STUDENT IT SERVICES

Student or eFundi password
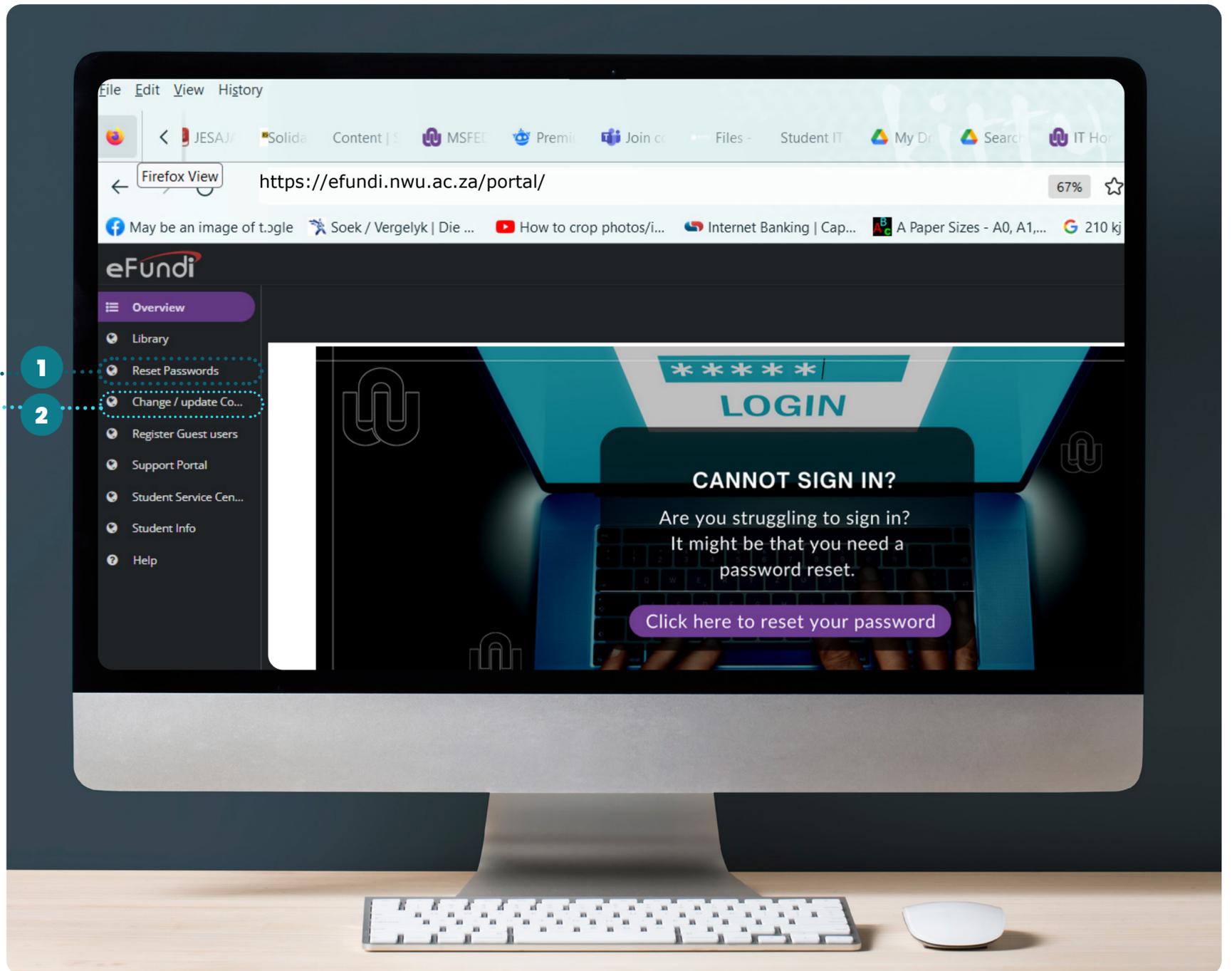
1 Please note that some problems occur due to your student/eFundi password that might have expired. Your Student/eFundi password expires every three months, to change/update your password please go to the following site: *https://password.nwu.ac.za/*

2 **Change Contact Details**
To change your contact details, please go to the efundi website: *https://efundi.nwu.ac.za*
On the main page before you login click on the Change Contact Details Button and follow the steps.

Technical Problems
For any technical issues that you are experiencing on eFundi, Wi-Fi, residence network/internet, DIY page or you are unable to update/change your password etc. Please log a Ticket on the support portal and a technician will contact you soon as possible. Go to *https://support.nwu.ac.za*

Android Setup

ANDROID-PHONE SETUP
NORMAL INSTALLATION STEPS

Follow these steps

❶ Select NWUWIFI

- nwu-guest
- NWUWIFI
- + Add network

❷ Select View more

CA certificate must be selected.

Auto reconnect

⌄ View more/advanced

Connect

❸ Enter your password

Identity — Student number

Password — Network password

13:24 74%

< NWUWIFI

EAP method
PEAP   ⬅ ❹ EAP method: PEAP

Identity

Password
Enter password   👁

CA certificate
Don't validate   ⬅ ❺ CA Certificate: Don't validate

No certificate specified. Your connection won't be private.

Auto reconnect

Phase 2 authentication
MSCHAPV2

Anonymous identity

IP settings
DHCP

Proxy
None

13:24 73%

< NWUWIFI

CA certificate
Don't validate

No certificate specified. Your connection won't be private.

Auto reconnect

Phase 2 authentication
MSCHAPV2

Anonymous identity

Phase 2 authentication   ⬅ ❻ Phase 2 authentication: MSCHAPV2
MSCHAPV2

IP settings
DHCP

Proxy
None

Metered network
Detect automatically

MAC address type   ⬅ ❼ MAC address type: Use device mac: (sometimes under advanced)
Phone MAC

Connect

🌐 http://services.nwu.ac.za/ithome

✉ studentit@nwu.ac.za

f http://www.facebook.com/Instapdiens

🕐 Monday - Friday, 8:00 - 17:00, (Closed weekends and Public holidays)

Android 12 Setup

ANDROID 12 –PHONE SETUP
INSTALLATION STEPS

Follow these steps

❶ Select NWUWIFI

- 🛜 nwu-guest
- 🛜 NWUWIFI
- ➕ Add network

❷ Select View more

CA certificate must be selected.

