OMNIBUS#1

CONTENT

DIY SERVICES
Contact Information App

Steps for employees

1. Sign into the **Contact Information App.**

2. Provide the following information:

- Cellphone Number – this is the cellphone number of the employee.
- Telephone Number (Work) –this field is automatically populated and cannot be changed in this App.
- Telephone Number (Home) –this is the home telephone number of the employee. The "Remove Number" button is for the removal of this specific telephone number only, and will take effect when clicking on Submit.
- Email Address –this is the GroupWise email address of the employee and cannot be changed.

For telephone numbers, select the country to the left of each number.

3. When done, click on Submit. Your information will be updated accordingly.

Customer Feedback...

"Impressive! and so easy to use..."

Welmarie Steenkamp, Administrative Officer, Engineering.

Cellphone Number	Telephone Numbers	Email Addresses (Students only)

Steps for students

Sign into the Contact Information App.

Provide the following information:

- Cellphone Number –this is the cell number of the student.
- Telephone Number (Work) –this is required for postgraduate students and is their work number (if applicable).
- Telephone Number (Home) –this is the home telephone number of the student. The "Remove Number" button is for the removal of this specific telephone number only, and will take effect when clicking on Submit.
- Telephone Number (Account) –this is the number of the person responsible for paying the student account.
- Email Address –this is the email address of the student.
- Email Address for Account Purposes -this is the email address of the person responsible for paying the student account.

For telephone numbers, select the country to the left of each number. When changing an email address, you will be prompted to verify the email address by re-typing it in the field that will be provided.

When done, click on Submit. Your information will be updated on the NWU student system.

Need more help?

- The Contact Information App is available from the DIY Services Portal. Open the browser and navigate to http://www.nwu.ac.za
- Click on the "DIY Services" link in the page footer. Sign in with your NWU number and network password. Click on the "Undergraduate Students", or "Postgraduate", or "Staff" link at the top of the page, just below the page header.
- Click on the Contact Information Appicon.
- To sign out, click on the "Logout" button in the page header.
- For help regarding the Contact Information App, contact Francois Conradie at 018 299-4882 or send an email to 12324159@nwu.ac.za

IT ACCESS
GRANTED

DIY SERVICES
Guest registration App

"HOW DOES IT WORK?"

Upon successful registration, the guest will be assigned a NWU number and network password and have access to the:

INTERNET
EFUNDI
NWUWIFI

Additional IT services are also available and can be selected during the registration process. Any employee may register a guest, but the registration will only be successful after approval from the employee's supervisor. The employee and supervisor will receive emails during the registration process indicating the progress or requesting action. Upon successful registration a guest will be assigned a NWU number and network password. This first password has a specific format; the guest can navigate to http://efundi.nwu.ac.za and click on the "Reset Passwords" link in order to view the format of the network password as well as change/reset their password in future.

Customer Feedback...

"This year I used the Guest Registrations on the DIY NWU platform. It worked fine and saved a lot of time. I experienced some problems with specific email addresses, but emails such as gmail.com or yahoo.com worked great. IT is currently working on problems with specific email addresses.

Much appreciated"
Dr. Petria Theron, Academic Manager: Theology, UODL.

BACKGROUND

The main differences between the DIY app format and the previous method of Guest registration, are demonstrated on the right hand side.

Our Dream Team

Anna-Marie Bell (Scrum Mas-er) Alta Enslin (UX Designer), Chandré Botha (Business Analyst), Joseph Matthews (Developer) and Roald van den Berg (Systems Integrator), Paul Buys (Product Owner), Klaas van Dijken (Product Owner), Gerhard Goossens (Systems Specialist) from Information Technology, as well as Gordon Byron (Technical Lead) and Ruhan Coetzee (Developer) from IMGN (external consultants)

Need more help?

- The Guest Registration App is available in the DIY Services Portal.
- Open your browser and navigate to www.nwu.ac.za.
- Click on the "DIY Services" link in the page footer. Sign in with your NWU number and network password. Click on the "Staff" link at the top of the page, just below the page header.
- Click on the Guest Registration App icon.To sign out, click on the "Logout" button in the page header.
- For help regarding the Guest Registration App log a ticket at http://ithelp.nwu.ac.za

The previous method (ITP) still included cost recovery and other fields that is no longer needed to register a guest.

The new app was developed on a different framework and forms part of the DIY suite of apps.

The new app makes use of an external services that verify the identification number (in the case of a of SA Citizen) with the database at Internal Affairs as well as the telephone number and email address of the guest, thus ensuring that the information we capture is accurate.

The new app allows for the selection from a list of services for the guest without having to log a separate IT-Help ticket afterward. In the background new services can be added to the list without any code changes.

