



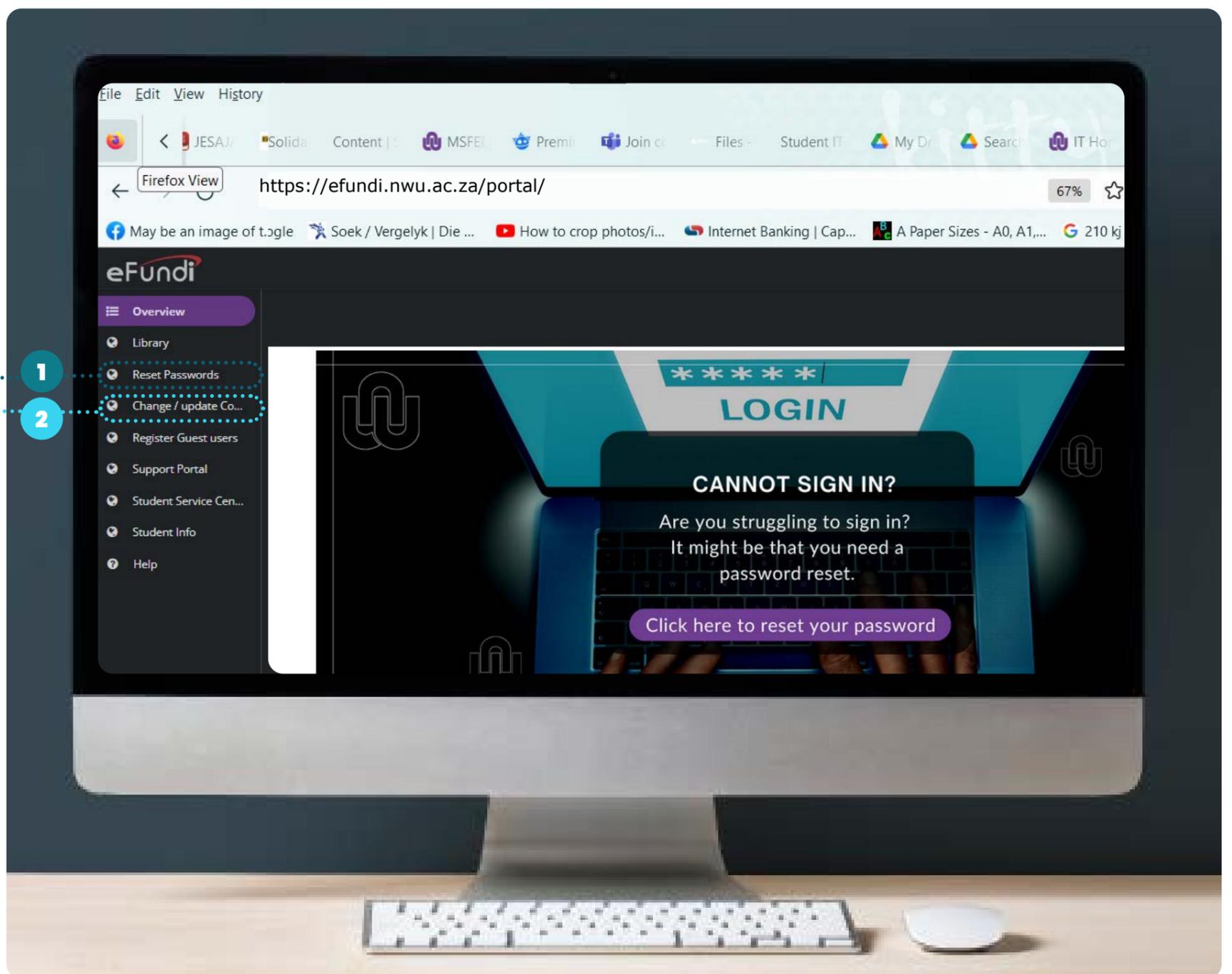
DRIVING DIGITAL TRANSFORMATION

in the 4th Industrial Revolution

# 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

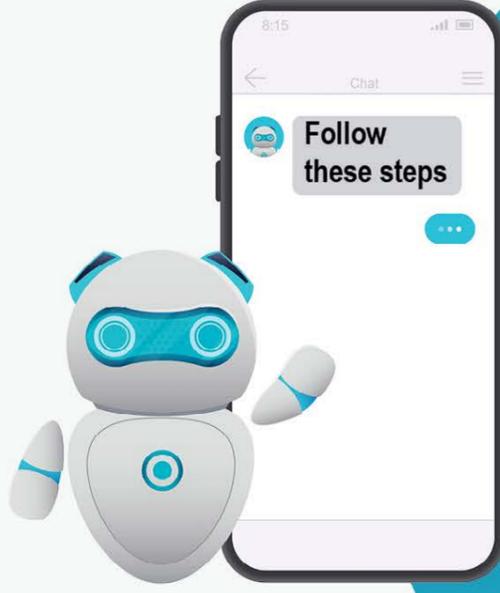
To change your contact details, please go to the efundi website: <https://efundi.nwu.ac.za>

On the main page before you login click on the Change Contact Details Button and follow the steps.

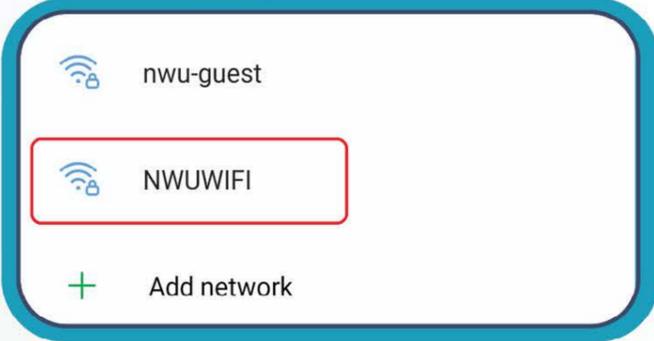
## Technical Problems

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>

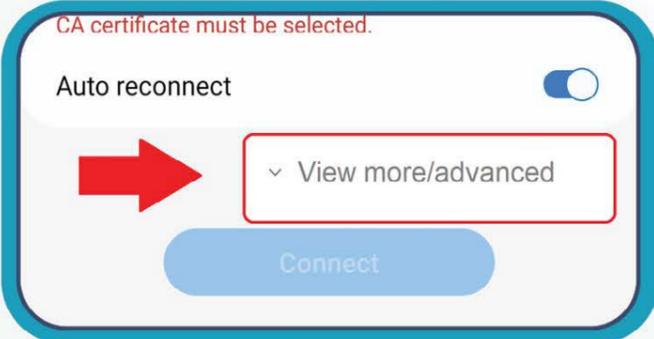
# Android Setup



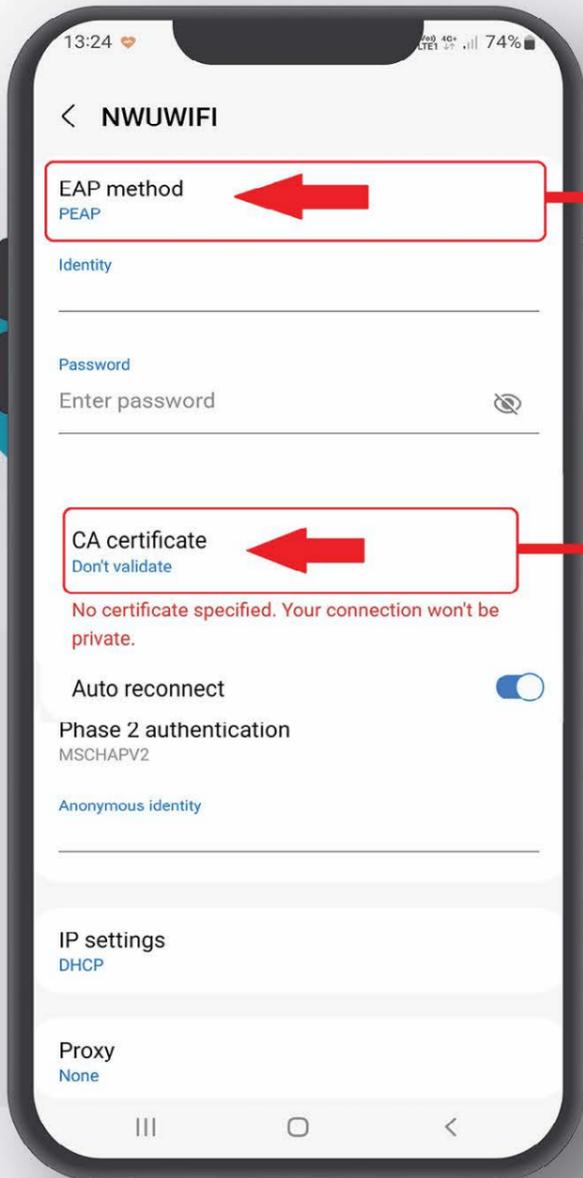
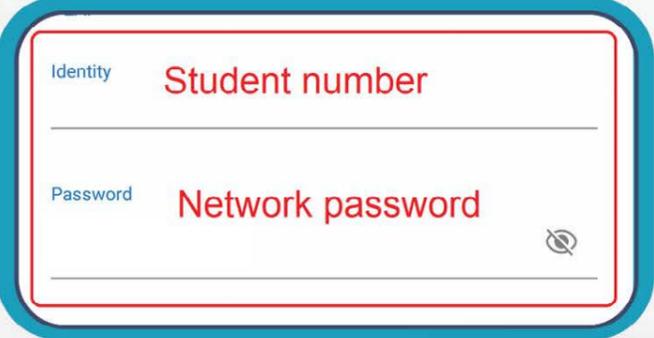
## 1 Select NWUWIFI



## 2 Select View more



## 3 Enter your password

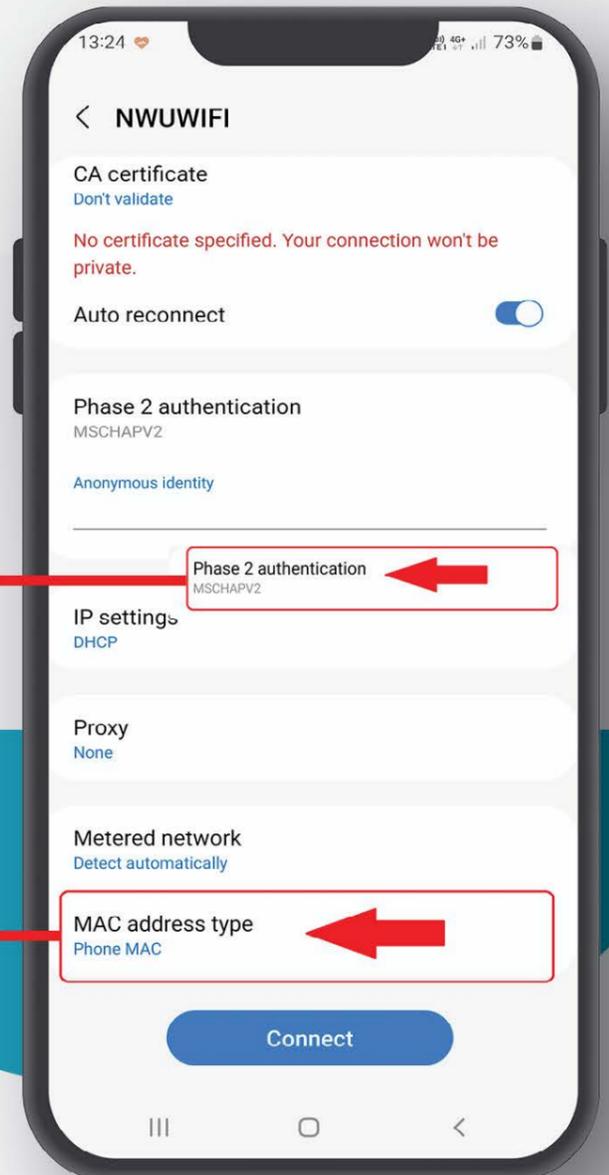


4 EAP method: PEAP

5 CA Certificate: Don't validate

6 Phase 2 authentication: MSCHAPV2

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



 <http://services.nwu.ac.za/ithome>

 [studentit@nwu.ac.za](mailto:studentit@nwu.ac.za)

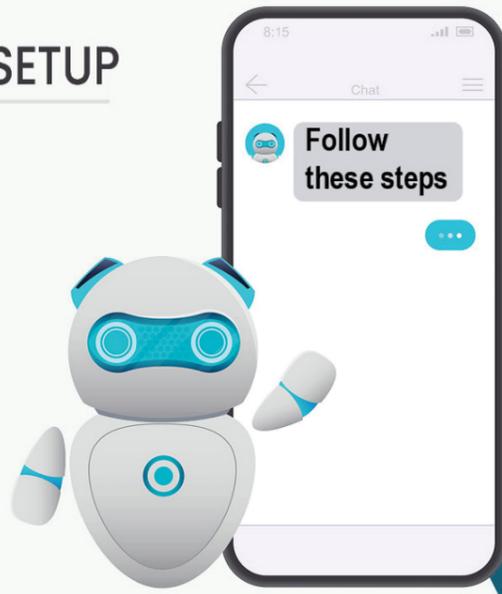
 <http://www.facebook.com/Instapdiens>

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

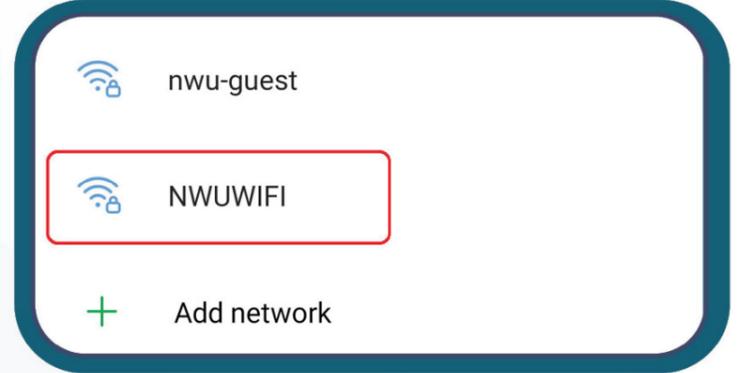
# Android 12 Setup



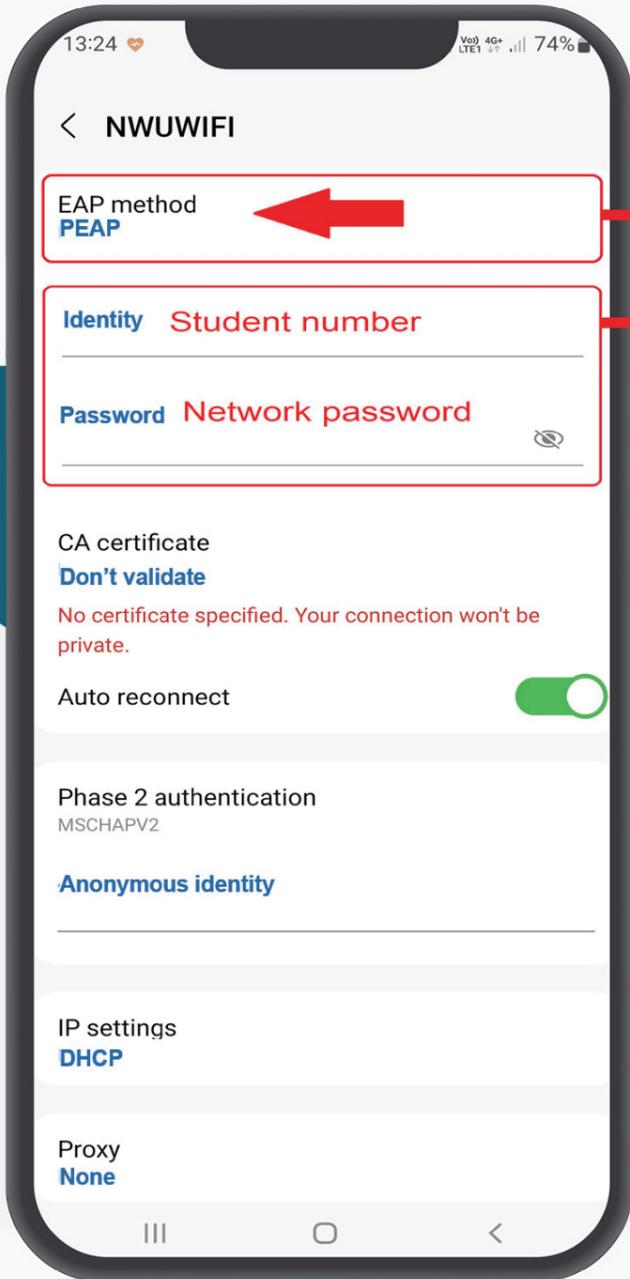
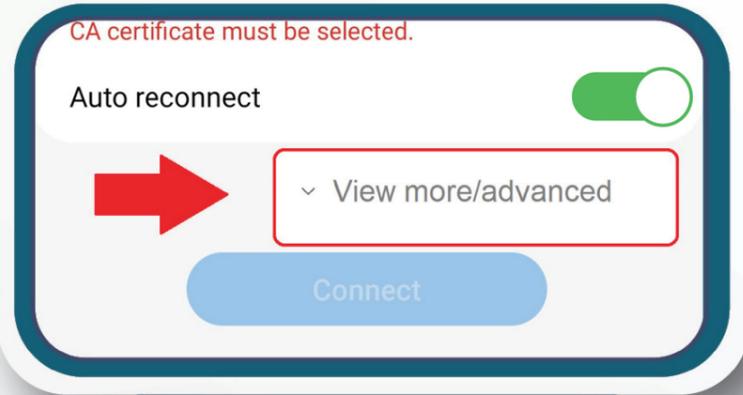
## ANDROID 12 -PHONE SETUP INSTALLATION STEPS



### 1 Select NWUWIFI



### 2 Select View more



3 EAP method: PEAP

4 Enter your login details

CA Certificate: Don't validate

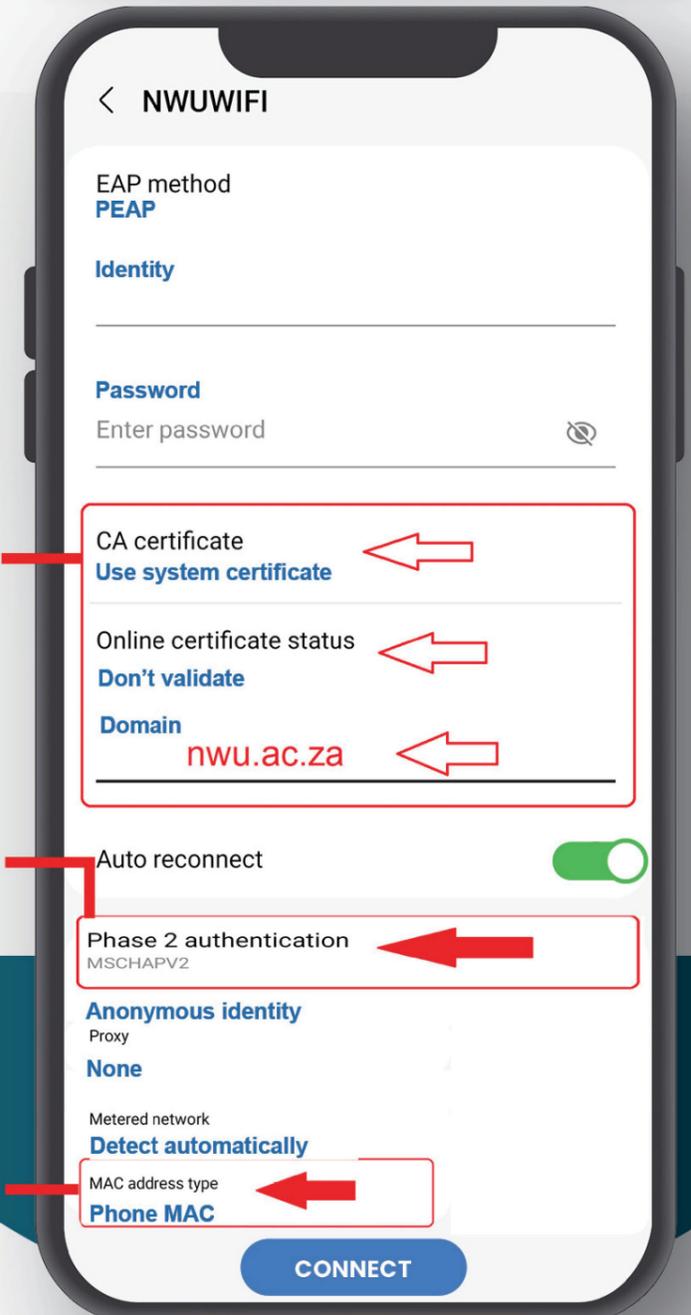
5

Phase 2 authentication: MSCHAPV2

6

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

7



<http://services.nwu.ac.za/ithome>

[studentit@nwu.ac.za](mailto:studentit@nwu.ac.za)