Auto reconnect ⬜

➡️ ⌄ View more/advanced

Connect
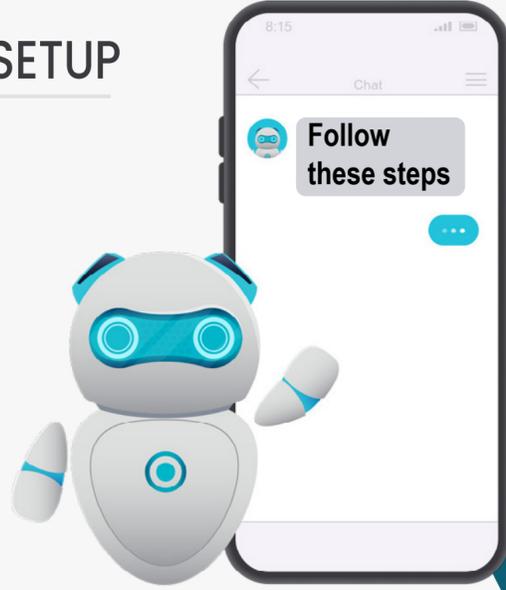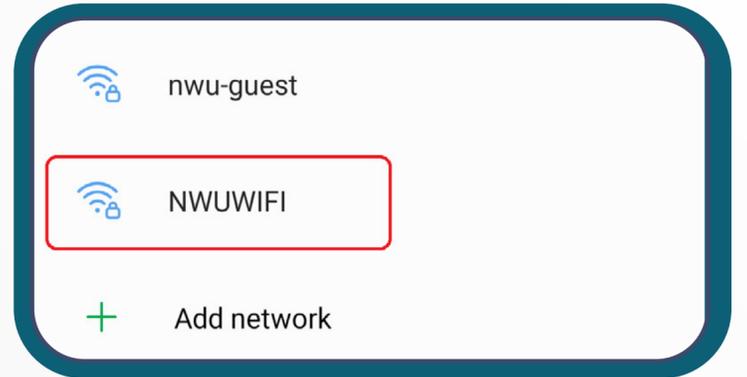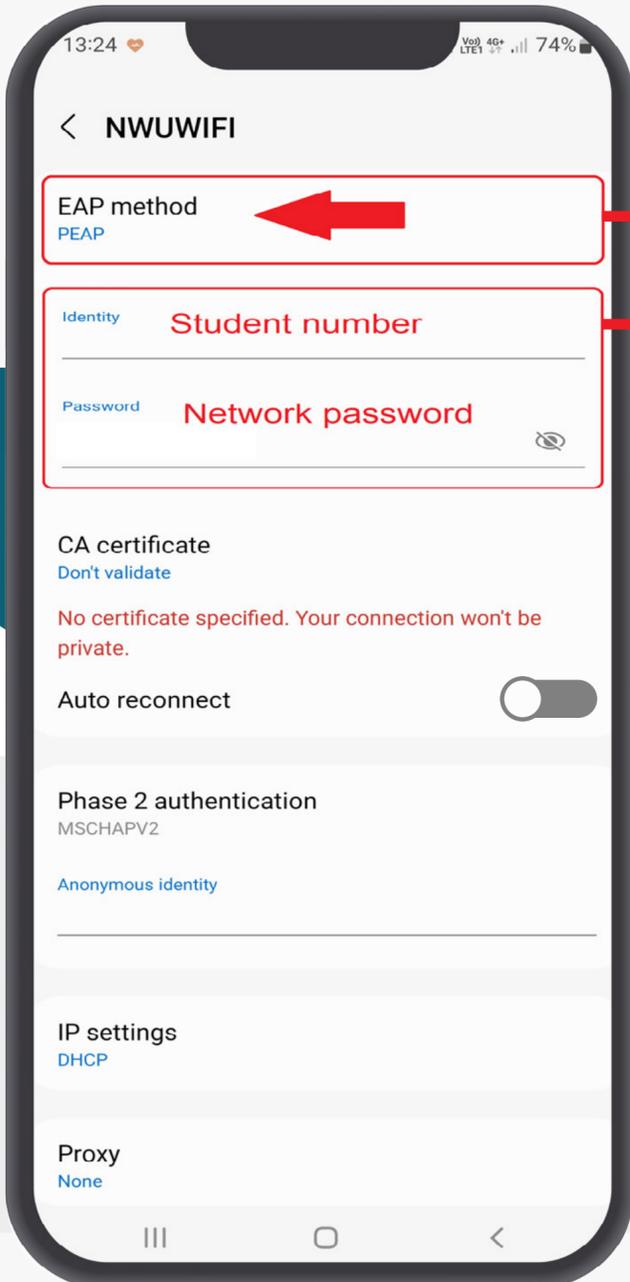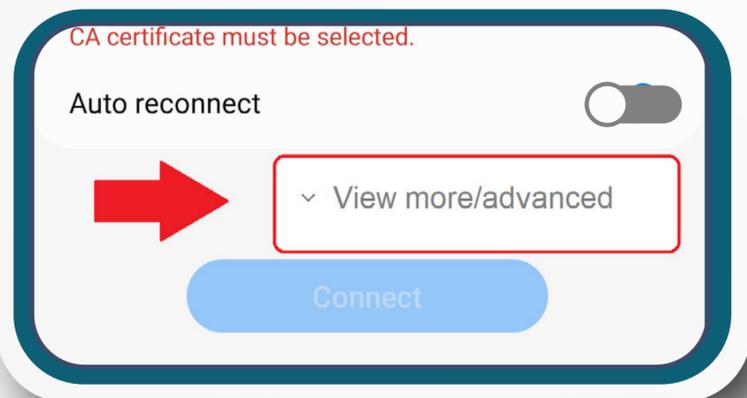
❸ Enter your login details
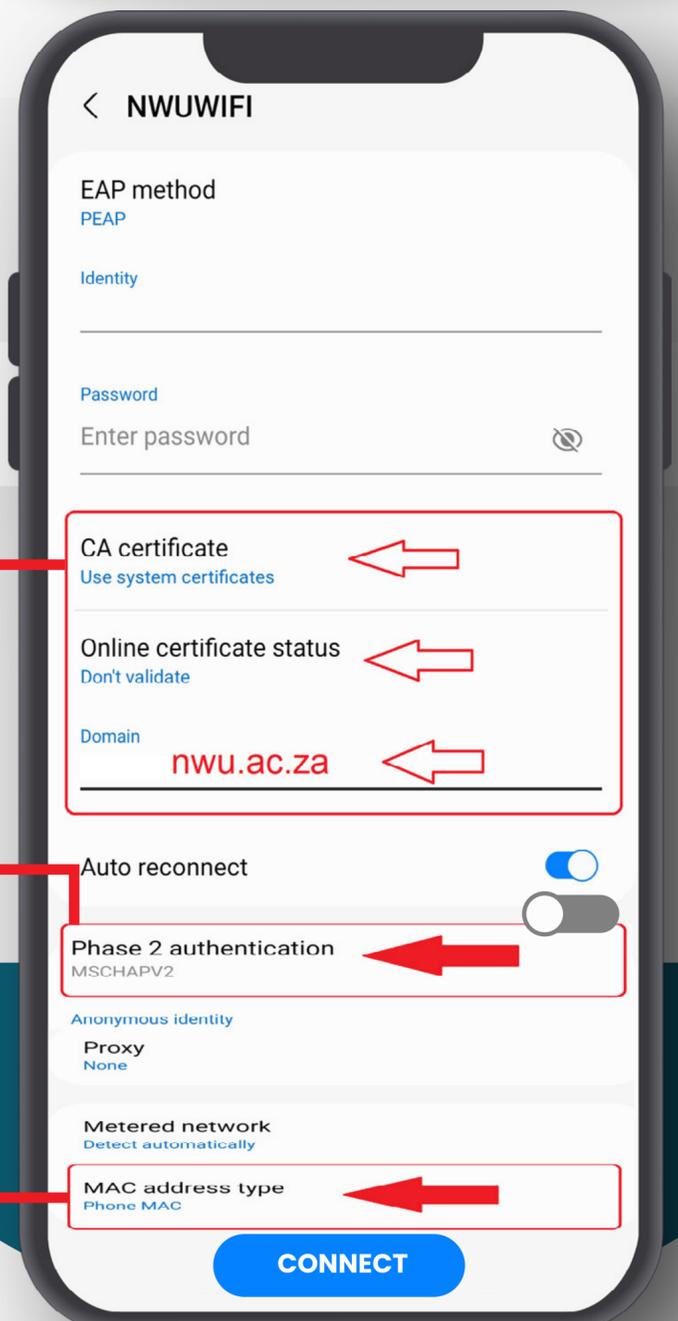
13:24 Vol) 4G+ 74%

< NWUWIFI

EAP method
PEAP ⬅️

❹ EAP method: PEAP

Identity — Student number

Password — Network password 👁️‍🗨️

CA certificate
Don't validate

No certificate specified. Your connection won't be private.

Auto reconnect ⬜

Phase 2 authentication
MSCHAPV2

Anonymous identity

IP settings
DHCP

Proxy
None

< NWUWIFI

EAP method
PEAP

Identity

Password
Enter password 👁️‍🗨️

CA Certificate: Don't validate ❺

CA certificate
Use system certificates ⬅️

Online certificate status
Don't validate ⬅️

Domain
nwu.ac.za ⬅️

Phase 2 authentication: MSCHAPV2 ❻

Auto reconnect 🔵

Phase 2 authentication
MSCHAPV2 ⬅️

Anonymous identity

Proxy
None

Metered network
Detect automatically

MAC address type: Use device mac: (sometimes under advanced) ❼

MAC address type
Phone MAC ⬅️

CONNECT

Takes about a minute to update please be patient.

🌐 http://services.nwu.ac.za/ithome

✉️ studentit@nwu.ac.za

f http://www.facebook.com/Instapdiens

🕐 Monday - Friday, 8:00 - 17:00, (Closed weekends and Public holidays)

Android 12 Setup

APPLE-PHONE SETUP
INSTALLATION STEPS

Follow these steps
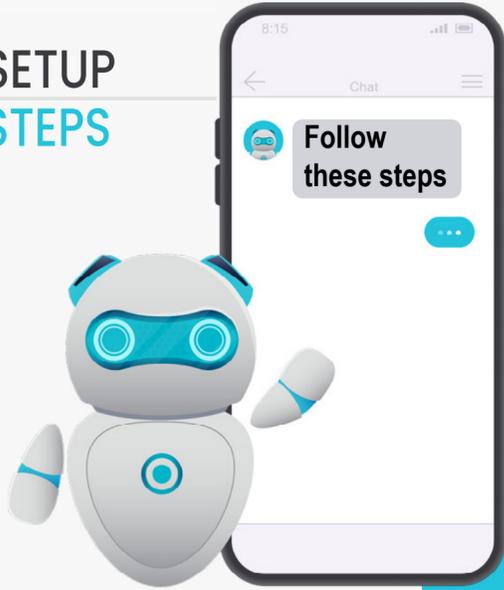
❶ Switch on the phones Wi-Fi select NWUWIFI

< Settings   Wi-Fi

Wi-Fi	⟹ 🟢

NETWORKS

eduroam	🔒 📶 ⓘ
nwu-guest	🔒 📶 ⓘ
NWUWIFI	➡ ⓘ
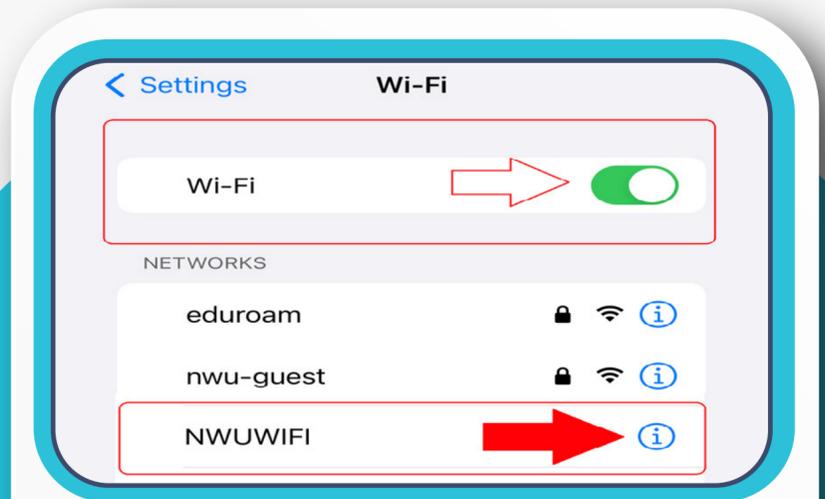
❷ Select Join This Network and switch Private Wi-Fi Address off

Join This Network ⬅

Private Wi-Fi Address	🟢
Wi-Fi Address	⬆

Using a private address helps reduce tracking of
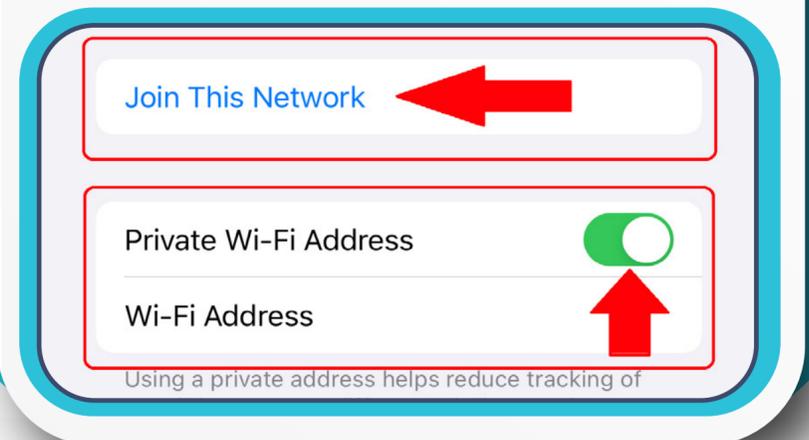
❺ Enter your Student Number & Network Password

❻ Click Join

14:32   .ıl LTE 🔋

Enter the password for "NWUWIFI"

Cancel   **Enter Password**   Join

Username	Student number
Password	Network Password

🔑 Passwords

q w e r t y u i o p
a s d f g h j k l
⇧ z x c v b n m ⌫
123 😊   space   next
🌐   🎤

❼ Click Trust

14:32   .ıl LTE 🔋

Cancel   **Certificate**   Trust

⚙ **nwu-wifi-p.nwu.ac.za**
Issued by Sectigo RSA Organization V...

