



ICS Guide for New UKZN Staff

About ICS

The Division works closely with the user community in providing an array of services to support and leverage the academic, student and administrative endeavors of the Institution. ICS provides dynamic, effective and innovative technology enabling UKZN to be the premier University of African scholarship.

Visit the ICS webpage: [HTTP://ICS.UKZN.AC.ZA](http://ICS.UKZN.AC.ZA)

On arrival at UKZN, what should be at your desk?

As a new UKZN staff member your line manager will:

Provide a computer pre-loaded with the standard UKZN software.

Ensure that there is a network cable or wireless network access.

Ensure that you have a telephone and an extension number.

Ensure that you can connect to a printer.

What you need to do on your arrival at UKZN

Your manager will assist you with ensuring that HR processes your paper work and that you are issued with a LAN account and password.

The ICS Call Centre

The ICS Call Centre provides technological support for issues including hardware, software, networking, network accounts and printing. There are several ways to contact the service desk.

Office Hours: Monday – Friday 07:30 - 16h30



EDGEWOOD CAMPUS

HOWARD COLLEGE CAMPUS

NELSON R MANDELA SCHOOL OF MEDICINE

PIETERMARITZBURG CAMPUS

WESTVILLE CAMPUS

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Log a support call

1. **Phone:** You can call us by dialing x4000
2. **Email:** The Expert Desk can be contacted by e-mail at icssupport@ukzn.ac.za
3. **Web:** You can log a call online

<http://icsfaultlogging.ukzn.ac.za>

The username for this portal is your Staff Number and the Initial Password is welcome.



Walk-ins:

There is an ICS workshop on each of the main campuses to receive walk-ins for One-on-one support

Office Hours: Monday – Friday 08:00 - 16h30

Workshop location are as follows:

Edgewood

Main Tutorial Building
Room S309
2nd Floor
3rd wing

Howard College
Shepstone Level 5

Medical School

Main Building
Room 83
Ground Floor

PMB

Science Building
Ground Floor
Main Campus

Westville

L Block, situated behind Adams bookshop

LAN Accounts for UKZN Staff Members

Each UKZN employee is issued a LAN Username and password to log into the network. When you first login you will be prompted to change your password. The password length should be more than 8 characters, must have at least 1 uppercase letter and can consist of numerals and special characters. When you log onto any machine on campus you are automatically connected to your specific network resources, along with the resources of the local machine.

H: drive (Home directory)

The H: drive is your own personal network space allocated for the saving of UKZN data. You are requested to store all-important UKZN data on this drive. If you accidentally delete or overwrite a file you can request a restore from backup.



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S: drive

S: drive is a network drive. This drive is used for sharing documents within Colleges/Divisions. Your line manager or colleague that has access to the drive can request access on your behalf by sending an email to ICSupport@ukzn.ac.za. The email should specify the following:

- The rights to be granted e.g. read only; read and write.
- The username of the person you are requesting for.
- Their staff number.

NB: The files saved in this drive are only accessible on campus or via the UKZN SSL VPN.

V: drive

This drive is another network drive where the software repository is located. All ICS supported academic software can be accessed from here. Some of the software that can be accessed includes: Endnote, SPSS and SAS.

These drives are automatically mapped when you login and the network cable must be connected to the PC.

Password Self-Service

Besides changing your password at your computer, you can also change it at <https://passwordchange.ukzn.ac.za>

You can also use the MyUKZN app to reset your password. If you have forgotten your password, you need to present yourself with your staff card at any of our walk-in centres. If you are unable to do so, then you need to scan and email a copy of your staff card to icssupport@ukzn.ac.za.

Please note that we do not change passwords over the phone.

Logging on to your PC desktop/laptop

Press Ctrl-Alt del to login

After entering your password, you will be prompted to change your password

Email:

Microsoft Outlook is used as the standard email and calendaring system.

Synchronizing your e-mail via your mobile device

You can choose to synchronize your mail and calendar appointments to your mobile device, or read your mail directly via your device. Visit the ICS webpage (ics.ukzn.ac.za) for configuration information for mobile devices.

Outlook Web Applications

You can read your email from anywhere using the web interface provided you have internet access. Go to: <https://login.microsoftonline.com>



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Printing

Printing services are available. You will be setup to print to the Konica Minolta printer in your location. A request will need to be submitted to the Konica Minolta on campus team who will do the setup. Contact info: 031 569 6886, alternatively telephone contact details are available on your printer.

Software Repository/Self Service

You can download software from <https://Softwarerep.ukzn.ac.za> using your UKZN credentials when prompted to authenticate.

Audio Visual

All common lecture rooms are equipped with the latest AV technology. Most of the lecture venues have been installed with the Crestron control units.

All venues except Crestron venues would require a key for the safe which can be booked with ICS on each campus.

Audio Visual Training

Training is available on how to use the equipment in the venues. Please make an appointment by calling ext.: 4000.

Training Video

<http://ics.ukzn.ac.za/Homepage/AudioVisual.aspx>

Access to other systems

ITS

ITS is our integrated tertiary software which provides (administrative functions such as student management, resource allocation, finance, payroll).

SMS

SMS is a Student Management System (SMS). In order for you to access the system you need to be granted access. For a new application, you need to go to <https://smsnew.ukzn.ac.za> and click on **“Apply for SMS Account”** and follow the instructions and complete the Form. Once you have completed the form, both you and your HOD or HOS will provide the signatures and ensure that the HOD/HOS print his or her name and position in full as per the requirements.

Once the form has been signed and completed, please go to <http://icsfaultlogging.ukzn.ac.za> and upload the form. Once the form has been uploaded, then only will your account be activated. To log onto SMS, you will use your Lan Account Username and Password.