<http://www.facebook.com/Instapdiens>

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

**Takes about a minute to update please be patient.**

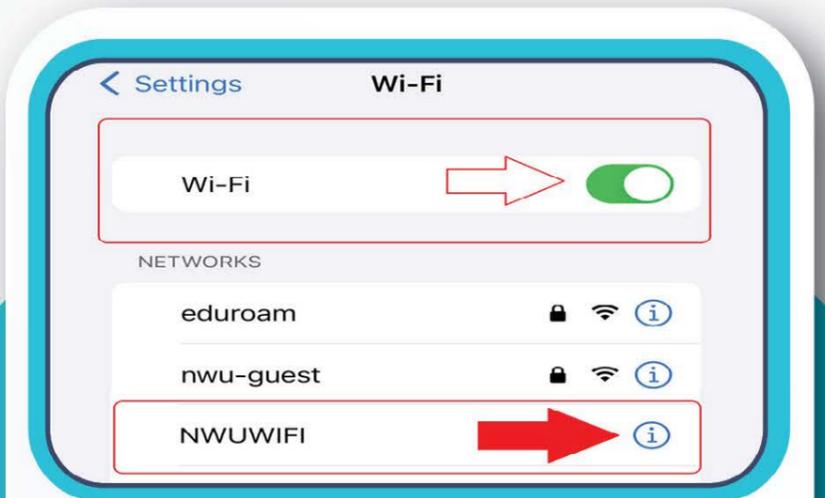
# Apple Setup



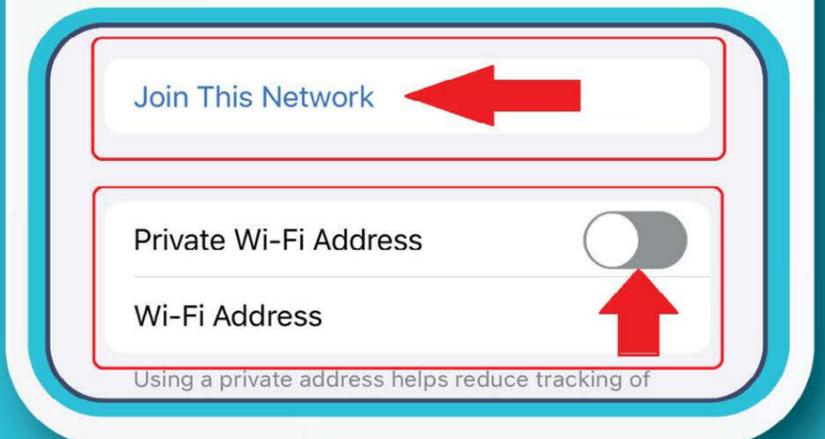
## APPLE-PHONE SETUP INSTALLATION STEPS



- 1 Switch on the phones Wi-Fi  
select NWUWIFI

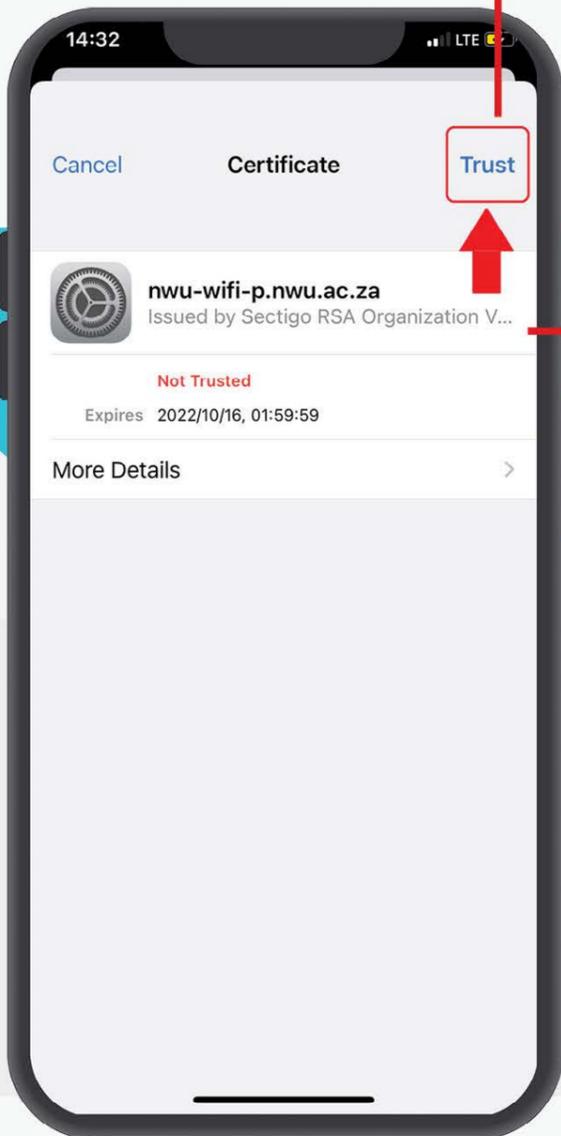


- 2 Select Join This Network and  
switch Private Wi-Fi Address off

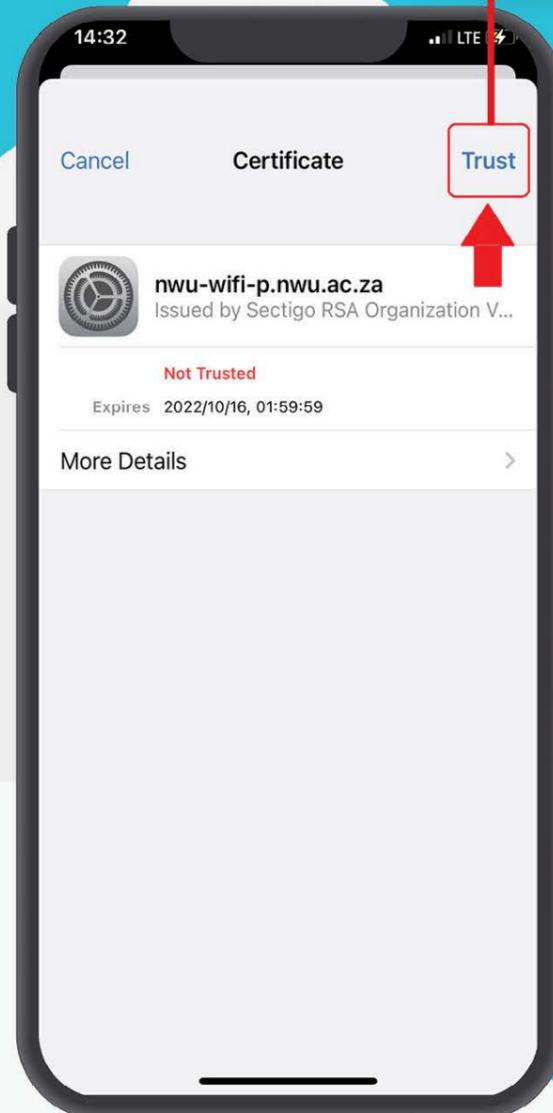


- 5 Enter your Student Number  
& Network Password

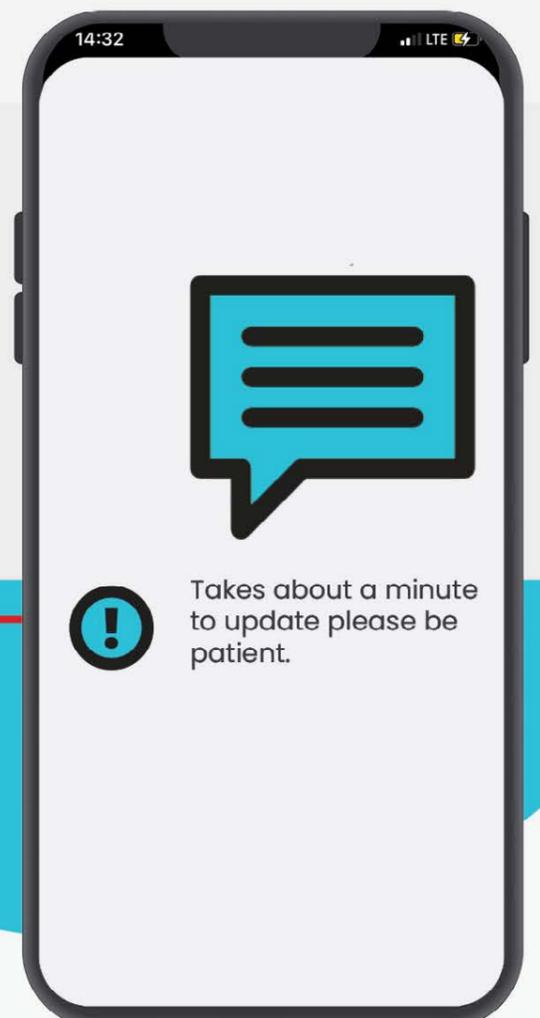
- 6 Click Join



- 7 Click Trust



- 8 Take Note



 <http://services.nwu.ac.za/ithome>

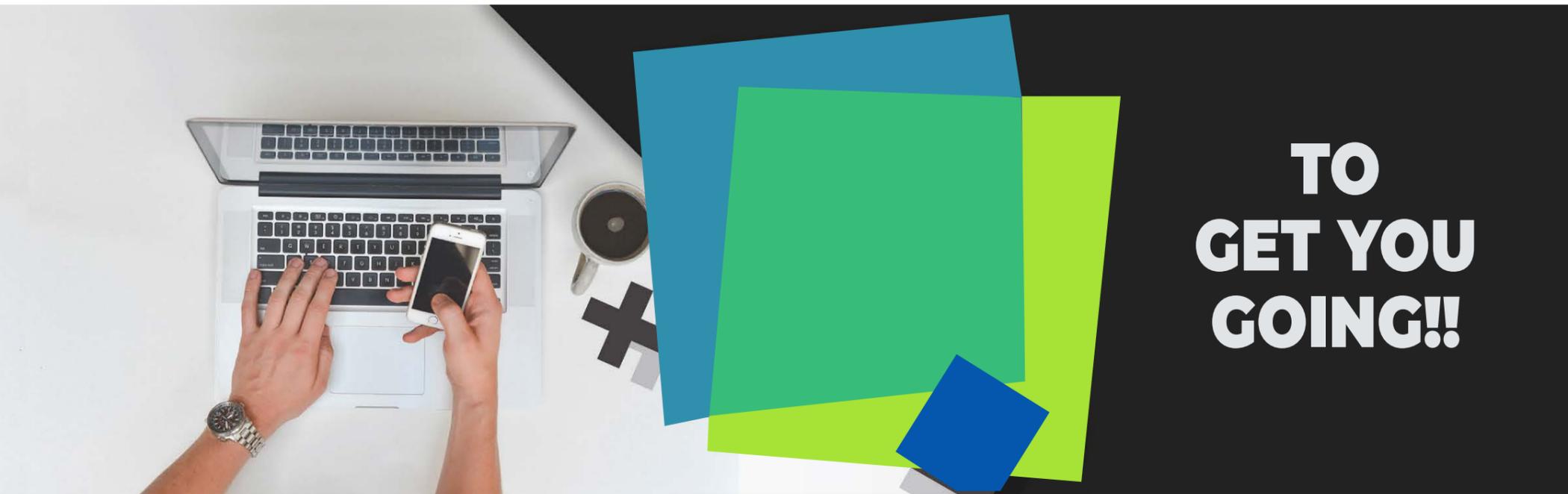
 [studentit@nwu.ac.za](mailto:studentit@nwu.ac.za)

 <http://www.facebook.com/Instapdiens>

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

# Gmail and Google Drive for students

## INSTALLATION STEPS



### ACCESS YOUR GMAIL

-  Open Google Chrome web browser
-  Log in to Chrome using your **Student Gmail Account**
-  **By email enter;**  
(Your student number)@student.g.nwu.ac.za e.g  
**(12345678)@student.g.nwu.ac.za**
-  You will be redirected to the NWU CAS web-page.
-  Login with your **NWU ID/Student number and password**

### ACCESS YOUR GOOGLE DRIVE

-  Open Google Chrome web browser
-  Click on the google app icon top right hand corner 
-  Select the Google Drive icon
-  Log in to Chrome using your **Student Gmail Account**
-  **By email enter;**  
(Your student number)@student.g.nwu.ac.za e.g  
**(12345678)@student.g.nwu.ac.za**

# Office 365 for students

## INSTALLATION STEPS



ATTENTION STUDENTS

OFFICE  
365

DOWNLOAD STEPS ARE HERE!

-  **Connect to internet** **1**
-  **Open a web browser, go to**  
<https://portal.office.com> **2**
-  **Sign in with ONLY the following;**  
**USERNAME:**  
*Studentnumber@mynwu.ac.za*  
e.g. 12345678@mynwu.ac.za **3**
-  **Select “Active Directory”** **4**
-  **PASSWORD:**  
*Your Network Password* **5**
-  **Download and install Office 365** **6**
-  **Once Installation is complete open “Word” and wait for activation prompts** **7**
-  **Sign in with ONLY the following;**  
**USERNAME:**  
*Studentnumber@mynwu.ac.za*  
e.g. 12345678@mynwu.ac.za **8**
-  **Select “Active Directory”** **9**
-  **PASSWORD:**  
*Your Network Password* **10**

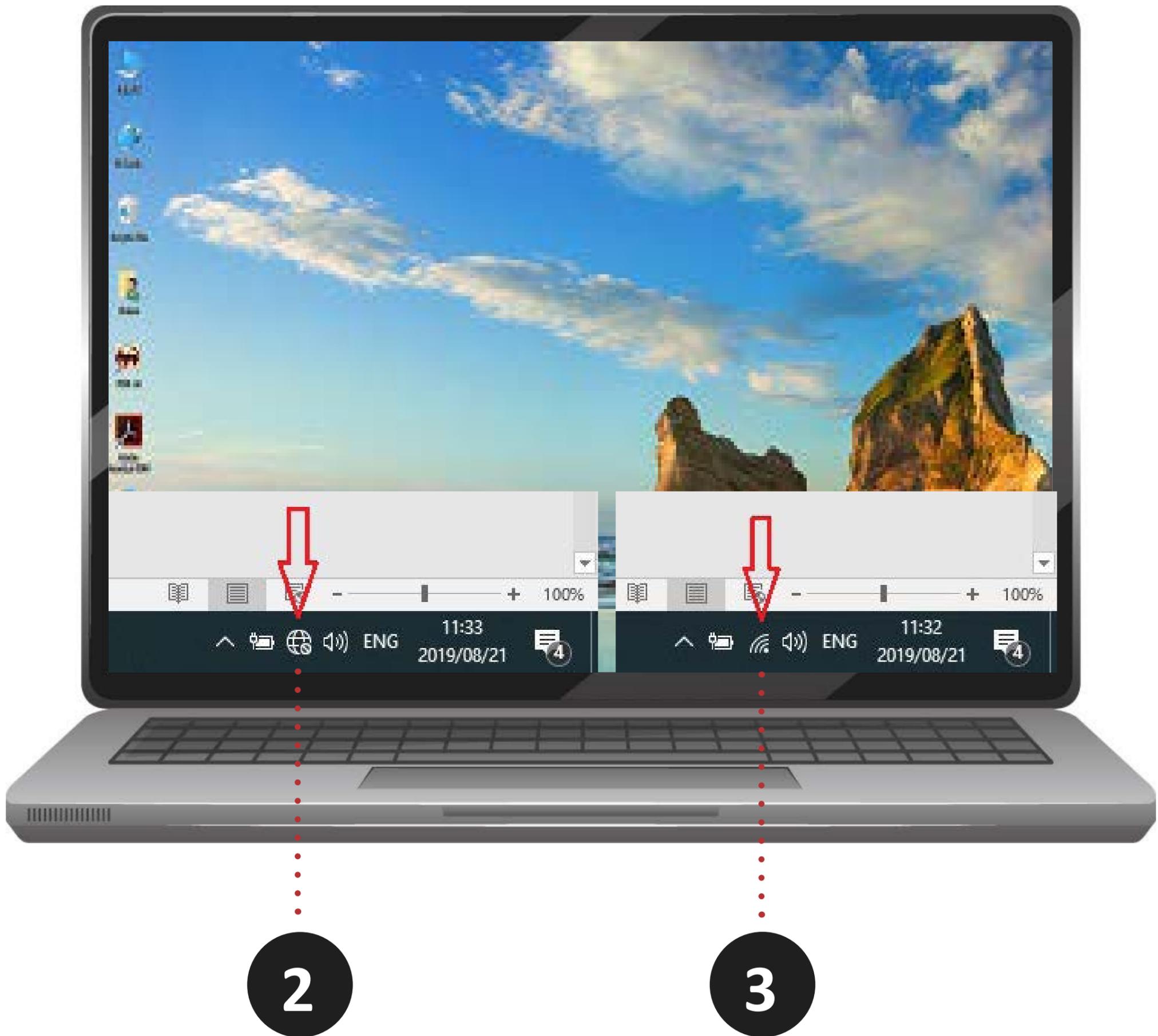
**Wait until you receive an “Activated” popup!**

# Wifi Setup

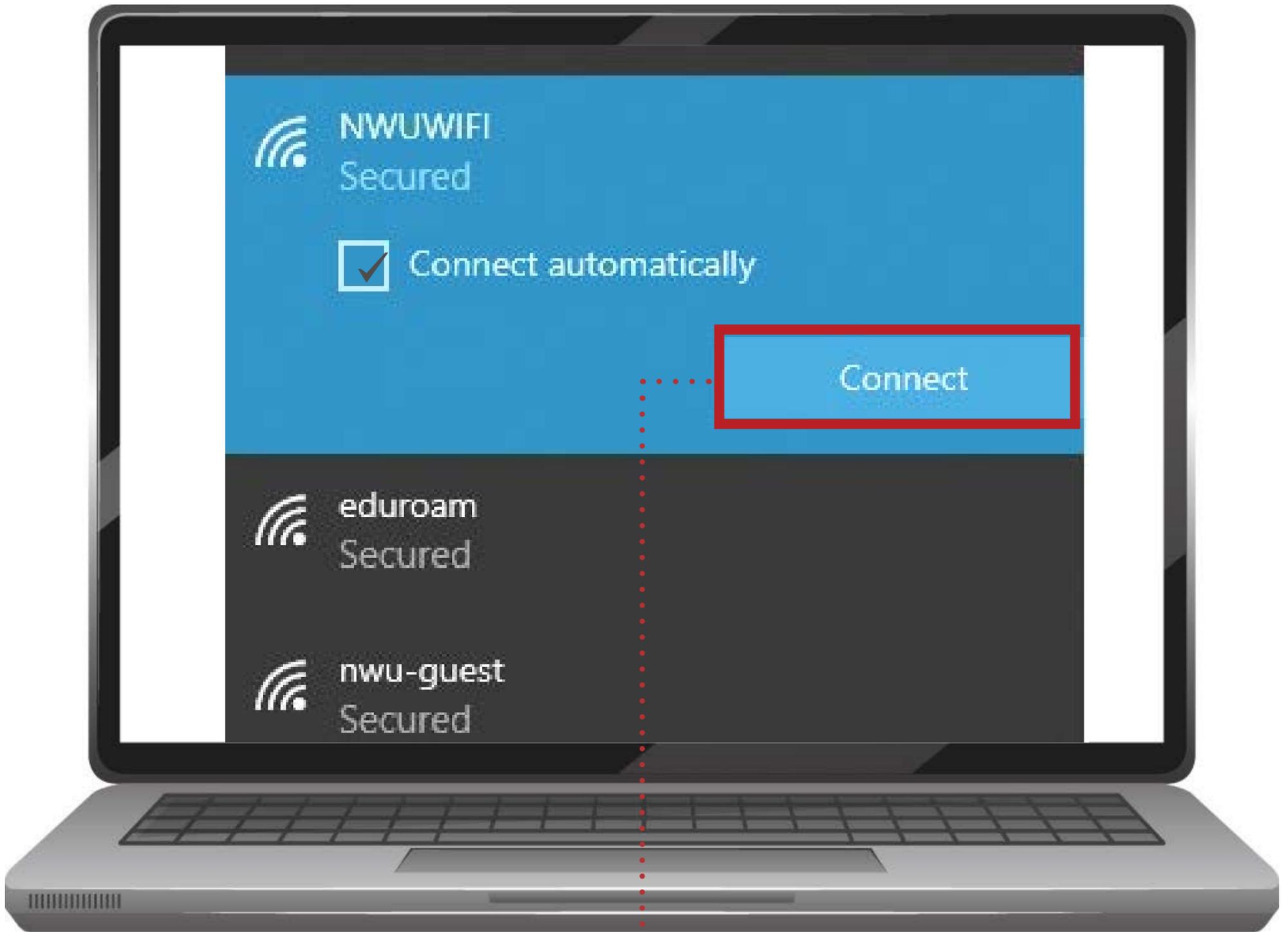


1

Please click on the Wi-Fi icon.

