1·2·3

Do-it-yourself
SELF-HELP GUIDE

NWU ®
NORTH-WEST UNIVERSITY
NOORDWES-UNIVERSITEIT
YUNIBESITI YA BOKONE-BOPHIRIMA

Visit our ITHOME page
http://services.nwu.ac.za/ithome
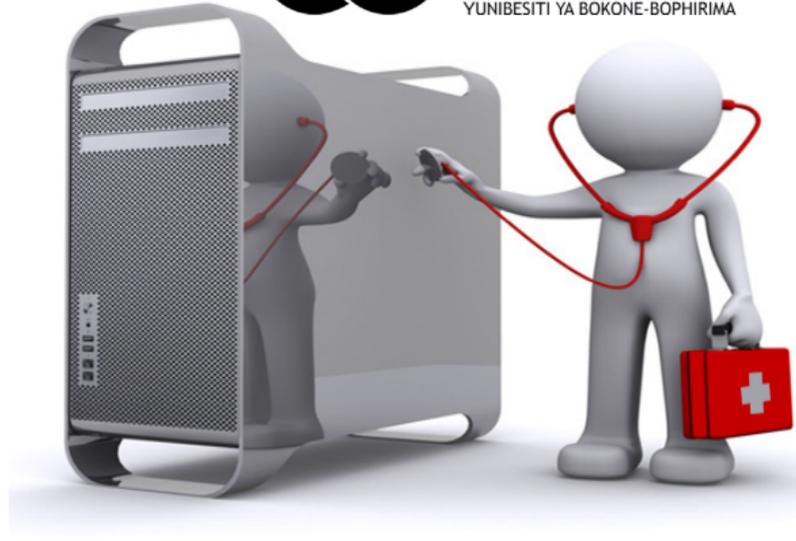
START HERE

LOOK STEP 1

TEST STEP 2

APPLY STEP 3

COMPUTER LOGIN	Login Method 2	TAKE NOTE

COMPUTER LOGIN
2 Options for Win 10

Login Method 1

Please use your NWU credentials, e.g. (NWU number and password).

⚠️ **NOTE:** THE MC40ES LOGO.
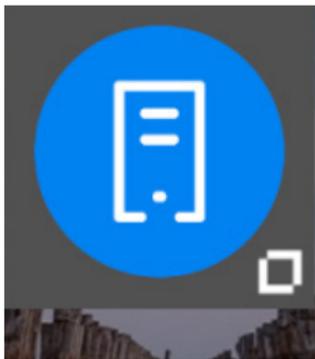
Login Method 2

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

⚠️ **NOTE:** THE CHANGE IN ICON.

Log on to this computer
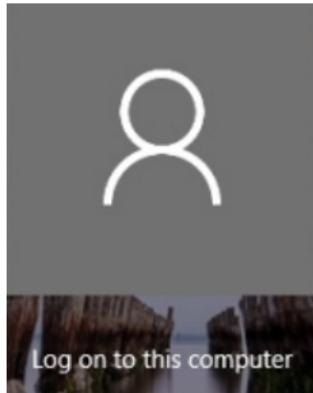
TAKE NOTE

Your password will change once every 90 days. First login online and then your old password will be asked to sync both online and offline passwords.

⚠️ **NOTE:** BOTH THE CHANGE OF ICON AND THE TICK BOX REQUESTING TO SYNC YOUR CREDENTIALS LOCALLY

Change your Windows password to match your network password after a successful login

Log on to: P12345678

Visit our ITHOME page: http://services.nwu.ac.za/ithome
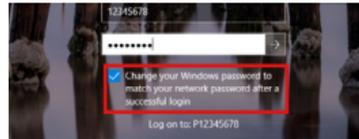
START HERE 👀 LOOK STEP 1 TEST STEP 2 APPLY STEP 3

NWU
Password

You may change your NWU password via the IThome page (see picture below)

IT Service Catalogue

➡️ **Change your NWU password**

💡 **TIP:** Please do not use GroupWise or Novell to change your password, only the online method of changing passwords is supported.

You have to adhere to all the rules, to view them please follow the link

https://password.nwu.ac.za

💡 password format: Abcdef@1

TIP: **USE OF PHRASES RECOMMENDED**

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	
Old Password / Ou Wagwoord	
New Password / Nuwe Wagwoord	
Confirm Password / Bevestig Wagwoord	

Verander / Change

Fill in your University Number and old password and then fill in your new password twice.
Vul jou Universiteitsnommer en ou wagwoord in. Vul dan jou nuwe wagwoord in en herhaal die wagwoord.

Password Rules

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:

🔒 *idnumber@Nwu or*
🔒 *passportnumber@Nwu*

🔒 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.

Full list available at:
https://password.nwu.ac.za

Visit our ITHOME page: http://services.nwu.ac.za/ithome

START HERE   **LOOK** STEP 1   **TEST** STEP 2   **APPLY** STEP 3

NAC
How to connect

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

Network Access Control

NWU Network Access

Once downloaded close and re-open your browser.

Enter your North-West University Number and Password

University Number [ ]

Password [ ]

[Continue]

Install required programs, restarting the browser session - after each step or installation.

TIP: RUNNING PROGRAMS AS ADMINISTRATOR IS HIGHLY RECOMMENDED.