Not Trusted

Expires   2022/10/16, 01:59:59

More Details   >
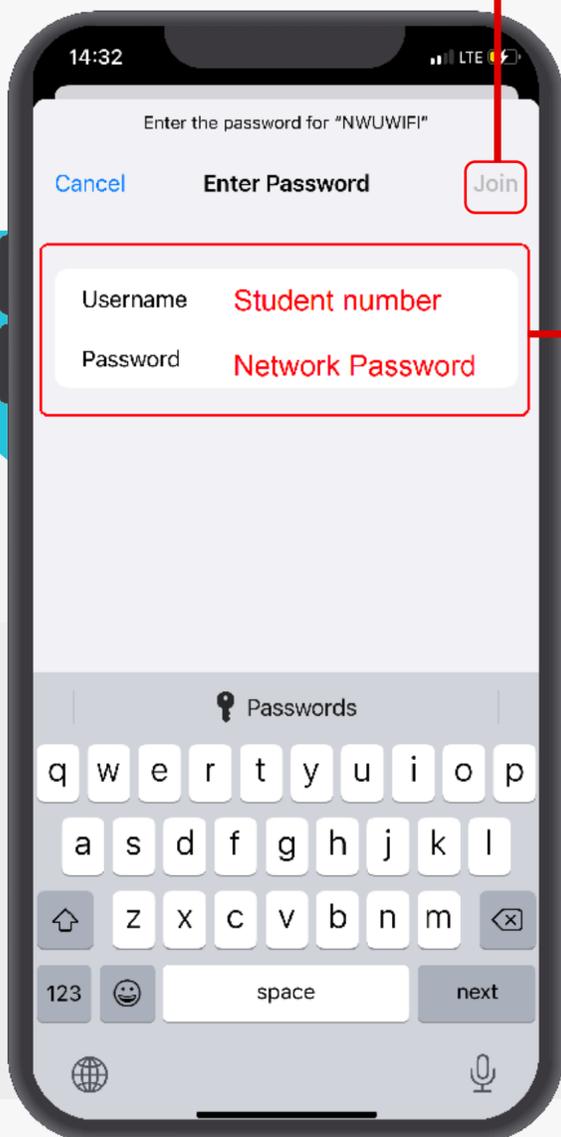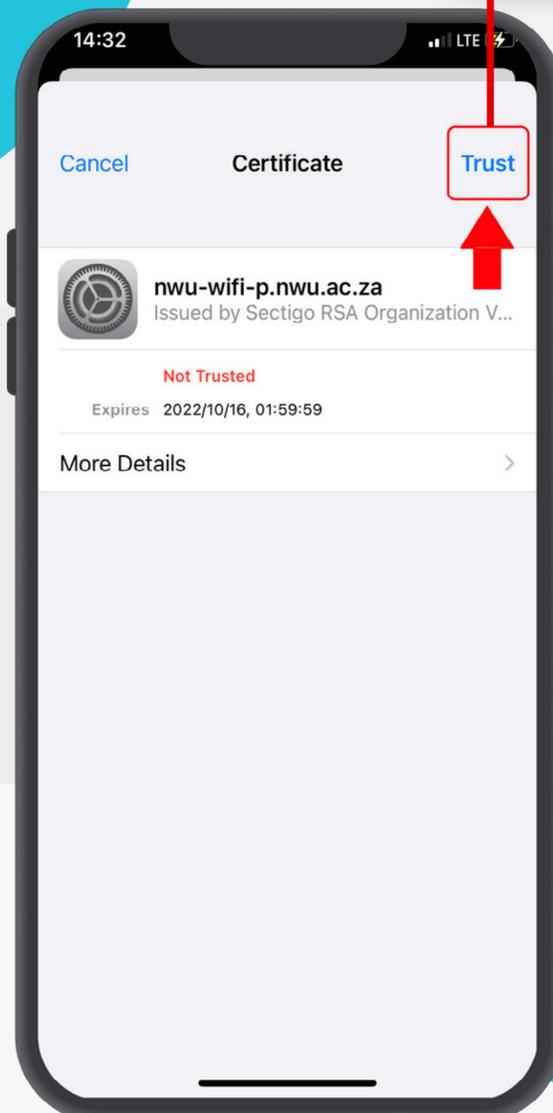
❽ Privacy Warning must be ticked

14:33   .ıl 📶 🔋

< Settings   Wi-Fi

Wi-Fi	🟢
✓ NWUWIFI	🔒 📶 ⓘ
Privacy Warning	

NETWORKS

eduroam	🔒 📶 ⓘ
nwu-guest	🔒 📶 ⓘ
Other...	

Ask to Join Networks	Notify >

Known networks will be joined automatically. If no known networks are available, you will be notified of available networks.

Auto-Join Hotspot	Ask to Join >

Allow this device to automatically discover nearby personal hotspots when no Wi-Fi network is available.

🌐 http://services.nwu.ac.za/ithome

✉ studentit@nwu.ac.za

f http://www.facebook.com/Instapdiens

🕐 Monday - Friday, 8:00 - 17:00, (Closed weekends and Public holidays)

Gmail and Google Drive for students

TO GET YOU GOING!!

ACCESS YOUR GMAIL

1 Open Google Chrome web browser

2 Log in to Chrome using your **Student Gmail Account**

3 By email enter; (Your student number)@student.g.nwu.ac.za **e.g** **(12345678)@student.g.nwu.ac.za**

4 You will be redirected to the NWU CAS webpage.

5 Login with your **NWU ID/Student number and password**
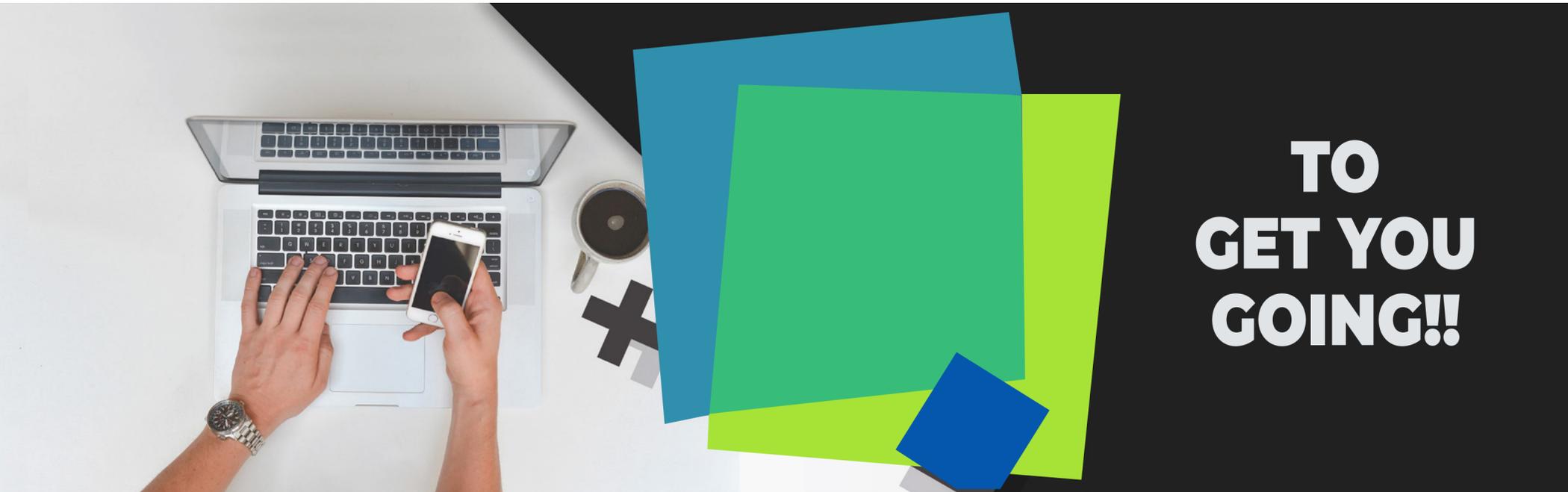
ACCESS YOUR GOOGLE DRIVE

1 Open Google Chrome web browser

2 Click on the google app icon top right hand corner

3 Select the Google Drive icon

4 Log in to Chrome using your **Student Gmail Account**

5 By email enter; (Your student number)@ student.g.nwu.ac.za **e.g** **(12345678)@student.g.nwu.ac.za**

Gmail and Google Drive for students

It's so
Quick

ATTENTION STUDENTS

OFFICE 365

DOWNLOAD STEPS ARE HERE!

1 Connect to internet

6 Download and install Office 365

2 Open a web browser, go to **https://portal.office.com**

7 Once Installation is complete open "Word" and wait for activation prompts

3 Sign in with ONLY the following; **USERNAME:** Studentnumber@mynwu.ac.za *e.g. 12345678@mynwu.ac.za*

8 Sign in with ONLY the following; **USERNAME:** Studentnumber@mynwu.ac.za *e.g. 12345678@mynwu.ac.za*

4 Select "Mobile Login"

9 Select "Mobile Login"

5 PASSWORD: Your Network Password

10 PASSWORD: Your Network Password

Wait until you receive an "Activated" popup!

Wifi Setup

1 Please click on the Wi-Fi icon it is found on the bottom right of the screen it can look like either image found in step 2 or 3.

