Educational Technology Resource eBook

Bring Your Own Device Technical Support

myTUTOR Service Desk
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INTRODUCTION

The Directorate Teaching and Learning with Technology (TLwT)’s myTUTor service desk in support of bring your own device, is providing support to students in using their own computers and devices to make it more accessible within the TUT teaching and learning environment.

The TUT is making online resources available to students either to use online (Microsoft Office Live with free storage) or to download to personal devices such as Office 365 for computer, Mac or handheld devices. These resources will also provide access to free internet using your TUT4life credentials to access myTUTor, student email account (TUT4life), Eduroam (TUT Wi-Fi) and other online resources.

Are you using your smart phone as a tool to access learning material? Then myTUTor has another solution to enhance your online experience. Download the Blackboard APP to access and communicate with fellow students and staff online. All detailed information on how to use these APPs are available within this eBook. Within myTUTor another online tool will be introduced – Collaborate. This is an online discussion tool to link your device to the lecturer’s presentation. Now you can fully engage from any place with the lecturer while he/she is presenting. This will give you immediate access to presentation material, ask questions and participate in polls in the classroom. Attending class has just become more fun!

During 2018 it is also envisaged to make an online computer reservation system available. This platform will enable you as a student to book a computer in an Electronic Resource Centre (ERC) in advance without having to queue to register or book a computer. Keep an eye on the myTUTor announcement facility on the myTUTor login page, for when this system goes live.

To access the full installation details, access the Educational Technology Resource eBook. Assistance is also available from the myTUTor Service Desk. The online eBook is available at http://tutresource.tut.ac.za/ebook.pdf or by accessing the QR codes below via a QR Reader downloaded on your smartphone.

myTUTor URL
TUT4life URL
eBook
Office 365 URL

myTUTor Service Desk contact details:
- Tel: 012 382 4427
- eMail: myTUTor@tut.ac.za
- Website: https://myTUTor.tut.ac.za

Walk-in at Soshanguve South, Building 5-204 OR Pretoria Campus, Building 9-Ground Floor (East side entrance)

OR visit us on:

For TUT4life Information:
- Email: tut4life@tut.ac.za
- Tel: (012) 382-4427
- Website: https://tut4life.tut.ac.za

For any other TUT queries - TUT Contact Centre contact details:
- Contact Centre: 086 110 2421
- SMS line: 41478
- Email: general@tut.ac.za (general inquiries)
- Website: http://www.tut.ac.za
SETUP TUT ACCESS ACCOUNT

To obtain access to TUT online services, as a TUT Student you need to setup your TUT4life student eMail account. This will give you access to the following:

- myTUTor
- TUT4life student eMail
- Eduroam Wi-Fi
- Electronic Resource Centre (ERC) and iCentres.
- Download Office 365 for free
- Obtain free storage space in the Cloud.

Apply the following steps to setup your TUT4life Student Email account:

1. Go to any browser and type in: https://www.tut.ac.za
2. Scroll down to the black menu and click on "Student Email"
3. Click on "Reset my Password"
4. Enter your student and ID/Passport number then click on Submit. NOTE: AFTER THREE (3) UNSUCCESSFUL ATTEMPTS TO PROVIDE A VALID STUDENT AND ID/PASSPORT NUMBER, YOUR ACCOUNT WILL LOCK FOR 4 HOURS.
5. Change your password to your own password. Apply all the Password Rules listed below.
   5.1 Password must contain characters from four of the following categories:
      - Uppercase characters (A through Z)
      - Lowercase characters (a through z)
      - Base 10 digits (0 through 9)
      - Special characters: ~!@#$%^&*-_+`<>?/
   5.2 Password must contain at least eight (8) characters and a maximum of sixteen (16) e.g. Password12@, (Eight letters, one uppercase letter P, 7 lowercase letters aswword, special character @ and two numerical digits 12).
   5.3 Your student number may not appear in your password.
   5.4 Password may not consist of four (4) consecutive numerical.
   5.5 Password must not contain the user’s account name (full names and surname).
6. Confirm your new password then wait for two (2) minutes for the password to synchronize, then you can access your TUT4life email

You can now sign in on TUT Eduroam for free internet access.

ACCESSING TUT4LIFE EMAIL ON A BROWSER

1. Go to any browser and type: https://www.tut.ac.za
2. Scroll down to the black menu and click on "Student Email"
3. Click on "Student Email" again on the left menu
4. An Office 365 screen will appear - login with the following details:
   - Username: Studentnumber@tut4life.ac.za
   - Password: TUT4life password
5. On the next screen, select "Outlook".
6. You might be required to set a language and time zone. In this case select language as English South Africa and time zone UTC+02:00 Harare Pretoria.
7. This will take you to your Brand New TUT4Life 10Gb mailbox.

To use Microsoft Outlook as the preferred email platform, follow the Install Microsoft Office 365 and Setup Microsoft Outlook instructions in this eBook.
CONNECTING TO EDUROAM

There are Eduroam hotspots on all campuses with more added every month to enhance the online experience and provide free internet access. To find a hotspot on your smart device, install the Wi-Fi Finder APP from your APP Store. The following are installation guidelines for Windows 7 and 8 (refer to the free Windows 10 upgrade that is recommended), Windows 10, Android and IoS operating systems.

Eduroam connection for Windows 7 and 8 (Computer)

1. In Windows 7 and Windows 8, if there is a Wi-Fi hotspot, a Wi-Fi icon should also appear in the system tray on the bottom right-hand corner of the screen.
2. To access the wireless network, click the Wi-Fi icon. You should now see a list of available networks.
3. Click on ‘Eduroam’. Make sure you uncheck the “Connect automatically” option and click the “Connect” button.