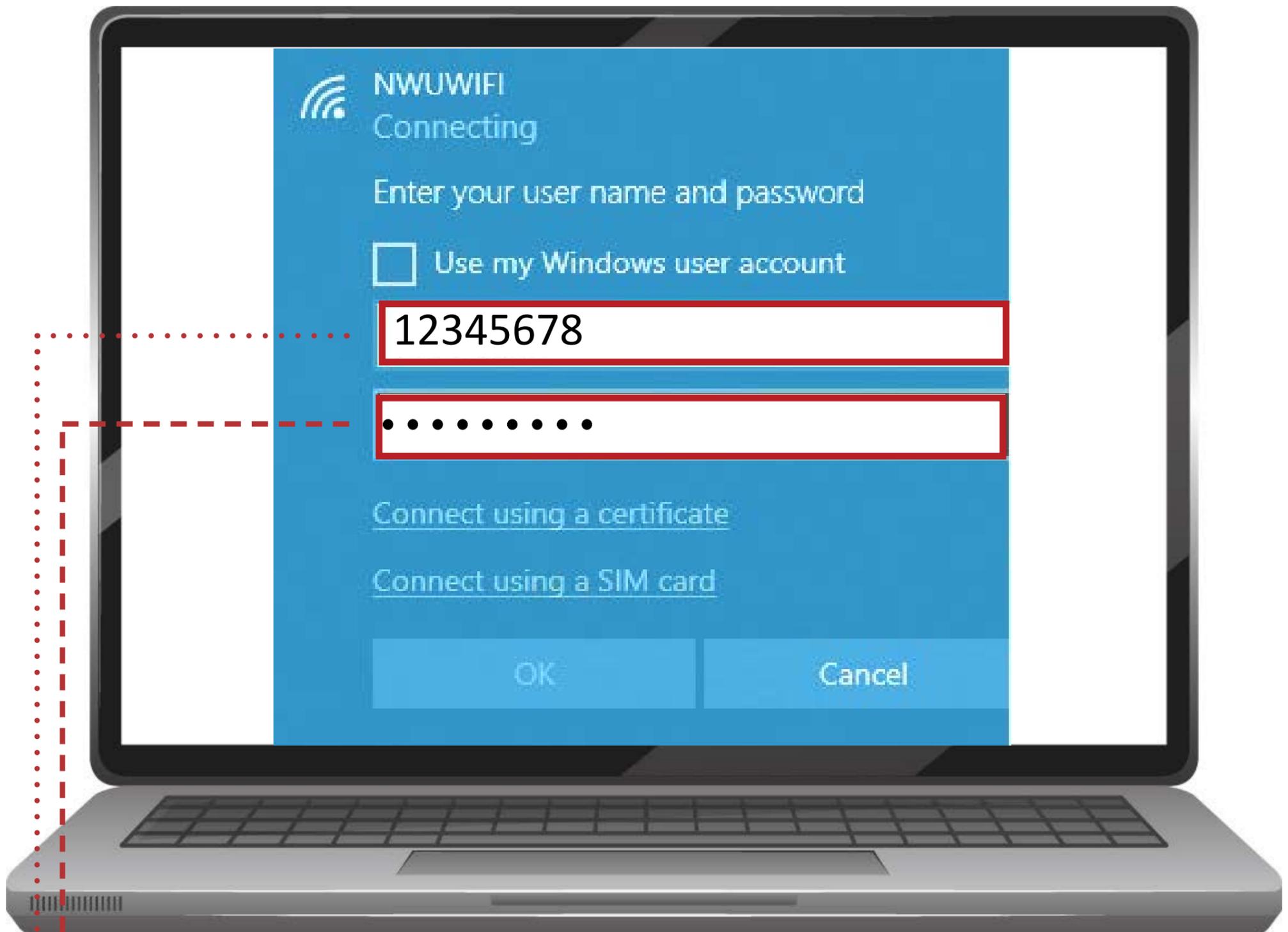


Please click on the Wi-Fi icon it is found on the bottom right of the screen it can look like either image found in step 2 or 3.



4

Select NWUWIFI and click on Connect.



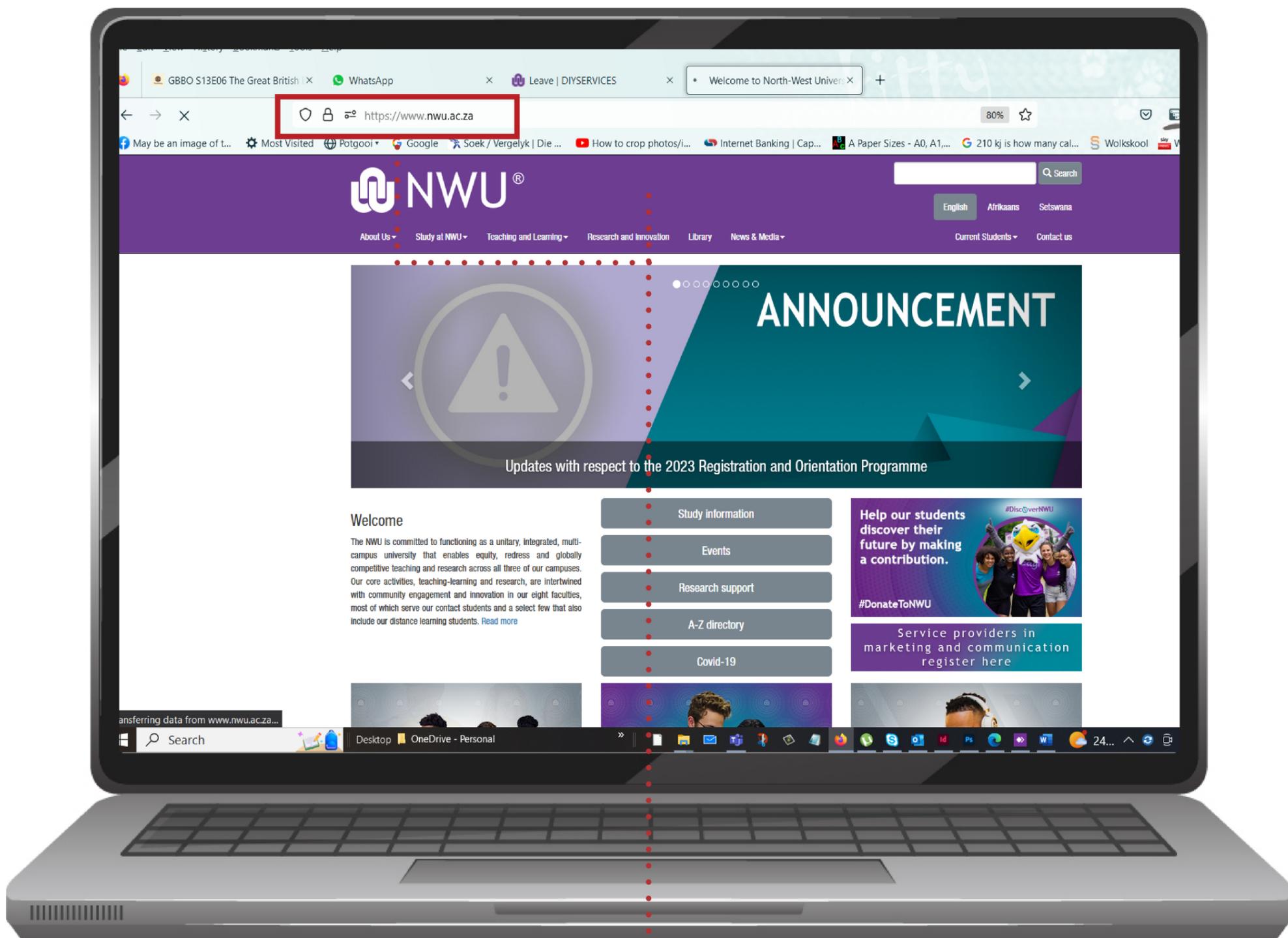
5

Enter your staff / student number followed by your network password. Then click OK.



6

Click Connect to proceed.



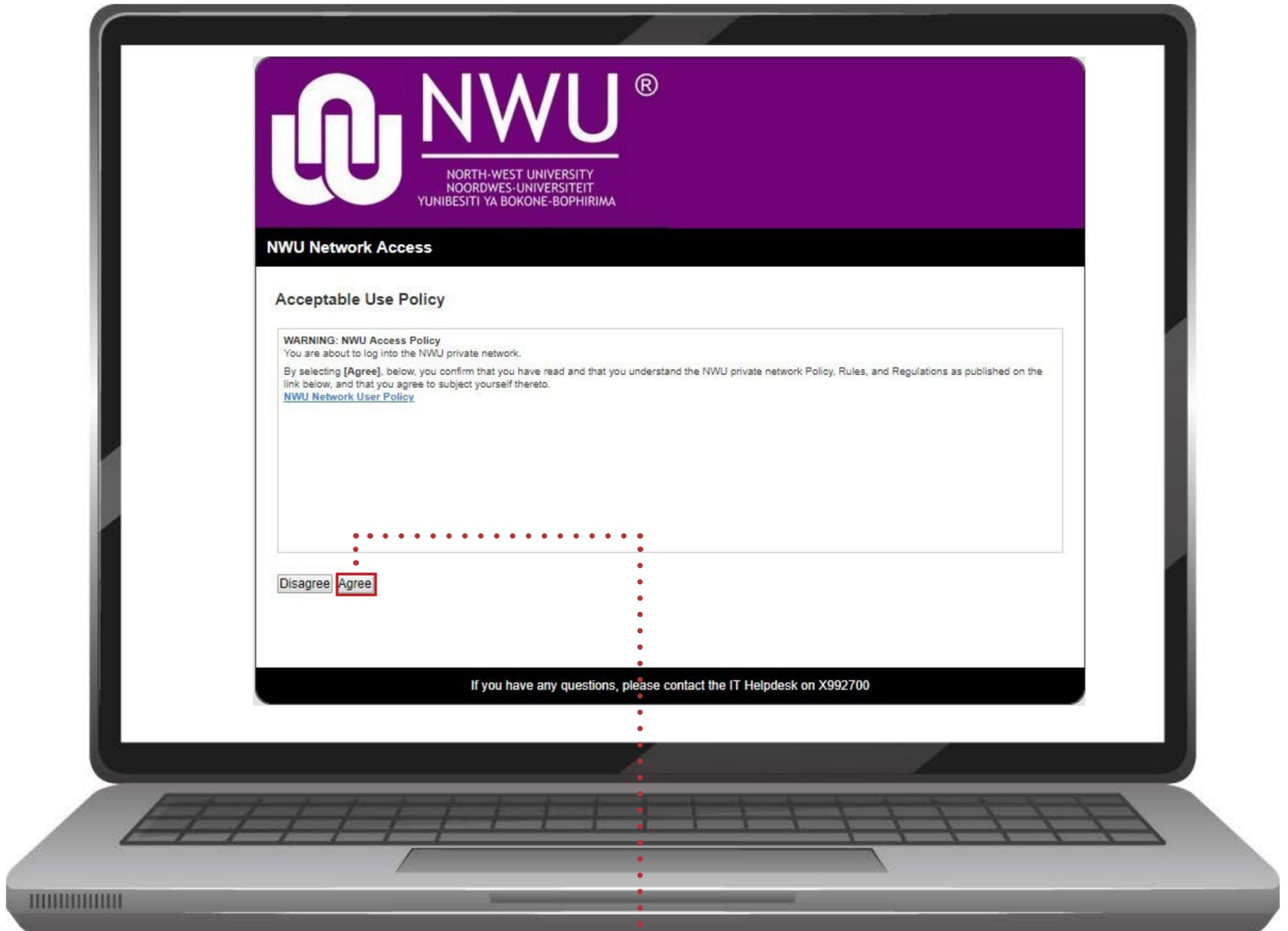
7

Please go to the following website  
[www.nwu.ac.za](https://www.nwu.ac.za)



8

You will see the following.



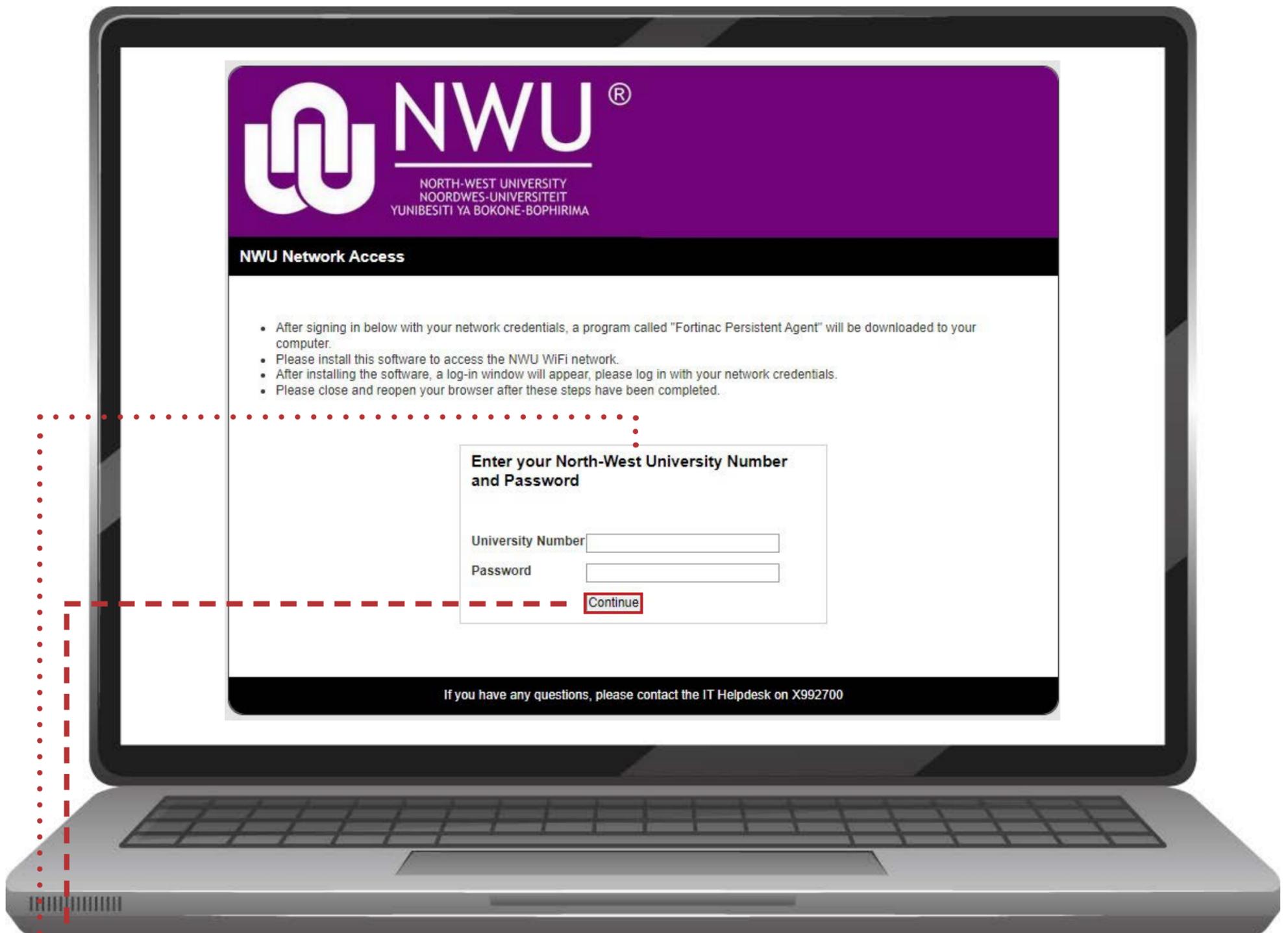
9

Select agree to the acceptable usage policy.



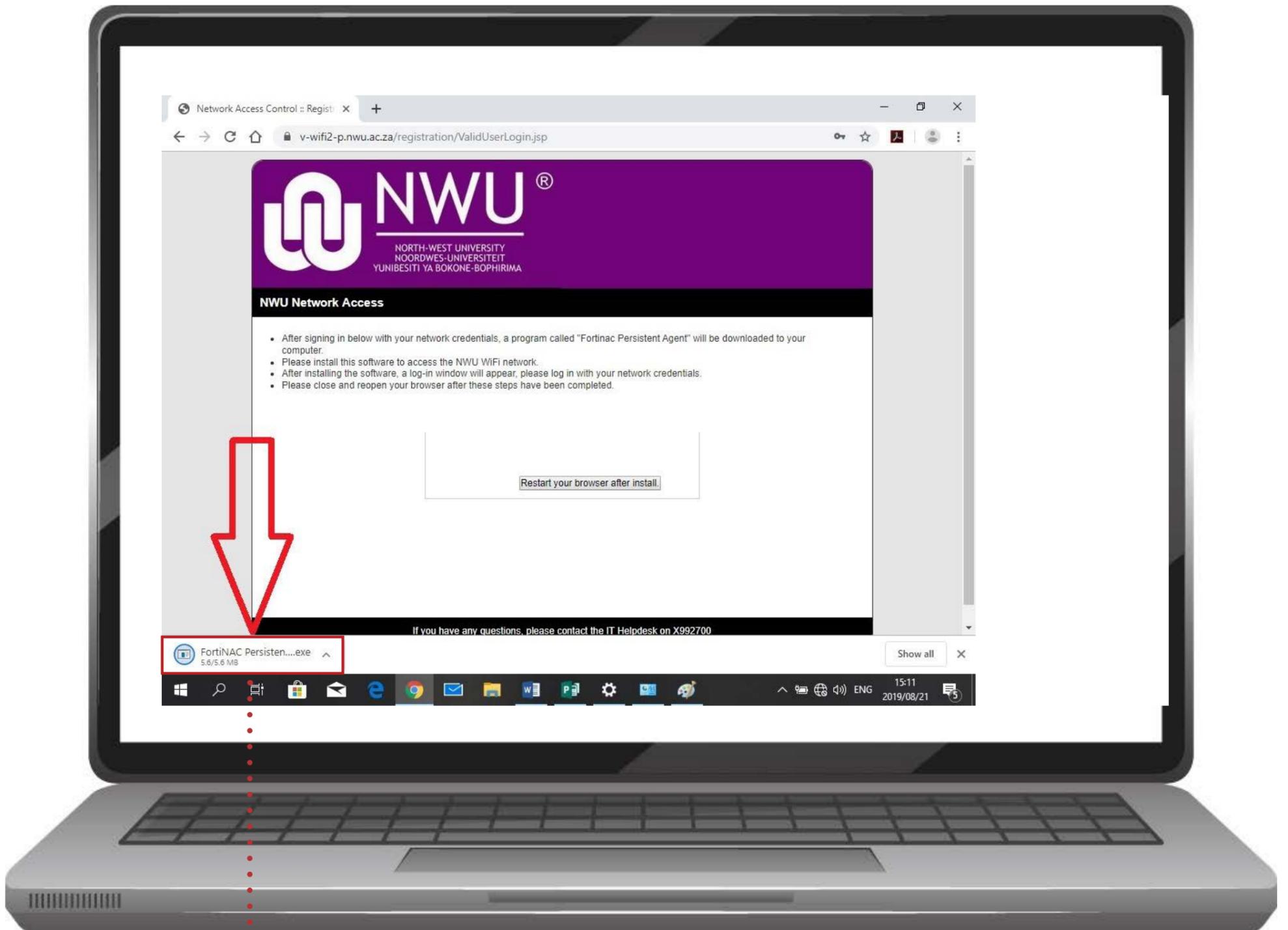
10

Click Start.



