

## Microsoft® Office 365 Free

Students of the NWU are eligible to download Office 365 ProPlus for free and enjoy a full, installed Office experience across PCs, Macs, Windows tablets and iPad® and Android™ tablets, and most mobile devices. Each user can install Office on 5 PCs or Macs, 5 tablets/phones.

### Prerequisites

You must have an active NWU#. When students graduate, their Office 365 ProPlus subscription through the NWU ends upon

Visit [www.nwu.ac.za/it/office365](http://www.nwu.ac.za/it/office365) for more information.

graduation. Graduated students may then enrol into other consumer or commercial offers available.

- You have to connect to the Internet once every 90 days to verify that you are still eligible for the program. If you don't, your subscription will expire.

### Benefits

- It is free.
- You will always have the latest versions of the Office programs.



Taal is vir ons belangrik. Hierdie publikasie is egter slegs in Engels beskikbaar omrede rekenaarterminologie Engels is. Wees egter verseker dat jy wel by die Instapdienstoonbank in jou taal gehelp sal word.

## What are your credentials?

 = Student number  
+ Password

### Student number

8 Digit number assigned to a student by the NWU.

When you are assigned your student number, your password is set to your RSA ID number, or in the case of international students, your passport number.

### Password

You then have to change your password.

- Do the following:
  1. Open the browser and navigate to <http://efundi.nwu.ac.za>
  2. Click on the *Reset Pass-*

*words* option.

3. On the next screen, click on *Change your CURRENT password*
  4. Then supply the requested information and click on *Verander / Change*
- Make use of a passphrase (e.g. +bullybeefwithcheese2), for passphrases are difficult to guess, but easy to remember. There are other ways too – do some research of your own – the more unique the password, the better the security.

Connect with us



Building F20, Room G49

Monday - Friday, 8:00 - 17:00

[www.facebook.com/Instapdiens](http://www.facebook.com/Instapdiens)

<http://143.160.36.201/studentit>

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



Being friendly to the IT staff will not get your free movie tickets, but it will lead to a better service experience.

:)

# Residence rooms – How to connect to the NWU network

## You will need

1. A licenced operating system  
If you don't have one, you can purchase it at the Walk-in Service, where our friendly staff can load it for you. (Win7, Win8, Win10, most MAC OS and Linux versions supported).
2. Network cable  
Also available for purchase at the Walk-in Service.
3. Credentials  
Your credentials are your student number and password.
4. Self-help  
Visit the Student IT self-help forum by following this link:  
<http://143.160.36.201/studentit>

## How to connect...

### Step 1

Take your network cable and plug it into the wall port (usually located under your desk or near your desk) and plug the other end into your computer.

### Step 2

After the network cable is in place and the computer is switched on, open the browser. Try to open the Google.com page. You will be redirected to a security certificate page that will request whether or not to continue to the webpage, select continue anyway. Next you will have to agree to the NWU's Access Policy in order to proceed. Carefully follow the webpage

instructions.

After completing all the steps you should be prompted for your credentials; once you have entered this, you should have Internet access in your residence room.

### Still having trouble?

Visit us at F20, G49.



Your computer must be powered on and plugged in with the correct cable in order to connect via cable connection. A telephone or USB cable will not connect you to the NWU network.



[www.facebook.com/instapdiens](http://www.facebook.com/instapdiens)

## Cloudy with a chance of...



Thunderstorms are part of South African summers. Unfortunately, these storms also produce lightning. These electrical storms pose a significant risk to communications and electrical infrastructure.

Thousands of rands are spent annually to replace infrastructure damaged by lightning. Unfortunately, this also means prolonged outages to these services. Residences situated close to the railroad tracks are especially prone as this is a hotspot for lightning strikes.

Normally IT will be aware of any damage to infrastructure but, in some cases, the damage is minor and may not be reflected on our