4. As it is a secure network, you will need to provide your username and password. On Windows 8 and 10, uncheck “Use my windows user account”. Enter your credentials as follows:
   Username = StudentNumber@tut4life.ac.za
   Password = TUT4life Password

5. After a successful authentication, if your device is not a TUT domain-joined device, you may be prompted to accept or install a server certificate.
6. Accept the server certificate to connect to the Eduroam Wi-Fi network.
7. To use the internet, you might be required to authenticate on the firewall. When requested use your TUT4life credentials.
8. **IMPORTANT NOTE:** By authenticating onto the TUT network, you are accepting to be compliant with all TUT policy on accessing email and using the internet.

### Eduroam connection for Windows 10 (Computer)

1. Click the wireless icon in the notification area.

![Eduroam connection for Windows 10](image)

2. Select “Eduroam” from the list of available networks.

3. Type in your **TUT4Life** credentials as follows:
   - **Username:** `studentnumber@tut4life.ac.za`
   - **Password:** `TUT4Life Password`

4. Click the “Connect” button.

5. To use the internet, you might be required to authenticate on the firewall. When requested use your **TUT4Life** credentials.

![Eduroam connection for Windows 10](image)

6. **IMPORTANT NOTE:** By authenticating onto the TUT network, you are accepting to be compliant with all TUT policy on accessing email and using the internet.
Eduroam setup for handheld devices (Android)

1. Switch on your Wi-Fi access.
2. If you are in an Eduroam hotspot, then Eduroam will be part of your available network list.
3. Select the network then type in your TUT4life credentials.
   - Identity: Student number@tut4life.ac.za
   - Some devices will require anonymous identity. In this case type in Student number@tut4life.ac.za
   - Password: TUT4life password.
4. Select EAP method as PEAP.
5. Change “phase 2 authentication” to “None”.
6. Select “Do not validate” on CA Certificate if required.

7. Click “Connect” and you will be connected to the network.
8. To use the internet, you might be required to authenticate on the firewall. When requested for login details then use your TUT4Life credentials.
Eduroam setup for handheld devices (iOS)

Connecting to Eduroam on iPhone or iPad (iOS)
1. Switch on your Wi-Fi access.
2. If you are in an Eduroam hotspot, then Eduroam will be part of your available network list.
3. Select the network then type in your TUT4life credentials.
   - Username: Studentnumber@tut4life.ac.za
   - Password: TUT4life password.
4. Select “Trust” on the screen that follows for the certificate.
5. Finally authenticate on the firewall using your TUT4life credentials.

GUIDELINE FOR OPERATING SYSTEM UPGRADES TO WINDOWS 10

Microsoft no longer supports Windows XP; therefore, an upgrade will be required. From 2020, Microsoft will also no longer support Windows 7 and Windows 8 (or per their official announcement should that change). Within TUT, official staff and laboratory computers and devices will be upgraded to Microsoft 10 as the official operating system. It is recommended if Windows 7 or 8 is still used as your preferred operating system on your personal device, you need to plan for an upgrade in future.

TIP: It is not recommended to download any trial versions as it will block future access should the final activation and upgrade are not completed in time.
Windows 10 is the recommended operating system on your PC. As this is your personal technology, you can still work according to your preference. For installation instructions and software purchase, visit the Microsoft website on https://www.microsoft.com/en-za/windows/get-windows-10.

**INSTALLING MICROSOFT OFFICE 365**

As a TUT student you have free access to install Microsoft Office products on your PC or Mac and handheld devices. All that is required is your TUTlife credentials. This also include OneDrive online cloud storage. You even get Microsoft Office 365 access after completing your studies!

For the successful installation it is required that you maintain and have a healthy computer system. It is recommended that you follow the following sequence and installation guidelines before installing Microsoft Office 365:

1. Uninstall all trail versions previously installed.
2. Run a virus check.
3. If no virus protection is available, download a recommended virus protection software.
4. Upgrade your operating system, preferably to Windows 10.
5. Download Microsoft Office 365.

**Uninstallation of existing software**

Apply the following guidelines for the uninstallation of software programs:

- Select the Windows Start icon (bottom left corner).
- In the “Search field”, type “uninstall”.
- Select “Uninstall a Programme”.
- In the Programme list, look for Microsoft Office.
- Select “Microsoft Office”, and click on “Uninstall” to remove the Programme(s).

**Virus protection**

The selection of a virus protection software is a preferred choice and not prescribed as a minimum standard by TUT. It is required by TUT that all computers and devices that access the TUT network do have virus protection. Virus updates should be scheduled to update every time a user authenticate on the TUT network.

Windows 8 and 10 comes with the Defender antivirus without a separate license fee. While you can download and install defender for Windows 7 free on https://support.microsoft.com/en-us/help/14210.

Antivirus for handheld devices comes with the device operating system. Always scan APPs before downloading them. Visit your device manual to scan APPs.

Microsoft has a Security Essentials Downloader available for virus protection - https://support.microsoft.com/en-ca/help/14210/security-essentials-download. Refer to download and installation instructions below. Windows Defender is built into the latest versions of Windows and helps guard your PC against viruses and other malware. For a PC running an older version of Windows 7, you can download Microsoft Security Essentials for the low price of free. The following is included:

<table>
<thead>
<tr>
<th>Windows Defender virus protection</th>
<th>Windows 7</th>
<th>Windows 8 &amp; 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Real-time protection against spyware, viruses, rootkits, and other malicious software</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Online system scanning and cleaning</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Dynamic signature service</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Offline system scanning and cleaning</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Enhanced protection against rootkits and bootkits</td>
<td></td>
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</tbody>
</table>

Windows Defender for Windows 8, Windows RT, Windows 8.1, Windows RT 8.1, and Windows 10 provides built-in protection against malware. You cannot use Microsoft Security Essentials, but you do not need to—Windows Defender is already included and ready to go. If you are looking to protect a PC with an older version of running Windows 7, you can use Microsoft Security Essentials to provide comprehensive malware protection that will help guard against viruses, spyware, and other malicious software. It provides free* real-time protection for your home or small business PCs.

