THE INDEPENDENT
INSTITUTE OF
IIE EDUCATION

2024

STUDENT ICT HANDBOOK

THE INDEPENDENT
INSTITUTE OF
IIE EDUCATION

vega
SCHOOL

Varsity College

ROSEBANK COLLEGE

MSA

SCHOOL OF
HOSPITALITY & SERVICE
MANAGEMENT
A school of The IIE

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1. Introduction

1.1. Overview

The intent of this ICT Student Handbook is to guide you regarding the services provided by The IIE ICT Support Department, define the boundaries of such services, and identify levels of services all students should expect. As a registered student you are offered ICT support services to achieve your academic journey. Also, you will have at your disposal computer venues and facilities, equipment, software, and other resources available designed to offer a wide range of services and accommodate your diverse needs.

These computer facilities and resources are guided by policies and guidelines that are described in this ICT Handbook. In this handbook, you will find the following information such as the operating hours of all computer labs depending on where you are registered as a student, guidelines on how to access your computer in the lab for the first time, guidelines on policies regulating personal devices and your responsibilities as a student, acceptable user policies on Internet usage and operating procedures, information on IIE Assist, as well as important information on the SafeAssign.

1.2. Hours of Operation

ICT facilities and ICT staff are available during the following core hours, excluding public holidays and campus shutdown periods:

Monday to Friday: 07:00 to 18:00
Saturdays: 08:00 to 13:00 (campus dependent)

Please note, however, that additional support hours are provided to support specific campus functions and requirements. Please enquire with your campus accordingly.

1.3. Performance Feedback and Evaluation

Surveys will be conducted periodically through the portal to evaluate your satisfaction with the services provided.

1.4. Scheduled Maintenance

Maintenance of all computer venues is scheduled outside of the regular hours of operation. Major hardware upgrades or replacements may be scheduled during "hours of operation", but this will be communicated to you via the notice boards and regular campus communication channels.

1.5. Staffing

Each site has qualified ICT Support Staff. They are employed to ensure that the network, computers, printers, and servers run at optimum efficiency and to provide support where necessary.

1.6. Computing Facilities

The IIE endeavours to provide relevant technology to its students and, to this end, we adhere to a replacement cycle to ensure the appropriate technology is being used in the venues.

As a Microsoft Partner, our workstations are installed with a recent and relevant Windows operating system. Each venue has different application software installed based on the academic requirements of the programmes being run in those venues as well as Azure Lab Services (ALS) where required.

Students are encouraged to utilise the MyPC application to book time for the use of computer facilities in the Library, Resource, and Cyber Centre at your respective Campuses.

1.6.1. My PC Guide – Varsity College and Rosebank College Campuses Only
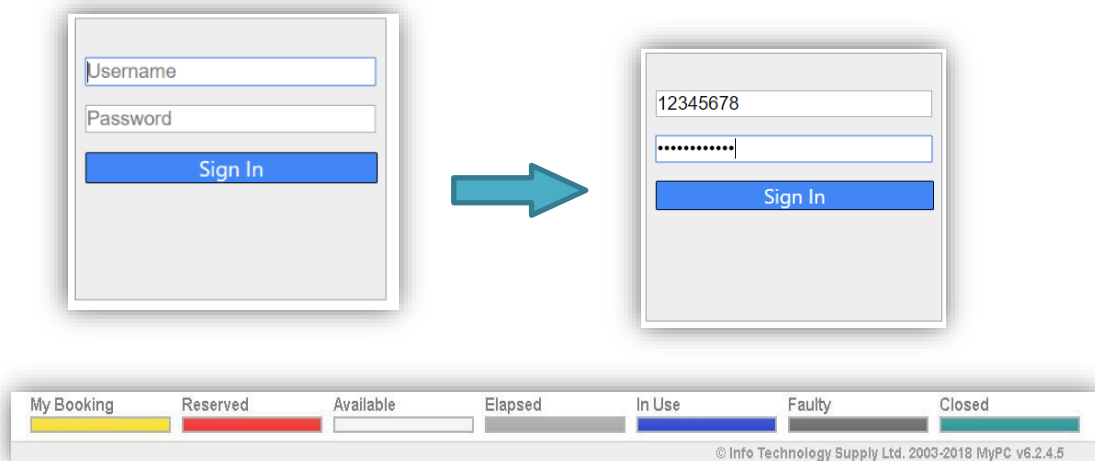
Log in to the MyPC app using your Student Number as your *Username* and your Password *(Day-to-Day Password)*

