University of Zululand
Student Labs @ Unizulu
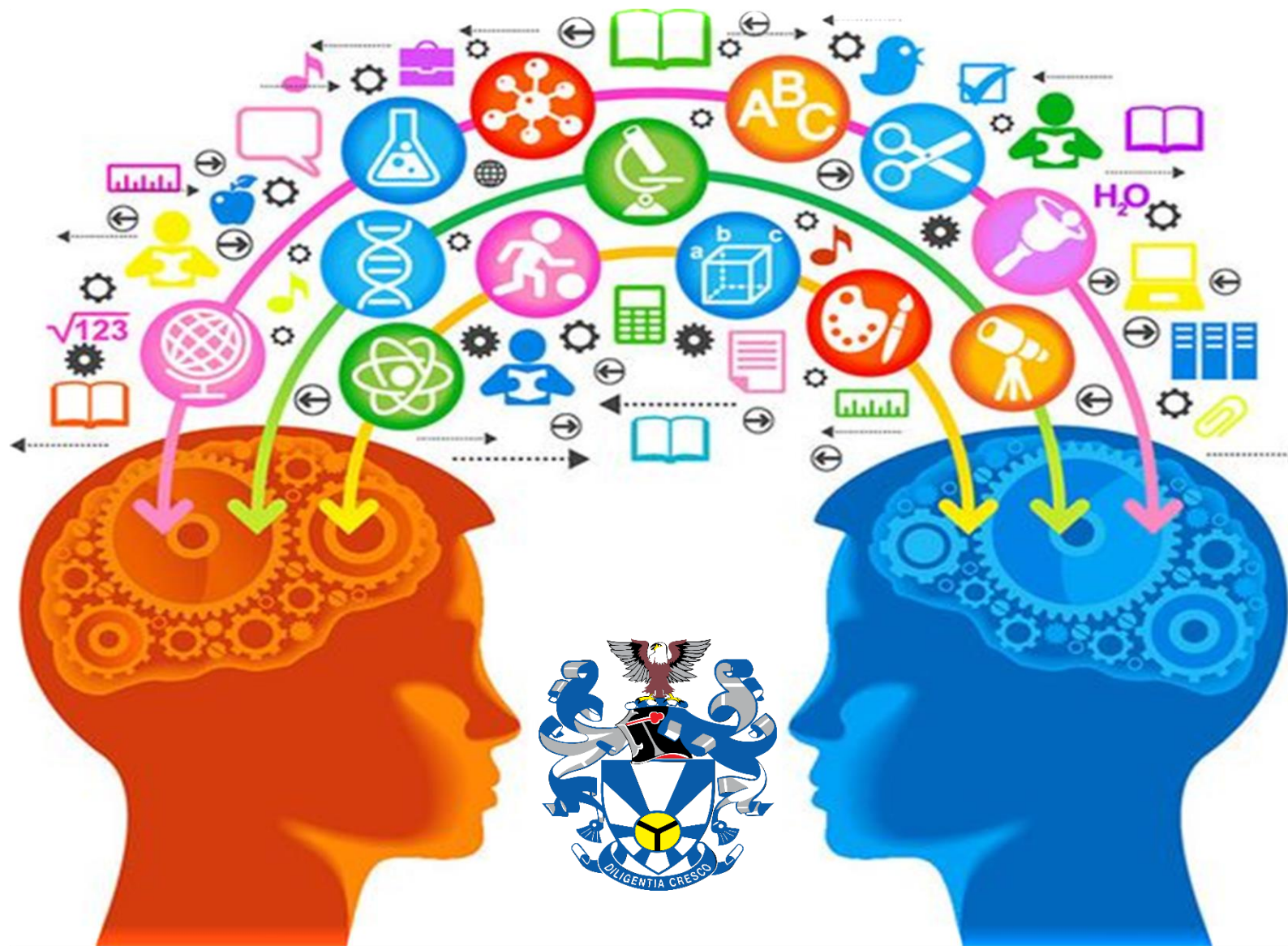
REMOTE LEARNING GUIDE FOR STUDENTS

2021

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UNIZULU Labs

Kwa-Dlangezwa: 035 902 6017/6018
Email: Labs@unizulu.ac.za
Richards Bay: 035 902 6912
Email: Rbay-labs@unizulu.ac.za

About Student labs

ICT Computer Training consists of students' computer laboratory on both Kwa-Dlangezwa and Richards Bay campus. Both of these campuses have a dedicated computer studios reserved for all registered students.