Irma

IRMA system is a Research Management system that is a repository for Academic Research output, includes all academic



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research output like Books, Publications, Articles, and Journals. This system documents and maintains these Research outputs. To login to Irma you will use your LAN login and password. On logging in for the 1st time and if you are prompted with following message “your credentials are incorrect or you do not have an Irma account”, then please contact Wilondja at the Research Office on ext. 7224.

Library

To access library electronic resources, go to <http://library.ukzn.ac.za>

In order to access the library website for journals, articles etc. , click on the link below. You will be prompted for your UKZN credentials.

http://library.ukzn.ac.za/Off_campus_access.aspx

Moodle

Moodle is an online learning platform, utilized by teachers as an interactive teaching, learning and testing tool. Moodle is provided freely as Open source software. Moodle is available from anywhere on any device as long as you have a network connection.

Teachers can put up notes, assignments and quizzes for students to access from anywhere in the world. Moodle can also mark assignments and tests for the teacher and

input these marks into each student’s gradebook. These marks can be converted into the appropriate file and then be sent to the SMS system for inclusion as marks. The students can also in turn submit their assignments onto Moodle from anywhere.

To access Moodle, staff will go into their web browser (Chrome and Firefox are preferred browsers when utilizing this web application) and type <http://learn.ukzn.ac.za> , you will then need to use your LAN username and password to access Moodle.

Office 365

Office 365 is available for all current UKZN staff and students. Office 365 includes plans for use at home and for business. Office 365 plans for business include services such as Skype for Business web conferencing and Exchange Online hosted email for business, and additional online storage with OneDrive for Business.

Many Office 365 plans also include the desktop version of the latest Office applications, which users can install across multiple computers and devices. The fully installed applications include: Word, Excel, PowerPoint, OneNote, Outlook, Publisher, and Access. (Publisher and Access are available on PC only.) And you can install them across multiple devices, including PCs, Macs, Android tablets, Android phones, iPad, and iPhone. When you have an active Office 365 subscription that includes the desktop version of Office, you always have the most up-to-date version of the applications.



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Backup your data

The onus is on the User to ensure that you regularly backup all your data. You can store all UKZN data on the staff home drive which is denoted as the H: drive on your computer. Data can also be backed up to external devices such as an external hard drive and DVD's.

Skype for Business

Skype for Business is a unified communication platform that lets you interact in multiple ways with your colleagues and contacts. Within a single interface, you can speak to contacts via:

- instant messaging
- voice calls
- video calls
- conference calls (video, audio and web conferences)

You can also share and collaborate on documents or share your screen to give a presentation directly from your desktop or mobile device.

You can use Skype for Business to stay in touch with your contacts even when you are not in office or if your office phone or computer is down (for example, due to load-shedding).

SharePoint

SharePoint is a web-based program that allows groups to set up a centralized, password protected space for document sharing. Documents can be stored, downloaded and edited, then uploaded for continued sharing. It is used to facilitate

collaboration, provide content management features, implement business processes, and provide access to essential information. For more info or to request a demo contact the Expert Desk on x4000.

Video Conferencing

Video conferencing is an extremely useful set of communication technologies which allow two or more locations to communicate by simultaneous video and audio transmission.

On Campus we utilize the services of the Polycom system for all our video conferencing. There are quite a number of video conference venues that are available for use on each campus. These are mostly departmentally owned and the booking for and use of each of these venues is at the discretion of the department in which the system resides. Some units allow for simultaneous video conferencing and showing presentations in formats such as PowerPoint and some do not. Kindly refer to the beginner's guide for video conferencing (see the ICS website) for more information on the procedure to schedule a video conference on campus.

Hardware and Software purchases

Should you need to purchase hardware from your research code please contact the buying office for quotes. For all non-licensed software that is not managed by ICS please contact the buying office for a quote.



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Accessing your network files from off-campus (VPN Client)

Forticlient is used to access the network from off campus, this allows users to access files as spoken about above, H drive, S drive etc.

The software can be downloaded at <http://www.forticlient.com>.

The installation guide can be found under the Software Repository.

Wi-Fi spots on campus

There are Wi-Fi spots available throughout campus. To connect to the campus wireless you will need to login with your LAN username and password

Training

Training is provided by UKZN Extended Learning. For more information go to <https://ukznextendedlearning.com>.

Telephone Services

For a new telephone installation please call ext: 4000. After entering your staff number please choose option 2 and again option 2, you will be transferred to a Consultant who will assist.

If you require a display name to change – dial 9.

If you need your phone configured to dial external numbers you can apply for private and business pin, the form is accessible via <http://ics.ukzn.ac.za> , click on forms (all

forms) and look for “Telephone Application Form” at the bottom of page.

Performance Management System

A shortcut icon will appear on your desktop for this application.

iEnabler – system to apply for leave and other HR resources

Go to <http://www.ukzn.ac.za> , select staff portal, click leave application, click personnel, type your staff number and click request a pin. A pin will then be emailed to you.

Online Application for Parking Disc

Go to <http://www.ukzn.ac.za> , select staff portal, select “Parking Disk Application”, Enter your LAN login username and password, then select login and proceed.

UKZN Mobile APP (very useful App that can be used to reset your password.

Go to the App Store on your mobile phone and search for MyUKZN and download. You will be prompted to register using your LAN login credentials. You will then be prompted to enter a 4 digit pin to access the application in the future. After entering your 4 digit pin, a verification code will be sent via an SMS to the cellphone number that you supplied to Human Resources. You then need to enter that code in order to complete your registration.

Innerweb for UKZN policies link: <http://innerweb.ukzn.ac.za>



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