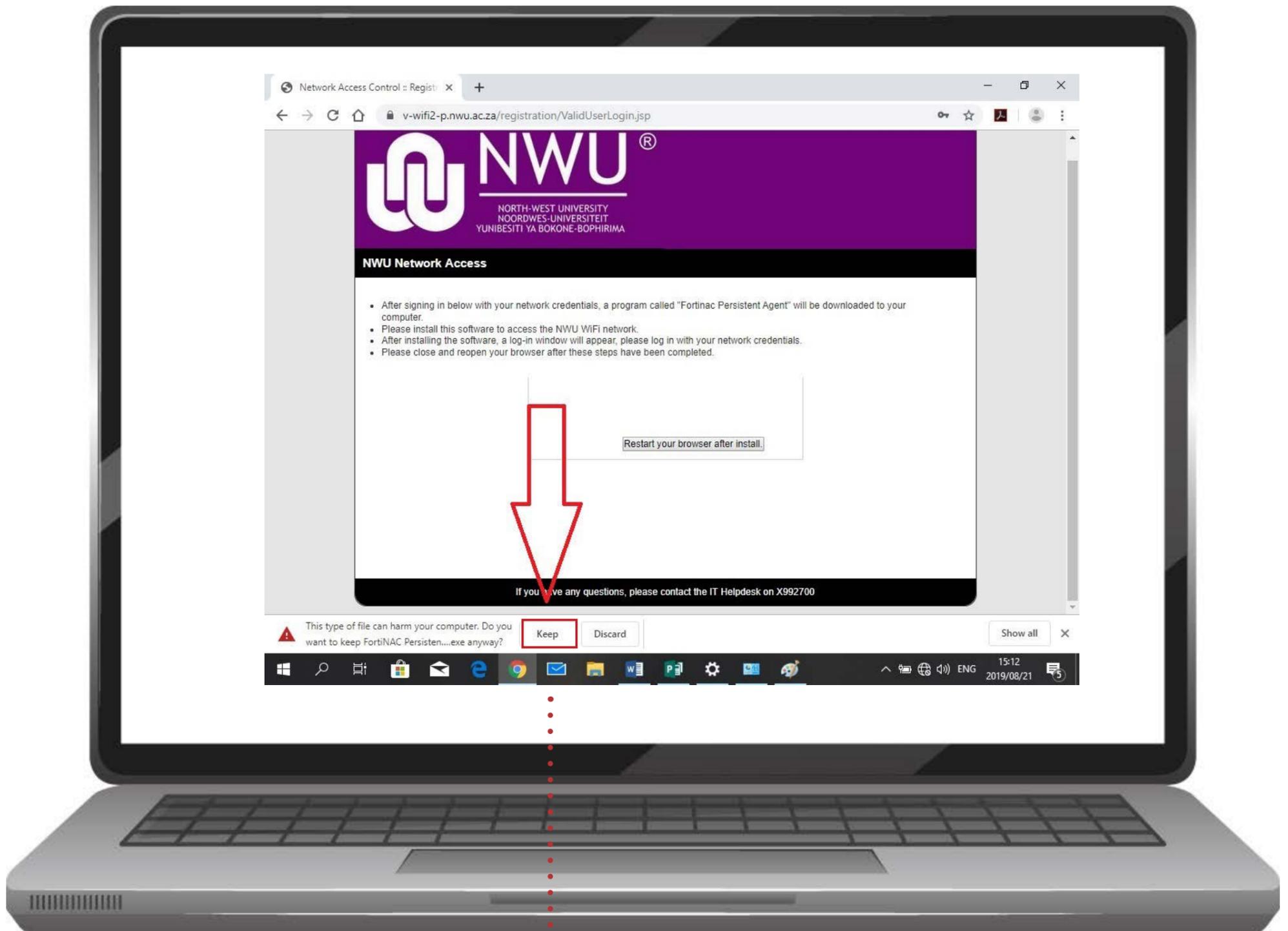
11

Enter your staff / student number followed by your network password. Then click Continue.



12

Wait for fortinac to download.



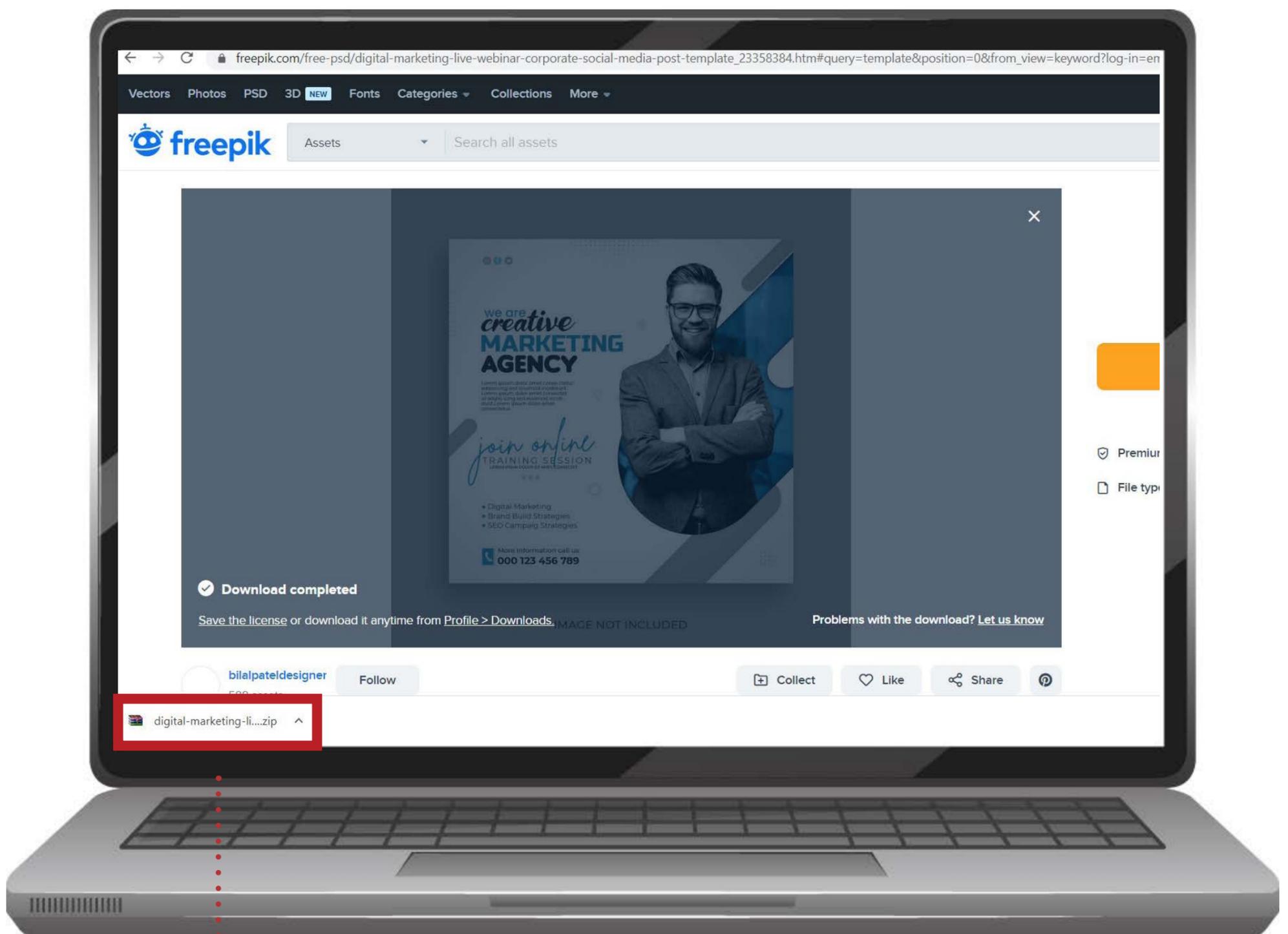
13

**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.**



**GOOGLE CHROME**

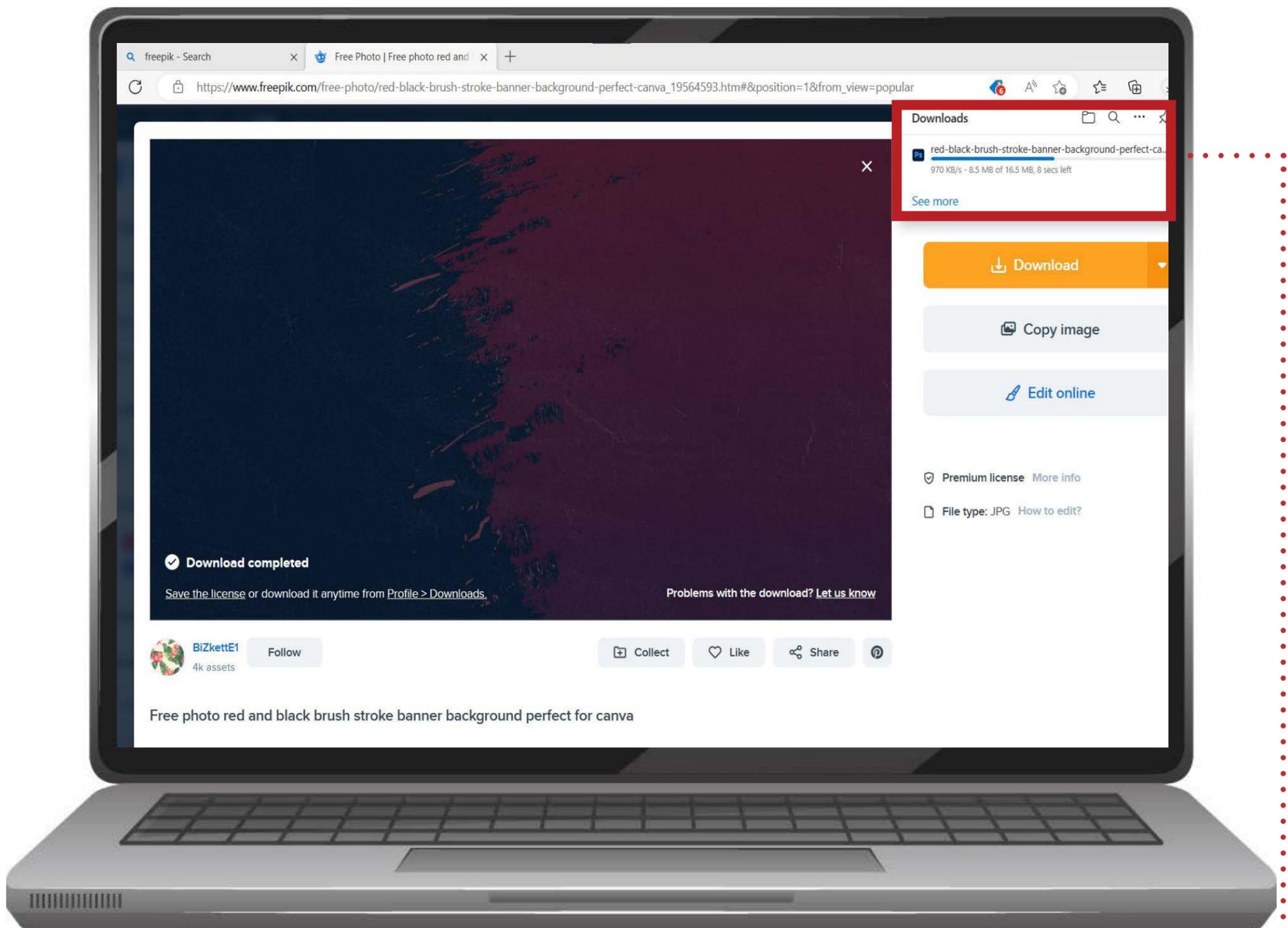


Double-click the FortiNAC file to start the installation.

Below are examples of where to find your download file: **Edge**.



**MICROSOFT EDGE**

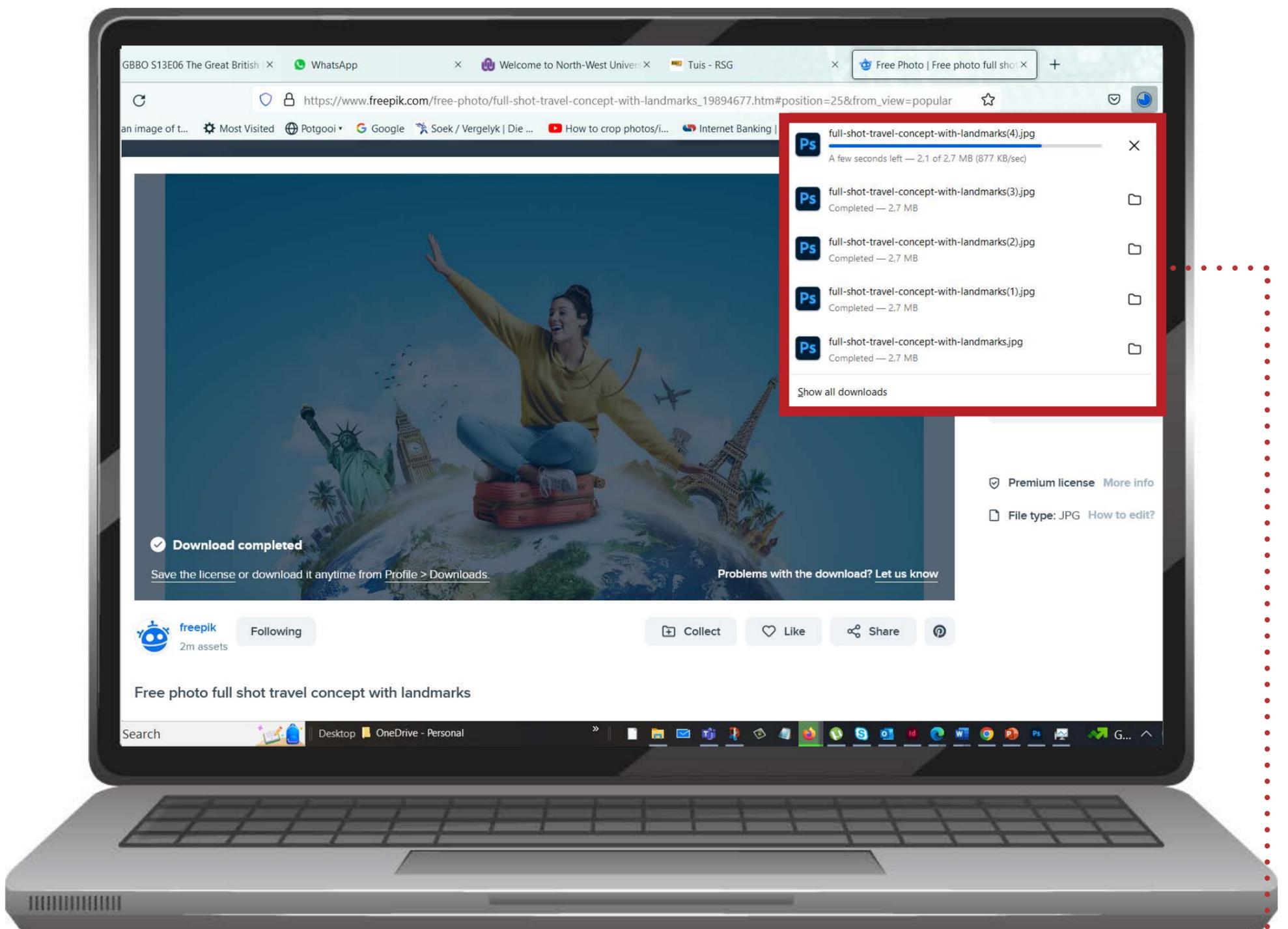


Double-click the FortiNAC file to start the installation.

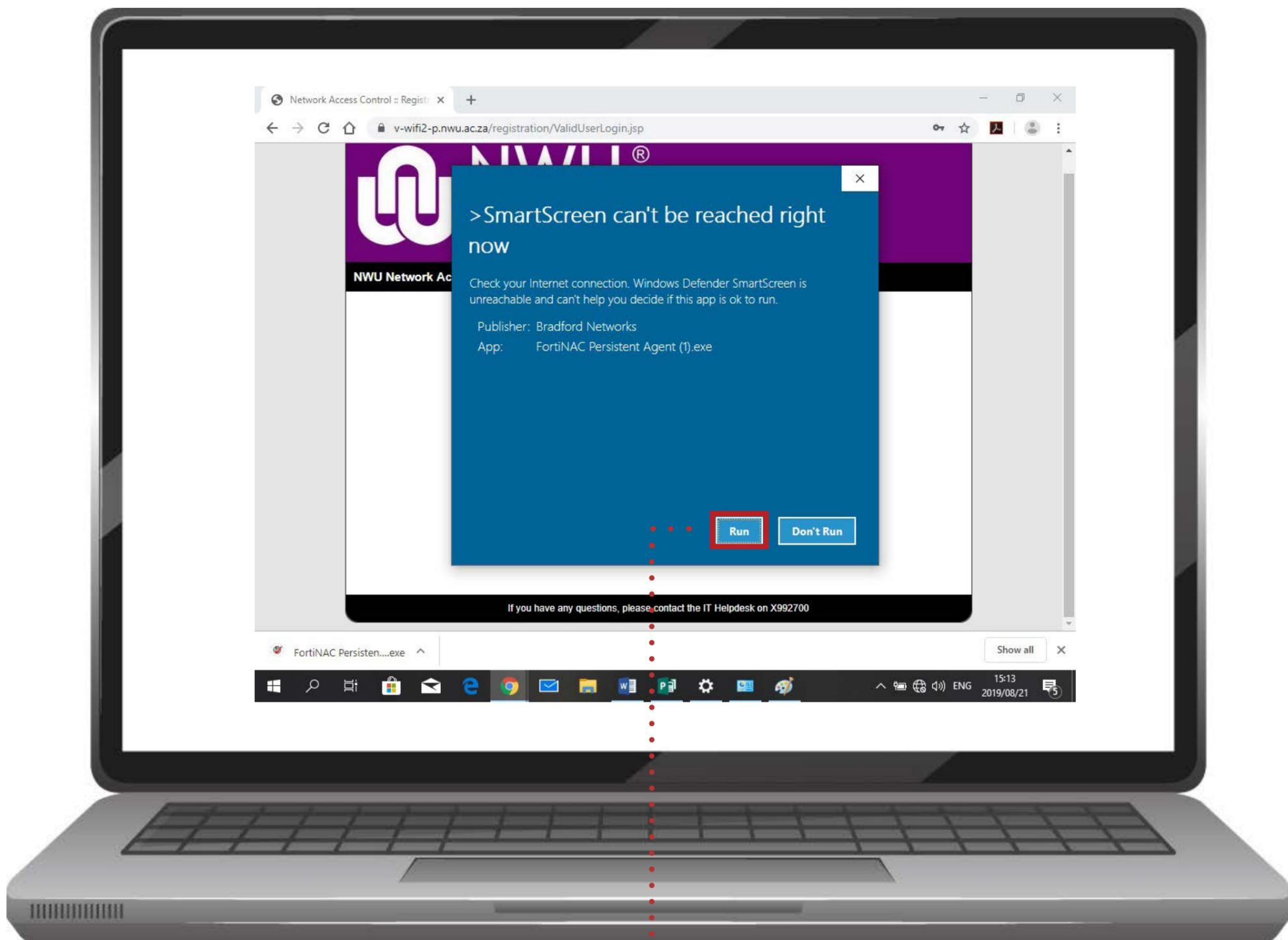
Below are examples of where to find your download file: **Firefox**.