METHOD 1

1.6.2.1 Please take note of the below Legend for booking purposes

1.6.2.2 Left Click on the corresponding *Available Time (White)* on the PC that you would like to book. The below pop-up will then show. Please take note of the following:

1.6.2.2.1.1	**Resource**	: Computer Name/Number
1.6.2.2.1.2	**Date**	: Date of which you would like to use or book the computer
1.6.2.2.1.3	**Start Time**	: The time at which your session will start
1.6.2.2.1.4	**End Time**	: The time at which your session will end

1.6.2.3 Once you've made sure of all the above, please click on *save.*

Once you have made a booking, your selected Time and Computer will then show in yellow.

METHOD 2:

1.6.2.1 Select *Quick Booking*. A Quick Booking form will then appear.

1.6.2.2 Please fill in the necessary details as Follows:

➢ **Where?**
  - Site: Select your Campus, or the Campus you would like to do a booking at
  - Location: Select the location, e.g., Resource Centre, Cyber Centre, Training Centre, etc…

➢ **What?**
  - Resource Type: Leave as General

➢ **When?**

  - Select the date and start time of the session you would like to book.

➢ **Duration?**

  - Indicate the Duration you would like to make the booking for.

1.6.2.3 Once you have filled in all information, select *Find.*

1.6.2.4 Once you have clicked on *Find*, a computer matching your booking criteria will be automatically selected for you, and all relevant information will show on the right-hand side of the Quick Booking Form. Confirm all necessary information, then select *yes* if you wish to book the specified Computer.

1.6.2.5 Once you have clicked on yes, it will show a message that reads "*The Booking has been created successfully".*

1.6.2.6 Click on *finalize* to confirm the booking.

1.6.3 Resource / Cyber Centre

All The IIE campuses are equipped with Resource Centres that have computer facilities. These facilities are dedicated to online research and collaborative group work. The IIE subscribes to several online journals that are made available to our students, through these centres, at no additional cost. Kindly consult with the campus librarian for further details on what journals are on offer.
Operating hours per brand is as follows:

Campuses	Cyber Centre Operating Hours			Campus Library Email
	Monday-Thursday	**Fridays**	**Saturdays**	
IIEVC Sandton	07:00-19:00	07:00-16:00	08:00-13:00	librarysdn@varsitycollege.co.za
IIEVC Pretoria	07:00-18:00	07:00-17:00	08:00-1300	librarypta@varsitycollege.co.za
IIEVC Waterfall	07:30-19:00	07:00-17:00	08:00-13:00	vcwllibrary@varsitycollege.co.za
IIEVC Cape Town	07:00-19:00	07:00-17:00	08:00-13:00	yocks@varsitycollege.co.za ksobuza@varsitycollege.co.za kjohnson@varsitycollege.co.za blategan@varsitycollegeco.za
IIEVC Durban North	08:00-17:00	08:00-13:00		
IIEVC Durban Westville	07:00-19:00		08:00-13:00	nngubane@varsitycollege.co.za/phdube@varsitycollege.co.za
IIEVC Nelson Mandela Bay	07:00-19:00	07:00-17:00	07:00-13:00	MCoates@varsitycollege.co.za; nsambo@varsitycollege.co.za; yliwani@varsitycollege.co.za
IIEVG Cape Town	07:00-18:00 Monday-Thursday	08:00-16:00		vegainformationspecialists@vegaschool.com
IIEVG Durban	08:00-17:00 Monday-Friday			vegainformationspecialists@vegaschool.com
IIEVG Bordeaux	08:00-21:00 Monday-Thursday	08:00-17:00	08:00-13:00	vegainformationspecialists@vegaschool.com
IIEVG Pretoria	08:00-21:00 Monday-Thursday	08:00-17:00	08:00-13:00	vegainformationspecialists@vegaschool.com
IIEVG Online	08:00-21:00 Monday-Wednesday-Friday 12:00-21:00 Tuesday-Thursday			vegainformationspecialists@vegaschool.com
IIEMSA	07:30-22:00	07:30-17:00	08:00-13:00	library@iiemsa.co.za
IIERC Bloemfontein	08:00-17:00		07:00-13:00	libraryblm@rosebankcollege.co.za
IIERC Braamfontein	07:00-18:00		07:00-13:00	librarybmf@rosebankcollege.co.za
IIERC Cape Town	08:00-17:00		08:00-13:00	libraryct@rosebankcollege.co.za
IIERC Durban	08:00-17:00		08:00-13:00	librarydb@rosebankcollege.co.za
IIERC Pietermaritzburg	08:00-17:00		08:00-13:00	librarypmb@rosebankcollege.co.za
IIERC Polokwane	07:00-18:00		07:00-15:00	libraryplk@rosebankcollege.co.za
IIERC Nelson Mandela Bay	08:00-17:00		08:00-13:00	librarype@rosebankcollege.co.za
IIERC Pretoria CBD	07:00-18:00		07:00-16:00	librarypta@rosebankcollege.co.za
IIERC Distance/Online	07:00-18:00		07:00-16:00	onlinelibrarian@rosebankcollege.co.za
IIERC Nelspruit	07:00-18:00		07:00-16:00	info@nelspruitrosebankcollege.co.za.

2. Guidelines

2.1 Bring Your Own Device (BYOD) and Get Connected

All The IIE campuses are equipped with Wi-Fi so that our journey of technology enhanced learning can begin both in, and outside the classroom.

Q: What devices can I use?
We encourage you to bring any mobile device (smart phone, tablet, netbook, or laptop) with Wi-Fi connectivity to support your learning. We ask that you ensure that your device batteries are fully charged before class starts.

Q: So, what does this mean for me?
➤ You will be able to connect to the Internet anywhere on campus and in your classrooms in support of learning.
➤ You will learn what it means to be digitally literate, digitally fluent and a responsible digital citizen.
➤ Where fit for the learning, your lecturers will facilitate digital learning activities in class.
➤ You will learn how to use personal web tools and learning media to organise, collaborate, create, reflect, share, and communicate in a formal learning community.

Q: Where can I use my device?
In the Classroom
➤ Use of mobile devices in the classroom is at your lecturer's discretion and only in support of digital learning activities that have been designed to achieve a particular learning outcome.
➤ Use of mobile devices should not impede teaching and learning so personal texting, messaging, or phoning is not appropriate in class. In addition, your mobile phone should be on silent mode so as not to disturb other students.

On Campus
➤ You now have the freedom to connect anywhere on campus.
➤ Responsible and considerate behaviour is appreciated.

Q: What are the ground rules?
➤ Students bring their mobile devices at their own risk, and we always urge you to keep your device with you.
➤ The IIE assumes no responsibility whatsoever for the theft, loss, or damage of your device.
➤ There are web filters in place for your protection and hence certain websites are blocked.
➤ Ethical, responsible, and safe online behaviour is required to protect your digital footprint.
➤ Please be aware that there is a **Responsible Internet Usage Policy,** and you are required to read and comply with this policy when using The IIE Infrastructure. Please see below Responsible Internet Use Policy.

2.2 The IIE Responsible Internet Usage Policy

➤ Limited wireless Internet access is provided by The IIE for use to registered students and lecturers.
➤ The IIE reserves the right to monitor, intercept, and disclose any transmissions over or using our facilities, and to provide user information, or use records, and other related information under certain circumstances to appropriate authorities.
➤ By using the free Wi-Fi, Internet service provided by the IIE, you are agreeing to the Internet Usage Policy set forth below.