Kwa-Dlangezwa Campus has HP Lab has three studios & Block-B has four studios & a dedicated Helpdesk reserved for students. We also have nine departmental computer labs reserved for departmental student's computer needs.

Computer labs at Richards Bay Campus consist of four computer studios.

Our Aim

1. To support the university's strategic goals, including improving the quality of graduates through developing essential graduate competencies;

2. To improve the student learning experiences both on-campus and off-campus

3. Support innovative and transformation in classroom and off campus practices and curricula.

4. To address transformation imperatives and close equity gaps.

What services can you access while studying remotely?

This booklet will briefly outline the student services that undergraduate and postgraduates' students can access while studying remotely.

- **Outlook – Office (student email)**
- **Access to Office 365**
- **OneDrive**
- **eLearning (Moodle)**
- **Student records (ITS iEnabler)**
- **How to Log a call**

Accessing IT Support Off Campus

All UniZulu registered students have mailboxes on the Unizulu cloud-based mail system with an email address being: **studentnumber@unizulu.ac.za**. This mailbox is where a student will receive all communication from Unizulu Notices and his/her faculties correspondence and peer to peer communication. **So, it is very crucial to check your university email regularly**.

Steps to open your email:

- Open a browser and go to https://outlook. office365.com/owa/

- Or: https://myaccount.microsoft.com

- Username: Studentnumber@stu.unizulu.ac.za

- Password: **Your UNIZULU Computer Lab password.**

How to access Microsoft Office 365?

To download Microsoft Office 365 on your personal device.

Visit https://outlook.office365.com/owa/

Sign in with your Unizulu e-mail address and your password.

Click "**Install Office 365**".

After downloading and installing. Use your Unizulu e-mail address and your password to activate your
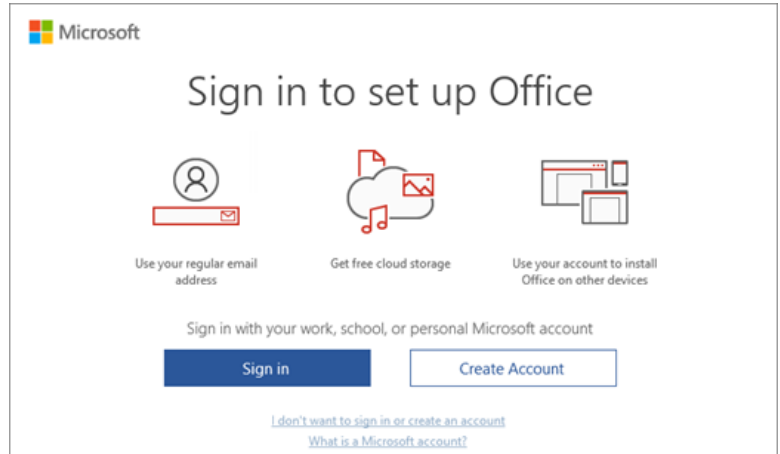
Office.

Activate Microsoft 365

When you start an Office app that's not activated, ***you'll be prompted to sign in to Office.*** Be sure to sign in using the Microsoft 365 account.

Click Sign in and continue with the setup until the last step.

Note: You use your Unizulu email to activate Microsoft Office 365

Username: studentnumber@stu.unizulu.ac.za
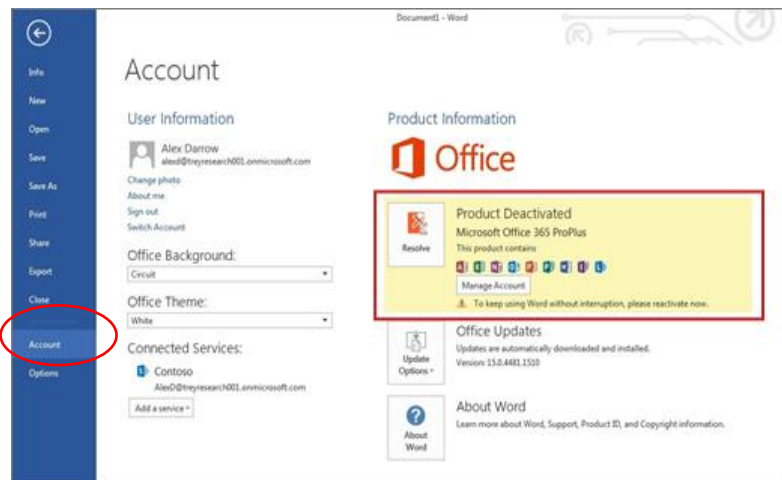
Password: **Your Unizulu password**

To check if your Account is activated

Open your Word application

Click File > Then select account tab

Under Product Information (You should see if your Office is activated)

If not: Click on resolve to activate

Note: Your laptop should be connected to WiFi/Internet for office activation.

