

## ICS Guide for New UKZN Students

### About ICS

#### **On arrival at UKZN, what should you do?**

##### *As a new UKZN student, you will:*

Automatically have access to the computer rooms or LANs on campus by the swiping of your student card.

#### **What you need to do on your arrival at UKZN**

You will need to go to RMS office to get your student card. You will then need to go into one of the computer LANs and log into a computer using your student number as your user name and the default password.

#### **The ICS Call Centre**

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

#### **Log a support call**

**Phone:** You can call us by dialing 031 260 4000

**Email:** The Expert Desk can be contacted by e-mail at [itstudenthelp@ukzn.ac.za](mailto:itstudenthelp@ukzn.ac.za)

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

#### **Walk-ins:**

There is a Student Walk In Centre on each of the main campuses to receive walk-ins for

#### **One-on-one support**

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



**Student Walk-n centre locations are as follows:**

**Edgewood**

Basement Lan  
Library building

**Howard College**

Shepstone Level 5

**Medical School**

Main Building  
2<sup>nd</sup> Floor within the Student LAN

**PMB**

Science Building  
Ground Floor  
Main Campus

**Westville**

L Block, situated behind Adams bookshop

**Password Self-Service**

Besides changing your password on a network joined computer on campus, you can also change your password using the

MyUKZN App, via email to ICS or telephonically.

**Logging on to a LAN Computer**

*Press Ctrl-Alt del to login.*

You can then enter your student number as your username and your newly created password to login.

After logging in, on the bottom right corner of the taskbar is a black dollar sign, when hovering your cursor over it you are able to see your balance in printing credits.

**Printing Credits**

Printing credits allow you to be able to make printouts after having made a deposit in the print credit kiosk.

**Email:**

Microsoft Outlook is the emailing system used at UKZN. All students and staff have access to their own mailbox. Your student email address is your student [number@stu.ukzn.ac.za](mailto:studentnumber@stu.ukzn.ac.za) and your login password is the same as your LAN password.

**Synchronizing your e-mail via your mobile device**

You can choose to synchronize your mail to your mobile device, or read your mail directly via your device. To do so, you can download the Microsoft Outlook Mobile app from the Google Play Store or the Apple AppStore using your mobile device. Or you



can visit the ICS Student Walk In Centre for further assistance.

### **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>

### **Telephone**

Our student labs have a telephone inside to allow you to call the helpdesk for assistance or make emergency calls to RMS, if the need arises.

### **Software Repository/Self Service**

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

### **Access to other systems**

#### **Student Central**

It is a Student Management System. In order for you to access the system you need to be granted access and to do that, you need to go to <https://sc.ukzn.ac.za/>

And enter your student number and the default pin if it is your first log in. This system gives you access to registering, viewing results, application to residence and checking your fees statement.

### **Library**

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

### **Learn@UKZN (also referred to as Moodle)**

Learn@UKZN is an online learning platform, utilized by teachers as an interactive teaching, learning and testing tool. Learn@UKZN 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. The students can also submit their assignments onto Moodle from anywhere.

To access Moodle students 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 is a collection of services that allows you to collaborate and share your schoolwork. It's available for free to students who are currently attending at UKZN. The service includes Office online (Word, PowerPoint, Excel, and OneNote,



etc.), 1TB OneDrive storage, and SharePoint sites. UKZN allows students to install the full Office applications on up to 5 PCs or Macs for free. Office 365 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. 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.

### **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.

### **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. For further assistance with regards to connecting your device to the wifi, feel free to visit the ICS Walk In Centre.

### **Library Access**

This is a server that can be used to access the library website off campus this includes journals, articles etc.

The library link is

[http://library.ukzn.ac.za/Off\\_campus\\_access.aspx](http://library.ukzn.ac.za/Off_campus_access.aspx)

Alternatively go into the library webpage via the link on the UKZN website.

Click library which is on the top left hand corner, once in, there is an off campus link right at the bottom of the webpage click this.

The ezproxy is located on this page, once you click on it you can access the necessary journals, articles etc. off campus that is after you have entered your UKZN login details.

### **Training**

Free computer literacy training sessions are provided to students by ICS at the beginning of the semester. These sessions teach students the basics they need to know about utilizing the computer facilities on campus. This is also an introduction to the applications and systems they may need to log onto for the duration of their studies with UKZN.

### **Student matters**

Each campus is located a student helpdesk to assist with walk in student queries. Telephonic support is also available by calling ext. 4000 and choosing the correct option. The student portal available on the UKZN website also provides pertinent information and assistance to students.



### **Online Application for Parking Disc**

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

### **UKZN Mobile APP**

Go to App Store on your mobile phone and search for MyUKZN and then 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, you will be smsed a verification code to the cellphone number that you supplied on Student Central upon registration. You then need to enter that code in order to complete your registration on the App. You are able to reset your forgotten LAN password, retrieve your Student Central password, view your timetable, log a query with ICS and access your results- as well as log an emergency call to RMS

### **Emergency numbers:**

<b>RMS EMERGENCY LINES</b>	
Edgewood	(031) 260 3493
Howard College	(031) 260 3777
Medical School	(031) 260 3777
Pietermaritzburg	(033) 260 5211
Westville	(031) 260 7133