2.2.1 Internet Usage Policy:

The IIE provides registered students with access to the campus electronic communications system for educational purposes. The electronic communications system is defined as the campuses network, servers, computers, mobile devices, peripherals, applications, databases, online resources, Internet access (wired and wireless), email, and any other technology designated for use by students.

With this educational opportunity comes responsibility. While The IIE uses web filtering technology and protection measures to restrict access to inappropriate material, it is not possible to absolutely prevent such access. It will be each student's personal responsibility to follow the rules for appropriate and responsible use.

There are potentially serious issues with any computer connected to the Internet without the appropriate security protection, ranging from viruses, worms and other programs that can damage the user's computer, to attacks on the computer by unauthorized or unwanted third parties. By using this Service, you acknowledge and knowingly accept these potentially serious risks of accessing the Internet over an unsecured network. It is recommended that users take steps to protect their own computer system, such as installing current anti-virus software and maintaining appropriate firewall protection on their computer devices.

Access to The IIE network is a privilege. Administrators and faculty members may review files and messages to maintain system integrity and ensure that users are acting responsibly. Usage of the service, however, remains solely at your own risk.

2.2.2   Standard Operating Procedures and Guidelines

➢ To ensure a suitable Internet experience for all its students, The IIE allows for twenty (20) gigabytes of discretionary Internet usage, per student, per month. Thereafter, your speed for the remainder of the month will be reduced until reset at the beginning of the new month. Unless otherwise justified, abuse of this allowance will be subject to disciplinary action. The data allowance, monitoring and enforcement may change at any time with or without prior notice, depending on circumstances and according to management's discretion. **Internet access is provided for your convenience and use thereof is at your own risk.**

➢ The IIE may review files and communications to maintain system integrity and ensure that users are using the system responsibly.

➢ Students are always responsible for their use of the IIE electronic communication system and must assume personal responsibility to behave ethically and responsibly, even when technology provides them the freedom to do otherwise.

➢ Students must not access, modify, download, or install computer programs, files, or information belonging to others.

➢ Students must not waste or abuse The IIE resources through unauthorized system use (e.g., playing online games, downloading music, watching unrelated non- academic video broadcasts and chat rooms, etc.), unless specifically authorised to do so.

➢ Students must not alter computers, networks, printers, or other equipment except as directed by an appropriately authorised staff member.

➢ Technology, including electronic communication, should be used for appropriate educational purposes only and should be consistent with the educational objectives of the IIE.

➢ Personal access information, such as username(s) and/or password(s), should not be conveyed to other students or attempts be made to use anyone else's accounts.

➢ Students must not create/publish/submit or display any materials/media that are abusive, obscene, sexually oriented, threatening, harassing, damaging to another's reputation, or illegal and should report any such instances encountered.

➢ Personal Information should be respected and handled in accordance with the Protection of the Personal Information Act 4 of 2013.

➢ Students shall adhere to all laws and statutes related to issues of copyright or plagiarism.

➢ Violation of any of these standards may result in suspension of computer use, Internet privileges and/or other disciplinary action.

➢

Q: How can I log onto Wi-Fi?
- ➢ Using your portable device (laptop, smartphone, tablet, etc…) scan the wireless network for available connections.
- ➢ Your device will display a network called **Edu-**Wifi; this is the network you will want to connect to.
- ➢ When requested for credentials, these will be the same as the credentials that you use to log into the campus' computer labs or resource centre. Kindly contact your campus' ICT department if you are having difficulty logging in.
- ➢ To begin browsing the Internet, open your Internet browser.

Q: How do I login for Daily Classes?

- ➢ To ensure security of each student's data, each student is provided with a unique Student Number e.g., ST12345678 and password. You will use your student number and password to log onto the computer venues and resource centre computers.