Microsoft Office 365 includes familiar software such as Word, PowerPoint, Excel and OneDrive. These can be installed on three devices (e.g. laptop, tablet, smartphone). With fully installed versions of these Office desktop apps, you can even work on documents when you're offline.

Word   Excel   PowerPoint   Outlook   OneNote   SharePoint   OneDrive   Microsoft Teams

OneDrive

OneDrive is a place where you can store, sync your Unizulu assignments and share your work files. As part of Office 365, OneDrive lets you update and share your files from anywhere and work on Office documents with others simultaneously

it gives you 1TB of online storage: With Office 365, you have the perfect place to store all your personal files. All your files will be stored online, which means that you'll be able to access them anytime, anywhere, by logging in to your 365-account using your Unizulu e-mail address and password.

Microsoft Teams

Microsoft Teams has been designed as a full-fledged messaging app, focusing on organizing tasks, initiating **team** conversations, sharing content, and more. With **Microsoft Teams** download, you can set up video conferences with anyone remotely. Login using your Unizulu email.

How do I start using Teams?

Any actively enrolled student or currently employed staff or faculty member can create their own Teams. To get started:

1. Download Teams for your desktop, iOS, or Android, or just use Teams on the web at https://teams.microsoft.com

Sign in with your UNIZULU AD account and password **Note:** You use your Unizulu email to activate Microsoft Office 365
Username: studentnumber@stu.unizulu.ac.za
Password: **Your Unizulu password**

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eLearning (Moodle Access)

Please note that the Moodle platform has been updated for the 2021 academic year. Your courses from the academic 2021 academic year can now be accessed through the link below and select your faculty on the right menu option.
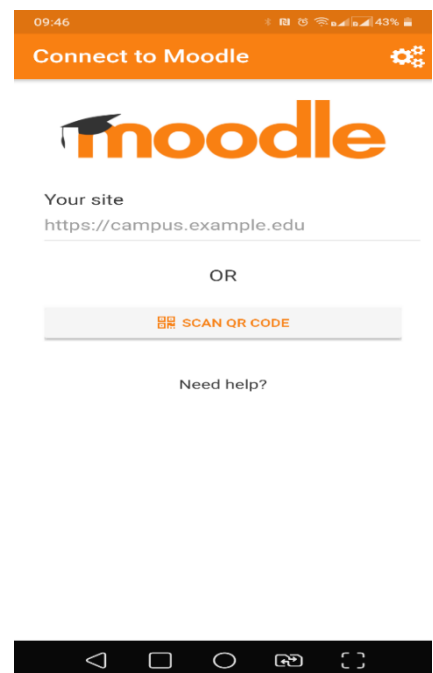
Link: https://learn.unizulu.ac.za

