help
Personal Information	
Employee Name Organization Email Address Use these pages to view, modify, or enter personal information.	Employee Number Business Group
Basic Details	
Ful Name Martal Status Date of Brth ID Number Employee Number Organzation Email Address Income Tax Number i 0585085845	
Phone Numbers	
Home Secondary Next Of Kn Work	Update
Main Address	
Address Line 1 * Address Line 2 Address Line 3 Town / CZy Poslal Code Province Type	Unior
Other Address	
Address Line 1 Address Line 2 Address Line 3 Town / CBy Postal Code Province Type	(Splan)

Click on Update on the Basic Details

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

IWITS Wits Employee Self Service	📅 Navigator 🔻 🎍 Favories 🔻	Home Logout Preferences Help
Basic Details: Choose Option		
Employee Name (Organization Emal Address ; Select the type of change you want to make. @Correct or complete the current details. OEnter new information because of a real change to the current details (e.g. because of a change in marital status)	Employee Number Business Group	Cancel Hert
Home Logout Preferences Help Privacy Statement		Copyright (c) 2006, Oracle. All rights reserved.



Now enter the field Preferred Name in the Area Name

iWits Employee Self Service	Contractory of the local division of the loc			🖞 Norgaler 🔻 📓 Facentia 🕈	Home Logout Preferences Help
Basic Details : Correct Information				1 Navgator V 🖬 Pavoraas V	Home Logour Preserences Help
Employee Name Organization Email Address				Employee Number Business Group	Cancel Save For Later Back Negt
* Indicates required field					
Name					
Effective Da T First Nam Middle Nam • ' Lant Nam Previous Last Nam Income Tax Numb	ne	ju ju			
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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

INIVERSITY	Governance = Academic Matters = Human Resources Finance = Procument Services 12 Fac	utties & Schools Contact
	Intranet + Services + Computer & IT support + CNS + New Website Request form	
CNS Home	New Website Request Form	
Pages	WERSTE DETAILS:	
About Us	What type of website are you applying for, an internal (intranet) site, or an external (internet) site?	D stowner (2_)
Contact Us		Internet (btp://www.wita.ac.ta/)
FAQ	Department or Pacuity and School / If your org. is not part of Wits, specify its full name: :	
Forms	Please supply the title or name of the website (e.g. WITS Library Website)	
Policies	Please specify what the purpose of the site is and provide details of what type of content the site will	
Procedures	consist of	
Software Downloads	Person resonable for maintenance of the Website	
Student LABS	Person responsible for maintenance of the Website Staff / Studient No -	
Student Services		
Video Conference	Title, first name and surname	
Libraries	Telephone (work & himse)	
Department Documents	Telephone (pel)	
Shared Documents	E-mail address	
Recent	Name & number of an alternate contact if you are not available :	
Email Distribution Group Request Access Rights	Can your contact details be given to users?	0
Finance -(ERP) Query		
Logging Form	Destaration: I have read the above notes and the University Acceptable Use Policy for the use of computer facilities, and	agree to abide by the rules contained therein.
Site Contents		
	HOD AUTHORESTION A copy of this application will be sent to your HOD for approval. The request will only be processed on receipt of a confirmation ernal from the HOD.	
	1400 Neve	
	1400 email address	

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:

<u>#Dept-WITS ICT -ITQuote@wits.ac.za</u> or <u>#Dept-WITS ICT -ITOrder@wits.ac.za</u> 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 <u>http://www.stp.ac.za/</u> 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-ofwarranty

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

WITS Computing Services For Staff and Students

Version 7.0.0 2015

WITS ICT Service Desk, 1st Floor, West Wing, Senate House Building, East Campus

Tel: 011 717 1717

E-mail: <u>ITStudentHelp@wits.ac.za</u>

CNS – Making IT easy, Get IT Savvy! Use this guide



Take the Eek out of Geek! Do it yourself!