VERY IMPORTANT: Don't share your password with anyone. **This will compromise the security of your data and you will be held liable for any illicit activity conducted through your compromised account.**

Username: This is your unique Student Number you get once you have registered.
Password: All Students passwords will be shared via SMS.

- ➢ When you get to the computer you will see the following screen:
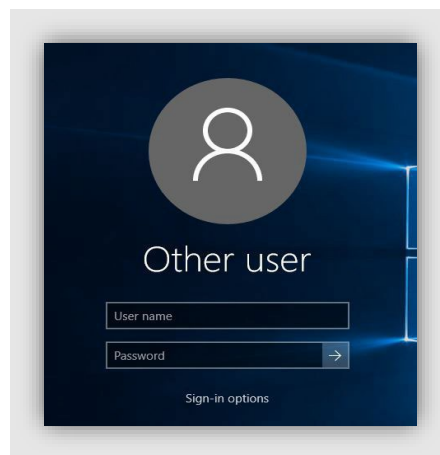
- ➢ Once you have entered your username and password, single click the **->** button on the screen or press the "Enter" button on the keyboard. The system will now log you on.

Q: How do I login for Examinations?
Exam accounts (e.g.: **EST12345678)** will be provided for special exams only.

Q: How do I access my XX Connect email?

Your Connect account is an email account created for you by The IIE which will be one of the methods of communication throughout your academic career with us. The following steps will show you how to access your account:

➢ First, you need to ensure you are connected to the Internet, open your Google Chrome browser and type in the following URL then push 'Enter'

➢ You will then be redirected to the login page below. Click 'Sign In'
➢ Enter your @connect.edu.za email address:
➢ E.g.ST12345678 (**student_number@rc/vc/vg/hsm/ccs/imconnect.edu.za**) then click 'Next'
➢ Enter your password
➢ Click "Sign in".

Microsoft

←

Enter password

Password

Forgot my password

Sign in

Microsoft

Sign in

Email, phone, or Skype

No account? Create one!

Can't access your account?

Back   Next

THE INDEPENDENT
INSTITUTE OF
EDUCATION

ADTECH
GROUP
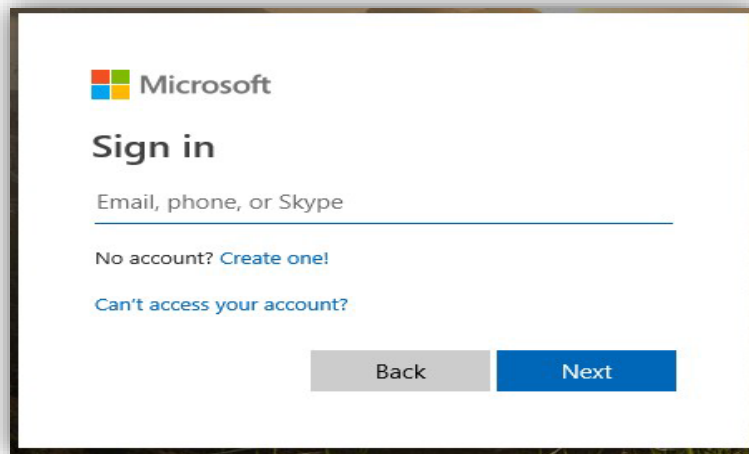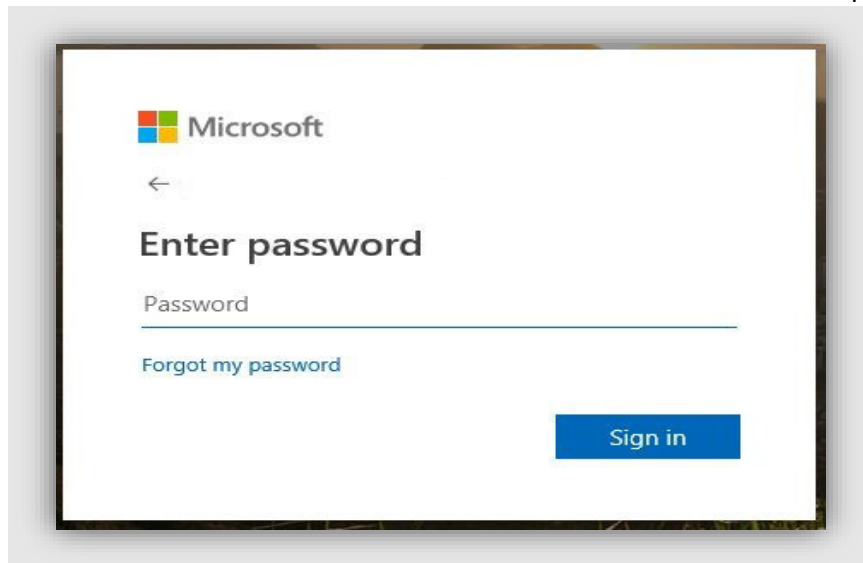
Sign in with your organizational account