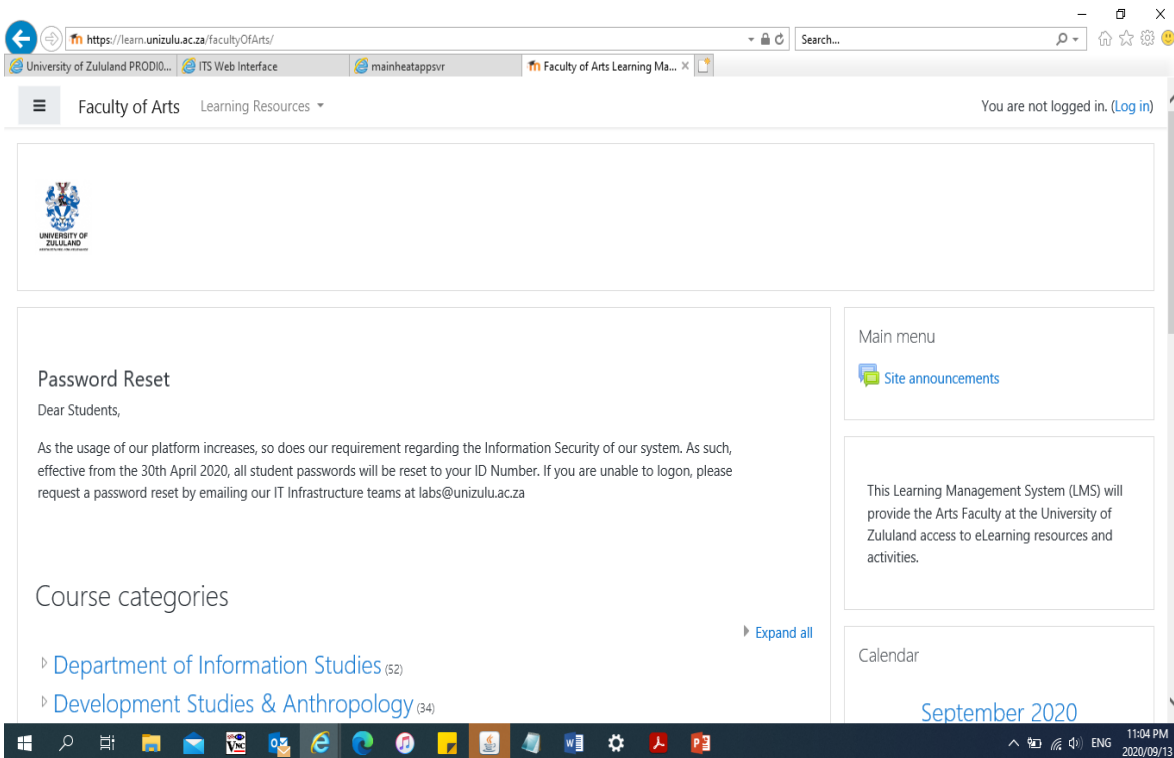

Access on your Moodle Mobile device

All registered students using Moodle (LMS) can access their Unizulu courses via Moodle App on their mobile device.

The student will login using their Faculty LMS link.

You can download the Moodle App from the Google Play or App store.

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Below are the links for Moodle per faculty based on the modules you are doing.

Faculty of ARTS LMS: https://learn.unizulu.ac.za/facultyOfArts/

Faculty of SCIENCE LMS: https://learn.unizulu.ac.za/facultyOfScience/

Faculty of COMMERCE LMS: https://learn.unizulu.ac.za/facultyOfCommLaw/

Faculty of EDUCATION LMS: https://learn.unizulu.ac.za/facultyOfEducation/

Note: You use your Unizulu Student number and AD password to access LMS
Username: Student Number
Password: Your Unizulu password

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iEnabler allows all currents students/alumni to log in to access their UNIZULU information online. Student can use iEnabler to access **academic record, financial statement, Results and Residence Application**. Students are required to use 5 digits PIN they were given during Online Registration.

Off Campus Access Link to *ITS Self-Service iEnabler:*

https://jasper.unizulu.ac.za/pls/prodi41/w99pkg.mi_login

UNIVERSITY OF ZULULAND	Tuesday, 23rd March 2021

UNIVERSITY OF ZULULAND
RESTRUCTURED FOR RELEVANCE

Prospective Students

If you are a prospective student, not registered at this institution, please select the following option:

Apply, Register, Change personal information, get academic and other information and make payments.

Registered Users: Login Credentials

◉Student ○Personnel ○Other ○Alumni

Student Number:

Pin:

(5 numeric digits.Do not start with a 0.)

Login	Forgot Pin	Change Pin	Request A Pin
Forgot Student Number			

Accessing iEnabler via university website

Open your browser and type www.unizulu.ac.za

Under Student Zone > Select iEnabler

The above page will appear and you use:

Username: Student Number

Pin: 5 Digits (PIN)

UNIVERSITY OF ZULULAND

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Apply

Calendar 2021

Class Time Table 2020

Fees, Bursaries and Loans

Graduation

International Students

ITS iEnabler

Registration 2021

Registration Brochure 2021

Special re-examination timetable

Student Housing

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Requesting & Managing your password

You can manage password changes at Password Self-Service:

All registered students in 2021

- Will have their unique password send to their emails and via SMS

- Should you fail to get it kindly log a call at Student Labs Helpdesk

Password regulations

When choosing a password, please adhere to these requirements:

- Your password must be at least 14 characters long, with no spaces.

- Your password is not case sensitive.

- Your password can include a mix of letters, special characters and numbers.

- Your password cannot include text that is easy to guess – such as "123", "abc" or your Unizulu username.

- You cannot use a password that you have used in the past.

