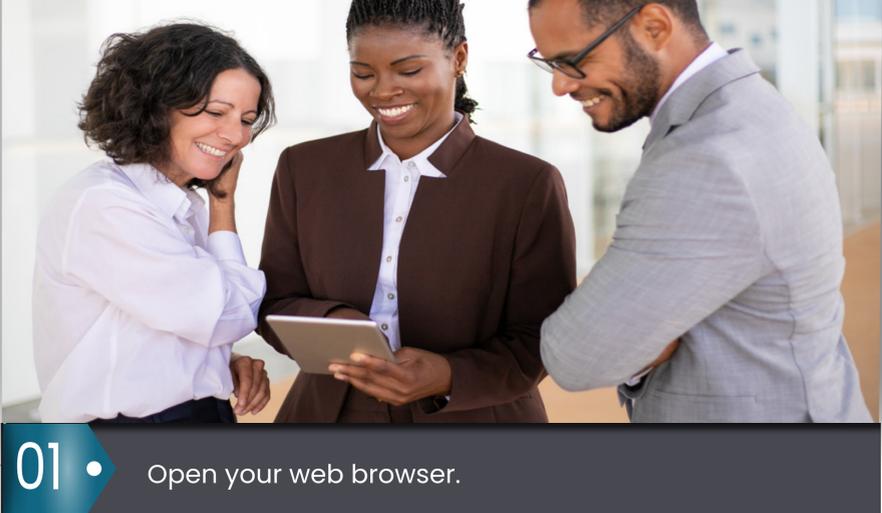




NEED A QUICK ANSWER?

VISIT OUR KNOWLEDGE BASE

Access our knowledge base and see how the searchable knowledge base articles may benefit you. This will deliver a self-service experience while making it easy for you to find answers and obtain help.



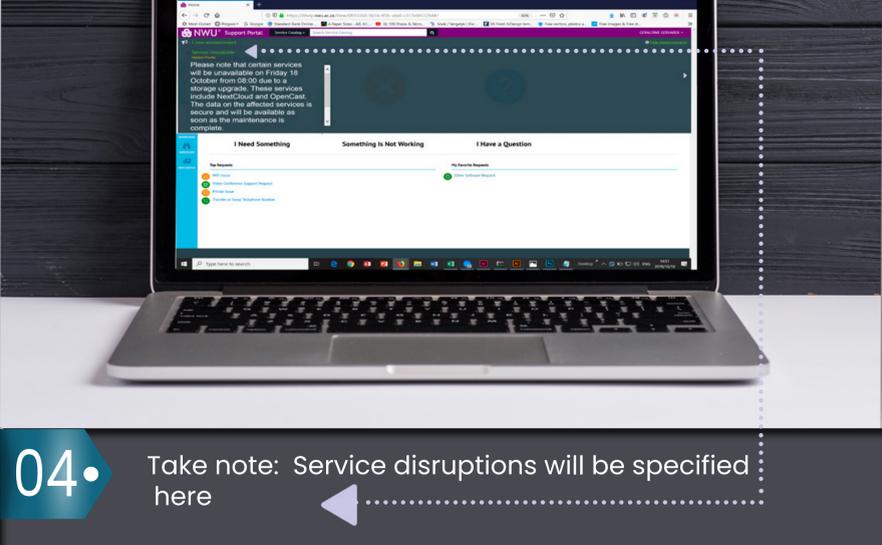
01 • Open your web browser.



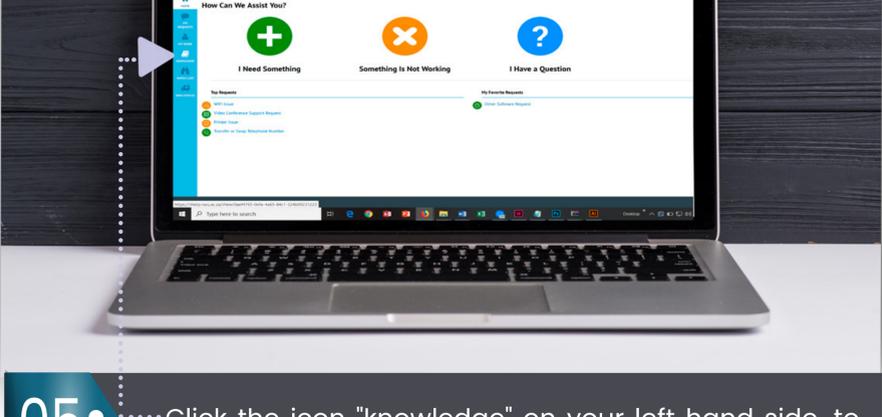
02 • Type the address <https://ithelp.nwu.ac.za/> or alternatively click the link to visit the Service Request Manager web page.



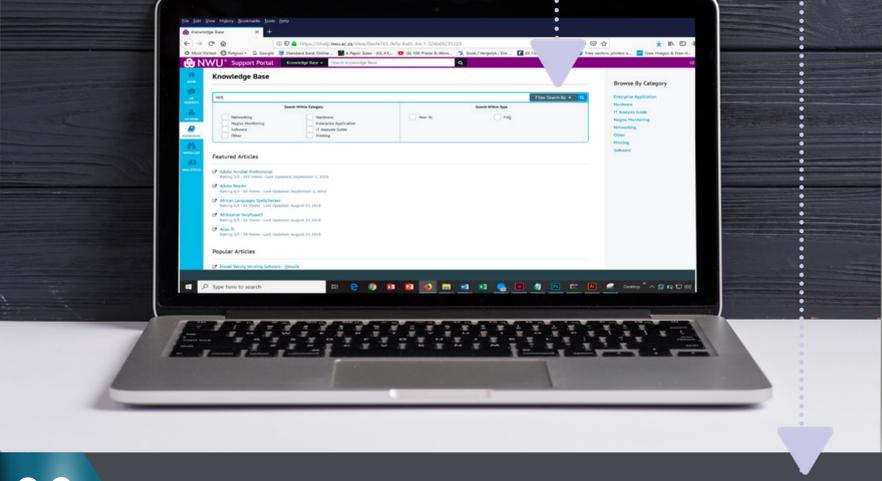
03 • Staff: Enter your NWU# and GroupWise password and click "Login."