st1234568@vgconnect.edu.za

Password

Sign in

Please use your email address to Sign in.
For Assistance with passwords please Contact your
administrator or ICT Support.

© 2016 Microsoft

3   IIE Assist

3.1   What is IIE Assist

IIE Assist is an online customer service portal that will enhance your student experience by providing you with opportunity to log a ticket for a query, assistance, contract amendments, Student Hub applications, and more.

IIE Assist Functionalities

IIE Assist will be located on each of the brands' websites. i.e.,
>   www.rosebankcollege.co.za
>   www.varsitycollege.co.za
>   www.vegaschool.com
>   www.capsicumcooking.com
>   www.iiehsm.com
>   www.oxbridgeacademy.edu.za/

For this step-by-step guide, we will use IIE VC Assist.
Please note, step is exactly the same for other IIE
brands.

When you log on to the website, you will be presented with the below landing page.
You will notice there are tiles with different categories that you will select for which area you want to log a ticket for.
In this **example**, we will use the Academic Operations category.

To start the process, click the "Find Out More" button under Academic Operations tile.
Once you have clicked "Find Out More" button, you will be presented with options on the left as shown below.

As an example: Select option related to your type of query

Follow the prompts to log a query / ticket

You will then enter your student number in the field under <u>STUDENT NUMBER</u> and click the SUBMIT button Once you have clicked "SUBMIT", you will be presented with your details as shown in the below example.

In the Description/Comment areas, please add all details and required information for your ticket.

You also have the option to upload supporting documents by clicking in the Choose Files button.

Then click "SUBMIT"

Your Ticket is then successfully submitted.

You will then receive an email with the Ticket details and Ticket ID so that you can follow up.

To select a module as part of the ticket you are logging, click the drop-down arrow and select your module.