To download Microsoft Security Essentials:

1. Choose your preferred locale or language from the list that follows.
2. Choose your operating system to begin the download process. If you need help finding which version of Windows you are running, see: Is my PC running the 32-bit or 64-bit version of Windows?
How to RUN the Microsoft Security Essential antivirus protection:
1. In the toolbar, go to the Hidden Icon (system tray with UP Arrow) at the right-hand corner.
2. Select “Windows Defender”.
3. Double click and select “scan”.

Microsoft Office Live (online)
Microsoft Office Live provides online access in all the Microsoft APPs without downloading the software onto a computer or device. Use the following guidelines to access:
1. Go to https://tut4life.ac.za and select “Access my email”.
2. Login with your TUT4life credentials.
3. Select any of the APPS, e.g. Word or Excel. Complete the document. Select to save either online (your OneDrive account – refer to OneDrive guidelines) or download a copy to your computer or device. To use this option, you need to be connected to the internet throughout this process. The speed will be determined by the internet option, e.g. 3G or TUT Eduroam.

Microsoft Office installer
Microsoft Office can be downloaded for free to your personal computer and/or handheld devices. The TUT Microsoft license agreement allows a student to download and install Microsoft Office to five (5) computers, e.g. computer and notebook and five (5) handheld devices, e.g. iPhone, iPad and Android with a single Office 365 account.

**Important note:** You have to be connected to the TUT Eduroam internet to install Microsoft Office 365 (Office 2016) on your computer and device. The installation is data intensive. It is not recommended that you use cell phone data for this installation. The installation can take approximately 1.30 hours (will differ and depend on computer and network specifications). Follow the “Connecting to Eduroam” guidelines to setup and connect to Eduroam.

Visit [https://products.office.com/en-za/products?tab=O-Home](https://products.office.com/en-za/products?tab=O-Home) for more information on these products. Products offered are as follows:

1. Word
2. Excel
3. PowerPoint
4. OneNote
5. Publisher
6. Access
7. Microsoft Exchange
8. Skype for Business (not used in teaching and learning. Refer to Collaborate guidelines for TUT Desktop conferencing in myTUTor)
9. SharePoint
10. OneDrive for Business
11. Yammer
12. Delve
13. Video
14. Microsoft Teams
15. Stream
## Microsoft Office 2016 Hardware requirements

<table>
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<tr>
<td>Browser</td>
<td>Safari, Chrome, and Firefox - current version, Microsoft Edge - latest version, Internet Explorer - current or immediately previous version</td>
</tr>
<tr>
<td>Email client software</td>
<td>Office/Outlook 2016, Office/Outlook 2013 with SP1, Office/Outlook 2010 with SP2, Office/Outlook 2007 with SP3, Outlook for Macintosh - Office for Mac2016</td>
</tr>
<tr>
<td>Computer and processor</td>
<td>1 GHZ or faster x86 or 64-bit processor with SSE2 instruction set, 1 GB RAM (32-bit)</td>
</tr>
<tr>
<td>Memory</td>
<td>2 GB RAM (64-bit) recommended for graphics features, Outlook Instant Search &amp; certain advanced functionality</td>
</tr>
<tr>
<td>Disk space</td>
<td>3 gigabytes (GB)</td>
</tr>
<tr>
<td>Monitor resolution</td>
<td>1024 x 768 Exchange ActiveSync must be supported for Office 365</td>
</tr>
<tr>
<td>Using Outlook Web APP on smartphones and tablets</td>
<td>For the best experience use the integrated web browser of these devices, Windows 8 tablet, iOS 6 or later versions for iPhone4s or later versions or iOS 6 or later versions for iPad2 or later versions</td>
</tr>
</tbody>
</table>

For more information, visit [https://btbusiness.custhelp.com/app/answers/detail/a_id/18509/~/what-are-the-minimum-system-requirements-for-office-365%3F/c/5088/](https://btbusiness.custhelp.com/app/answers/detail/a_id/18509/~/what-are-the-minimum-system-requirements-for-office-365%3F/c/5088/)

### How to access Microsoft Office 365 after completing your studies

Alumni uses the same process to reset and access Microsoft Office 365 as registered students. This resource is therefore available even once you completed your studies.
How to install Microsoft Office 2016 on a PC

1. Open a browser then type in https://tut4life.tut.ac.za/
2. Click on access my email
3. Type in your tut4life email address (Studentnumber@tut4life.ac.za) and click next
4. Type in your TUT4life password, then click sign in
5. Click the next button

6. Authenticate with at least 1 of the options by clicking the set it up now link

7. If you click on the first option the below window will appear, Select South Africa and type in your cellphone number, then click text me button. You will receive a verification code on your phone. Type in the code in the text box that will be provided
8. Once verified, click finish

9. If you need to authenticate with email address, then click the second option

10. Under Authentication Email type in your email address (THIS SHOULD NOT BE YOUR TUT4LIFE EMAIL ADDRESS) then click the email me button, a verification code will be sent to your email
11. Type in the verification code and click verify

12. Click the finish button

13. If you need to authenticate with security questions, then click the third option
14. Select the questions using the drop down arrow and answer them on the textbox provided then click the save answers button

15. Click the finish button

16. Click on the install office button at the top right

TIP: If you do not see Office apps listed, then contact the service desk to enable this option for you
17. Select the other install options button

18. Click the install office button

19. Click run at the bottom center
20. Confirm to run the program when prompted then the installation will launch.

21. The installation will be complete when the following screen appears. Note that the installation takes approximately 2 hours to complete.