2

3
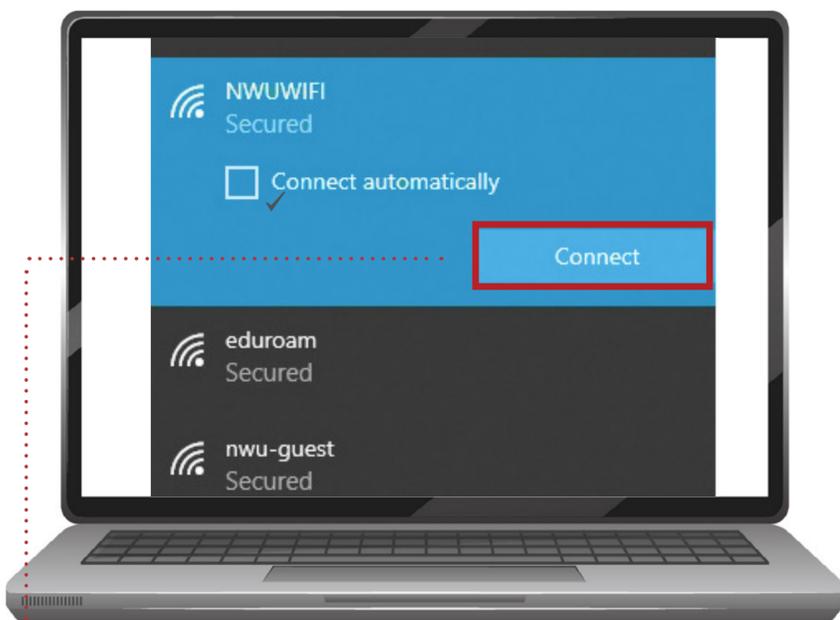
4 Select NWUWIFI and click on Connect.

NWUWIFI
Secured

☐ Connect automatically
✓

Connect

eduroam
Secured

nwu-guest
Secured

NWUWIFI
Connecting

Enter your user name and password

☐ Use my Windows user account

12345678

••••••••

Connect using a certificate

Connect using a SIM card

OK   Cancel

5 Enter your staff / student number followed by your network password.

NWUWIFI
Connecting

Continue connecting?
If you expect to find NWUWIFI in this location, go ahead and connect. Otherwise, it may be a different network with the same name.
Show certificate details

Connect   Cancel

6 Click Connect to proceed.
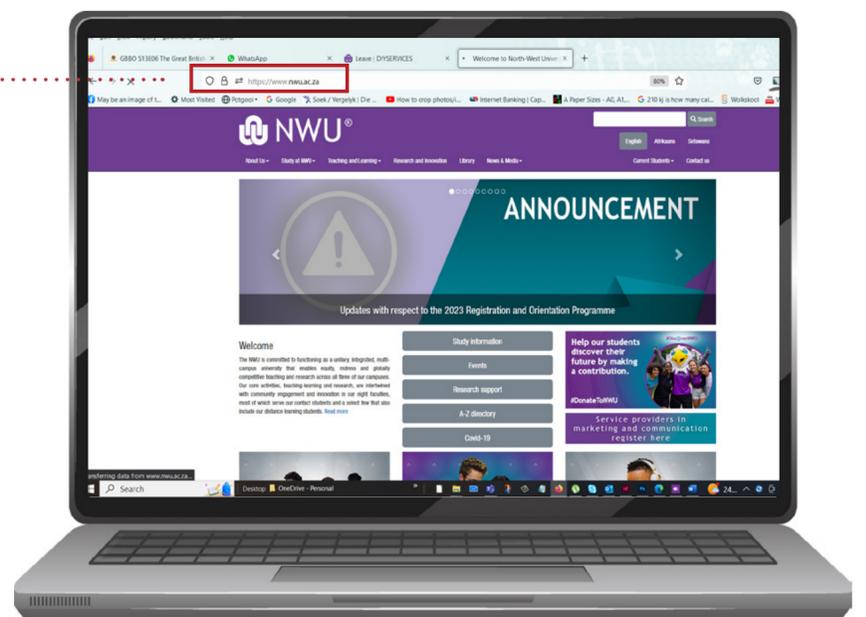
7 Please go to the following website www.nwu.ac.za

8 You will see the following.
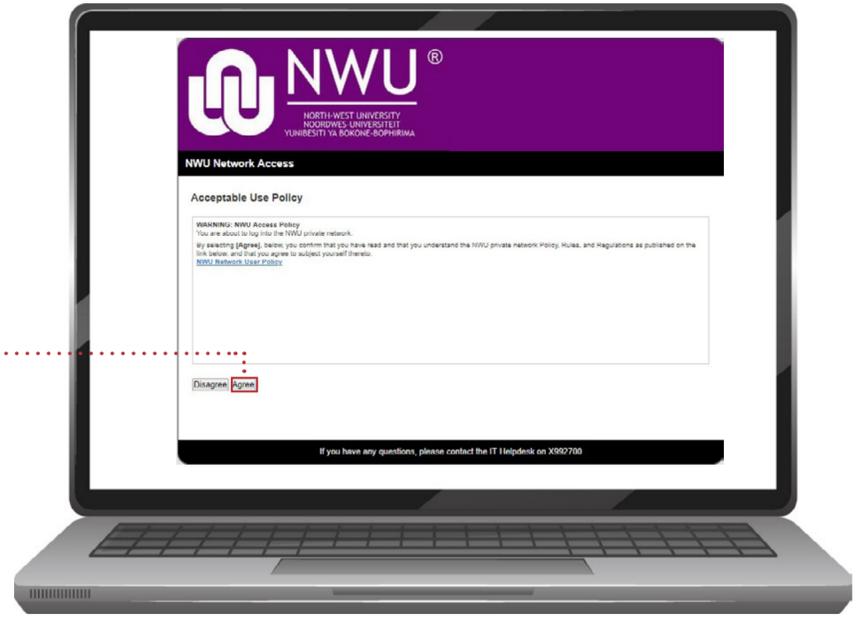
9 Select agree to the acceptable usage policy.
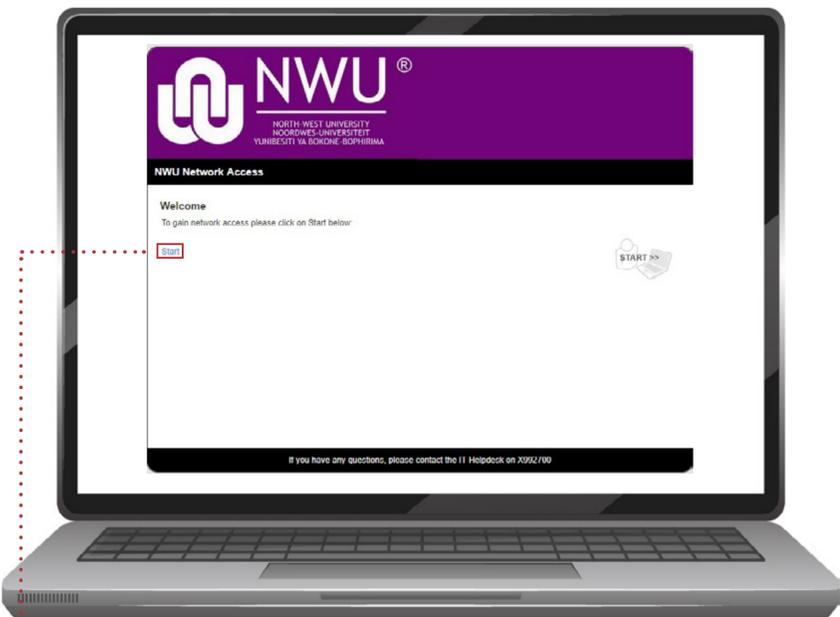
10 Click Start.

11 Enter your staff / student number followed by your network password. Then click Continue.
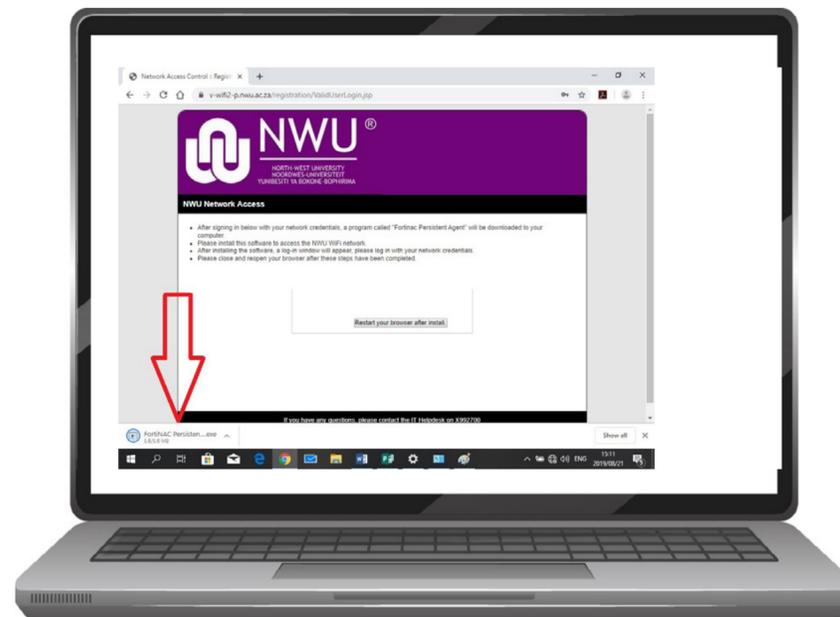
12 Wait for fortinac to download.
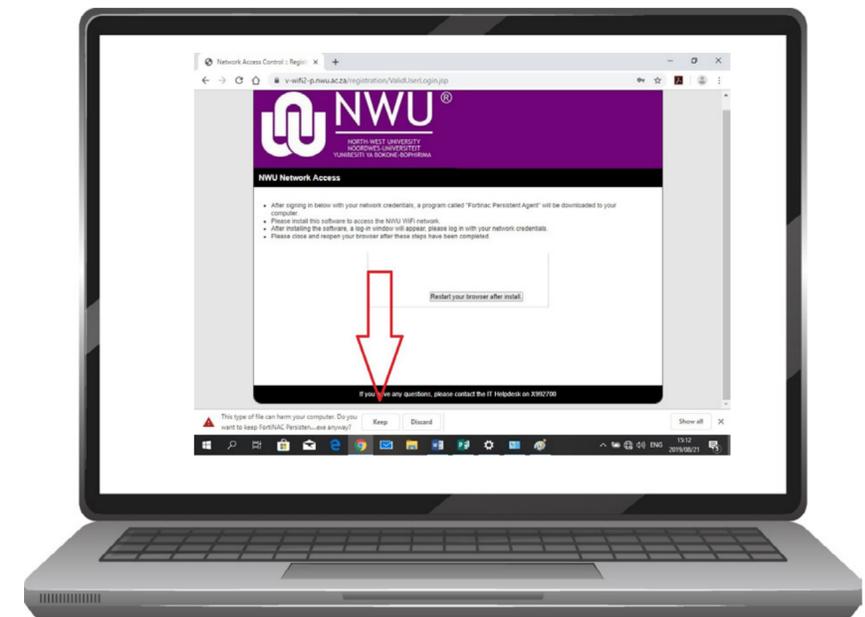
13 IF YOU SEE THIS CLICK ON KEEP - IF YOU DON'T SEE THIS, PLEASE MOVE ON TO THE NEXT STEP.