Where to find the App?

- Go to NWU web page
- Scroll to the bottom
- Allocate DIY Services (bottom right)
- Sign in with your CAS login details
- *CAS login details:*
  NWU #
  Network password
- Alternatively click the url
  http://diyservices.nwu.ac.za/

Guest Registration App

DIY SERVICES
Leave App

Customer Feedback...

"Impressive! and so easy to use..."

Welmarie Steenkamp, Administrative Officer, Engineering.

"THE NEW FACE LIFT"

What is the benefit of the new app?

"... With the previous version the process was part of the app, making it difficult to track a transaction. With the new version the process was developed separate to the app, making management and fault finding of transactions simpler."

Keep the following in mind

Check to ensure that it is your supervisor who will have to approve your leave

When applying for leave over December keep in mind that continuous dates (e.g. 15 Dec to 15 Jan) allows leave to be subtracted from the previous year. Where as you apply for 15 Dec to 30 Dec and then 1 Jan to 15 Jan it will be subtracted from the balances of the previous as well as the next year.

Q **Is there still any issues that we should make the users attend off?**

A Yes, we have noted that not all supervisors are attending to the leave transactions. This results in leave transactions remaining in a pending state (not approved or rejected). This in turn causes the NWU's leave accrual to be very high.

Q **What do you think is the limitations of the app?**

A 6/7 day workers cannot apply via the app

Q **Which functionalities will be investigated in 2019?**

A
- A control option for administrative staff within a department so that they can manage the leave requests for their supervisor / OE heads
- An option for supervisors to cancel an employees leave in the case of operational reasons.

Q **How are the new changes beneficial to the NWU?**

A Future process enhancements will be managed more efficiently.

Q **Who were all involved in the project?**

Mariana Strydom (Product Owner), Nadia Botha (Product Owner), Estelle Rheeder (Product Owner) from People and Culture, Alta Enslin (UX Designer), Chandré Botha(Business Analyst), Joseph Matthews (Developer) and Roald van den Berg (Systems Integrator)from Information Technology, as well as Gordon Byron (Technical Lead) and Ruhan Coetzee (Developer) from IMGN (external consultants)

Need more help?

- The Leave App is available from the DIY Services Portal. Open the browser and navigate to www.nwu.ac.za.
- Click on the "DIY Services" link in the page footer.
- Sign in with your NWU number and network password. Click on the "Staff" link at the top of the page, just below the page header. Click on the Leave App icon.
- To sign out, click on the "Logout" button in the page header.
- Visit https://intranet.nwu.ac.za/leave for more information regarding Leave at the NWU.
- For help regarding the Leave App log a ticket at http://ithelp.nwu.ac.za

Leave App

DIY SERVICES
NSFAS App

Need help?

- The NSFAS BursaryApp is available from the DIY Services Portal. Open the browser and navigate to www.nwu.ac.za. Click on the "DIY Services" link in the page footer.
- Sign in with your NWU number and network password. Click on the "Postgraduate Students" or "Undergraduate Students" link at the top of the page, just below the page header. Click on the NSFAS bursaryAppicon.
- To sign out, click on the "Logout" button in the page header.
- Visit http://www.nwu.ac.za/loans-undergraduate-studies for more information about NSFAS at the NWU.
- For help regarding the NSFAS BursaryApp, please visit or contact your campus Financial Aid office at:
- Mafikeng Campus: Tel: (018) 389 2546, Email: MC-UnderGradBurs@nwu.ac.za
- Vaal Campus: Tel: (016) 910 3156, 3167, 3532, Email: Vaalaccounts@nwu.ac.za
- Potchefstroom Campus: Tel: (018) 299 2667-2673, Fax: 087 230 3700, Email: PC-Studyfees@nwu.ac.za

What is excluded from the NSFAS Bursary App ▶

The NSFAS Bursary App provides first year and senior students the functionality to:

01 Verify contact information.

02 Indicate where the student will be residing (hostel/private), and whether private accommodation will be required.

03 Download standard lease contract.

04 Indicate whether a travel allowance will be required.

05 Obtain information relating to the bursary office.

Steps for the student:

✓ Sign into the NSFAS Bursary App.

✓ View your contact details and use the update option to make changes.

✓ Indicate the type of bursary you hold.

✓ If a student has been placed in a residence, no private accommodation fee or travel allowances can be applied for. If a student is certain of residence placement, this may be indicated.

The app is not an NSFAS application. Students still have to apply directly with NSFAS. Senior students are automatically approved by NSFAS if their academic results comply with the criteria. (50% + 1 registered modules).

