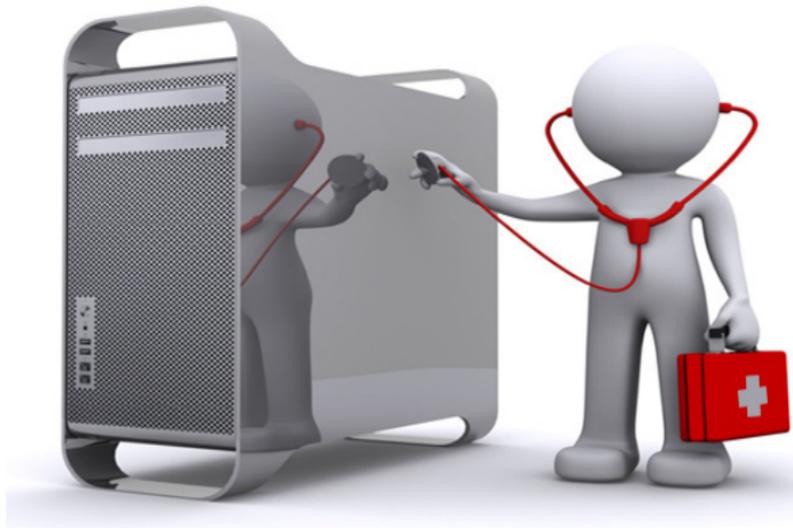


1.2.3

Do-it-yourself
SELF-HELP GUIDE



Visit our ITHOME page: <http://www.nwu.ac.za/ithome>

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Sign-in device

Local vs: online

Using Win 10

Online login: Please use your CAS credentials (NWU number).

Note: the MC4OES logo.

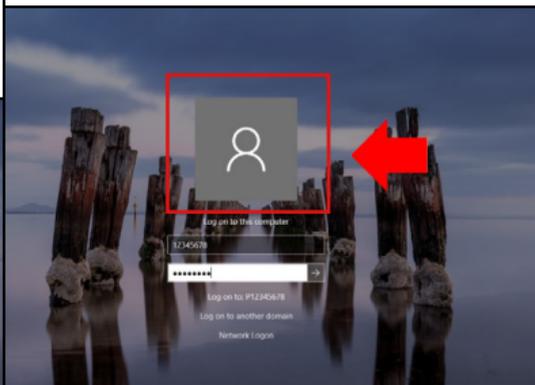
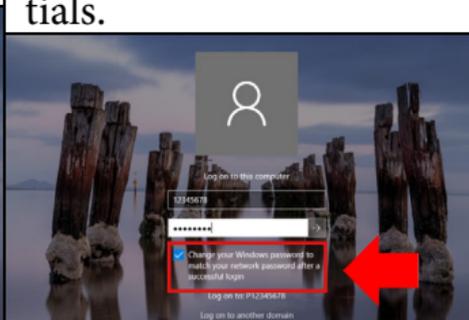
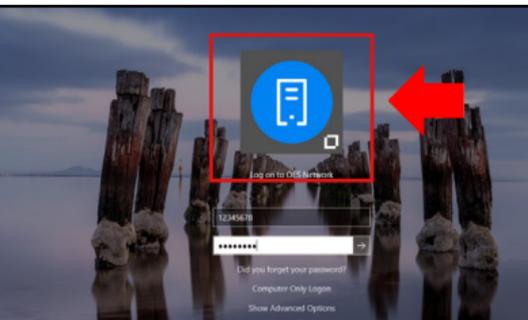
Your password will change once every 90 days. First log in online and type in your previous password.

Note: the change of icon and the tick box to sync for syncing your credentials.

Offline/Local sign-on:

To be used when the network is unavailable or you are off-campus.

Note: the change in icon.



Visit our ITHOME page: <http://www.nwu.ac.za/ithome>

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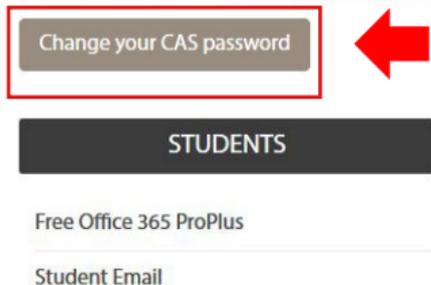
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Password Handling

- You may change your password via the IThome page (see picture below), or
- follow the link <https://password.nwu.ac.za>



Please ensure that all the fields are completed (see picture below).