How to activate Microsoft Office applications

1. Connect your device to the network and open one of the Microsoft office 365 applications. then click sign in at the top right corner.
2. Sign in with your tut4life email login details

3. Click done once activated
4. click accept to agree to the term and conditions

First things first.

This product also comes with Office Automatic Updates.

Learn more

By clicking "Accept" you agree to the Microsoft Office License Agreement.
View Agreement


How to install Microsoft Office 2016 on a Mac

1. Go to https://tut4life.ac.za and select access my email.
2. Login with your TUTlife credentials.
3. On the far right for the screen select “Install Office 2016”
4. On the Office page, under Install Office 2016 for Mac, select “Install” to begin downloading the installer package.

5. Once the download has completed, open Finder, go to Downloads, and double-click Microsoft_Office_2016_Installer.pkg. **TIP:** The name might vary slightly.
6. **TIP:** If you see an error that says the “Microsoft_Office_2016_Installer.pkg can’t be opened because it is from an unidentified developer”, wait 10 seconds and then try double-clicking the installer package again. If you are stuck at the Verifying progress bar, close or cancel the progress bar and try again.

7. On the first installation screen, select “Continue to begin the installation process”.

8. Review the software license agreement, and then click “Continue”.
9. Select “Agree” to agree to the terms of the software license agreement.
10. Choose how you want to install Office and click “Continue”.
11. Review the disk space requirements or change your install location, and then click “Install”.
12. **TIP:** If you want to only install specific Microsoft Office APPs and not the entire suite, click the Customize button and uncheck the programs you do not want.
13. Enter your Mac login password, if prompted, and then click “Install Software”. This is the password that you use to log in to your Mac.
14. The software begins to install. Click “Close” when the installation is finished.

15. Launch an Office for Mac APP and start the activation process.

16. Click the Launchpad icon in the Dock to display all of your APPs.

17. Click the Microsoft Word icon in the Launchpad.
18. The "What's New in Word" window opens automatically when you launch Word. Click "Get Started" to start activating.

How to install Microsoft Office 365 on handheld devices

You can download Microsoft Word, Excel, PowerPoint, Skype for Business, Outlook, and OneDrive on your handheld device by downloading the APPs on your device from the APP Store.

Important note: Skype for Business will not be used as an official APP within your teaching and learning environment. The official APP integrated with myTUTor is called Collaborate. This APP is available through your myTUTor Learn APP (refer to guidelines for installation and user manual).

Setup Microsoft Outlook

1. Once installed, start the APP and click on “Get Started”.

![Outlook](image)

**Outlook**

A better way to manage your email.

GET STARTED

View our Privacy Policy

2. Type in your TUT4life credentials and select “Sign In”.

![Office365](image)

Work or school account

- 206242779@tut4life.ac.za
- Password

Sign In

Can't access your account?

We have a new sign-in experience! Try it now
3. You will be logged on to your emails and a quick tour of the APP will be displayed on the bottom of the screen. Click the next button to navigate the tour until the end.

4. **Note:** You can add more than one account by going to settings and select add account.

### Setup Microsoft Outlook on your PC

1. Go to Start, All Programs or search and select “Outlook”.
2. Click “Accept” and start Outlook.

![Welcome to Outlook](image)

3. Type in your **TUT**4life credentials (email address) and click “Connect”.

![Adding account](image)

4. When Setup is complete, click on the OK button and your mailbox will be loaded and updated every time you are online.

![Setup complete](image)

5. You can add more email accounts by clicking the File Option and select “Add account”.
Setup and access OneDrive on your PC

Microsoft OneDrive integrates with Microsoft Office so users can access Word, Excel and PowerPoint documents in OneDrive. It is an online file-hosting service. The system allows users to simultaneously edit Office documents, edit documents in browsers, and create and share folders. It allows users to store files as well as other personal data like Windows settings or BitLocker recovery keys in the cloud.

As a TUT student you have access to 1TB of online storage space for free.

Setup OneDrive on your PC

1. Go to start “All programs” or search and select “OneDrive”.

2. Type in your TUT4life credentials and click on “Sign in”.

3. Click the “NEXT” button to continue the setup.
4. Select to synchronize your OneDrive account with your PC and click “NEXT”.

5. The setup is complete and you can open your OneDrive folder.

Access OneDrive on your PC

To access OneDrive in future, the OneDrive will show on the taskbar at the bottom. You can also search for it under your programme files.
Setup and access OneDrive for handheld devices

Setup OneDrive for handheld devices

1. Start the APP and select “Sign in”.

Get 100 GB of free storage with this device
Access and share your documents and photos anywhere, on any device.

Sign in

No account? Create one!

2. Once signed in you can add or download files from your cloud account. Note you can access this drive anywhere with internet connection.

Access OneDrive for handheld devices
In future to access to OneDrive folder, open the downloaded APP on your device.
**myTUTor – LEARNING MANAGEMENT SYSTEM GUIDELINES**

**myTUTor** is the official online Learning Management System for TUT staff and students. **myTUTor** makes access for online resources, teaching and learning material as well as interaction with learners using Collaborate, possible. Your TUT4life credentials will give you access to the following TUT systems: **myTUTor**, TUT4life email, Office365, Eduroam Wi-Fi, ERCs and iCentres as well as TUT internet.