Below are examples of where to find your download file: **Chrome, Edge, and Firefox.**

GOOGLE CHROME
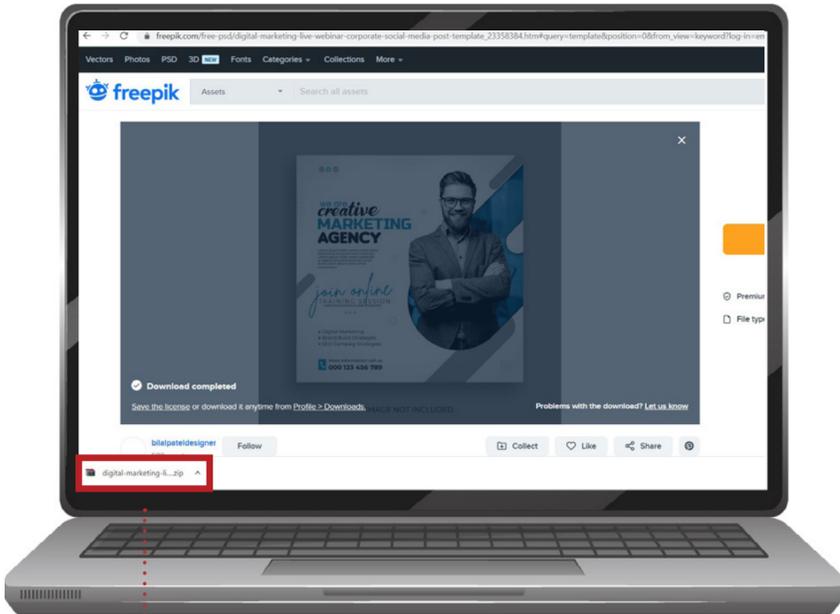
Double-click the FortiNAC file to start the installation.

MICROSOFT EDGE
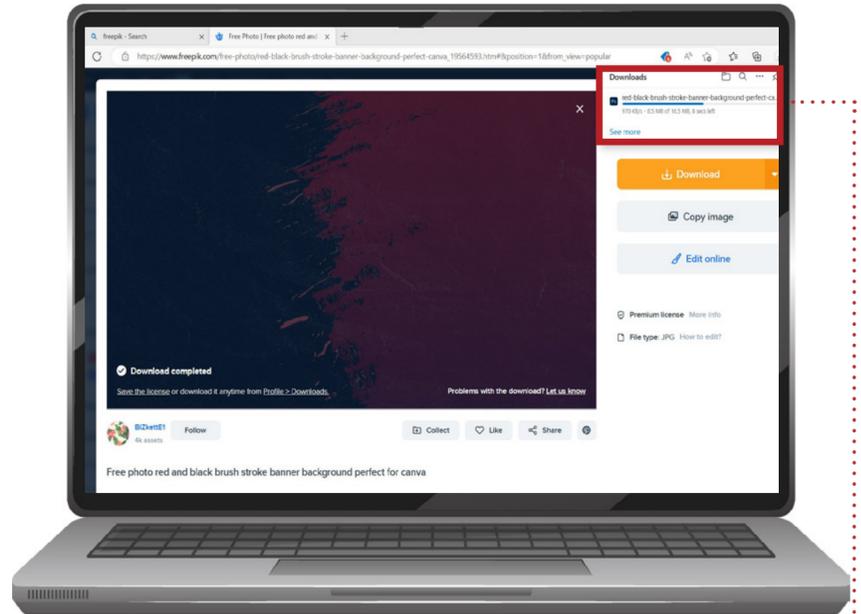
Double-click the FortiNAC file to start the installation.