Login - Bradford Persistant Agent

BN

North West University

User Information

Enter username and password

User Name [ ]

Password [ ]

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

Virus and Spyware definitions are out of date.

✓ Real-time protection: **On**
! Virus and Spyware definitions: **Out of date** ←

Update

Your pc is being monitored and protected.

✓ Real-time protection: **On**
✓ Virus and Spyware definitions: **Up to date** ←

WIFI
nwu-guest vs. NWUWIFI

nwu-guest is strictly for use by visitors without a NWU number.

TIP: NWU-GUEST IS A OPEN PUBLIC NETWORK WITH LIMITATIONS.
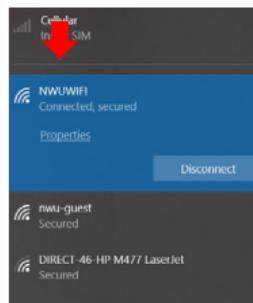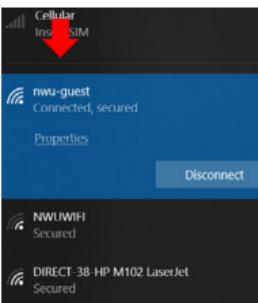
STEP 1
Select NWUWIFI

STEP 2
Enter NWU credentials

STEP 3
Select OK and then select CONNECT

STEP 4
Open browser and follow steps

Enter your user name and password

User name

Password

Available when using NWUWIFI

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

Available when using nwu-guest

- Limited Internet

Visit our ITHOME page: http://services.nwu.ac.za/ithome

START HERE

LOOK STEP 1

TEST STEP 2

APPLY STEP 3

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.

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

NOTE: TO SEE WHAT IS AVAILABLE FOR PRIVATE USE, PLEASE REFER TO INDIVIDUAL SOFTWARE PAGES.

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

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

DIY SERVICES

Guest Registration
- Register a guest
- How-To Guide

http://diyservices.nwu.ac.za/apps

QUICK LINKS

Service Catalogue ◀
IT Projects
Password Management

STAFF

Connect@NWU
Software Downloads ◀
Computer rooms at:

Visit our ITHOME page: http://services.nwu.ac.za/ithome

START HERE

LOOK STEP 1

TEST STEP 2

APPLY STEP 3

VIDEO Conferencing	**IMPORTANT**	**eRESEARCH**
1. VIDYO Vidyo works on mobile devices, laptops and video conferencing rooms. **https://nwu-vc.tenet.ac.za/** **2. ADOBE CONNECT** **http://connect.nwu.ac.za**	Log a ticket at least 2 days in advance for on-site assistance. Test connection and equipment timeously before meeting.	The eResearch Initiative aligns research enablers and researchers across all disciplines to embrace the power of the digital world. **Visit us:** **http://www.nwu.ac.za/ eresearch**
⚠️ **NOTE:** ADOBE CONNECT RELIES ON FLASH PLAYER AND OUTDATED BROWSERS.	Vidyo®	THE CARPENTRIES

Visit our ITHOME page: http://services.nwu.ac.za/ithome

START HERE   **LOOK** STEP 1   **TEST** STEP 2   **APPLY** STEP 3

TELEPHONY
and Messaging

All requests need to be accompanied by a completed application form.

Find the form at: **http://services.nwu.ac.za/it/sc/telephony-service-class-pick-group**

Service
Change Service Class and Pickgroups
Instrument and Cables:

Analogue ☐

Digital ☐

Telephone instruments may be purchased and are analogue, digital or IP phones. IP and digital phones, have quick-dial and caller-ID functions.

⚠️ **NOTE:** CONTACT SERVICE DESK FOR AVAILABILITY.

BULK SMS
Amicell procedure

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

EMAIL

Default mailbox size is 1Gb. Log in with NWU credentials. GroupWise online servers:

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

⚠ **NOTE:** FOR MOBILE SETUP, CONTACT IT SERVICE DESK.

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

💡 **TIP:** DO NOT CREATE ONE HUGE ARCHIVE; IT WILL INCREASE THE RISK OF DATA LOSS AND CORRUPTION.

Support Manager
Steps

- **I NEED SOMETHING:** requesting changes
- **SOMETHING IS NOT WORKING:** worked last time, now not anymore
- **I HAVE A QUESTION:** Information and How-To's

Micro Focus GroupWise Startup

User name (Required):	12345678
Password:	
● Online Address:	ngwnameserver.nwu.ac.za Port: 1677
○ Caching mailbox path:	C:\Users\Zak.P21181756\AppData\Local\Nov
○ Remote mailbox path:	

OK   Cancel

NWU®
NORTH-WEST UNIVERSITY
NOORDWES-UNIVERSITEIT
YUNIBESITI YA BOKONE BOPHIRIMA

Support Portal

Username

Password

Login

Visit our ITHOME page: http://services.nwu.ac.za/ithome

START HERE   LOOK STEP 1   TEST STEP 2   APPLY STEP 3

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

STAFF

IT-Help
IT-Training ←
IT Services and Software

Need more help?
Please log a ticket 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 18) 389 2013/6
(+27 18) 389 2164

Visit our ITHOME page: http://services.nwu.ac.za/ithome

START HERE
LOOK STEP 1
TEST STEP 2
APPLY STEP 3