**Resetting passwords on myTUTor**

1. Open the **myTUTor** home page using [http://mytutor.tut.ac.za](http://mytutor.tut.ac.za).
2. Your Username is your student number.
3. Your Password is the same as your TUT4life email password.
4. If you need to reset and/or create a new password, open the TUT4life home page using [https://tut4life.tut.ac.za/](https://tut4life.tut.ac.za/).
5. Select the link “Reset my Password”.
6. Submit both your valid student number and identity number (ID). Note: After three (3) unsuccessful attempts to provide a valid student and/or ID/Passport number, your account will lock for four (4) hours.
7. To configure a new password, select and retype the new password. Take note of the on-screen Password Rules.
8. Return to the **myTUTor** home page and log in following steps 1 - 4.

**Student myTUTor Profiles**

A student profile is updated 24 – 48 hours after registration with TUT. If your subject(s) does not appear on **myTUTor** after this period, contact the **myTUTor** Service Desk.

**Best practice for eAssessment for students in myTUTor**

**Before taking the online test / assessment**

1. If you are accessing **myTUTor** using a TUT network, then go to any website that is not on the TUT intranet (e.g. [www.702.co.za](http://www.702.co.za))
2. There should be an authentication window that will appear. If the window does not appear then you can skip to step 5.
3. Use your TUT4life credentials to connect (e.g username: 200000000@tut4life.ac.za Password: #Password1)
4. The intended site should now open.
5. Use Google Chrome as your browser when taking online tests. To check if your browser is supported, please use this link on Google Chrome: [https://help.blackboard.com/Learn/Administrator/Hosting/Browser_Support/Browser_Checker](https://help.blackboard.com/Learn/Administrator/Hosting/Browser_Support/Browser_Checker)
6. Before starting an online test, close all programs on your computer. Restart your browser and login first to **myTUTor** without logging into any other sites. This will help identify your test session in the system logs should you encounter technical problems.
7. Use a hardwired (Local Area Network - LAN) connection rather than your wireless (Wi-Fi) connection to the internet to take the test. Make sure that when you connect your network cable to your computer you also disable the wireless receiver so that it does not override or interfere with the wired connection.
8. If your computer is connected to the internet through an Internet Service Provider (ISP) cable modem that is shared among several users, e.g. an apartment complex such as ADSL, you will likely experience problems. You should try to find a computer for your online test that is on a more stable connection.
9. Make sure that you do not have more than one browser window opened to **myTUTor**. This can cause problems submitting your test.
10. Make sure that your computer is up to date with Windows patches, and that it is virus and spyware free. If you are not sure of the reliability of your computer or are having problems, use a campus laboratory computer.

11. Clear the cache on your browser before starting a test to mitigate potential problems. Please see below.

**Clearing your Browser Cache**

<table>
<thead>
<tr>
<th>Google Chrome</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Click the wrench icon on the browser toolbar.</td>
</tr>
<tr>
<td>2. Select “History”.</td>
</tr>
<tr>
<td>3. Select Clear browsing data</td>
</tr>
<tr>
<td>4. In the dialog that appears, select all checkboxes.</td>
</tr>
<tr>
<td>5. Use the menu at the top to select the amount of data that you want to delete. Select “All Time” to delete everything.</td>
</tr>
<tr>
<td>6. Click “Clear data”.</td>
</tr>
</tbody>
</table>

12. Watch the following videos for an illustration:
   a. Before taking the test [https://youtu.be/XQDoz19e2Lg](https://youtu.be/XQDoz19e2Lg)
   b. How to clear your browser cache [https://youtu.be/Y5B16GR5gXo](https://youtu.be/Y5B16GR5gXo)
   c. During the test [https://youtu.be/0y2u5DKwCYS](https://youtu.be/0y2u5DKwCYS)

**When taking the online test / assessment**

1. Make sure that you do not use the browser’s back, forward and refresh buttons during a test. This can interrupt your test and log you out of the test. To move from question to question, you should only use the arrows within the test window or the question completion status list of questions.

2. Do not double click the start button on a test while waiting for it to load. This can cause multiple instances of the test to open leading to some confusion.

3. Make sure that you are aware of your time while taking a test. If your lecturer sets a time limit, myTUTOR will try to display a warning 1 minute before the time limit expires, but browser setting may prevent this warning from appearing. If your lecturer sets a time limit in myTUTOR, when you click open/start a test the clock will start and will not stop regardless of whether you save it and reopen later. It is wise to have a backup timer of your own. If you are logged out of the test, you should log back in as soon as possible to resume the test.

4. Your Lecturer may set a time limit as to when an online test is available/visible, often referred to as the test window period. The link to open or re-open your test is only visible during this date/time range. If your test has a timer, you will not be ejected from the test at the end of the period, but if that period has passed you will not be able to re-enter the test if you are logged out even if the timer has not expired. Start early enough during the test period so that you can complete the test before the test period expires.

5. If you are disconnected from your test session for any reason, you should close your browser, re-start the browser, and go back to the test on myTUTOR. If your lecturer permits, you will be returned to the test question you were just viewing. If your lecturer selects the force completion option in the test settings, you cannot re-enter the test. In such a case, you need to contact your lecturer regarding this.

6. If the exam has been selected to show all questions at once, you should periodically save your answers. You can click the Save button next to each question as you select answers. This will save your work thus far but will allow you to continue to other questions and even change earlier answers up until the time you click “Save and Submit”.

7. If test questions are presented one at a time, only click the “next question” arrow once even if the response is slow moving to the next question. Each question is saved automatically by myTUTOR as you move from one question to another, so there is no need to hit Save before moving to the next question.