The app is not an application process for University accommodation (residences). Application for residence placement is done via the admissions office.

All payments are made according to NWU policy. All information provided will be verified before any funds are transferred and students should already have been approved for and accepted NSFAS administered Bursary.

✓ If a student will not be staying in a university residence but in private accommodation, both the annual accommodation cost and landlord name should be specified.

✓ Student must download and complete the lease contract and submit it to the bursary office.

✓ Student can use "Submit" button at any time to capture the application. A validation check is done to ensure that all required fields have been completed.

✓ Requests for accommodation and travel allowances may only be submitted once a year. Any amendments should be made at the bursary office.

DIY SERVICES
Graduation RSVP App

Information available on the Graduation RSVP App

- Your name and surname as it appears on your certificate
- Your qualification name
- Date and time for your graduation
- The number of guests you can bring to the ceremony
- The date by which the RSVP should be completed
- Your contact details
- Requests for extra tickets and special assistance
- Any extra information about your graduation

The Graduation RSVP App enables students to view and amend items related to the specified student's graduation ceremony. This functionality will greatly improve the service and feedback provided to students by the NWU.

Graduation RSVP App

RSVP

VISIT US http://diyservices.nwu.ac.za/graduation-rsvp-service

Customer Feedback...

"It simplified my work, a lot..."

Suzelle Buys, Section Head, Ceremonies.

STEPS FOR STUDENT

1. Sign into the Graduation RSVP App using your NWU number and network password.
2. ACCEPT or Decline your graduation ceremony
3. When you ACCEPT, please:
   - Select the attire you would like to hire
   - Make the payment to the account indicated
   - Indicate the number of extra tickets if required
   - Indicate if any special assistance is required
4. When you DECLINE your graduation ceremony, please:
   - Indicate the collection method
   - Make the payment to the account indicated
   - Send the proof of payment to the email provided
   - Verify the courier address
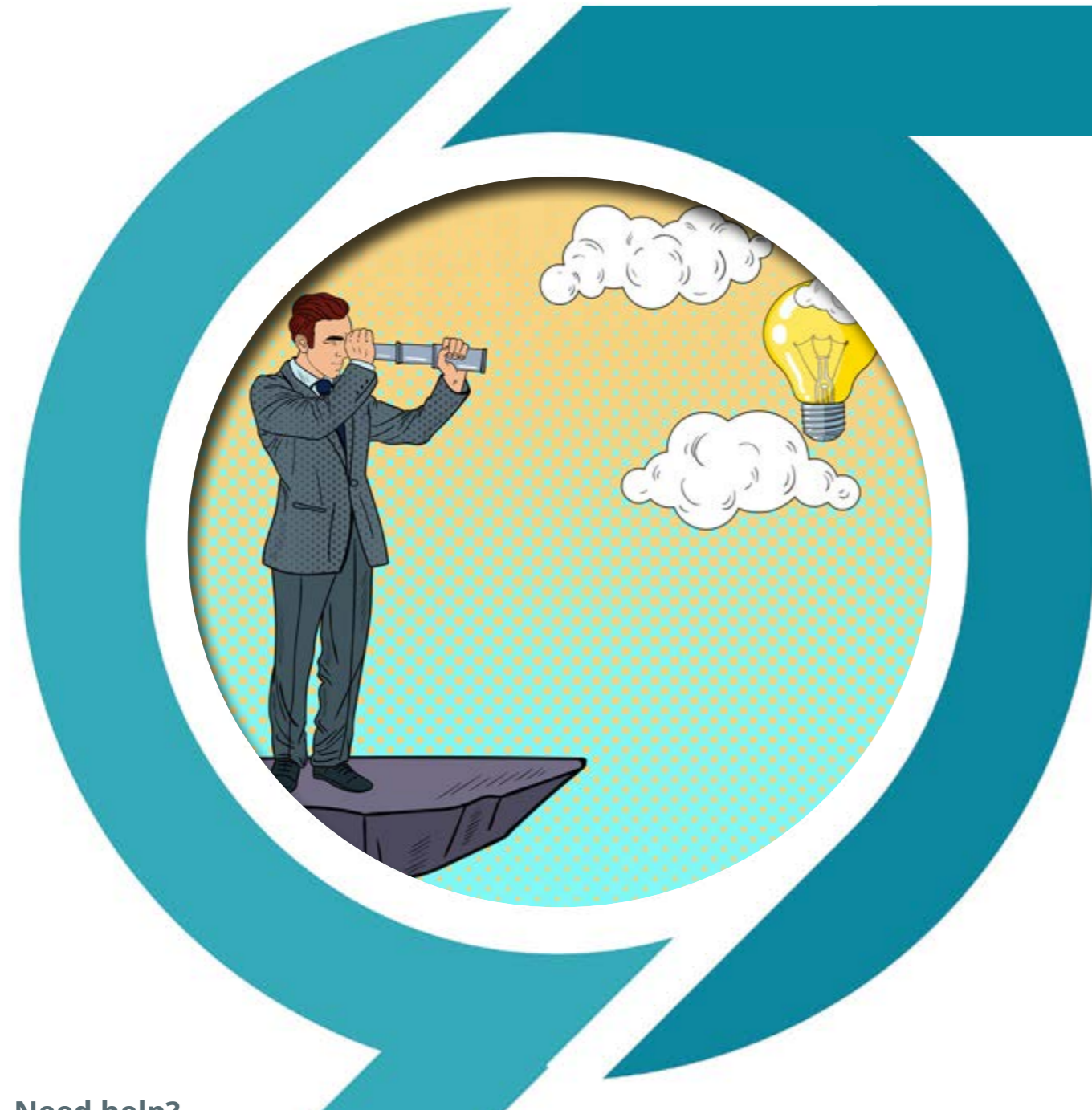   - Update the address if it is