**FIREFOX**

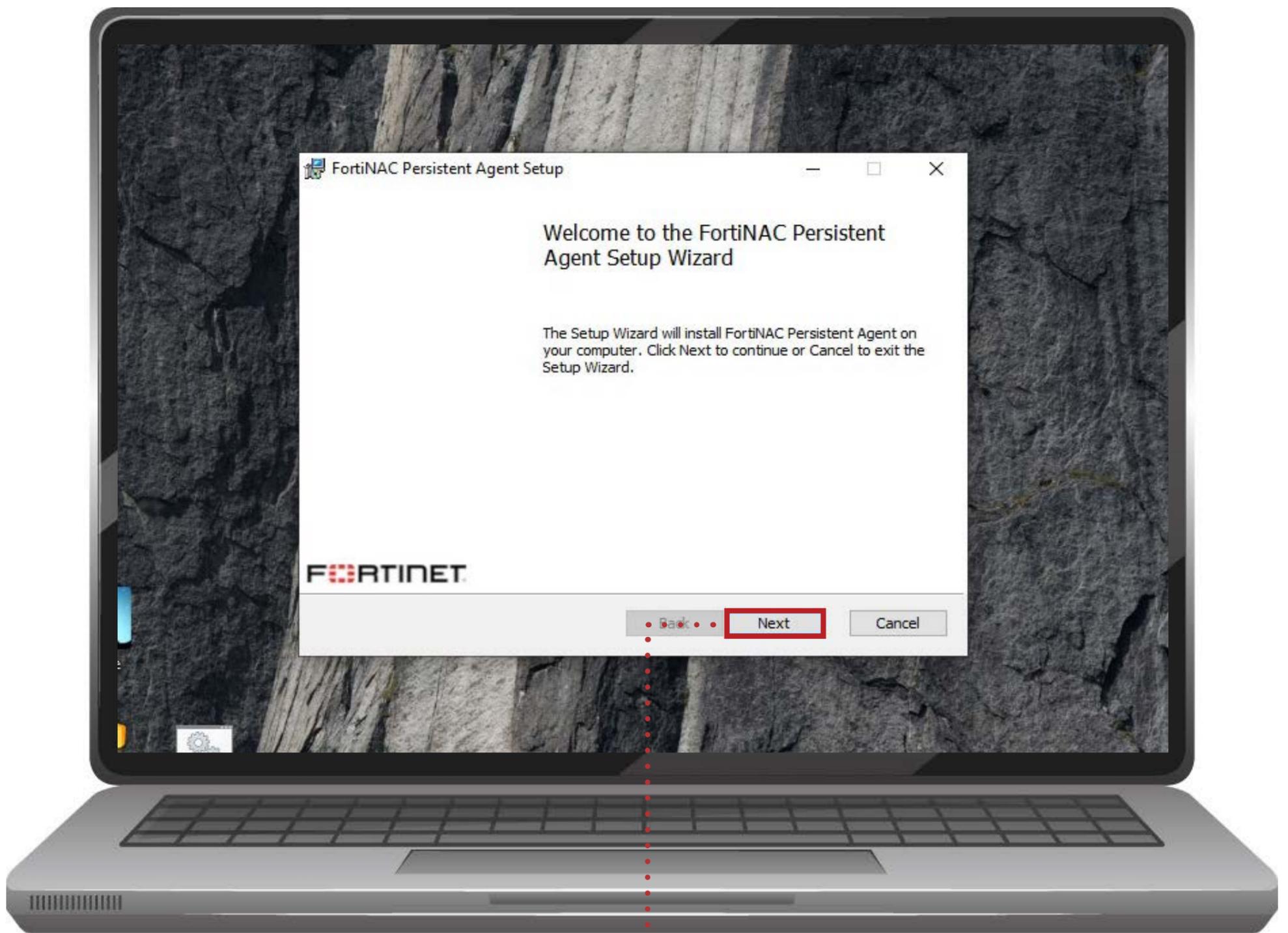


Double-click the FortiNAC file to start the installation.



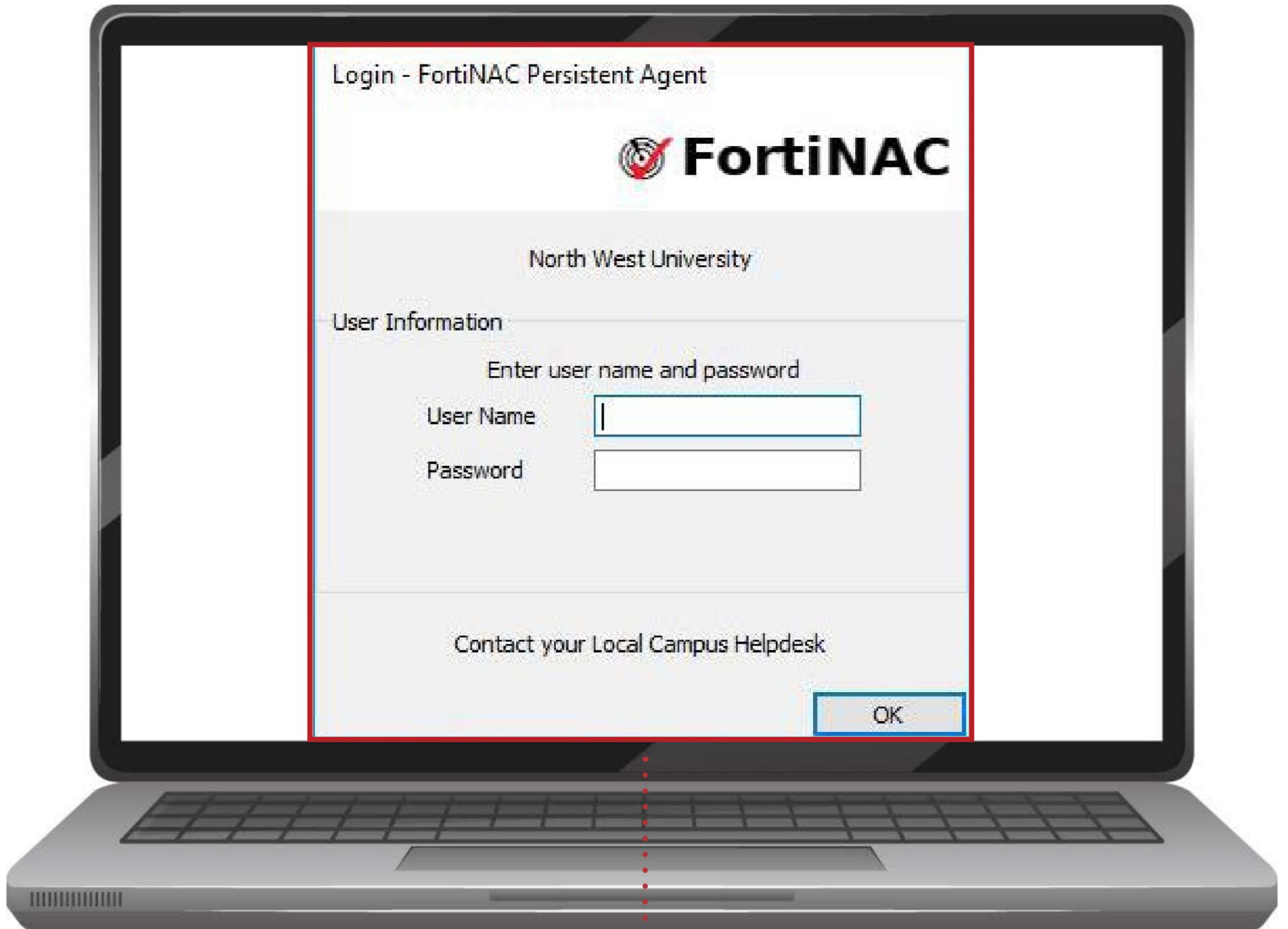
14

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.**



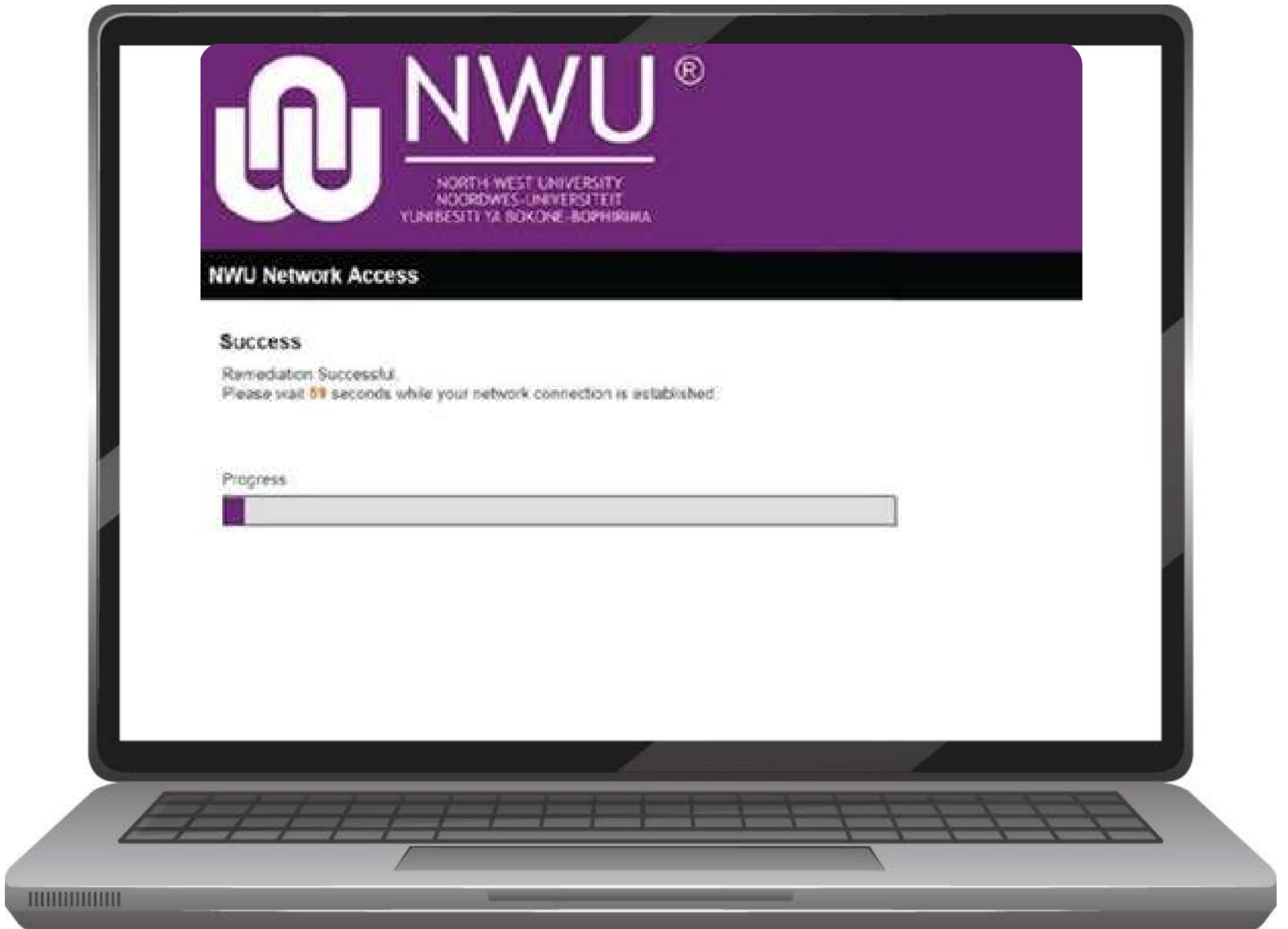
15

Close your browser and click “Next” to start the Fortinac file installation.



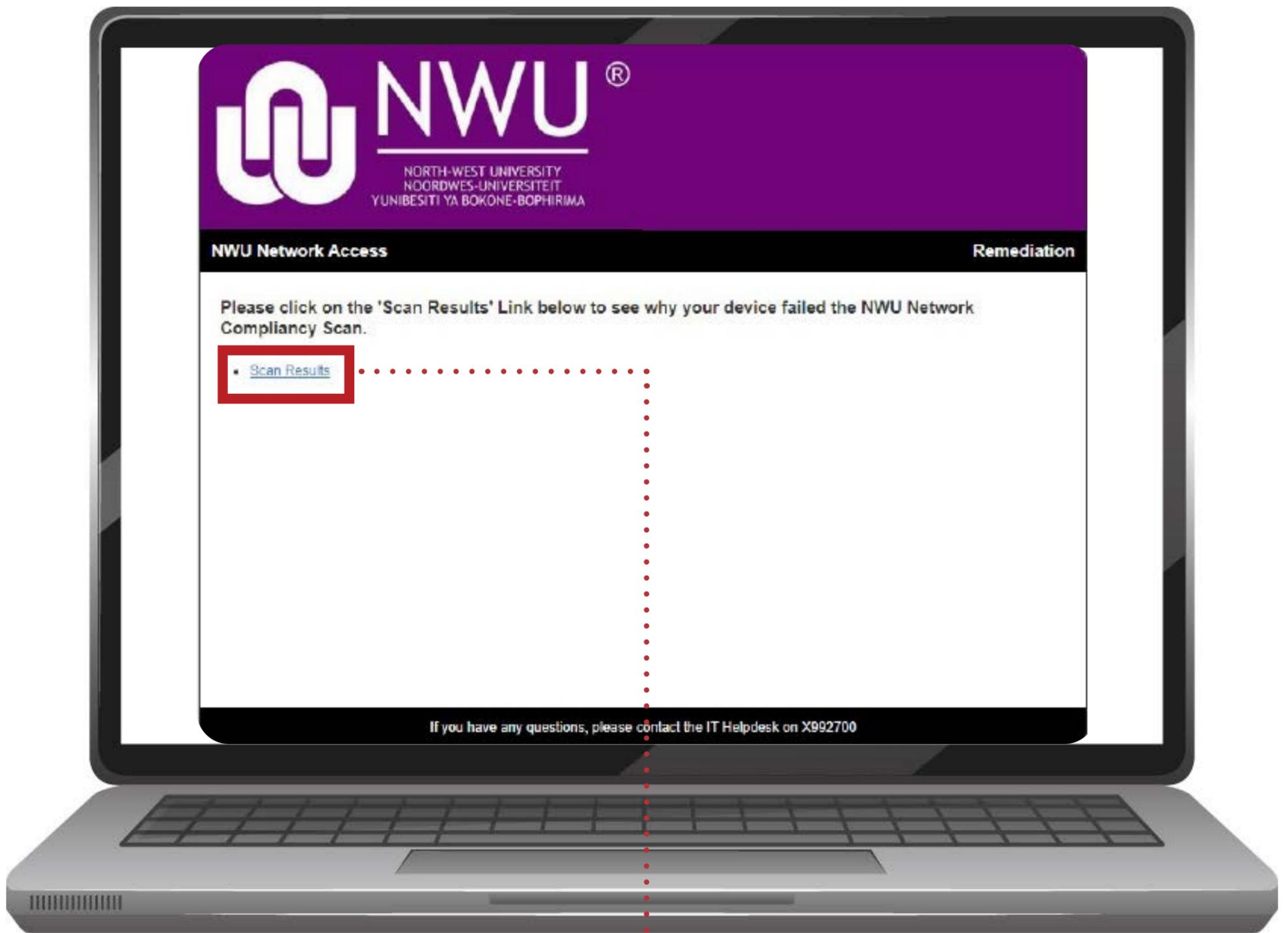
16

When prompted, Login to the Fortinac persistent agent with your staff / student number and your network password and click “ok.”



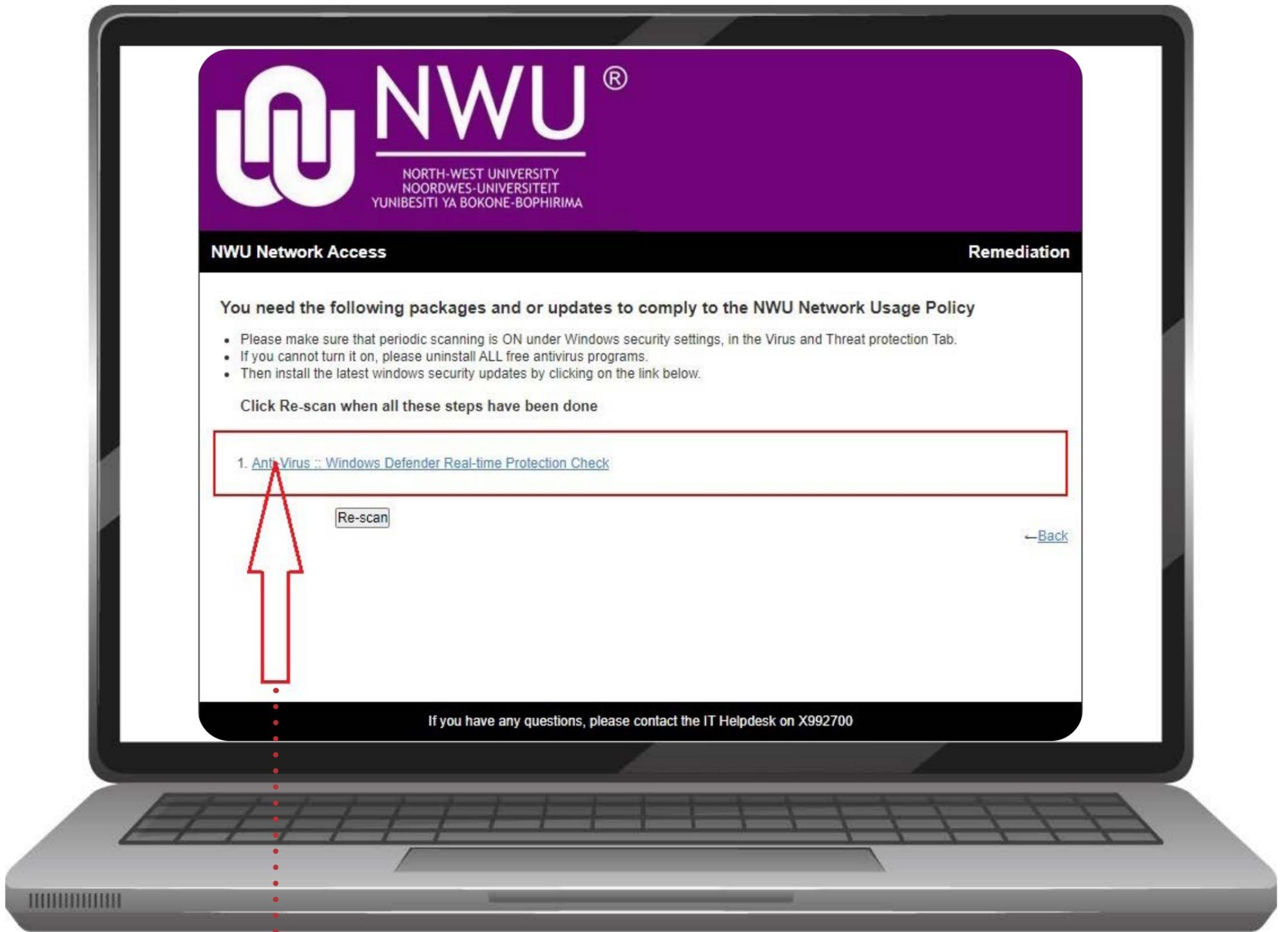
17

If everything is setup correctly, you should see the same as the image above.  
**If you don't see this move on to next step.**