8. If you are typing an answer in a text box, be aware that neither myTUTOR nor your browser saves text as you type it. One option is to click the Save button next to the question frequently so the text you have typed so far will not be lost. Another option that is more
secure is to type answers to essay questions first in Notepad, save it there, and then copy and paste the answer into the test’s text box.

9. If your lecturer presents test questions one at a time, he can also choose whether to allow students to “backtrack”, that is, to go back to previously answered questions. If backtracking is permitted, you can go forward and backward to adjacent questions at any time using the test navigation arrows or to any question at any time using the Question Completion Status window. However, if backtracking is prohibited you can only move forward one question at a time, and you can only get to the end of the test to the Submit button by advancing through all questions one at a time. If your test has a time limit, you will need to keep this in mind in case you need to skip several questions to reach the end and click Submit before time expires.

After taking the online test / assessment
1. After submitting your test, the information you will see next depends on the settings your lecturer has selected. You may only see a confirmation that the test was submitted with no additional information. You may see a grade for the test if the lecturer turns that on, if no test questions must be graded individually, and if no time limit has been exceeded. If any questions require the lecturer to assign a grade individually, you will see an exclamation mark (needs grading) instead of a grade. If you exceed a specified time limit, and you have not submitted the test, you will see blue icon indicating that your attempt is still in Progress. If you have exceeded the time limit, but submitted your test, you will see a green exclamation mark for the grade. If you have questions about this, you should contact your lecturer.

2. If you are not certain that your test submission was acknowledged at the end, contact your lecturer

**myTUTor APP INSTALLATION**

**BB Student APP Overview**
According to Blackboard (BB), the myTUTor platform today’s active learners have a need for speed. The BB Student APP gives them the information they want, the connections they crave, and the personalization they demand, on the go. Tshwane University of Technology has a license for the BB Student APP, meaning students can download the APP in their smart devices’ APP stores.

**Install the myTUTor APP on your smart device**
1. Supported devices are Android 4.0.3+, Windows 8.1+, and iOS 8+.
2. From your device, access the appropriate online store:
   - **iTunes Store** on your iPhone®, iPod touch®
   - **Google Play™** on your Android® device
   - **Windows Store** on your Windows® device
3. Download the free BB Student APP.
4. Open the APP and search for Tshwane University of Technology.
5. Login with your myTUTor login credentials.

**How to navigate on the myTUTor APP**

**Checking Grades**
BB Student APP provides real-time access to grades in a comprehensive and highly approachable format which enables students to quickly identify their academic results and progress in a given class or assignment.

To check your grades:
1. Logon to the BB Student APP using your myTUTor login credentials, e.g. student number and password.
2. Slide to grades.
3. Any graded test, assignment or discussion will be displayed with the mark.

Activity Stream
The home screen represents a “smart view” of prioritized events and actions, and pushes content to the student. We will do the heavy lifting by helping students prioritize their work so they can spend their time on the thing that matters the most, learning.

Submitting Assignments
Integrated into the fabric of the course experience, students are able to view, complete, and submit assignments and tests, extending student engagement and learning beyond the classroom.

To submit an assignment:
1. Logon to the BB Student APP using your myTUTor login credentials.
2. Click on the appropriate assignment link.
3. Slide or click submit attempt.
4. Browse your device/OneDrive for the assignment file.

5. Click Submit then confirm by clicking Submit on the pop-up window.

6. The attempt will be submitted with the below message
To complete a test
1. Logon to the BB Student APP using your myTUTOR login credentials.
2. Select the appropriate test.
3. Click “Begin.”
4. Answer all questions and click “Submit.”

Course Outline
This provides students with a familiar way of exploring content, quickly accessing information, and identifying the main materials that they need to focus on. Content presentation is simple, clean, and straightforward. See Screenshots below.
**myTUTor COLLABORATE**

Step-by-step instructions for use of Collaborate

Collaborate is a browser-based interactive web conferencing tool which enables convenient access without the need of installing any additional software. Collaborate is a web-based module that is accessible through the *myTUTor* Learning Management System. It is best used with Google Chrome and allows high definition audio as well as video transmission, file and desktop sharing, polling and chats. Everything done on Collaborate can be recorded for editing and sharing with students on *myTUTor*. Lecturers can also track students’ participation in a session, this could thereafter be used as an attendance register. The BB student APP can be used to participate in a session. You can join sessions either on the APP or on PC/Mac with your browser.

Collaborate for lecturers

As a lecturer, you can use Collaborate as a presentation tool for both contact and distance students. Collaborate enables you as the lecturer to do the following:

- **Video Conference**: Enables an audiovisual connection between two or more people who are in different locations.
- **Share files, desktop and applications**: Enables the sharing of files in their original format with participants in a session. You can also share your desktop or application windows to enable your learners to see exactly what you are doing for them to follow.
- **Keep an attendance register**: Enables you to keep a register of everyone who joined the session, when they joined and how long they were active.
- **Record presentations**: Enables you to record everything done via collaborate session during the presentation.
- **Create and administer groups**: Enables the lecturer to create collaboration create within the session. Students in different locations can be enabled to discuss work in their own little groups and then come back to the session to give feedback.
- **Polling**: Enable you to administer polls with participants in the session. This feature can be used to assess prior learning, voting and quick feedback from all participants.

Steps to using Collaborate features for lecturers

**Video Conferencing**

Collaborate video conferencing (VC) is a browser-based VC platform. Up to 500 people can join in a Collaborate session using either their browser or the collaborate APP. Lecturers should follow the steps below to create and start a Collaborate session:

**Step 1: Login to myTUTor**

![Login to myTUTor](image)

**Username** - is your staff number.

**Password** - is either your staff number or the password you have reacted yourself.
Step 2: Go to the subject you would like to create a session for. This could be any subject where you are a designer.