Ticket Details

NAME AND SURNAME

KG cLAB Test Student7

BRAND / CAMPUS

VG Durban

MODE OF DELIVERY

Contact

REGISTRATION TYPE

Full Time

QUALIFICATION

HMAW0501- Higher Certificate in Mobile Application and Web Development
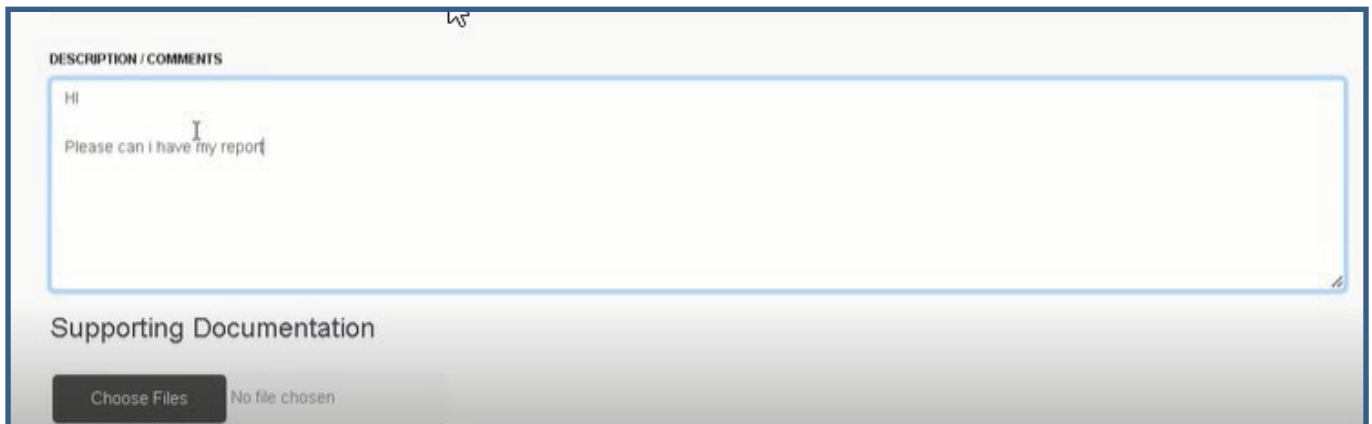
MODULE

None selected ▾

Search

- ☐ DIAL5111-Digital And Academic Literacies
- ☐ IQTT5111-Introduction To Quantitative Thinking And Techniques
- ☐ IMAD5112-Introduction To Mobile Application Development
- ☐ IPRG5111-Introduction To Programming Logic
- ☐ MAST5112-Mobile App Scripting
- ☐ PIXD5112-Principles Of UI And UX Design
- ☐ XHAW5112-Work Integrated Learning 1
- ☐ WEDE5020-Web Development (Introduction)

In the Description/Comment areas, please add the required information of your ticket.
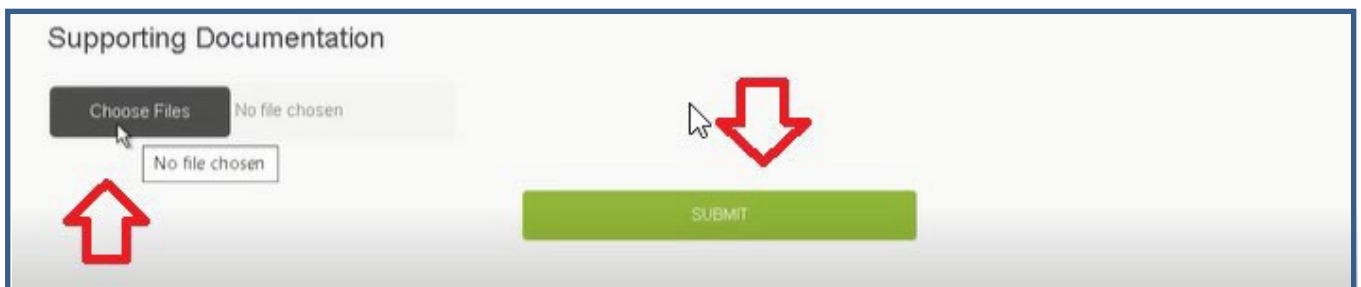
Below this you can upload the supporting documents by clicking in the Choose Files button.
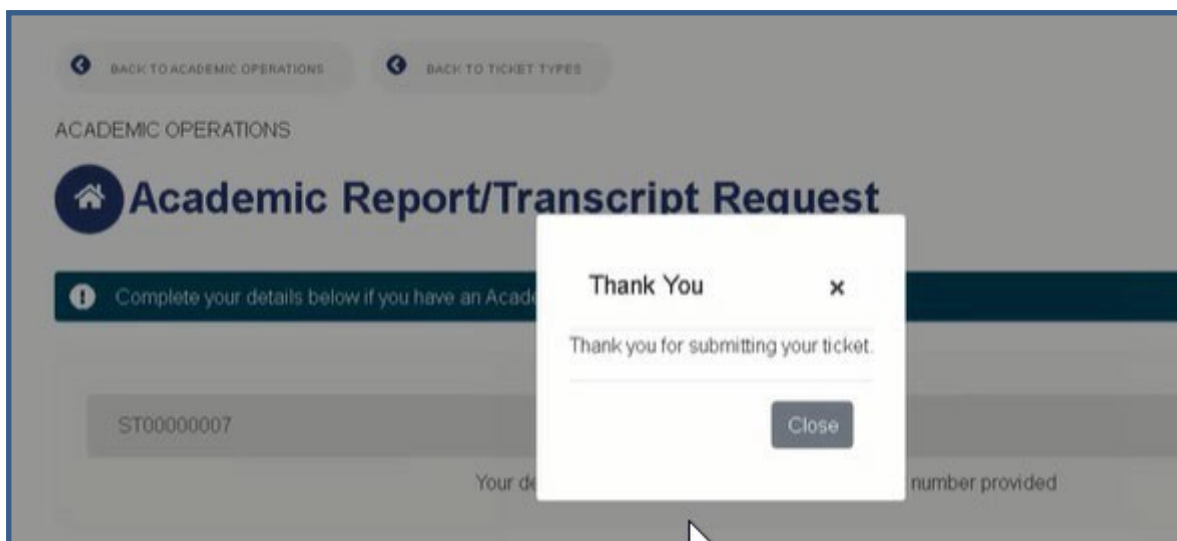
Then click "SUBMIT"