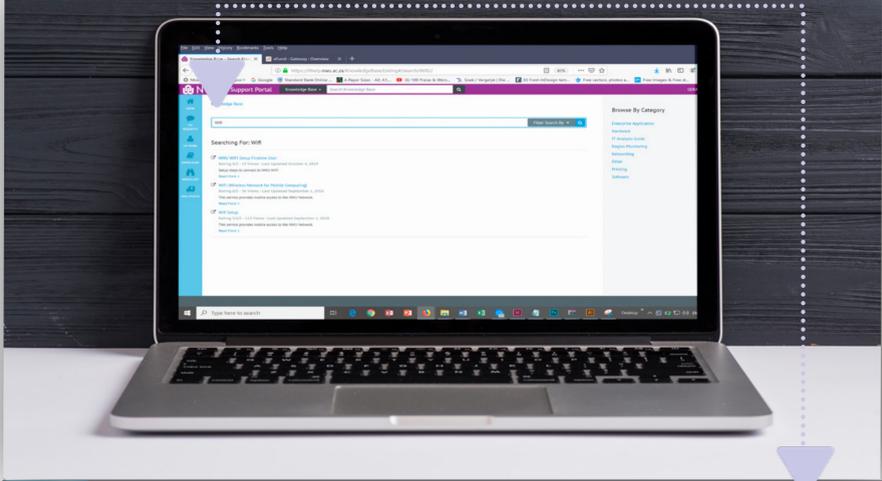
04 • Take note: Service disruptions will be specified here



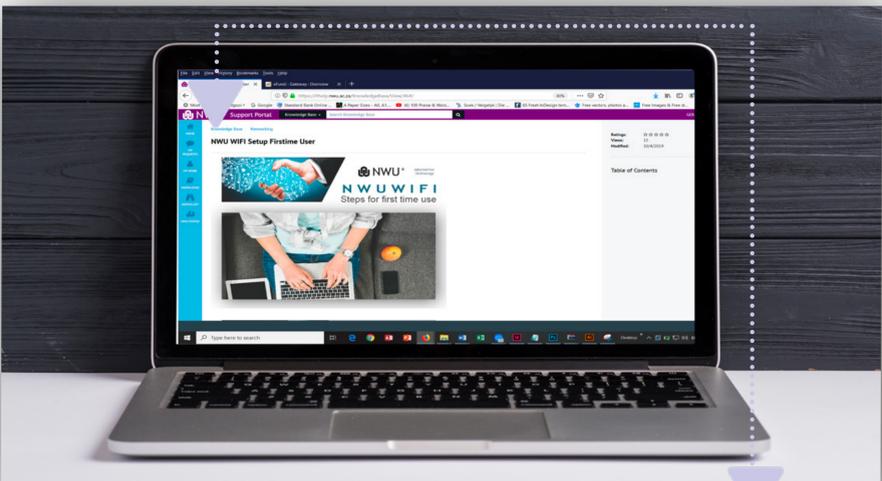
05 • Click the icon "knowledge" on your left hand side, to start your search session.



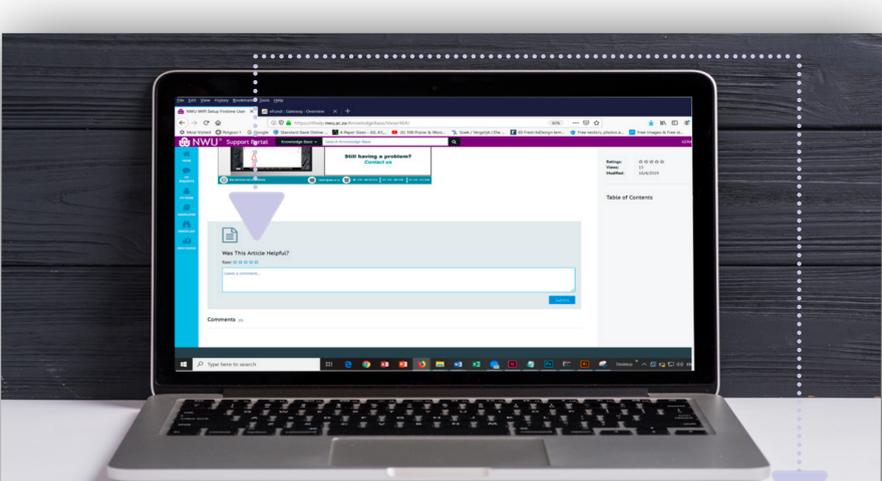
06 • You may in addition click *Filter Search By*, in order to fine tune your search criteria.



07 • Type your search topic in the search bar, as shown above. Click the best suited option as listed.



08 • The corresponding information will be displayed accordingly.



09 • You may also rate this information to let us know how helpful it was.