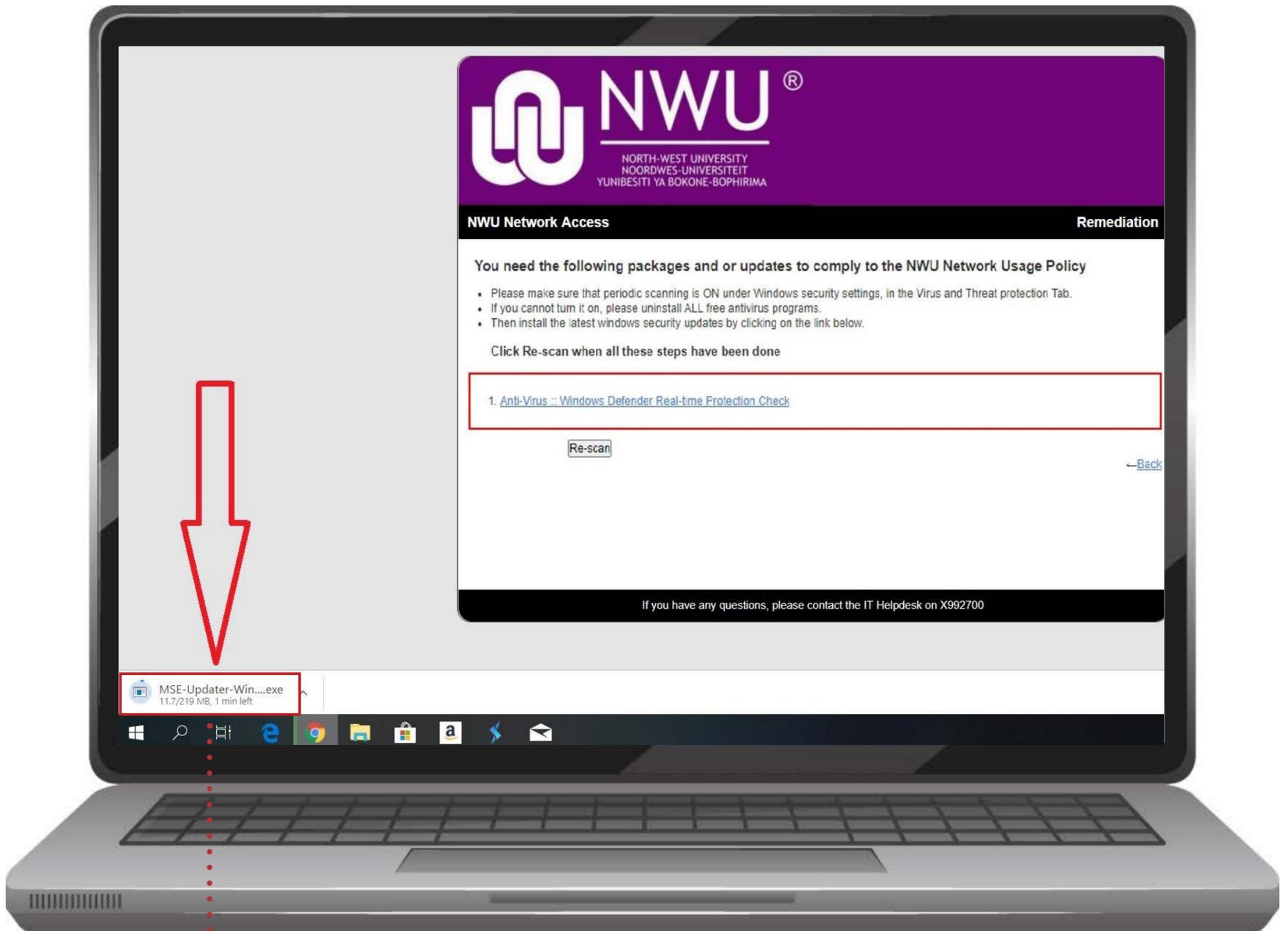
18

Click on scan results.



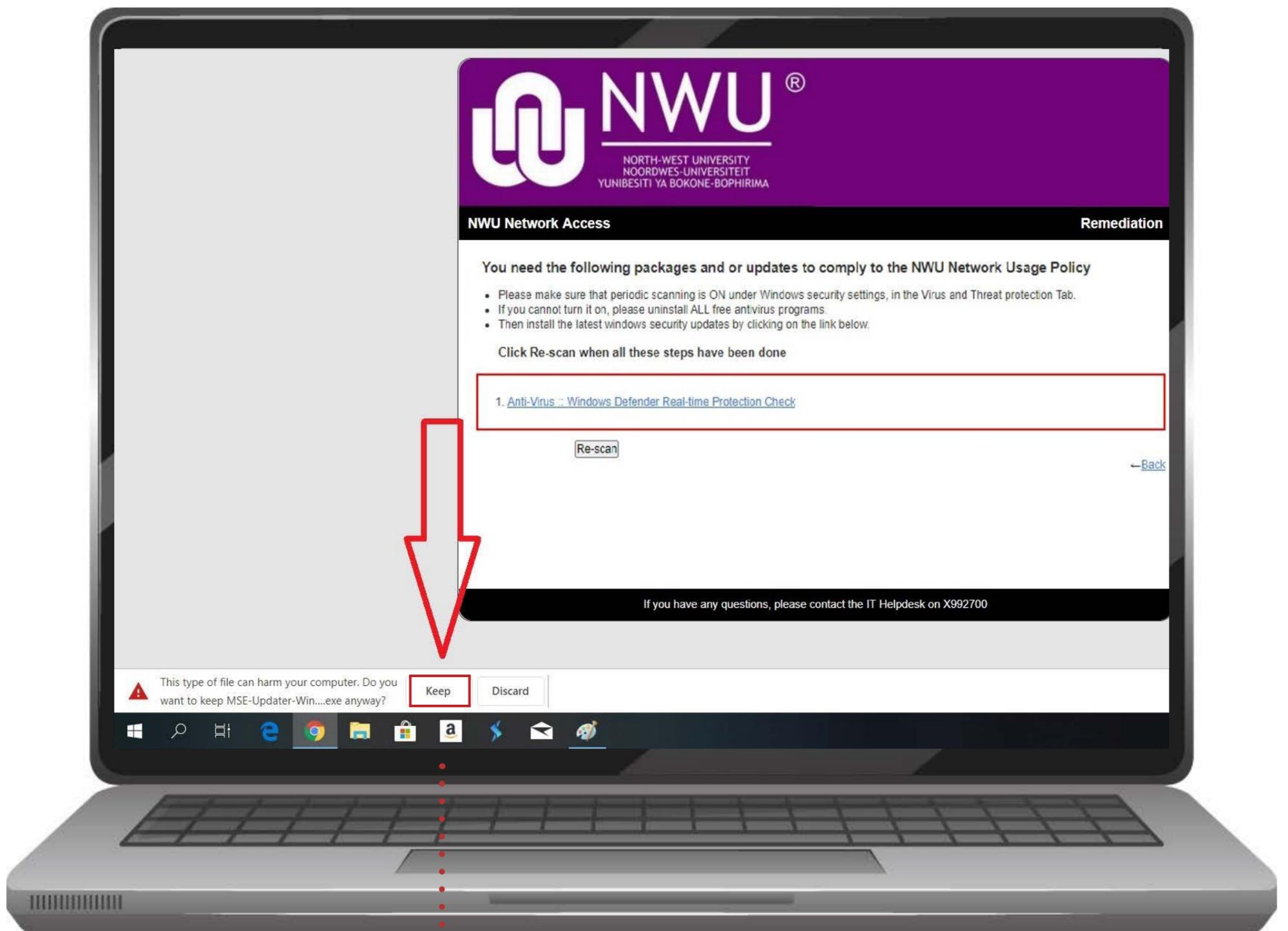
19

Please click on the indicated link to update MS Defender.



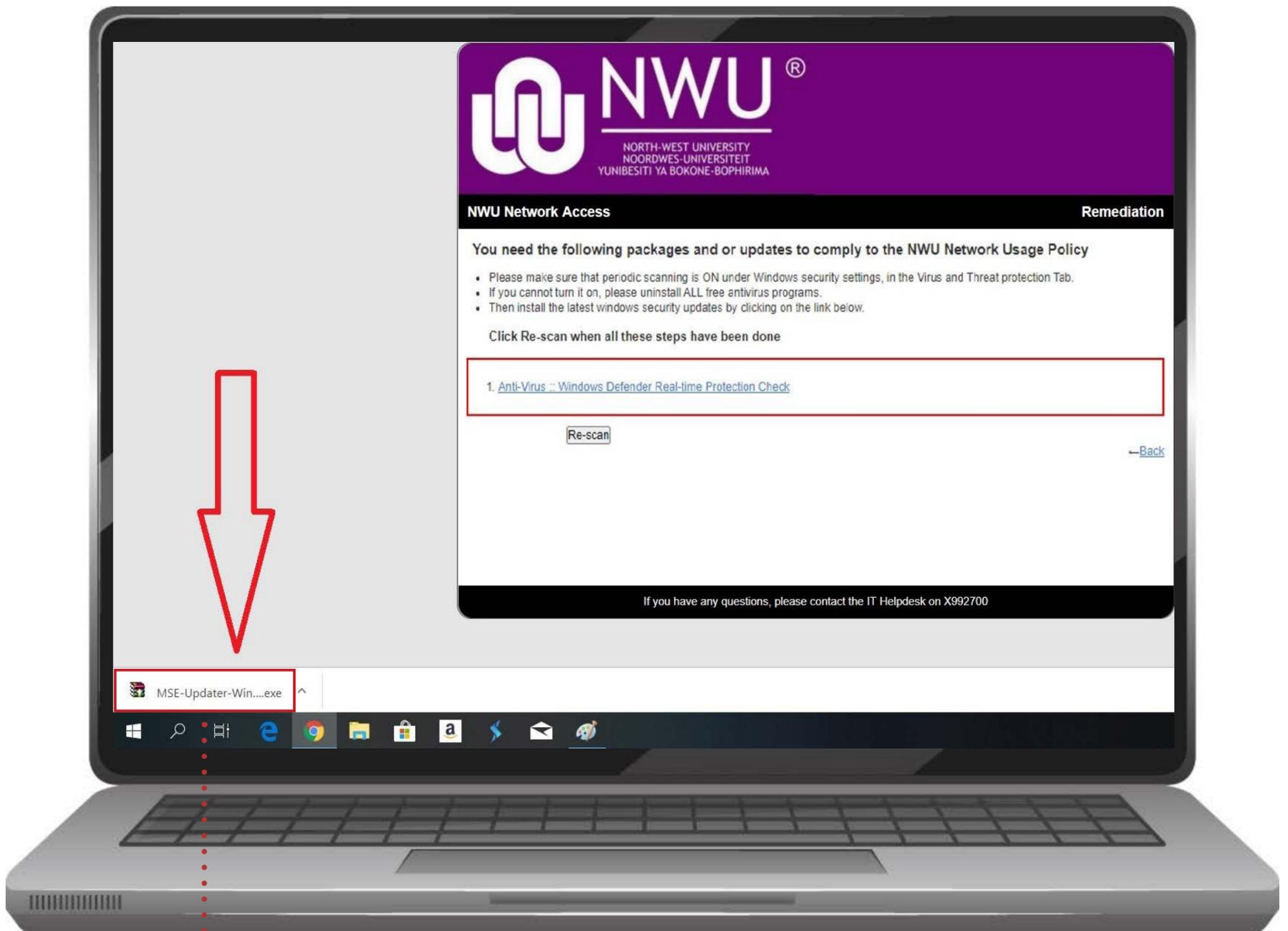
20

Wait for the file to finish downloading.



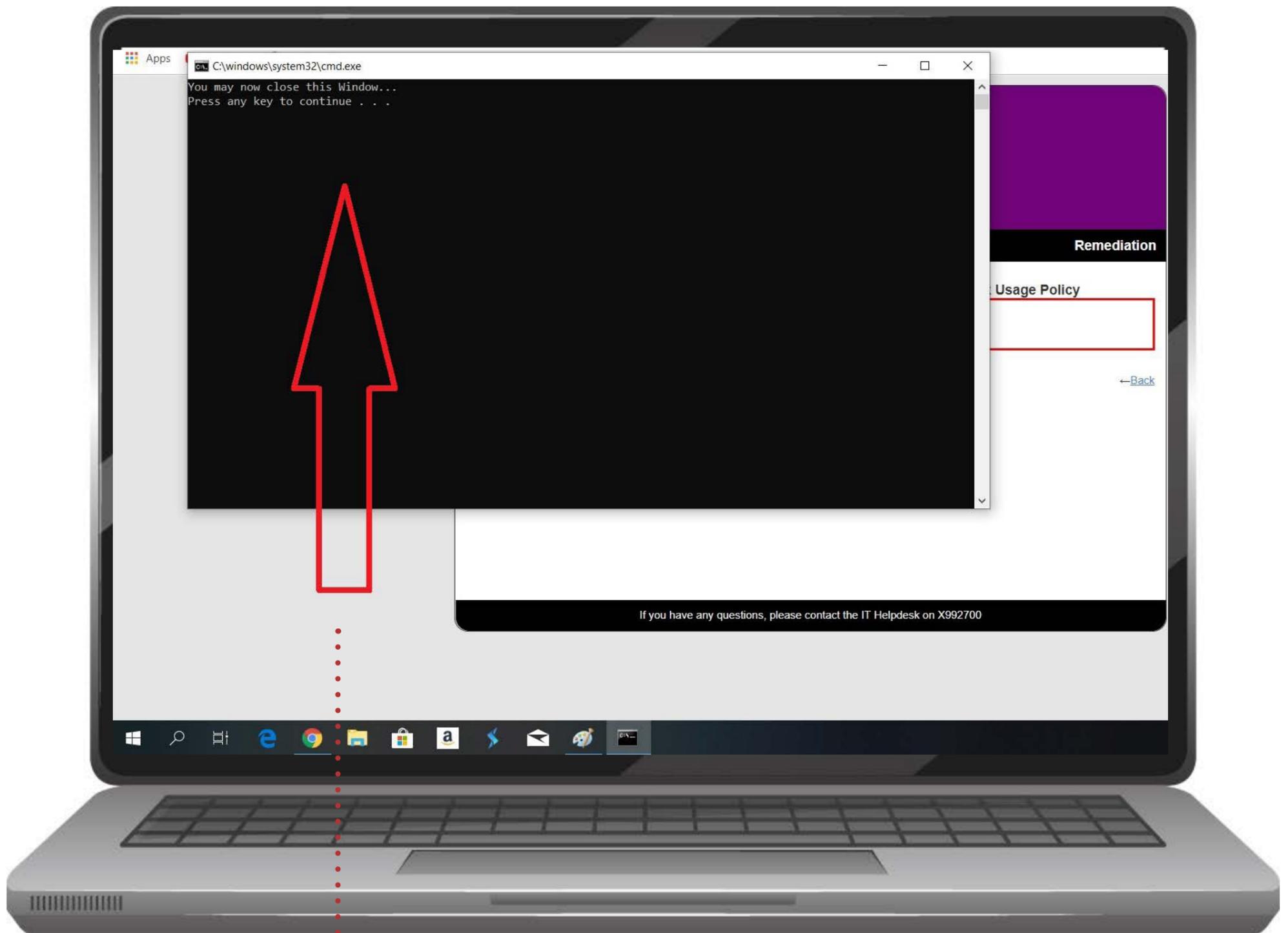
21

Select “Keep” if you see the following. If you don’t see this move on to the next step.



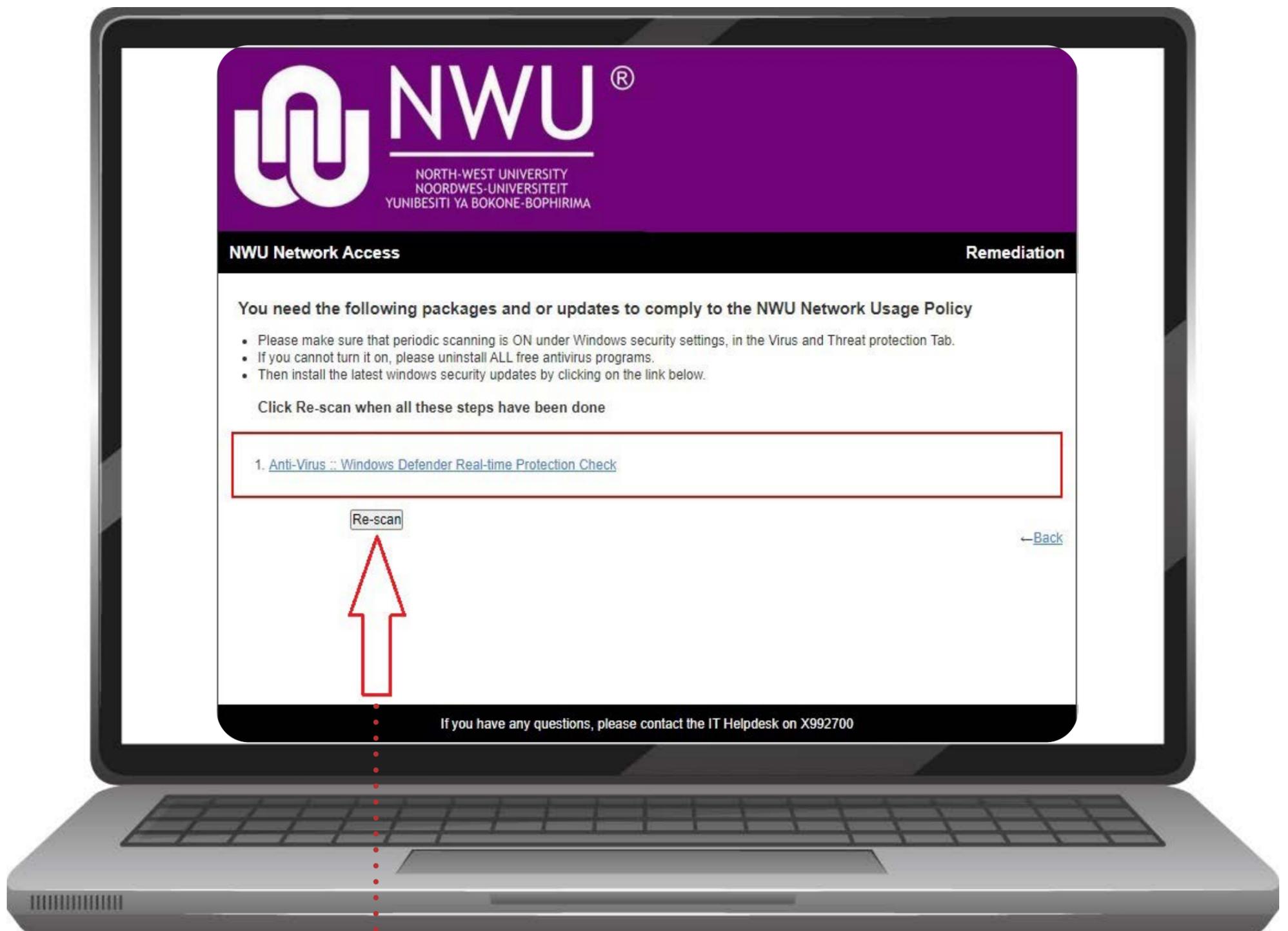
22

Click on the downloaded file to run and install the Defender definitions.