FIREFOX
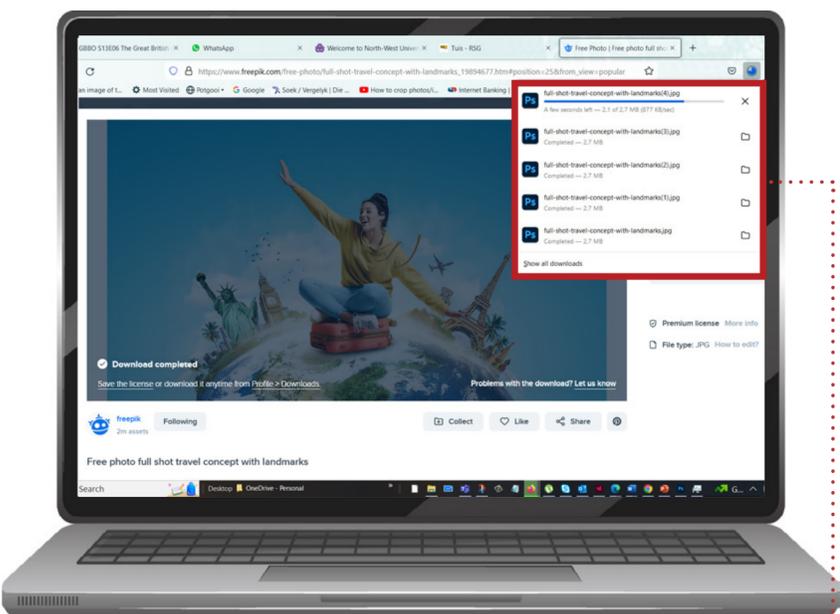
Double-click the FortiNAC file to start the installation.
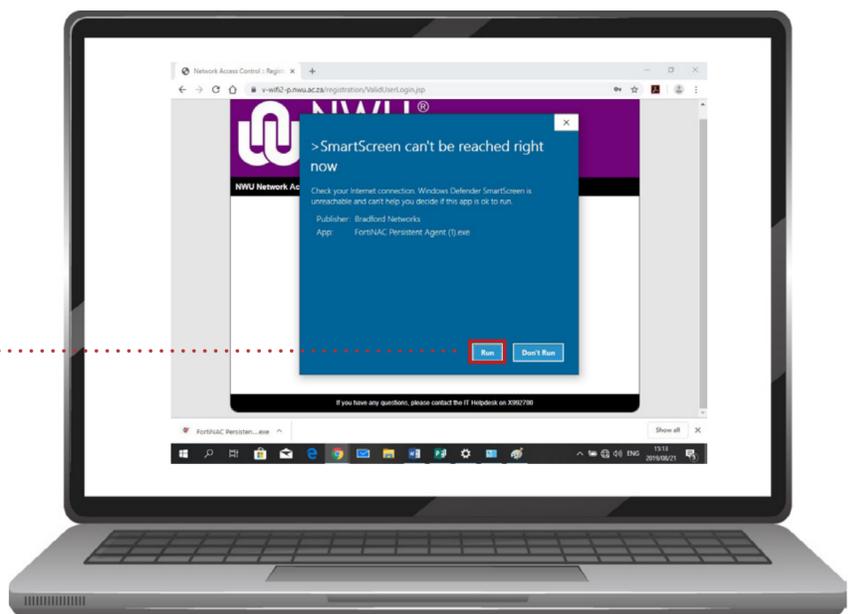
14 Once the Fortinac file starts to install you should get a popup like below, Select RUN. **If you don't see this move on to the next step.**
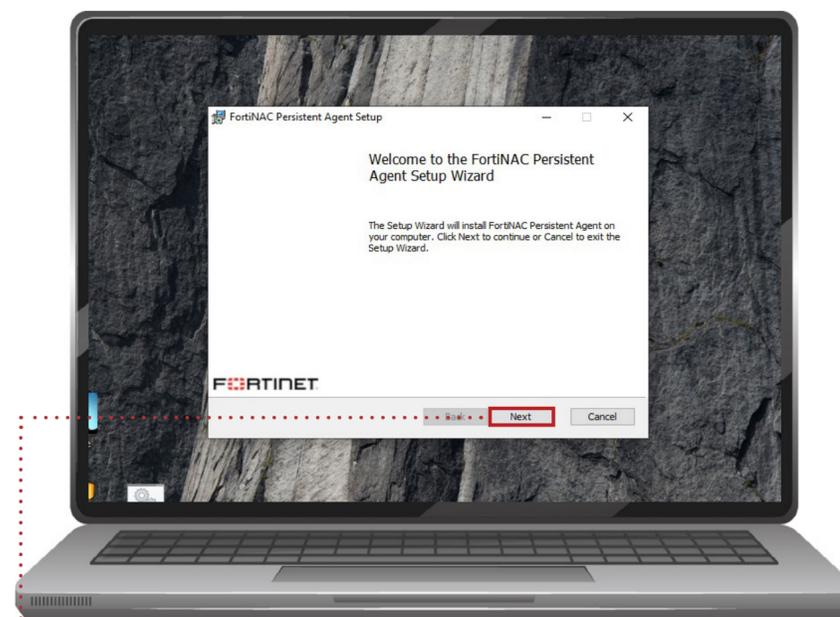
15 Close your browser and click "Next" to start the Fortinac file installation.
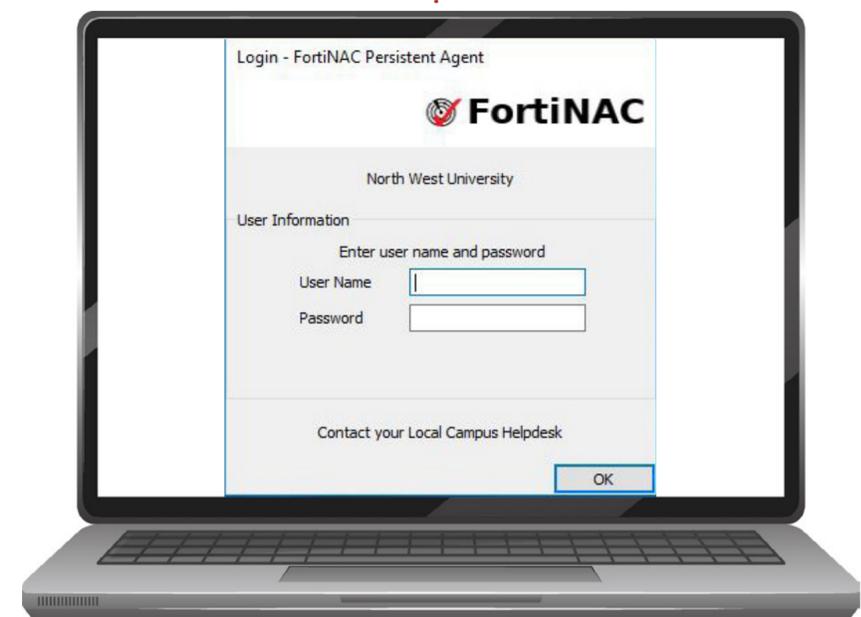
16 When prompted, Login to the Fortinac persistent agent with your staff / student number and your network password and click "ok."
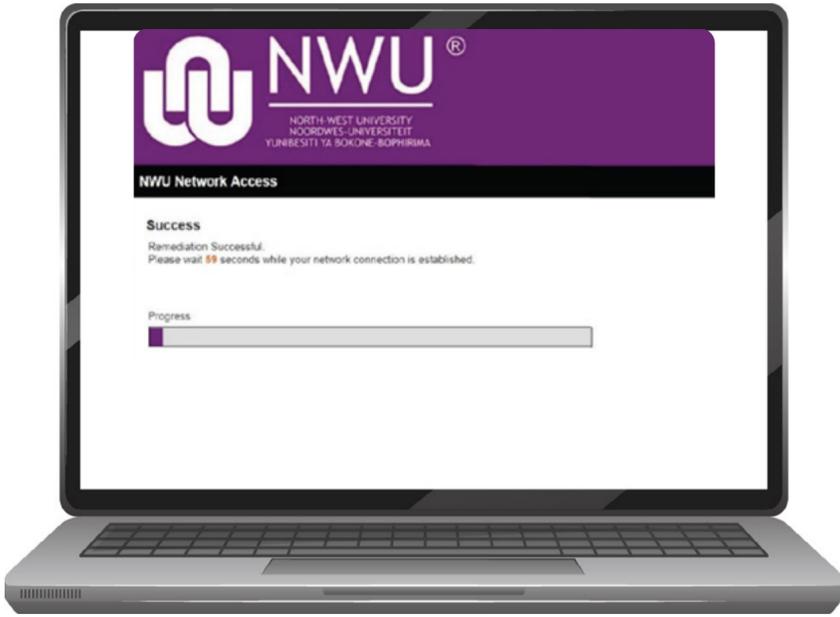
17 If everything is setup correctly, you should see the same as the image on the left. **If you don't see this move on to next step.**
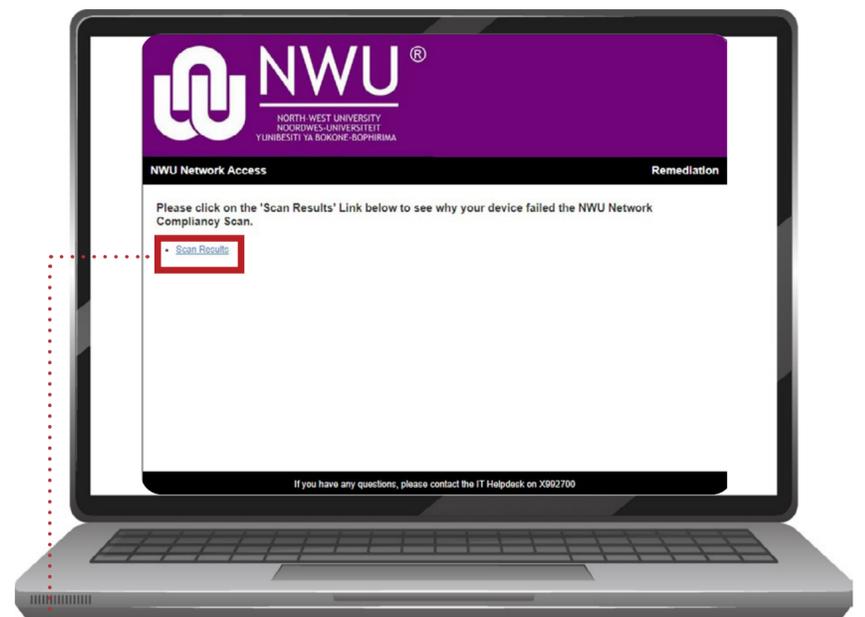
18 Click on scan results.
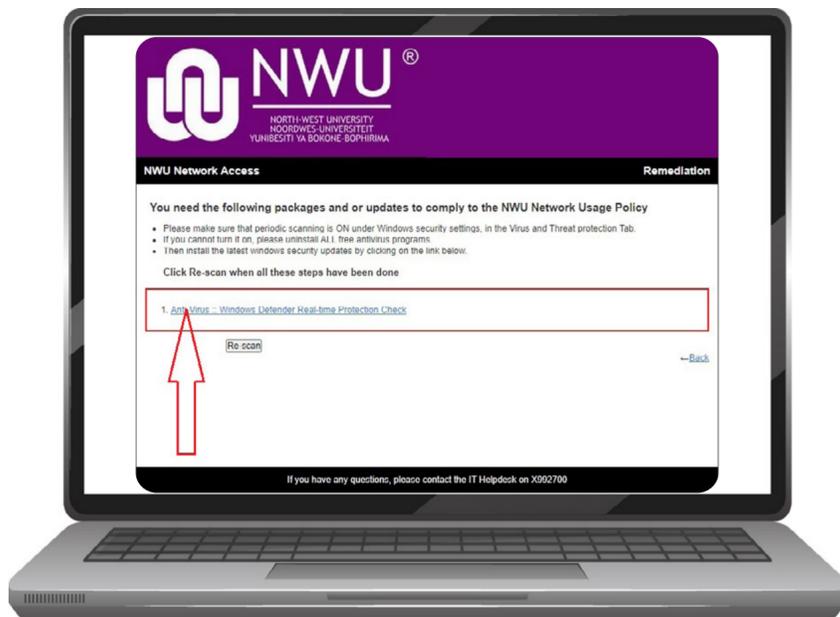
19 Please click on the indicated link to update MS Defender.
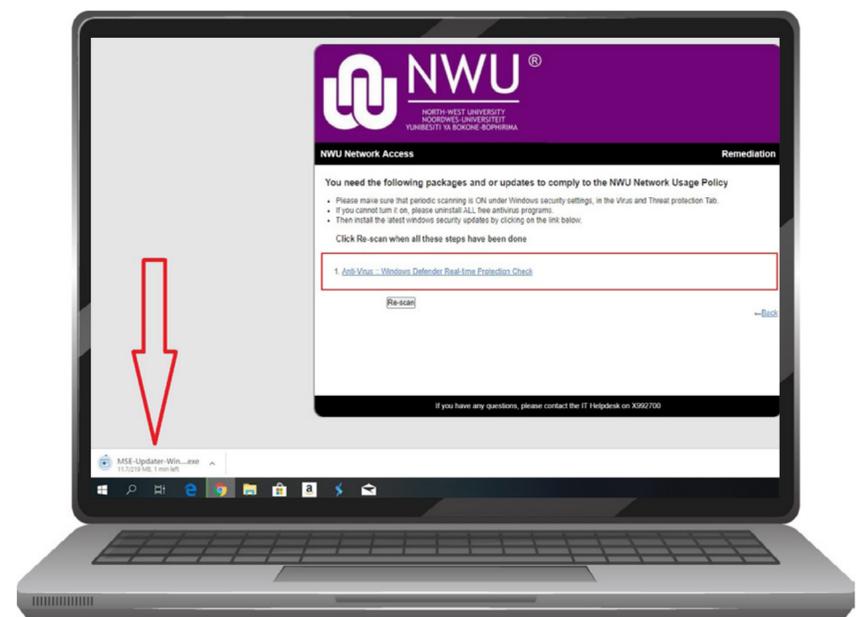
20 Wait for the file to finish downloading. If you don't see this move on to the next step.
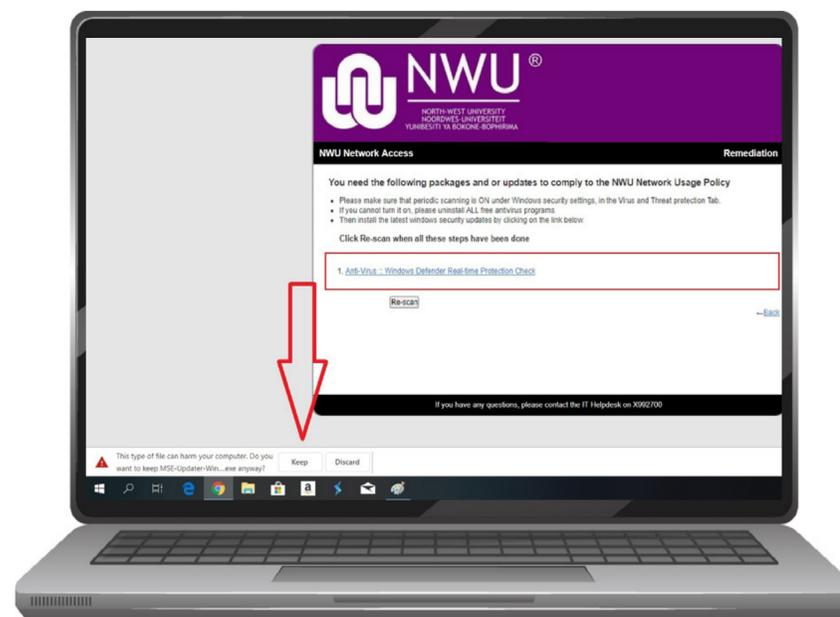
21 Select "Keep" if you see the following. If you don't see this move on to the next step.
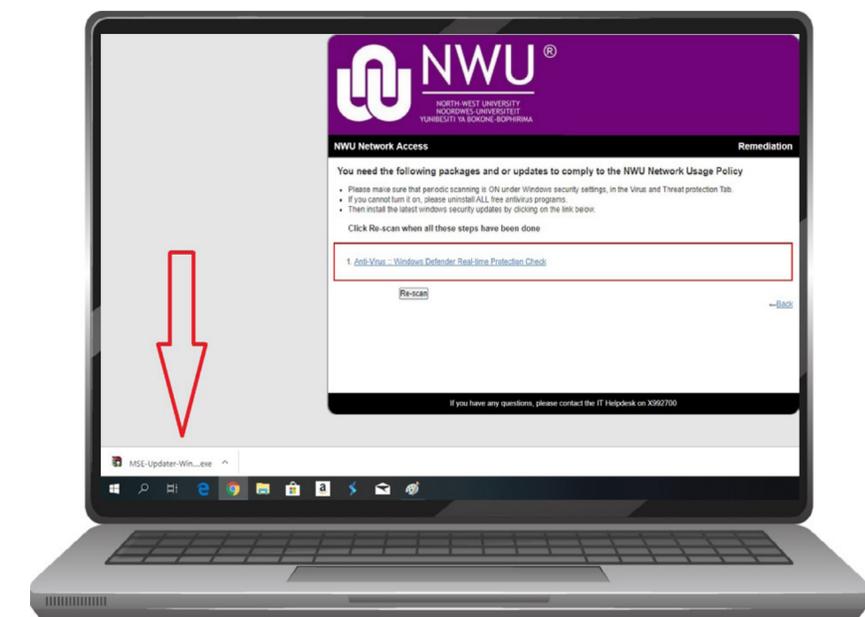
22 Click on the downloaded file to run and install the Defender definitions.
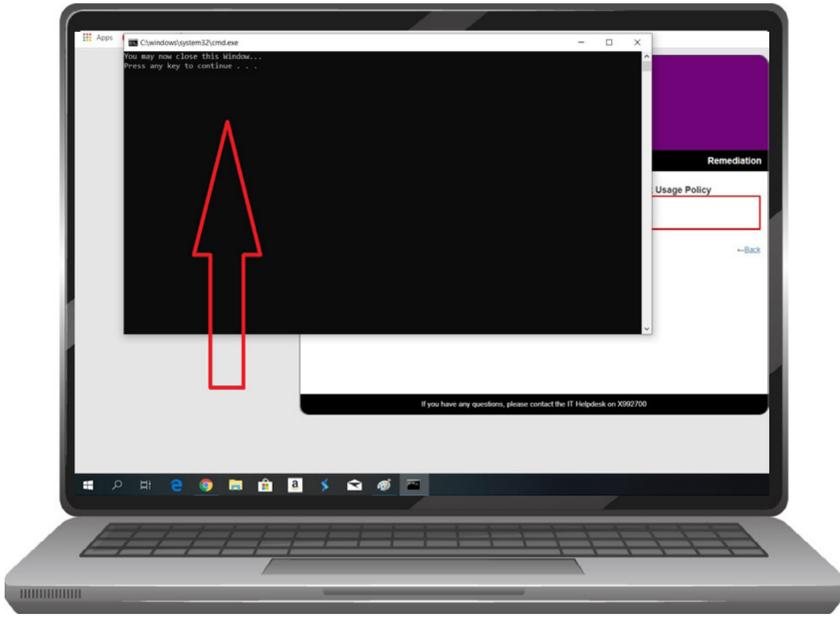
23 When the install is finished you will see the following, click on the black screen, and press the spacebar.
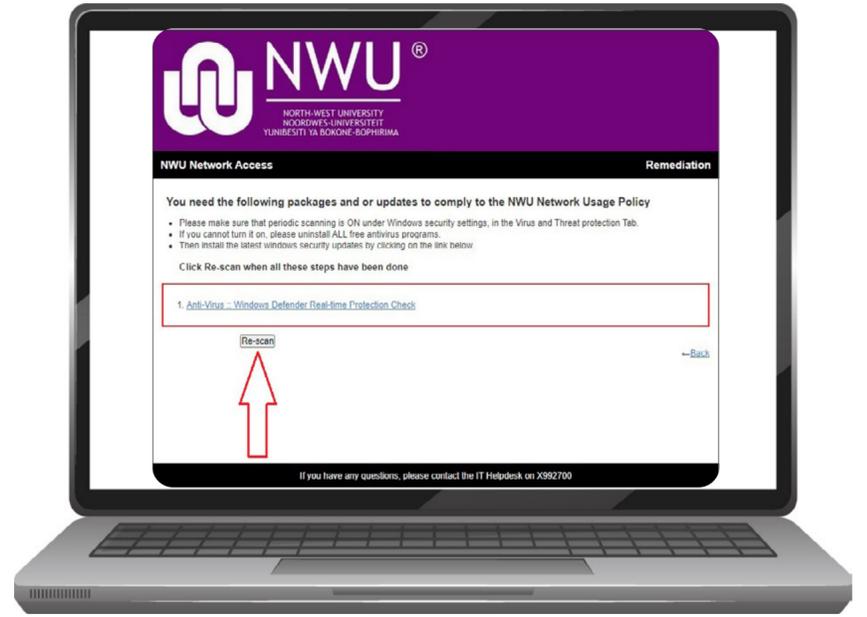
24 After the Black screen disappears, click on the Re-scan option. If you don't see this, please move on to the next step.
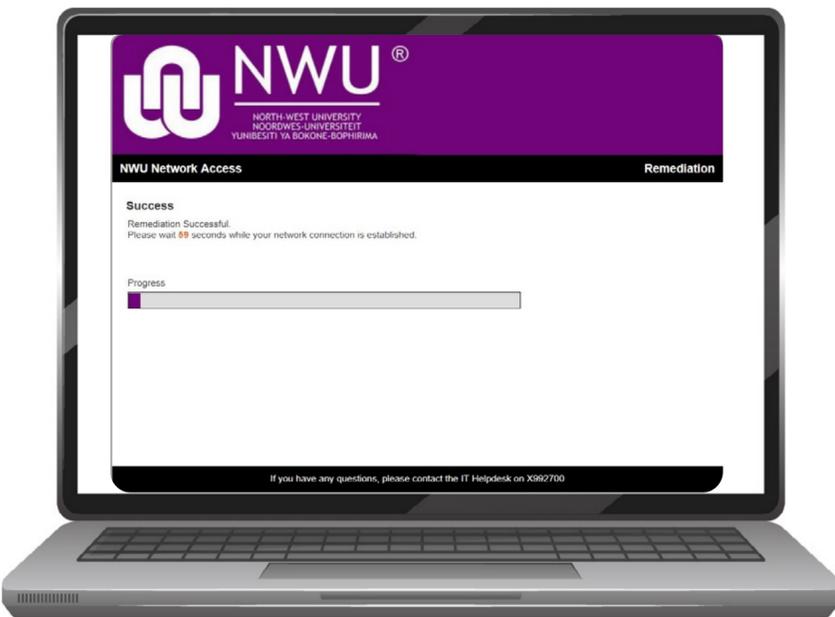
25 Seeing the following indicates that all settings are correct, and the internet access will be available.