The NWU network password policy has been changed. All new staff and students use the following format:

- idnr@Nwu or
- passportnumber@Nwu

Password Change / Wagwoord Verandering

Please read the section below for more information regarding the use of this website.
Sien asseblief die paragraaf onderaan vir meer inligting rakende die gebruik van hierdie webwerf.

NWU Number / NWU Nommer	<input type="text"/>
Old Password / Ou Wagwoord	<input type="text"/>
New Password / Nuwe Wagwoord	<input type="text"/>

Adhere to all the rules, or visit the link:

<https://password.nwu.ac.za>

TIP: password format **Abcdef@1** incrementing each time, e.g: **Abcdef@2**

Rules examples

- Your password will be the same in all systems.
- The last 3 passwords cannot be used again.
- The minimum length of the password is 8 characters.

Visit our ITHOME page: <http://www.nwu.ac.za/ithome>

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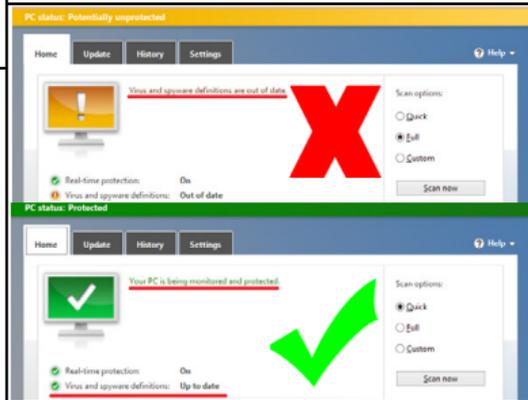
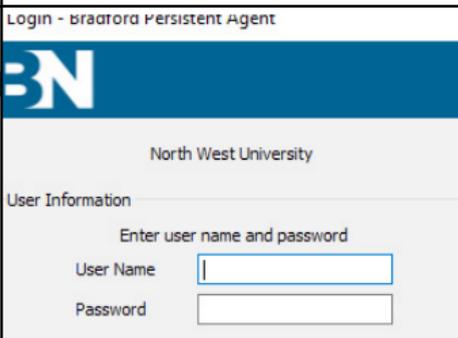
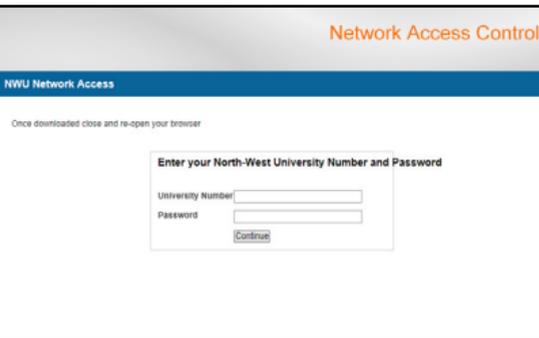
NAC

How to connect

Please open the browser and browse to any website (e.g. www.nwu.ac.za) and follow on-screen prompts.

Install required programs, restarting the browser session - after each step or installation. **TIP:** running programs as administrator is always helpful.

Updating necessary anti-malware program, by either clicking the program update button or running the file provided by the remediation process.



Visit our ITHOME page: <http://www.nwu.ac.za/ithome>

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Wifi

nwu-guest vs. NWUWIFI

nwu-guest is strictly for use by non-nwu users or visitors.

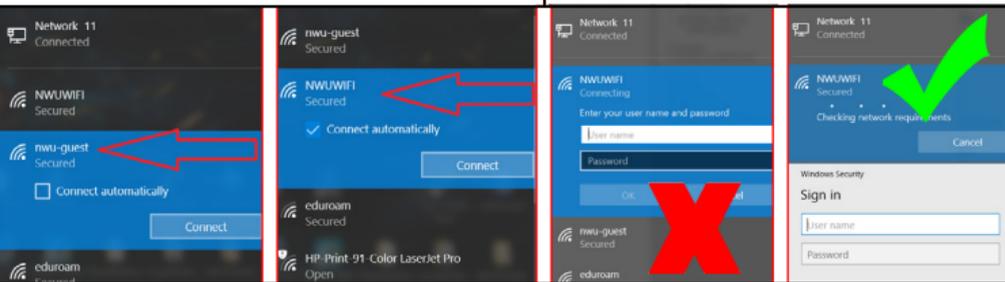
 This is an open network, which will increase the risk of malware exposure and infection rate.

Connect to NWU wifi using the auto setup file. Alternatively download form from <http://services.nwu.ac.za/it/sc/wifi>

TIP: simply re-run auto-config after CAS password change (every 90 days).