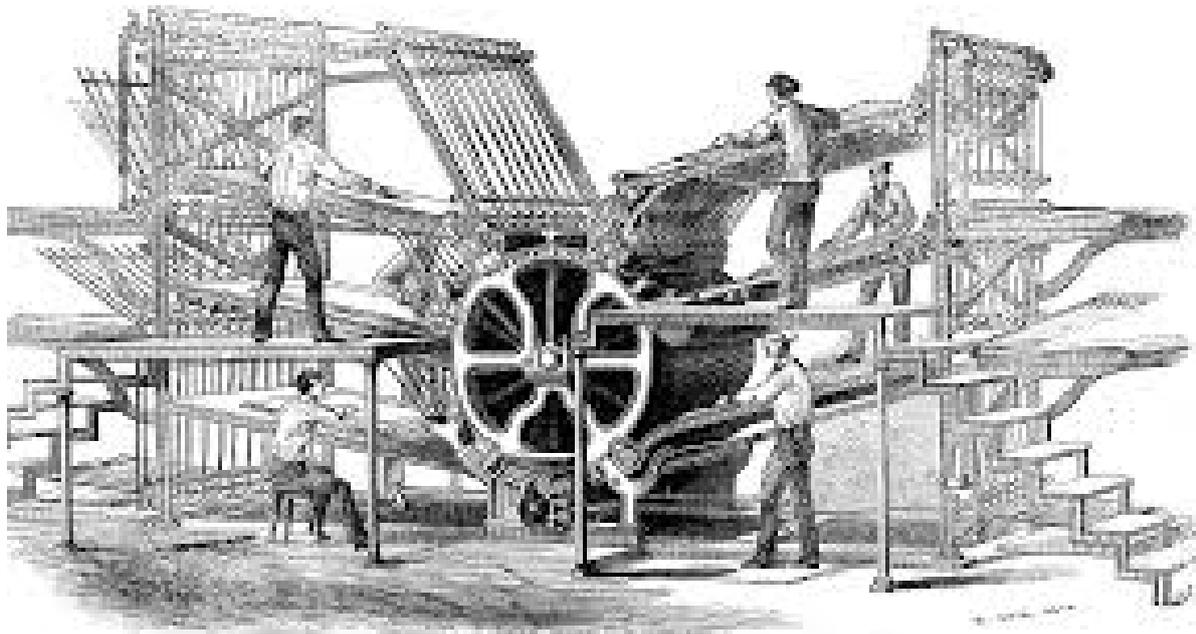
monitoring software. Infrastructure faults normally affect groups of people or whole areas, e.g. a whole hallway in a residence.

If you experience network infrastructure faults please report them at the IT Walk-In service. We will investigate and repair these faults as soon as possible.

You will be given a fault ticket number, keep this for reference. Depending on the severity of the problem it can take up to a week to repair, please be patient. Rest assured that IT is doing all they can to solve the problems as soon as possible.

Bright sunny skies and fast Internet will return soon...

# PaperCut = Easy printing



So everyone knows what printing is. But... have you ever heard of PaperCut printing?

Well, PaperCut printing is cloud printing which enables you to print a document into a virtual print queue. You can then go to any student printer on campus to release your print job.

However, before you can use the PaperCut printing system, you will need the following:

## Printing credits

Printing credits are only deducted from your printing account when the print job is released.

Printing credits can be obtained at any of the following places on campus:

- The Ferdinand Postma Library (Building E7, Ground floor), where you can load printing credits via the PaperCut Money Box with CASH ONLY.
- The Ferdinand Postma Library (Building E7, Room 309). Here you can load printing credits with your STUDENT CARD ONLY.
- IT Walk-in Service (Building F20, Room G49), where you

can load printing credits with your STUDENT CARD OR CASH.

## Credentials

Your credentials are your student number and password.

## A computer in a computer room

All the computer rooms and residences on campus have printer-ready computers. Without these computers, PaperCut printing is not an option.

So, you have your document ready and want to print.

## Steps to printing your document

- Go to one of the computer rooms on campus.
- Login on one of the computers with your credentials.
- Open your document.
- Choose to print the document.
- A PaperCut box will pop-up for you to login with your credentials.
- You will receive a message that your print job is now in the virtual print queue.
- Go to any printer in any computer room on campus to release your print job with your student card or credentials.

- You will see a SWIPE HERE sticker on the printer where you need to swipe your student card.
- OR login with your credentials on the printer's interface or the CPAD (Black Box) situated on the printer.
- You will then see all your print jobs on the printer's interface or the CPAD, from which you can select the jobs you want print.
- The first time you swipe your card on the printer, you will see the printer or CPAD asking you to associate yourself with the PaperCut system. You will need to confirm your credentials only once. After association, you will never again have to enter your credentials when swiping your student card on a printer.

## Last but not least...

Print jobs are only kept for 48 hours and deleted automatically if not printed.

You can keep track of your printing balance on the printer's interface, CPAD or Computer and see when it's time to load more printing credits. Have fun printing!