Steps to uninstall free anti-virus
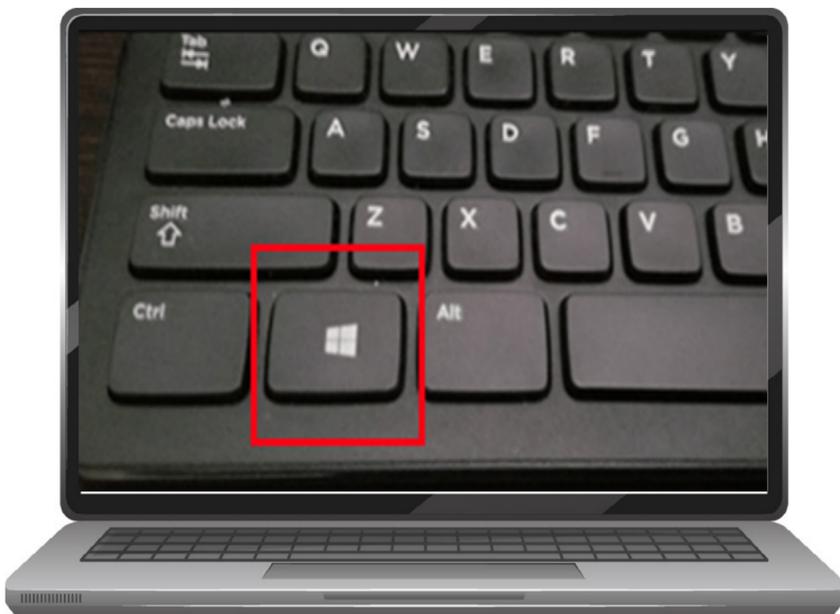
26 Press the windows button and type "windows security"

27 Open the Windows security app.

28 Click on the "Virus & Threat Protection" Tab.
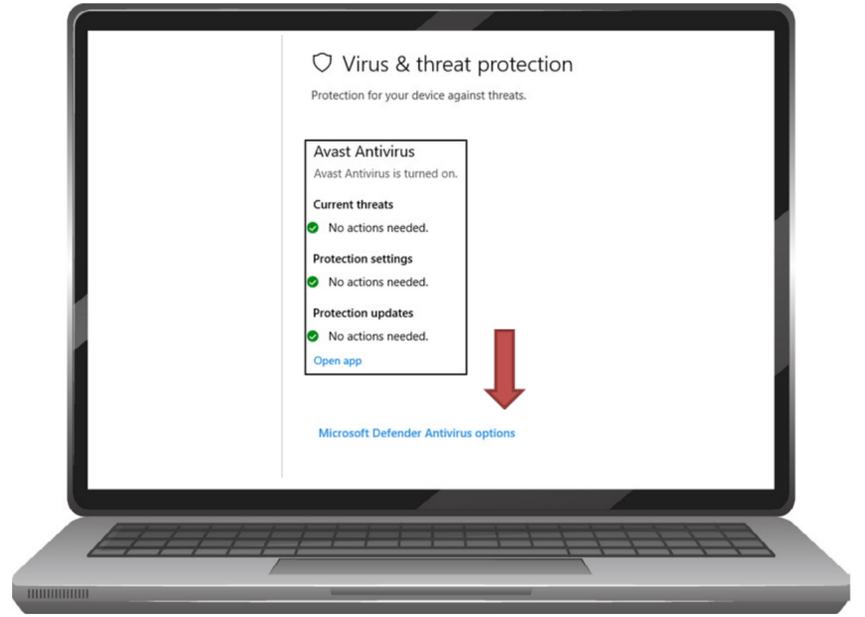
29 Click on the "options" link.