Available when using NWUWIFI:

- Groupwise
- Network print
- Internet
- Network/Shared drives
- VSS
- NWU Templates



Available when using nwu-guest:

- Internet
- Groupwise

Visit our ITHOME page: <http://www.nwu.ac.za/ithome>

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Service Catalogue

The service catalogue (SC) is a list of all the services we offer and available software. Visit our SC from our IT homepage. **TIP:** use ITHOME link below.

QUICK LINKS

[Service Catalogue](#) 

[IT Projects](#)

[Password Management](#)

All licenced software are available for download and installation on NWU property, e.g.: SPSS, SAS, and Statistica.



To see what is available for private use, please refer to individual software pages.

STAFF

Connect@NWU

[Software Downloads](#) 

Any users requiring authorisation for network use, credential management or access control, e.g:

- Student to staff changes
- International students
- Postgrad advanced users.

Workplace Technologies

Accounts & Passwords

[Guest Registrations \(ITP\)](#) 

[Password Management](#)

[Staff registration](#)

Visit our ITHOME page: <http://www.nwu.ac.za/ithome>

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Video

Conferencing

Adobe Connect can be used for this service:

<http://connect.nwu.ac.za>



Relies on flash player and regular browser updates.

TIP: Log an ITHelp at least 2 days in advance for on-site assistance.

ADOBE® CONNECT™

Username:

Password:

New-age Video Conferencing (VC) utilised by NWU can be used on mobile devices, laptops and video conferencing rooms.

TIP: To ensure ease of use, please test connection and equipment before meeting.

VidyoPortal:

Username:

Password:

Log in

eResearch

The eResearch Initiative (eRIIn) aligns research support units and researchers across all disciplines to embrace the power of the digital world. Visit us: <http://www.nwu.ac.za/eresearch>



Visit our ITHOME page: <http://www.nwu.ac.za/ithome>

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Telephony and Messaging

All requests need to be accompanied by a **completed** application form. Find form at: <http://services.nwu.ac.za/it/sc/telephony-service-class-pick-group>

Telephone instruments may be purchased and are analogue, digital or IP phones. IP and digital phones, have quick-dial and caller-ID functions.
TIP: Contact service desk for availability.

Bulk sms Amicell procedure

Requesting for the BULK-SMS service by following the procedure at: <http://services.nwu.ac.za/it-service-catalogue/bulk-sms>



Information on how to complete this form

Service

Change Service Class and Pickgroups
Instrument and Cables:

Analogue

Digital



Visit our ITHOME page: <http://www.nwu.ac.za/ithome>

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Email Handling

Default mailbox size is 1Gb.
Log in using CAS detail.
GW online servers:

- ngwnameserver.nwu.ac.za
- ngwnameserver2.nwu.ac.za
- Port : 1677

TIP: for mobile setup, contact IT Service desk.

User name (Required):	<input type="text" value="12345678"/>	
Password:	<input type="password"/>	
<input checked="" type="radio"/> Online	Address: <input type="text" value="ngwnameserver.nwu.ac.za"/>	Port: <input type="text" value="1677"/>
<input type="radio"/> Caching mailbox path:	<input type="text" value="C:\Users\Zak.P21181756\AppData\Local\No"/>	
<input type="radio"/> Remote mailbox path:	<input type="text"/>	

Archive handling: We advise users to create archive directories by year and keep only the most relevant archive on the P drive.

TIP: Do not create one huge archive; it will increase the risk of data loss and corruption.



Gmail handling: Each NWU staff member or student has access to a Gmail account. The format for staff is 12345678@nwu.ac.za. To use this service, sign into Gmail by using the credentials as shown.

Google

Sign in
with your Google Account

Email or phone

Visit our ITHOME page: <http://www.nwu.ac.za/ithome>

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Training

IT Training @ NWU

Navigate to <http://services.nwu.ac.za/ithome> Click the IT Training link, in the Staff section of the IT Home site.

STAFF

IT-Help

IT Training

IT Services and Software



Need more help?

Please log a ticket using IT-Help or contact your campus IT Service Desk.

Mafikeng Campus

Building A1, Room 131
(+27 18) 389 2370/1

Potchefstroom Campus

Building F20, Room 111
(+27 18) 299 2700

Vaal triangle Campus

Building 8, Room 120
(+27 16) 910 3321/4

Visit our ITHOME page: <http://www.nwu.ac.za/ithome>

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