# Experiment: Internet access in computer rooms?

All students want Internet access. So how does one go about getting Internet access in computer rooms on campus?

You need three basic ingredients for this experiment to be successful. So without further ado, let's experiment! You will need:

## A computer in a computer room

Any working computer in any computer room will do the trick.

## Novell

Before gaining access to the Internet, you will have to get past the Novell login, which is displayed on each computer's screen.

## Credentials

Without your credentials you can't login to Novell, thus can't gain access to the Internet.

## Let's go!

Go to a computer room and choose a computer to sit at.

Login to Novell with your credentials.

Open a browser (e.g. Internet Explorer, Chrome or Firefox). Again login with your credentials.

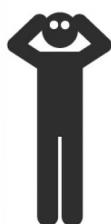
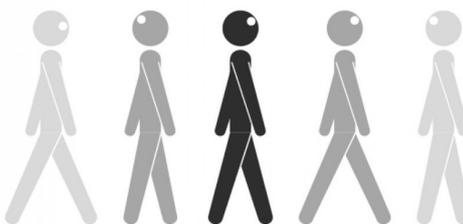
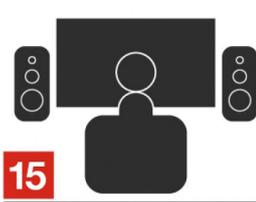
## End result

Free Internet access!



For a list of computer rooms on campus and their locations, visit [www.nwu.ac.za/it/student/pc](http://www.nwu.ac.za/it/student/pc).

## What To Do When The Internet Is Down?

- 1 **Accept the fact that the Internet is down.** 
- 2 **In case you're stealing your neighbors' WiFi** 
- 3 **Call your Internet provider and yell at them at the top of your lungs.** 
- 4 **Try to remember their birthdays and use those dates as passwords.** 
- 5 **Try using a frying pan to strengthen the Wi-Fi signal.** 
- 6 **Paint your feelings.** 
- 7 **Go outside, face an instant confusion and disorientation by the real world, and realize that you really, REALLY need Internet.** 
- 8 **Click F5 repeatedly.** 
- 9 **Ask Morgan Freeman: "Why me!?"** 
- 10 **Pace back and forth nervously.** 
- 11 **Look at yourself in the mirror, and start weeping desperately.** 
- 12 **"Read" a book.** 
- 13 **Be thankful for 3G tethering.** 
- 14 **Watch TV, and give thumbs-up when you like something.** 
- 15 **Check your ACTUAL mailbox.** 
- 16 **Play a movie, totally annoyed and dissatisfied.** 
- 17 **Sit down and think about the meaning of life.** 

# Hungry student breaks rules

John, a hungry student, has just bought himself a burger from the cafeteria. Before walking into one of the computer rooms, he stops and looks at the notice-board. On it he reads: "No eating or drinking in computer labs".

He has to finish an assignment, but is so hungry that he decides to go ahead and break the rules. He sits down at a computer and unpacks his meal. About to take his first bite, he freezes when a voice behind him says: "Don't even think about it! This is your first and last warning!".

John agrees to put away his burger and the computer room IT assistant marches back to his

office. But John's hunger pangs get the better of him and he takes another large bite, only to look up and see a security guard from protection services looming in front of him.

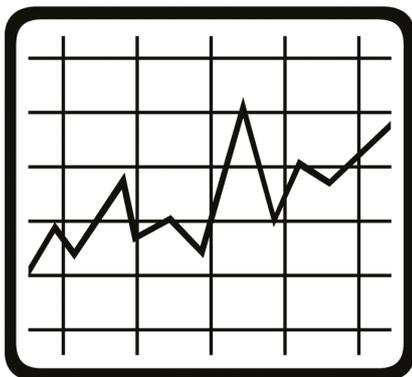
All the computer rooms are equipped with cameras that see whatever an IT assistant might have missed.

John is asked to provide his name, surname, student number and to leave the computer room immediately or face disciplinary action. Breaking the rules and regulations in one computer room gets you banned from ALL computer rooms on campus.

Don't let this happen to you!



## IT Walk-in Service: Another amazing year



Due to popular demand the IT Walk-In service has gone from strength to strength.

The total number of service request per year have grown from 5,696 in 2012, to 8,189 in 2013, to 10,880 in 2014.