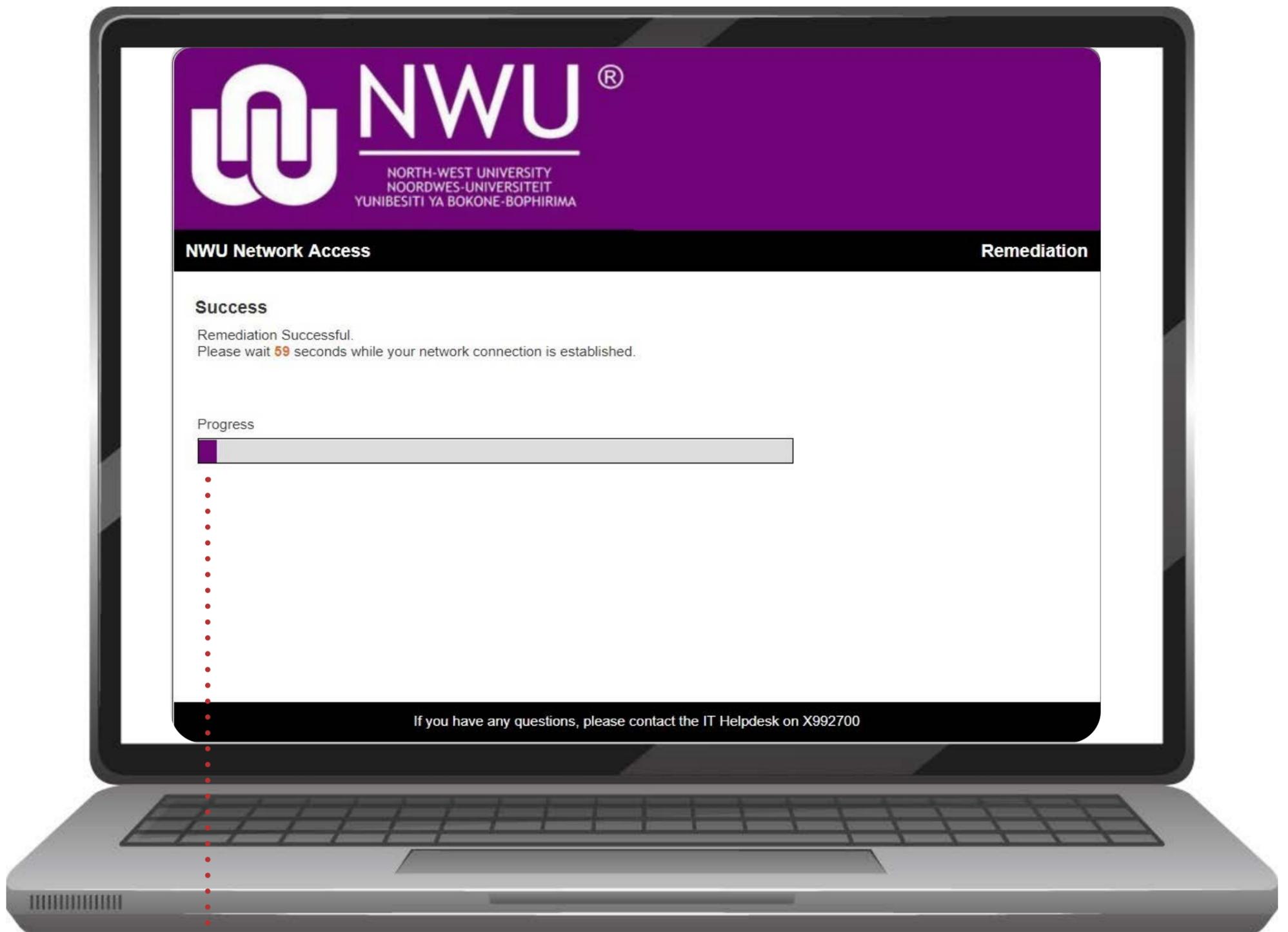
23

When the install is finished you will see the following, click on the black screen, and press the spacebar.



24

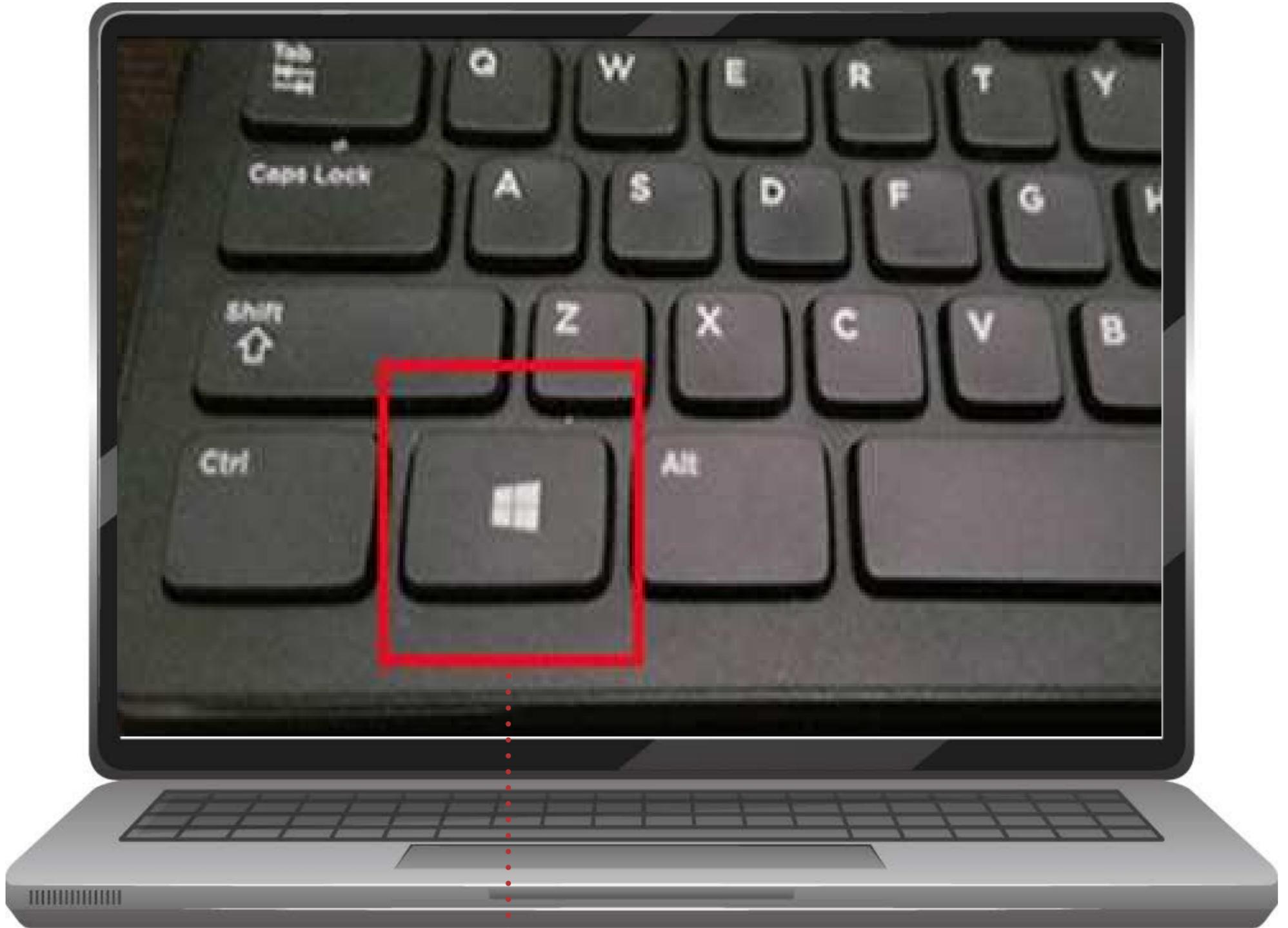
After the Black screen disappears, click on the Re-scan option.



25

If you don't see this move on to the next step.





26

Press the windows button and type  
“windows security”



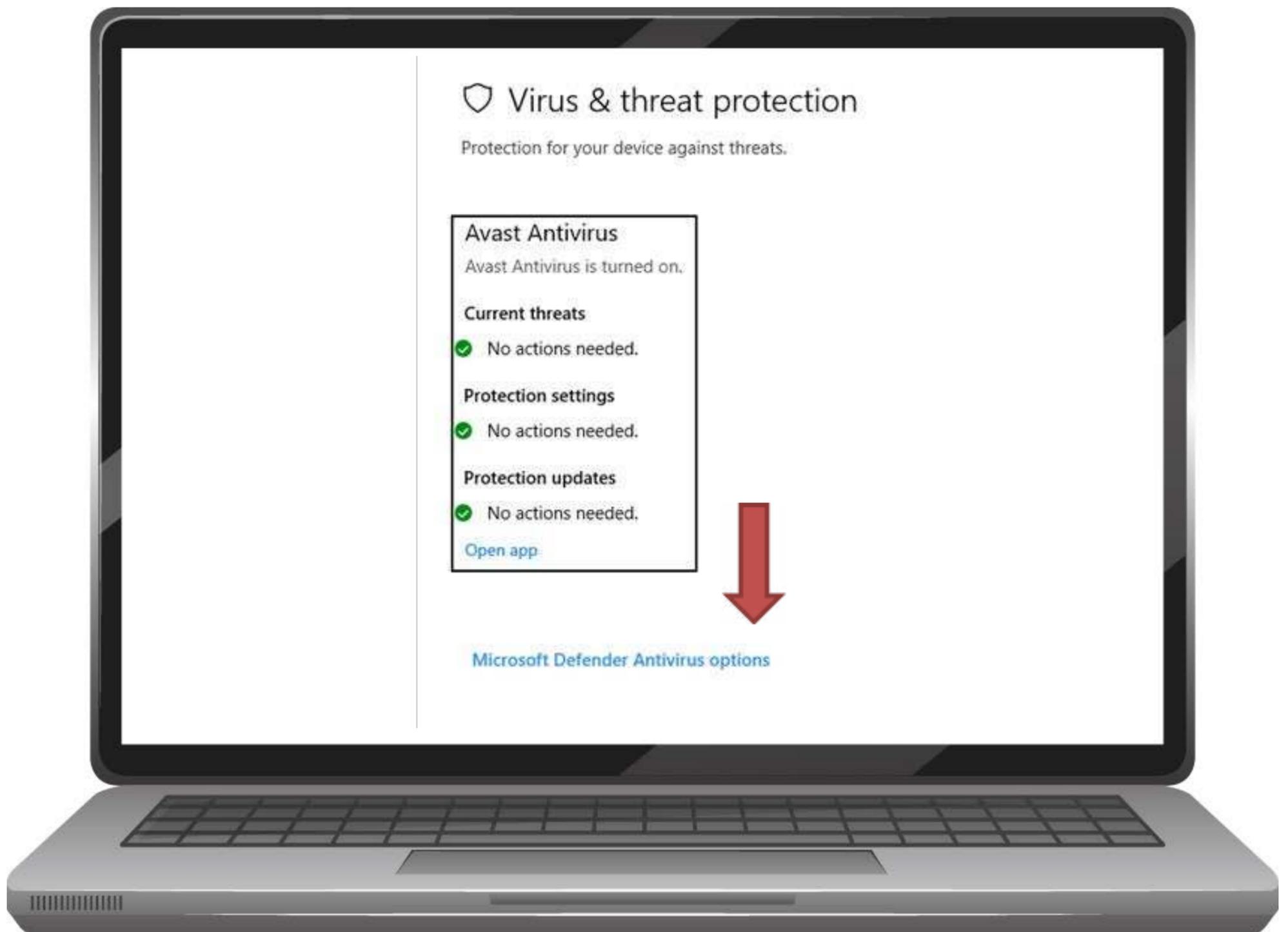
27

Open the Windows security app.



28

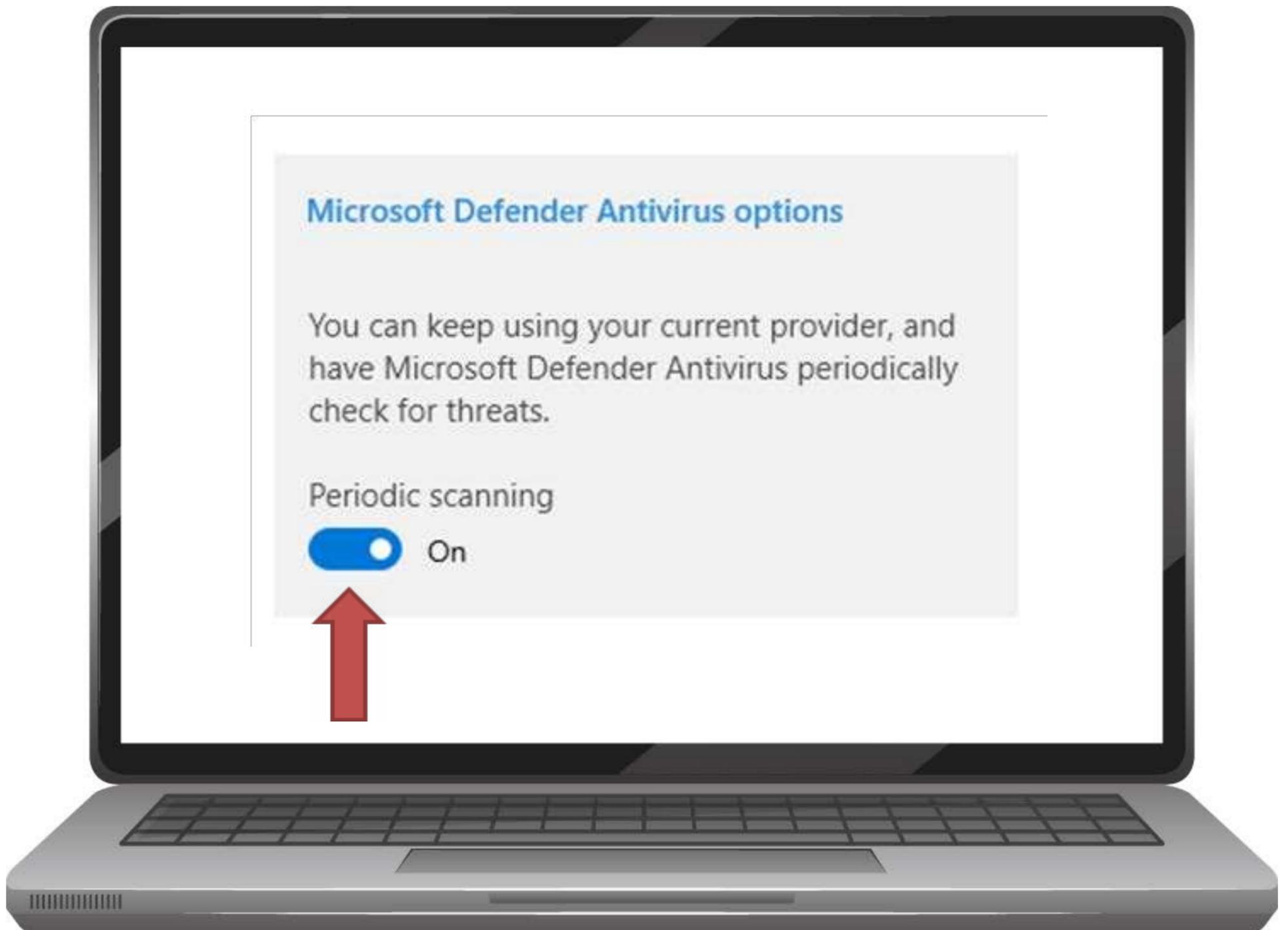
Click on the “Virus & Threat Protection” Tab.



29

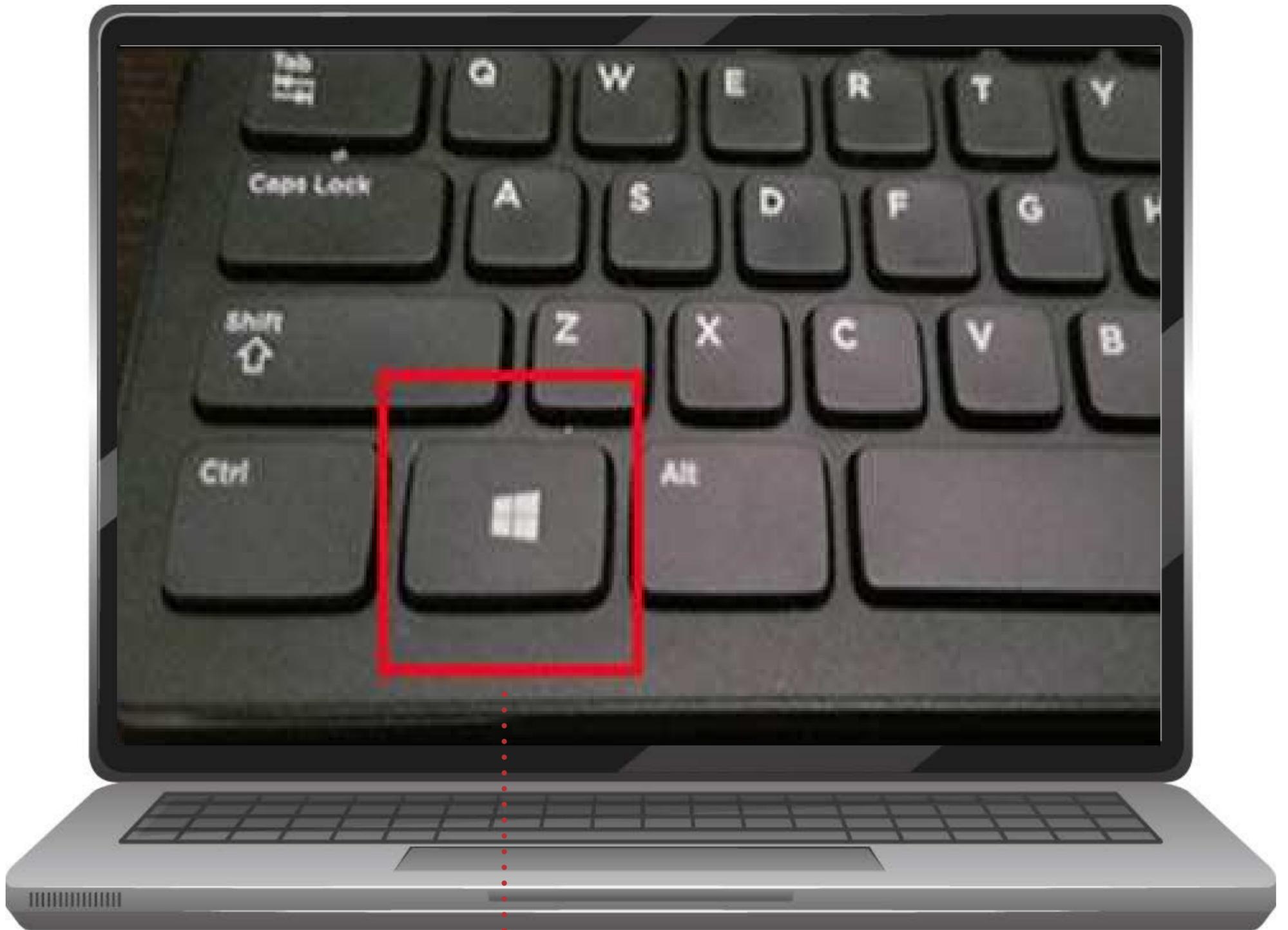
Click on the “options” link.

Switch on periodic scanning.