Step 3: Go to “Collaborate Ultra” on the left below “Course Tools” under “Course Management.”
Step 4: Create a session

Here you set the role of attendances. These settings will apply to everyone who logs in using the guest link.

- **Participant**: Observers, chats and ask questions.
- **Presenter**: Is the person all guests can see and hear at time.
- **Moderator**: Facilitates the session, controls what guests can do.

Step 5: Modify session settings and preferences.

Here you set the start, duration and frequency of a session. You can also control early entry of participants in a session.
**Step 6:** Share the session link with students

There are a few ways, which students can join in a session. They can join using a link created by you the lecturer on myTUT or the guest link shared by the lecturer via the announcement tool or email.

**Session Settings:**

Here the moderator set what participants can do and share.

**Guest link:**

This link can be copied using the button labelled “A”.

https://eu.bbcollab.cor
Step 7: Launch session

You need to launch the session so participants can be able to join the session. This is done after you have saved your settings and preferences.

The figure below depicts a launched session

Features available during a session are labelled with alphabets on the figure above and explained on the next page.
Enables the lecturer to modify audio and video settings, here the lecturer can also select which microphone and camera to use during a session.

My Settings

SEX Mahlangu

Present

Audio and Video Settings

- Set up your camera and microphone
- Use your phone for audio

Speaker Volume

0% - 100%

Microphone Volume

0% - 100%

- Display Closed Captions (when available)

Notification Settings

Session Settings

- Report an issue

Camera and microphone selection

Adjusts the speaker and microphone volumes. User can adjust these according to their needs.

Here you set session preferences and how you want to receive your notifications.
Enables the presenter to share and mute audio.

Enables the presenter to share and hide visual images.

Enables students to raise their hand for asking questions or giving their opinions.

Enables participants to chat with the presenter and other participants. The presenter and moderator can, however, disable this feature during a session.

Enable the presenter and moderator to see attendees.

Content sharing: Enable presenter to share files, application windows and the view of the whiteboard. Presenter and moderator can also run polls and manage breakout group, which enables students to have group discussions and come back into the group to give feedback.

**Share Content**

- **Share Blank Whiteboard**
  - Share the whiteboard screen so participants can see all annotations in real time.

- **Share Application**
  - Share an application windows to enable participants to see exactly what a presenter is doing or presenting.

- **Share Files**
  - Sharing files with all participants.

- **Secondary Content**
  - For quick yes/no and multiple-choice questions.

- **Polling**
  - Participants can be separated into smaller collaborate groups within the session.

- **Breakout Groups**
  - Enables the lecturer to modify audio and video settings, here the lecturer can also select which microphone and camera to use during a session

Closes the collaborate panel.
Sharing files, desktop and applications

During a Collaborate session, users can share files, the live view of the entire desktop or a particular active application. Below are steps to follow when sharing content:

Keeping an attendance register

Collaborate automatically keeps a report of all past sessions. On these reports, lecturers can see who participated in the session, what their assigned roles were and how long students participated in the session. This is done by following the steps below:

Step 1: Go back to Collaborate Ultra.
Step 2: Open the session options for the session you want the register of
Step 3: View Report
Step 4: View the report of the session for which you want an attendance register of.

Step 5: Save or print the report. This is done by exporting the report to PDF; you need to select "printable" below.
Record presentations

Follow the steps below to record collaborate session.

**Step 1:** Open the session menu in the top left corner
**Step 2:** Start recording

**TIP:** You need to follow the steps below to view and download recordings.

**Step 1:** Go to Collaborate Ultra under course tools in your subject.
Step 2: Go to the Collaborate Menu.

Step 3: Go to recordings

Create and administer breakout groups

Breakout groups are small groups of current attendees that allow participants the opportunity to discuss work in small groups during the session. Participants can be brought back into the session so they can give feedback on their discussions.

Steps for creating breakout groups are as follows:

Step 1: Go to ‘Share Content’ on the collaborate panel.

Step 2: Go to ‘Breakout Groups’.
Step 3: Create and rename groups as required. Here you can also drag and drop participants in the required group. See screen captures on the next page.
Create the number of required breakout groups

Drag and drop participants into the different groups. Participants can also join groups themselves.

Click on ‘Start’ for the different groups to breakout into their own Collaborate group sessions.
Collaborate for Students

Students can join a Collaborate session in a variety of ways. This section will guide students on how to join a session and what they can do during a session.

Joining a session

Participants can join a session in two ways. The one is a link shared by the lecturer or directly from their tools page in the subject on myTUTor.

Using the link

Below are two ways of joining the session from a link: Link example: https://eu.bbcollab.com/guest/3dd7f2e3b9f04311ba25eba3f11082d4

**Option 1:** Open the link shared by your lecturer on Google Chrome. This you do by typing in the entire link or copying and pasting it into the Uniform Resource Locator (URL) on the address bar. See example below.

![Link example](https://eu.bbcollab.com/guest/3dd7f2e3b9f04311ba25eba3f11082d4)

**Option 2:** Copy the link on to the Collaborate APP which will open collaborate on the Blackboard APP

![Collaborate APP on Blackboard APP](https://eu.bbcollab.com/guest/3dd7f2e3b9f04311ba25eba3f11082d4)

**Tip:** The Collaborate APP will open the session on the Blackboard APP. You will be redirected to a window, which will prompt you to choose what you are joining the session with. Please always select 'Blackboard', labelled "a" below.
Using the tools

Participants can also join a Collaborate session using their Blackboard tools. Follow the steps below to join the session from the tools.