But what exactly does this mean? Let's look at some of the services we offer... all for FREE:

- *Connecting you to the network* – whether you need cable or wifi connection, we can assist you in doing just that.
- *System faults* – if your device has a software fault, we can help by determining what is wrong. When it comes to hardware issues we will get to the bottom of it and advise you on possible solutions.
- *Malware infections* – get rid of those pesky pop-ups, adware, spyware and viruses. We will assist and advise on how to keep your device malware-free.
- *Windows reloads* – this option is great for when you want to downgrade, upgrade or even just do a clean reload of the same operating system. It is great for resolving persistent and advanced virus damage, resulting in irreparable corruptions and glitches. We will reload the device for free (as long as you own the relevant licensed software) and also load all freeware programs you might need.
- *Microsoft Office 365 ProPlus* – The NWU, in partnership with Microsoft, brings you Office 365 for free, simply go to [www.nwu.ac.za/it/office365](http://www.nwu.ac.za/it/office365) to get started or bring your device to building F20, room G49 and get the setup done.

- *Password management* – you can either change your password on e-Fundi before login, or if you have problems signing in it can be done at the IT Walk-In Service, where the friendly staff will assist you.
- *Change of email* – if your email address has changed, it needs to be updated on the NWU system. Simply inform the front-desk staff and they will help you with the process.
- *Sales* – we stock a list of purchasable merchandise including CAT5 network cables (in different lengths), CDs, DVDs and also a few software licenses (e.g. Windows 8 64-bit) – ask about availability and prices.

The friendly staff of the IT Walk-In Service are ready to help you with any and all IT-related questions and problems you might have. If they can't help, chances are they will know who can. Visit us at F20, G49 today and find out how they can make your student IT life easier.

# Top of the class

Late one night, just before her final exams, Jo-Ann (a cum laude student) lost Internet connection. She tried everything to fix it herself but with no success. All her friends were either out for the night or working on their computers and she needed to finish her assignment that night.

She suddenly remembered that each residence is equipped with a computer room and decided to check it out. Upon walking into the computer room she was thrilled to discover that it was fully equipped for her needs. Her

residence had six computers, one of which was a Mac Mini, thus multiple students could use the lab.

She logged into a computer to discover that the desktop displayed every program she needed to complete her assignment. She saved the final product very early the following morning and she even managed to catch a wink before submitting her assignment on time.

Afterward she took her computer to the IT Walk-in service. The friendly staff discovered that her computer's anti-virus was not up to date and corrected the problem... for free. When she got back to her room and tested her computer, everything was in good working order again.

If she hadn't used the computer room in the residence she would probably not have scored top of her class in the assignment.

Great decision Jo-Ann!



# Caught between a rock and a hard place...

So you only had one copy of your most important document ever! And only on one device...

Always make sure you make copies of the most important documents and other data such as photos. Remember if you loose that data it will be gone forever...

## Backup plan

The easiest way to keep your data safe is to have a backup plan in place. You can for example back-up your data each Friday to an external hard drive. Every other day of the week you can save your data to your computer's hard drive.

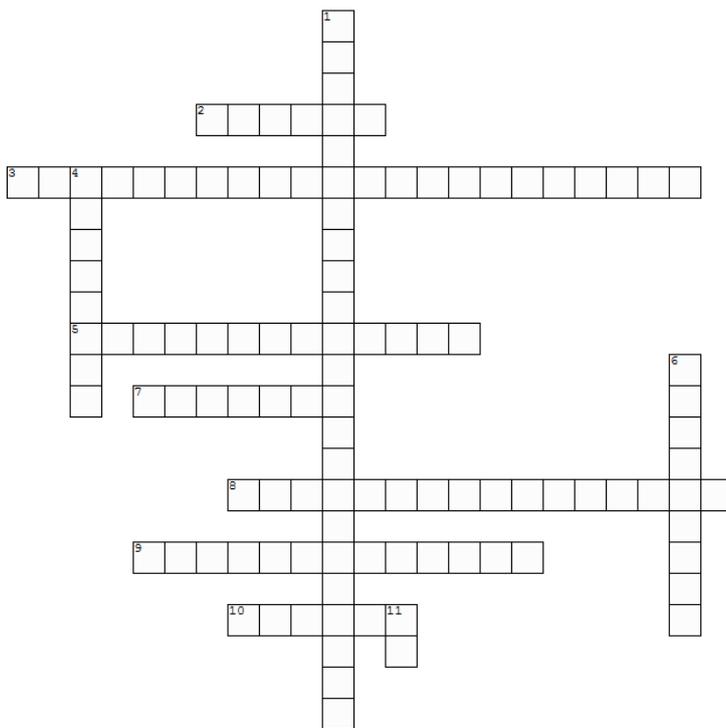
Should you be working on a document for longer than a month, use the Save As option and save weekly/daily versions of the document. This will help if you need to go back in time to retrieve any data that you might have lost.