NEED MORE HELP?

- The Graduation RSVP App is available from the DIY Services Portal.
- Open the browser and navigate to www.nwu.ac.za
- Click on the "DIY Services" link in the page footer.
- Sign in with your NWU number and network password.
- Click on the "Postgraduate Students" link at the top of the page, just below the page header. Click on the Graduation RSVP App icon.
- To sign out, click on the "Logout" button in the page header.
- For help regarding the Graduation RSVP App contact Suzelle Buys at suzelle.buys@nwu.ac.za or 018 299-2720

DIY SERVICES
Student 360 App

🌐 http://diyservices.nwu.ac.za/student-360-service

The Purpose

The Student 360 App enables students and student support agents to view and amend (specific fields) items related to the specified student's profile. This functionality will greatly improve the support and service provided to students by the NWU as it presents a consolidated view of a student's information and will dramatically decrease the need for students to contact the NWU call centre.

360°
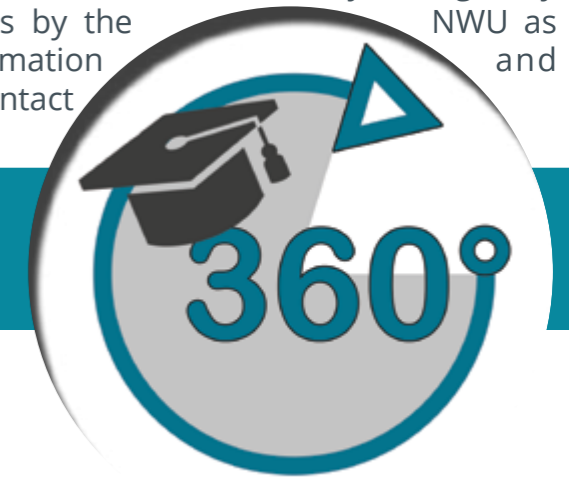
Information available on Student 360

- Biographical Details
- Address Details
- Contact Details
- Study and Examination Centre Details

- Application Status and Information
- Registration Status and Information
- Registered Modules
- Module Assessment Information (Completed Assessments and Marks Obtained)

- Financial Information
- Functionality for paying outstanding accounts
- Functionality for extracting a proof of registration
- Functionality for extracting an academic record

- Functionality for extracting a personal examination timetable
- Functionality for extracting a personal results letter
- Functionality for creating quotations
- Comments regarding student enquiries (administrators only)

Customer Feedback...

"Very user friendly..."
Ben Schutte, Lecturer, UODL.

STEP 1	STEP 2	STEP 3	STEP 4
Sign in to the Student 360 App using your NWU number and network password.	Once you have entered the system, search for the required student by entering one of the following search criteria: • NWU Student Number • Identity Number/Passport Number • Date of Birth	From the menu on the left hand side, expand the relevant menu section (Personal Information, Financial Information or Academic Information) in order to view the various subsections of the menu and to obtain your required information.	If required, update student information on behalf of the student (only applicable to specific student details).

Need help?

- The Student 360App is available in the DIY Services Portal. Open your browser and navigate to www.nwu.ac.za. Click on the "DIY Services" link in the page footer.
- Sign in with your NWU number and network password. Click on the applicable section at the top of the page, just below the page header. Click on the Student 360App icon.
- To sign out, click on the "Logout" button in the page header. For help regarding the Student 360App, contact Brandon Webb at 018 2852755 or send an email to Brandon.Webb@nwu.ac.za