Step 1: Go to ‘Tools’ in your subject

![Collaborate session join interface](https://eu.bbcollab.com/collab)
Step 2: Select Collaborate Ultra

Step 3: Launch the session you would like to be an attendee in.
Participating in a session

Attendees or participants can ask questions, take polls and chat during a session. Quick guides to using these features are on the next page.

**Chatting**

Enables you to chat with the presenter and other participants. The presenter and moderator can, however, disable this feature during a session.

**Taking polls**

Enables you to take answer the short multiple-choice question set by your lecturer. The number of polls available will appear on the icon on the right.

**Asking questions**

Enables you to raise your hand for asking questions or giving your opinions.

Collaborate APP quick guide

Below are quick guides to using the Collaborate on the APP.

**Step 1:** Make sure you have both the Collaborate and Blackboard APP labelled “a” and “b” below.
Step 2: Open the Collaborate APP, paste the link, key in your name and join the session.

https://eu.bbcollab.com/guest/2

Eugene

Join Session

Step 3: Select APP you wish to join collaborate with, remember to always select ‘Blackboard’ labelled ‘a’ below.
Step 4: Participate by watching, commenting or asking questions

- Chat
- Ask Questions
ELECTRONIC RESOURCES FOR YOUR COMPUTER

Media Player

The best media player for PC and MAC is a VLC media player.

How to install
2. Click on “Download VLC”.
3. Depending on your browser, you will be prompted to save the file.
4. Go to the location where the file is saved and double click it.
5. Select Run and follow all installation instructions during the process till the end.
6. Once installed, go to any media file and right click on it.
7. Select open with VLC.
Zip software

Your Mac operating system comes with a zip software installed already.
1. To Zip a file/folder, go to the file.
2. Right click and select compress.
3. To unzip a file, right click on it.
4. Select unzip.

The best zip software for PC is either 7-Zip or ZipGenius.
1. To download the software, go to https://filehippo.com/software/archiving/
2. In the search box, type in 7-Zip or ZipGenius then click on "Download".
3. Depending on your browser settings, you will be prompted to save the file.
4. Go to the location where the file is saved and double click it.
5. Select Run and follow all installation instructions during the process until the end.
6. Once installed, go to any file/folder you want to zip. And right click on it
7. Click add to filename.zip.
HOW TO ACCESS ELECTRONIC RESOURCE CENTRES (ERC) AND iCentres

You may have noticed things looking a little different when using an ERC or iCenter recently. Aside from all PCs moving from Windows 7 to Windows 10 soon, the login screen and a few related tools may seem different. No need to be alarmed of course, this is simply the new access control software recently deployed in all our centers across TUT.

Why the change? Why indeed? If it works, why change it right? Well the truth of the matter is the old system was just not cutting it anymore, and left much to be desired. Veteran students will remember countless instances of being unable to log in because it 'forgot' their account details, or having to register in every computer laboratory and having little control over their login details. This is one of the reasons we searched everywhere to bring you a lightweight yet more verbose system, which will not only benefit you, the user, but also our lecturers and other important decision makers.

Logging in has been simplified. You need only use your student number as user name, and TUT4life password, much as you would when logging into TUT Wi-Fi also known as Eduroam, and the reason for this is the accounts are the same. No more need to 'register' at a counter in an ERC or iCentre to use a computer, the account information is drawn directly from your student account, and as long as you are a registered student, and your account password is active, you can simply approach a PC and log in.

When you do, you will be greeted with a screen similar to the one shown below:
Hit that mouse button! When you do, the login box will pop up as shown below:

At the computer's login screen, type in the following details:

- **Username**: Your Student Number
- **Password**: Your TUTlife Password

**For lecturers**

For lecturers, we have included a 'class booking' system. This will allow a lecturer to reserve a venue, if one is available for such use, and control student access as is needed. The venue will be reserved to the particular lecturer's staff number to ensure there are no duplications or overlapping.

The system also makes it far easier to track statistics, allowing our fine decision makers to know where attention is required. From over-use of a particular venue, to broken equipment thanks to a built-in fault logging tool, to which venues are outfitted with what hard and software, should a student or lecturer have specific needs.

**ERC computer booking using the Bookings System**

In a rush from your dorm but need to check a project right after class and you are not sure of you will find an available PC. No problem, the new bookings system, soon to be rolled out, will allow students to view all available centers, either online or on their mobile devices, see which workstations in those centers are free, and reserve one for use at a specific time.

Now in the interest of fair use, and to ensure all students are given equal access opportunity, PC usage is limited to two (2) hours per session. Once you have been logged into a workstation for nearly two (2) hours, you will be prompted to save your work and finish up. Your account will automatically be logged out after the two (2) hour period. This is simply to allow other students a chance to make use of it. If this happens, why not take a break, grab a snack, and return in 15 or so minutes. You will be able to get back to work in no time, as long as a PC is available.

Finally, a little bit of red tape. Because where would we be without a few rules and regulations right? Nothing major, have a look:

1. Access to this facility and resources is restricted to TUT registered students.
2. Eating and drinking are not allowed.
3. Group work is limited to the designated areas that are allocated for this purpose.
4. Respect other users by limiting noise levels to a low conversational tone.
5. The academic use of this facility and resources has priority. The recreational use of the facility and resources will be suspended during busy times.
6. Access to offensive material (such as pornography) is prohibited.
7. The use of downloading managers to download material is not allowed.
8. Bypassing the logon procedures and processes is prohibited.

Contravention of these rules may lead to suspension and/or disciplinary action.

So buckle up! 2018 is going to be a smooth ride!