## Prevention is better than cure

We can't emphasise enough to save your data. Each year we see a number of students who didn't take heed of this warning... although we can emphasise, we can't bring the data back.

## Test your knowledge

Complete the crossword below, check your answers on the last page.



- Safricom
- Office365
- eFundi
- 90
- ResidenceComputerRooms
- ComputerRooms
- ITWalk-inService
- StudentNumber
- NWUWIFI
- F20G49
- BradfordPersistantAgent

### Across

2. Where do you go to change passwords and hand in assignments?
3. English translation : koshuis rekenaar lokale
5. Where can you get 24/7 computer access on campus?
7. Official Wi-Fi network name on-campus?
8. Where can you go to get help and free, friendly service?
9. What is your network username?
10. Where is the IT Walk-in Service located?

### Down

1. Program needed to connect to NWU network
4. Partnering network service provider also available off-campus?
6. Which version of Microsoft Office is now FREE to all students?
11. After how many days will your password expire?

# Malware?

Malware is an umbrella term used to refer to a variety of forms of hostile or intrusive software, including computer viruses, worms, Trojan horses, ransomware, spyware, adware, scareware, and other malicious programs. It can take the form of executable code, scripts, active content, and other software. (<https://en.wikipedia.org/wiki/Malware> Wikipedia)

In short, it is any software designed to irritate you as user and it can go as far as doing damage to your data and devices.

Protecting yourself from this "cyber disease" is not as easy as many anti-malware adverts would have you think. The different classes of malware react differently and have various responses to anti-malware. Many of these reactions can cause damage to your operating system and might even result in having to refresh/reset in order to fix the issues resulting from the infection.

## How can I protect myself?

The first tip is to be alert and aware; as soon as you suspect an increase in pop-up's or detect suspicious activity you must take action.

# Postgraduate NWU Template

Vusi has a secret... He visited the ithome webpage at [www.nwu.ac.za/ithome](http://www.nwu.ac.za/ithome) and found a link to the Postgraduate NWU Template. Why would the post-graduates have their own template? He decided to investigate.

After downloading the template and manual he started to play around in MS Word.

To his amazement the template was just what he needed for his assignment. It contained a neat

Prevention is also a great way of keeping your device clean. This is done by installing various anti-malware software. But proceed with caution – the more you install, the slower your device will become, especially if two types of anti-malware software conflict with each other.

The best solution is to install one good, all-round anti-malware suite and maybe one more – designed to focus on the area you use most (e.g. if you use a lot of flash drives, then an anti-malware that focuses on USB drive protection will help or if you are on the internet often then a web shield/scanner should do nicely). Now you need to limit the exposure this device has to sources of malware; if you know a certain place, program installer or website might infect your devices, stay away from those sources.

## Where does it come from?

This is the hardest question to answer, since pinpointing origin of the infection is nearly impossible if the user of the device doesn't know when the infection occurred.

Malware can spread via USB (Broankray and .lnk-virus), a website (media download sites,

front page with the NWU logo. That was not all... The table of contents was already setup with roman numerals for the page numbers. Chapters had already been added with alpha numeral page numbers.

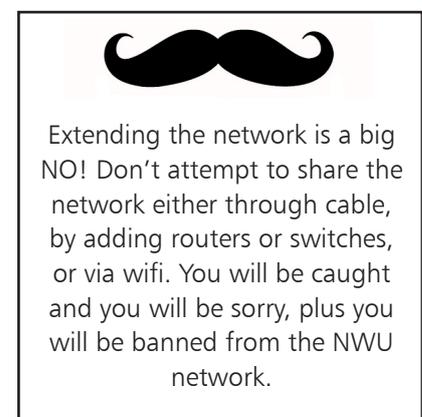
All he had to do was add the text for his assignment.

He used the different styles as indicated in the manual and by pressing Ctrl+A and then F9 his table of contents was updated!



spoofed streaming sites) and even emails (via attachments linked to the mail). When the email is opened, the device gets infected and the most common method of infection is a high-jacked installer. You may think you are installing one program and accept all the EULA pages, when in fact you are agreeing to install and change a lot more.