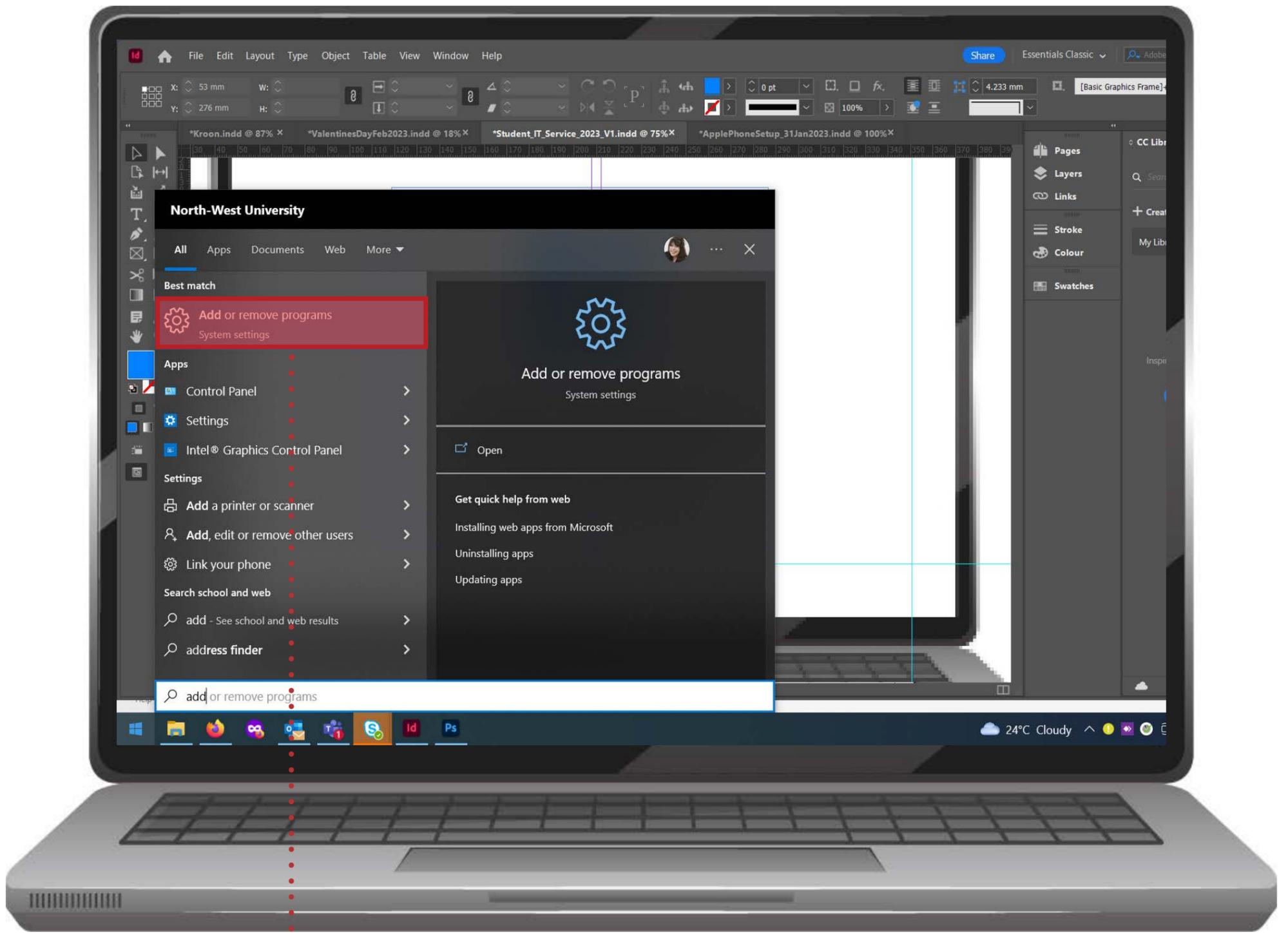
30

If you could switch on periodic scanning jump to to *step 36*. However, if you are unable to switch on periodic scanning move on to the next step.



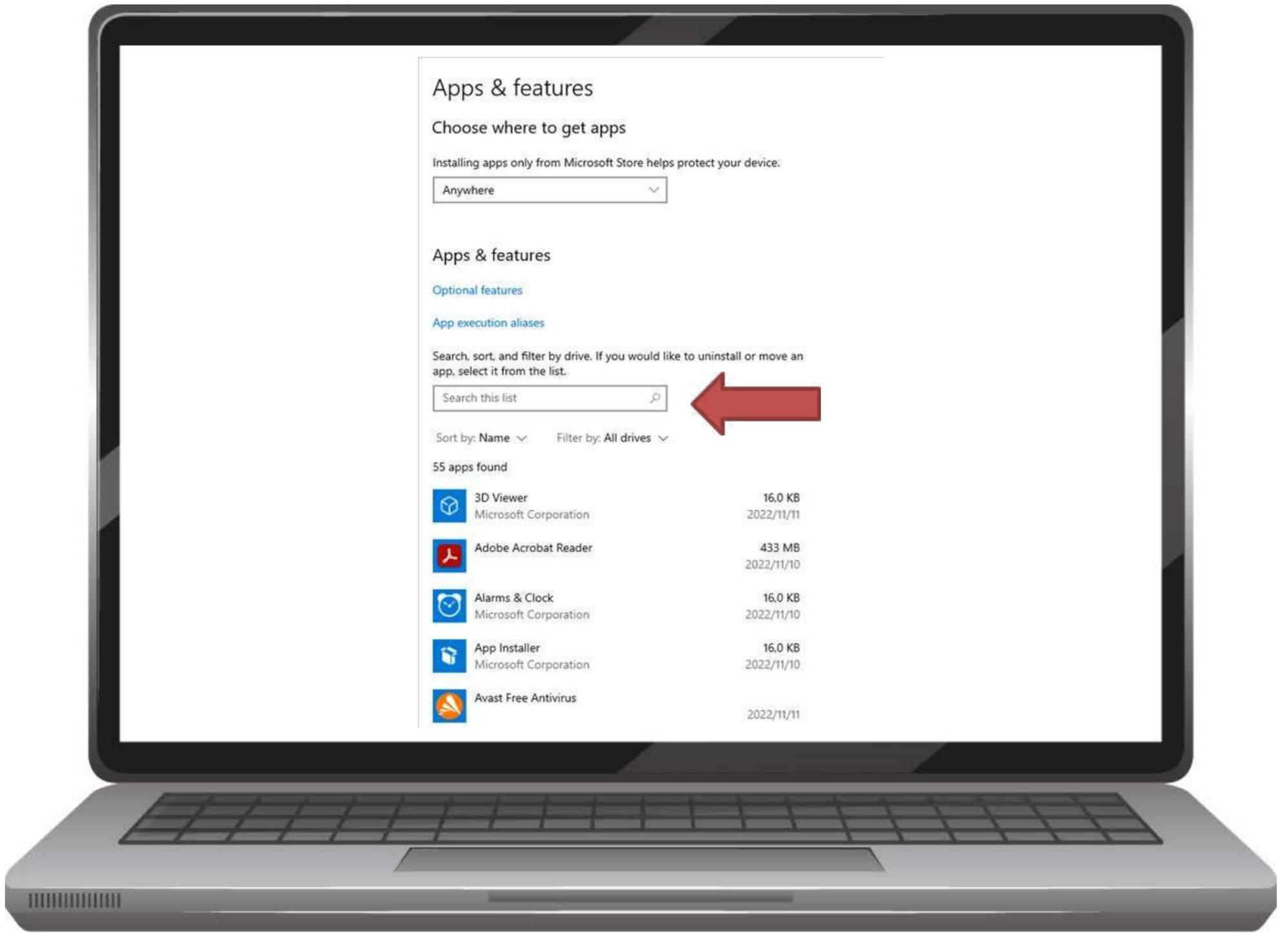
31

Press the windows button and type  
“remove.”



32

Click the “Add remove programs” option.



33

Look for any anti-virus programs either in the search bar or by scrolling down.

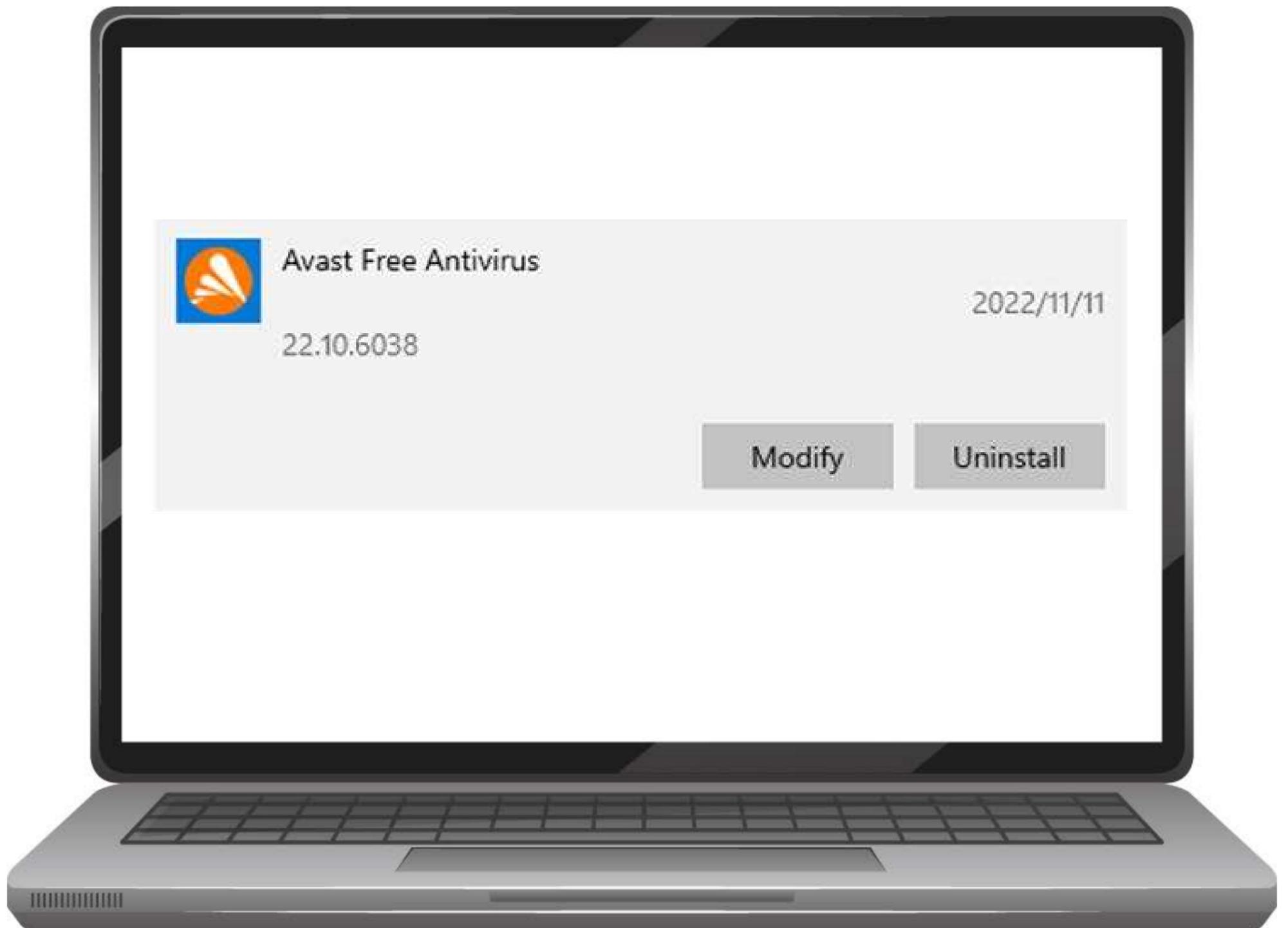
## **Free versions of anti virus block the NWUWIFI**

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

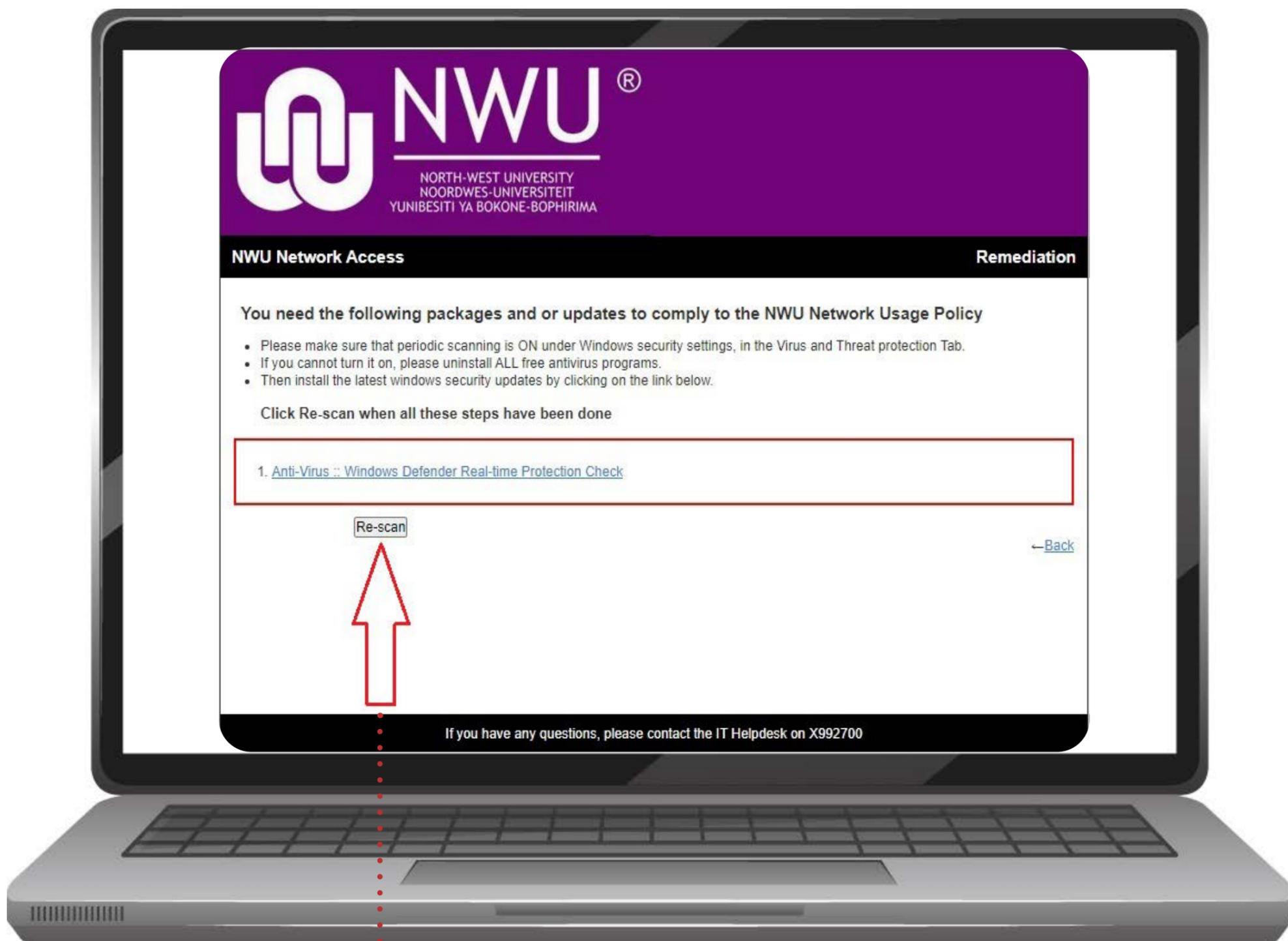
**34**

**Please uninstall them to activate  
“Windows Security”**



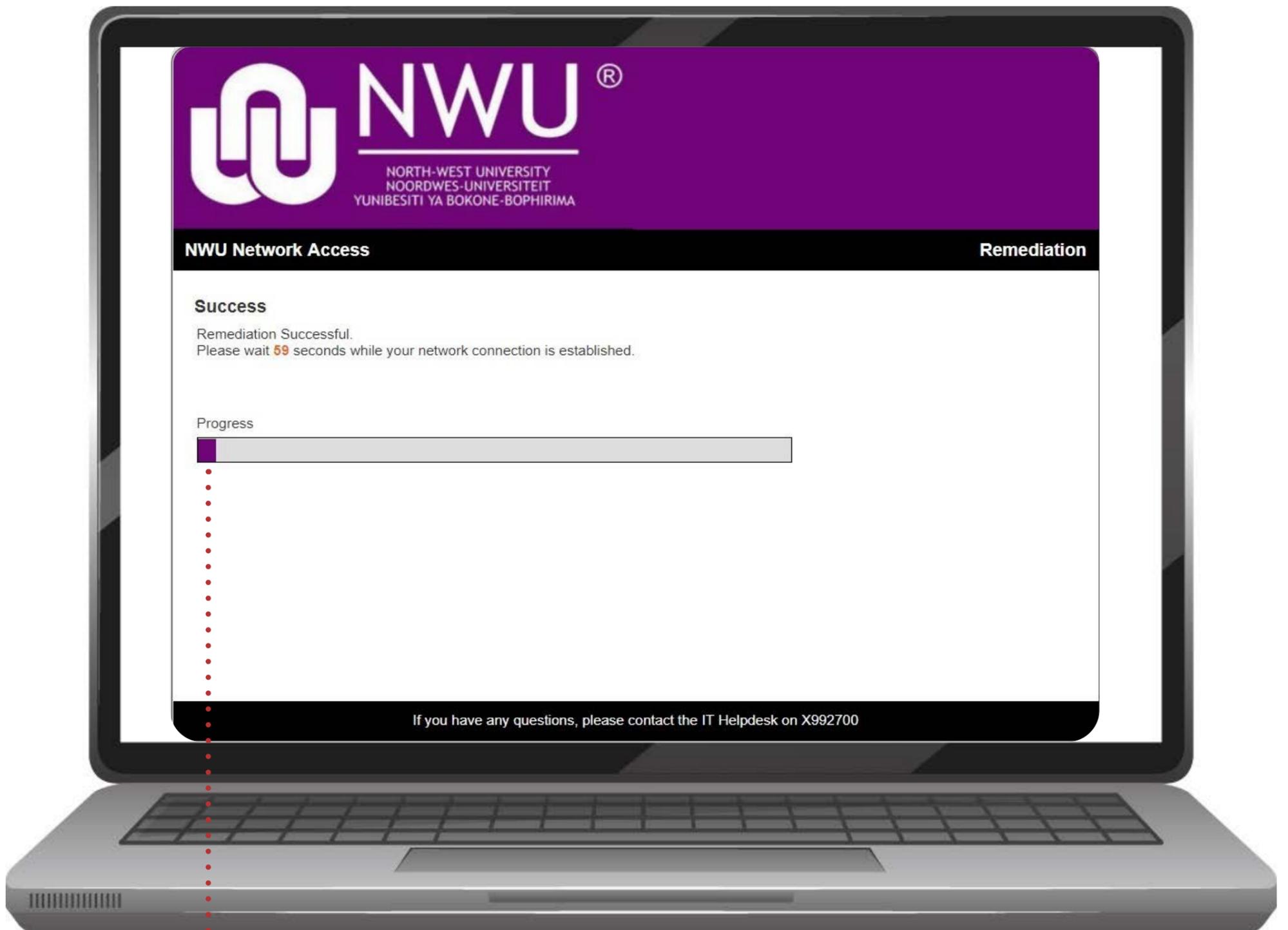
35

Click on the antivirus program you want to uninstall. This will show the uninstall tab. Click on “Uninstall”



36

Click on the “Re-scan” option.



37

Seeing the following indicates that all settings are correct, and the internet access will be available.

# Need more help?



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



**JIM MAMPHOKE**  
Manager



**ANTON BARNARDO**  
Team Lead



**ROBERT AZWIDOWI**  
Head: Student Support Services

#### Mahikeng Campus Location

Student Walk-in Mahikeng campus  
Please find us in Building A2, Room G31.  
Jim Mamphoke and his team could assist you  
with IT-related queries.  
[Click to view our location.](#)

#### Potch Campus Location

Student Walk-in Potch campus  
Please find us in Building F20, Room G49.  
Anton Barnardo and his team could assist you  
with IT-related queries.  
[Click to view our location.](#)

#### Vaal Campus Location

Student Walk-in Vanderbijl campus  
Please find us in Buildings A14 basement and A21, Room 105.  
Robert Azwidowi and his team could assist you  
with IT-related queries.  
[Click to view our location.](#)