Your password is critical for your access to almost majority of Unizulu services:

- Do not share your password with anyone.

- Protect your password in the same way as you would your bank card PIN.

- Never allow other people access to your email or network account - because you are liable for any email sent using your email address.

Software Installation request on your devices

Some of the software available to students includes the following applications:

Antivirus Support

    Symantec Endpoint Protection

Statistical analysis:

    SPSS

    Nvivo

    MATLAB

Referencing:

    EndNote

    RefWorks

• Contact our Service Desk by logging a call via email or call us at:

- **Kwa-Dlangezwa Campus 035 902 6017/6018**

- **Richards Bay Campus 035 902 6912**

•IT Student log reporting via Email:

- **Kwa-Dlangezwa Campus 035 902 6017/6018**
- **Richards Bay Campus 035 902 6912**

Student Walk-In Centres

Student labs provides student walk-in assistance across its both campuses.

Services provided include:

▸ Friendly, knowledgeable, hands-on staff is always available and ready to assist students with any issue relating to technical and blended learning issues.

  ▸ Resetting of Student Active Directory (AD) services (includes password reset, enable/disable student accounts)

▸ Also to configure Troubleshooting (hardware diagnostics) their devices, so that it connects safely to the UNIZULU network.

  ▸ Configuration of Student mobile devices (Laptops, Smartphones and Tablets). Includes configuration of email accounts and wireless connectivity.

▸ We also provide basic Windows support and basic hardware troubleshooting.

  ▸ Installation/a How to steps on: Unizulu software's (Microsoft Office365, SPSS, NVivo, Arc-GIS, Antivirus and Endnote)

▸ Students also obtain the latest anti-virus support and updates from this team on daily basis.

▸ Helpdesk Support is Not limited to educational software's only.

▸ We also advice students on: iEnabler access

  ▸ access to results, apply for residence, online application, proof of registration, fees statement

▸ Remote Assistance (via TeamViewer)

Unizulu Student Walk-in Centre location:

Kwa-Dlangezwa Campus – HP Lab & B-Lab

Richards Bay Campus – Second Floor.

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a. Select United State, then click Yes
b. Click Skip if you don't want another layout, otherwise click Add layout
c. Select I don't have internet.
d. Select Continue with limited setup.
e. **Accept agreements**
f. Type in your preferred Username to create your account, then click Next.
g. Create a password, then click Next
h. Re-enter your password, then click Next.
i. Customise the privacy settings on your device, then click **Accept**
j. Your account and personalised settings will be set up on the machine. This may take some time.
k. Once complete, you will be directed to the desktop.

How to set up personal account

Create a local account (Offline Setup)

1. Swipe in from the right edge of the screen, tap **Settings**, and then tap **Change PC settings**.
   (If you're using a mouse, point to the lower-right corner of the screen, move the mouse pointer up, click **Settings**, and then click **Change PC settings**.)

2. Tap or click **Accounts**, and then tap or click **Other accounts**.

3. Tap or click **Add an account**, and then tap or click **Sign in without a Microsoft account (not recommended)**.

4. Tap or click **Local account**.

5. Enter a user name for the new account.

6. If you want this person to sign in with a password, enter and verify the password, add a password hint, and then tap or click **Next**. If your PC is on a domain, depending on the domain's security settings, you might be able to skip this step and tap or click **Next**, if you prefer.

7. Tap or click **Finish**.

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Frequently Asked Question

1. How to access email

Open a browser: https://outlook. office365.com/owa/

2. How to reset a forgotten PIN

Step 1

Click the ITS iEnabler Link and enter your student number and click Request A PIN

Step 2

Your PIN is sent to your Unizulu/Personal email account.

Step 3

Login to your email using your Credentials to locate your requested pin.

Note: if your pin is not appearing. Log a call at Helpdesk via email

3. How to reset a Password

kindly log a call at Student Labs Helpdesk

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Email: labs@unizulu.ac.za

Richards Bay Campus: 035 902 6912

Email: Rbay-labs@unizulu.ac.za

4. How to connect to LMS (Moodle)

Visit eLearn website: learn.unizulu.ac.za and select your Faculty

5. Software Installation

Special departmental software installation can be done to all registered students on request.

Student requesting assistance with university licensed software must make a request via their HODs/Supervisors.

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Monday – Thursrday:

07:30 – 16:00

Friday:

07:30 – 15:00

Saturday, Sundays & Public Holiday: Closed

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