Switch on periodic scanning.
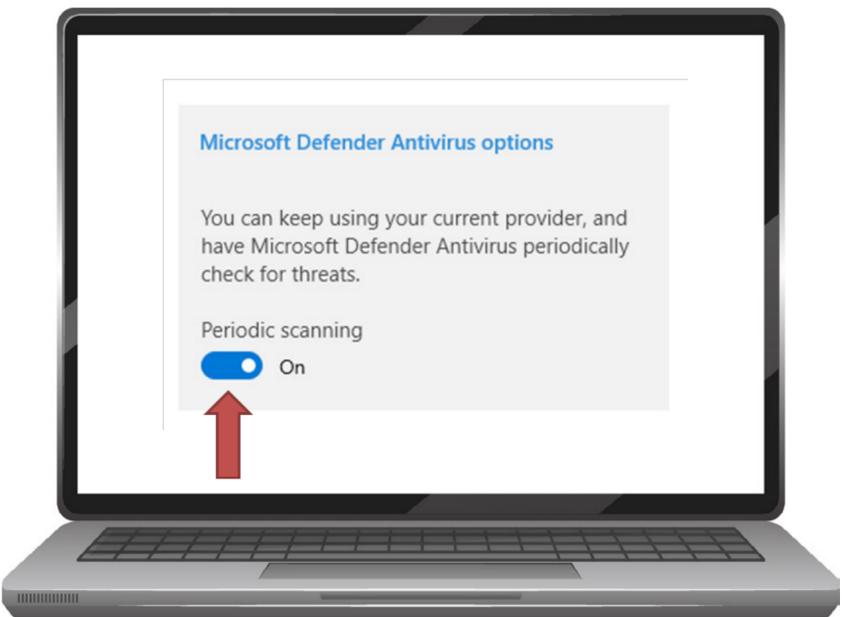
30 If you could switch on periodic scanning ignore the following steps and proceed to step…
However, If you are unable to switch on periodic scanning or do not have the option to switch it on, please follow the next step.
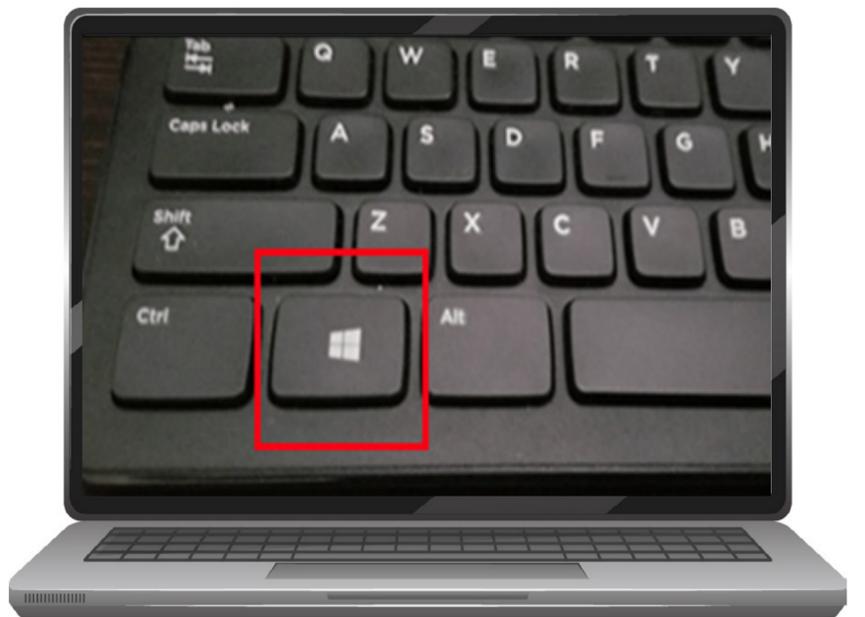
31 Press the windows button and type "apps and features"
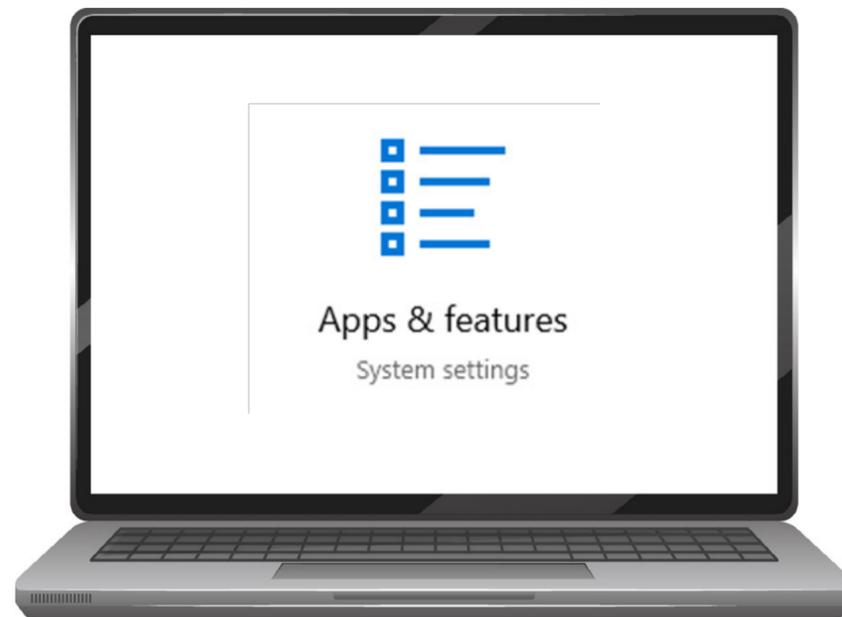
32 Click on "apps and features"
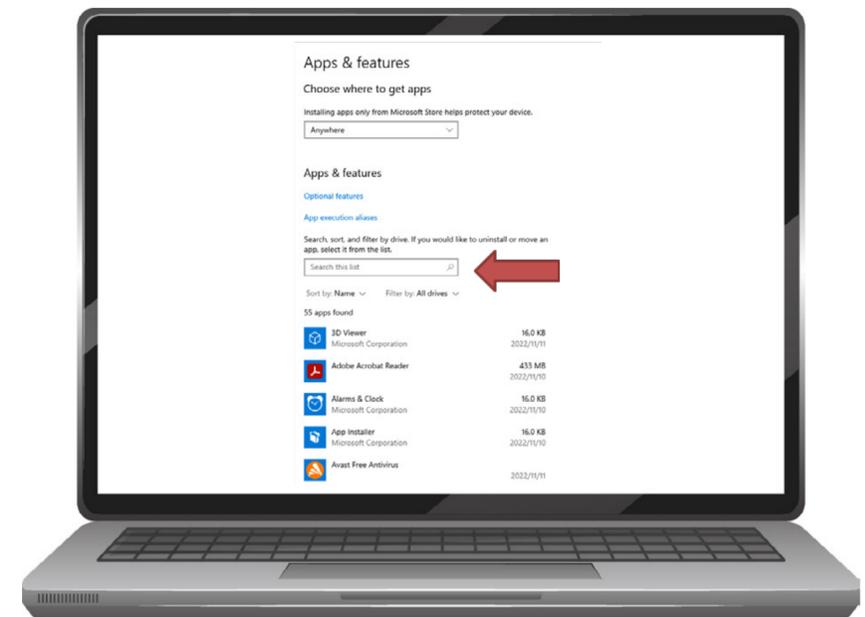
33 Look for any anti-virus programs either in the search bar or by scrolling down.

Free versions of anti virus block the NWUWIFI

Some examples are as follows, please uninstall them all:

1. Avast free
2. AVG free
3. Norton Free
4. Endpoint free
5. ESET free
6. Kaspersky free
7. RAV free
8. Smadav Free

34 Please uninstall them to activate "Windows Security"
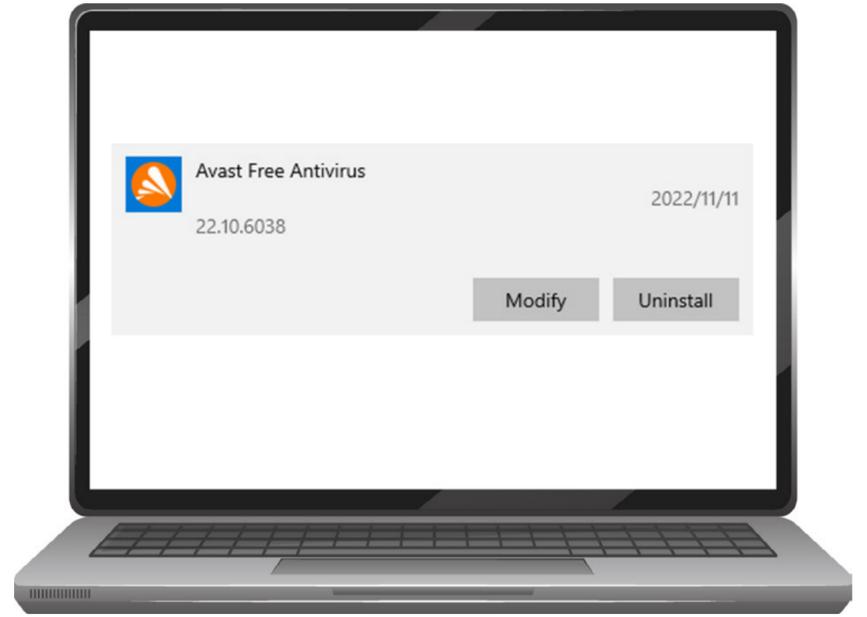
35 Click on the antivirus program you want to uninstall. This will show the uninstall tab. Click on "Uninstall" **GO BACK TO RESCAN**