QNWU®

Information Technology

STUDENT IT SERVICES

DRIVING DIGITAL TRANSFORMATION

in the 4th Industrial Revolution



Student or eFundi password



2

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/*

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



Information Technology: Driving Digital Transformation in the 4th Industrial Revolution



Android 12 Setup











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Apple Setup



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



studentit@nwu.ac.za





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

Information Technology: Driving Digital Transformation in the 4th Industrial Revolution



Gmail and Google Drive for students

INSTALLATION STEPS



ACCESS YOUR GMAIL

ACCESS YOUR GOOGLE DRIVE





Office 365 for students

INSTALLATION STEPS





Wait until you receive an "Activated" popup!



Wifi Setup





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.







Select NWUWIFI and click on Connect.

(a.	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	
E E		TH
	5	









Click Connect to proceed.





Please go to the following website

www.nwu.ac.za





You will see the following.







Select agree to the acceptable usage policy.



NORTH-WEST UNIVERSITY NOORDWES-UNIVERSITEIT YUNIBESITI YA BOKONE-BOPHIRIMA	
NWU Network Access Welcome To gain network access please click on Start below: Start	START >>
If you have any questions, please contact the IT Helpdesk on X992700	



Click Start.

After signing in below with year • After signing in below with year • Please install this software to • After installing the software, • Please close and reopen you	Purpuest Purpuest Pur
	11

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





Wait for fortinac to download.

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.

			×	
Download completed	Eligitad Marketing Brand Build Strategies SEO Campain Strategies More information call us OOO 123 456 789			⊘ Premiu☐ File typ
Save the license or download it anytime fr	om <u>Profile > Downloads.</u>	IDED Pro	blems with the download? <u>Let us know</u>	
bilalpateldesigner Follow		E Collect	💭 Like 🗠 Share 🕥	

Double-click the FortiNAC file to start the installation.

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

MICROSOFT EDGE

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Free photo red and black brus	h stroke banner background pe	erfect for canva				

Double-click the FortiNAC file to start the installation.

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

Double-click the FortiNAC file to start the installation.

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

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

	Login - FortiNAC Persistent Agent
	W FortINAC
	North West University
	User Information
	User Name
	Password
K	
	Contact your Local Campus Helpdesk
	OK
FE	

When prompted, Login to the Fortinac per-

sistent agent with your staff / student number and your network password and click "ok."

	NWU Network A			ZU ZERSITY RSITEIT BOPHERIMA	®				
	Success Remediation Succe Please wait 89 sectors Progress	oolui. xodis while your	network conn	ection is estab	śsbed.				
A	[] []	11	1-1	1		1-1-	11	111	
	1. L.								

III

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.

Click on scan results.

	R NORTH-WEST UNIVERSITY NOORDWES-UNIVERSITEIT YUNIBESITI YA BOKONE-BOPHIRIMA	
_	NWU Network Access Remediation	
	You need the following packages and or updates to comply to the NWU Network Usage Policy Please make sure that periodic scanning is ON under Windows security settings, in the Virus and Threat protection Tab. If you cannot turn it on, please uninstall ALL free antivirus programs. Click Re-scan when all these steps have been done 1. Anti-Virus :: Windows Defender Real-time Protection Check Re-scan —Back	
	If you have any questions, please contact the IT Helpdesk on X992700	
	1 9	

Please click on the indicated link to update MS Defender.

	R NORTH-WEST UNIVERSITY NOORDWES-UNIVERSITE YUNIBESITI YA BOKONE-BOPHIRIMA
	NWU Network Access Remediation
	You need the following packages and or updates to comply to the NWU Network Usage Policy Please make sure that periodic scanning is ON under Windows security settings, in the Virus and Threat protection Tab. If you cannot turn it on, please uninstall ALL free antivirus programs. Then install the latest windows security updates by clicking on the link below.
	Click Re-scan when all these steps have been done
	1. Anti-Virus :: Windows Defender Real-time Protection Check
	Re-scan -Back
MSE-Updater-Winexe 11.7/219 MB, 1 min left	If you have any questions, please contact the IT Helpdesk on X992700
MSE-Updater-Winexe 11.7/219 MB, 1 min left	If you have any questions, please contact the IT Helpdesk on X992700
MSE-Updater-Winexe 11.7/219 MB, 1 min left III.7/219 MB, 1 min left	If you have any questions, please contact the IT Helpdesk on X992700
MSE-Updater-Winexe 11.7/219 MB, 1 min left	It you have any questions, please contact the IT Helpdesk on X99270
MSE-Updater-Winexe 11.7/219 MB, 1 min left III C I II C I II C III C III C III C IIII C IIII C IIII C IIIII C IIIIII	If you have any questions, please contact the IT Helpdesk on X992700
MSE-Updater-Winexe 11.7/219 MB, 1 min left III C C C C C C C C C C C C C C C C C C	Irun have any questions, please contact the IT Helpdesk on X99270

Wait for the file to finish downloading.

Select "Keep" if you see the following. If you don't see this move on to the next step.

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

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

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

	NORTH-WEST UNIVERSITY NOORDWES-UNIVERSITEIT VUNIBESITI YA BOKONE-BOPHIRIMA
	NWU Network Access Remediation
	Success Remediation Successful. Please wait 59 seconds while your network connection is established.
	Progress
	If you have any questions, please contact the IT Helpdesk on X992700
11111111111111	
	25

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

step.

to uninstall free anti-virus

Press the windows button and type "windows security"

Open the Windows security app.

Click on the "Virus & Threat Protection" Tab.

Click on the "options" link.

Switch on periodic scanning.

If you could switch on periodic scanning

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

Press the windows button and type "remove."

Click the "Add remove programs" option

	Apps & features			
	Choose where to get apps			
	Installing apps only from Microsoft Store helps	protect your device.		
	Anywhere \vee			
	Apps & features Optional features			
	App execution aliases			
	Search, sort, and filter by drive. If you would lik app, select it from the list.	ke to uninstall or move an		
	Search this list $ ho$			
	Sort by: Name \checkmark Filter by: All drives \vee			
	55 apps found			
	3D Viewer Microsoft Corporation	16.0 KB 2022/11/11		
	Adobe Acrobat Reader	433 MB 2022/11/10		4
	Alarms & Clock Microsoft Corporation	16.0 KB 2022/11/10		
	App Installer Microsoft Corporation	16.0 KB 2022/11/10		
	Avast Free Antivirus	2022/18/11		
EFFT.	/ / / / 1		1111	
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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

Please uninstall them to activate

"Windows Security"

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

	NORTH-WEST UNIVERSITY NORDWES-UNIVERSITEIT YUNIBESITI YA BOKONE-BOPHIRIMA
	NWU Network Access Remediation
	 You need the following packages and or updates to comply to the NWU Network Usage Policy Please make sure that periodic scanning is ON under Windows security settings, in the Virus and Threat protection Tab. If you cannot turn it on, please uninstall ALL free antivirus programs. Then install the latest windows security updates by clicking on the link below. Click Re-scan when all these steps have been done
	1. Anti-Virus :: Windows Defender Real-time Protection Check Re-scan
	If you have any questions, please contact the IT Helpdesk on X992700
6	
A	

Click on the "Re-scan" option.

NORTH-WEST UNIVERSITY NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
 NWU Network Access Remediation
Success Remediation Successful. Please wait 59 seconds while your network connection is established.
Progress
If you have any questions, please contact the IT Helpdesk on X992700
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Seeing the following indicates that all

settings are correct, and the internet access will be available.

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Need more help?

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

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.

ROBERT AZWIDOWI Head: Student

Support Services

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.