However - when it comes to malware, you really have nothing to fear if you are adequately prepared and alert to the dangers out there. Malware is continuously evolving and changing, so staying informed means staying protected.



How lucky can a man get!? Then and there he decided to share his secret with his class mates.

Postgraduate or not, the template works great!

# Your NWU Gmail email address

From 2016 every first year student of the NWU is assigned a NWU Gmail email address upon registration. This address is automatically set as the official email address for communication from the university.

The format of the NWU Gmail email address is studentnumber@student.g.nwu.ac.za (e.g. 12345678@student.g.nwu.ac.za).

The NWU Gmail email address is only active as long as the student

is affiliated with the NWU and provides a student access to the Google suite of applications (unlimited mail and cloud storage as well as other Google apps).

From the Google website sign in with your NWU Gmail email address. You will be re-directed to the NWU CAS web page where you have to enter your credentials (Your credentials are your student number and password). You will then have access to your Google account.

## Already got a Gmail account?

Students can use Google's "take-out" option to access and download their Google data—whether to import it to another service or just to create a copy. Watch <https://youtu.be/TL8PkAnE5Qw> to find out how to export your Google account with Takeout.

The NWU Gmail email address shouldn't be confused with the Microsoft email address (NWU#@student365.msfeed.nwu.ac.za) that is used to access Office 365 ProPlus.

## Storage mediums

### Flash drives

For documents a small (4Gb to 16Gb), but durable flash drive will do. However beware of moving parts (e.g. slide-outs) since they increase the chance of the drive breaking down. There are flash drives with aluminium casings that can handle a little abuse and still keep your important data safe. Beware of the materials used. Cheap grade plastic covers will lead to the cover disintegrating and leaving you with an exposed flash drive.

### External hard drives

When you want to move to larger files and need an external hard drive, the same principles apply. Look at the ruggedness and sensibility of the casing.

### Need for speed

Check for speed. Currently most externals are USB3.0. One can get the slower USB2.0 externals for cheaper, but then you will have

a slower transfer speed. Note that the transfer speeds also depends on the device in use in addition to the bus type and USB ports and cables.

### In shock?

Some vendors out there offer military grade drop tested hard drives. No, this doesn't mean the military will throw you out of an aeroplane for free, it only means there is enough rubber insulation that the external hard drive can sustain shock for normal falling and still work. Also it doesn't mean you have a new soccer ball...

### When moving around

It is also good practice to remove the cables when transporting/moving the drive, this prevents the cables from snapping off their sockets and breaking the external's controller chip. When working with storage mediums it is always a good idea to make sure you are not statically charged by say the wool jersey your grandma gave you for your 13th birthday.

### Cloud storage

It is physical storage being shared over the Internet. Thus your files are saved on a storage facility "in the cloud" to be accessed only by you. A seasoned hacker could theoretically be able to access your

### Across

2. Where do you go to change passwords and hand in assignments? (**efundi**)
3. English translation : koshuis rekenaar lokale (**residencecomputerrooms**)
5. Where can you get 24/7 computer access on campus? (**computerrooms**)
7. Official Wi-Fi network name on-campus? (**nwuwifi**)
8. Where can you go to get help and free, friendly service? (**itwalk-inservice**)
9. What is your network username? (**studentnumber**)
10. Where is the IT Walk-in Service located? (**f20g49**)

### Down

1. Program needed to connect to NWU network (**bradfordpersistentagent**)
4. Partnering network service provider also available off-campus? (**safricom**)
6. Which version of Microsoft Office is now FREE to all students? (**office365**)
11. After how many days will your password expire? (**90**)

files if they knew exactly what they were looking for, as well as where to find it, making it highly unlikely.

Cloud storage is safe convenient way to store your non-essential data. An assignment that you want to work on wherever you go is an ideal candidate for the cloud. However be aware that without Internet access you can't access your document. So sync regularly to the cloud.

## WiFi setup

Visit [www.nwu.ac.za/ithome/sc/wifi](http://www.nwu.ac.za/ithome/sc/wifi) for everything you need to know about the wifi at the NWU.



**For Sale** Windows 8 Pro  
64 bit @ R250  
CAT 5 network cables  
2m @ R20  
3m @ R30  
5m @ R35  
CD's @ R2.50  
DVD's @ R4