Your Ticket is then successfully submitted.

You will then receive an email with the Ticket details and Ticket ID so that you can follow up.

Q: How do I access Student information System?

1. To access your Student Portal, please use the below URL/link.

   https://stasy.tertiary.iie.edu.za/

2. Click on the Student Icon and logon using your logon

   credentials,
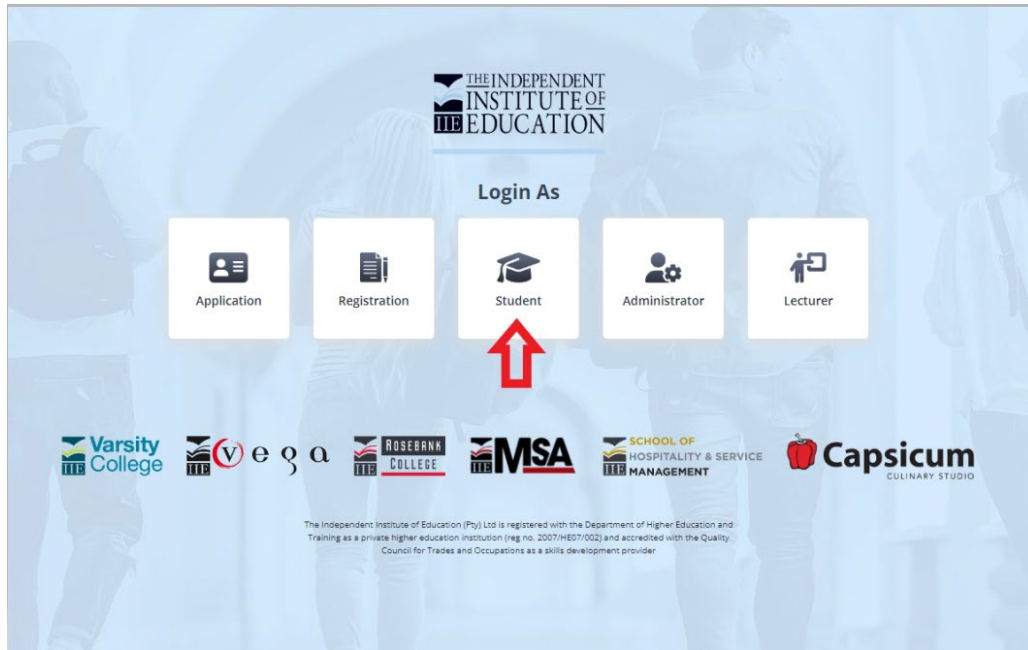
3. Login via SSO: This Step should redirect you to a ADvTECH
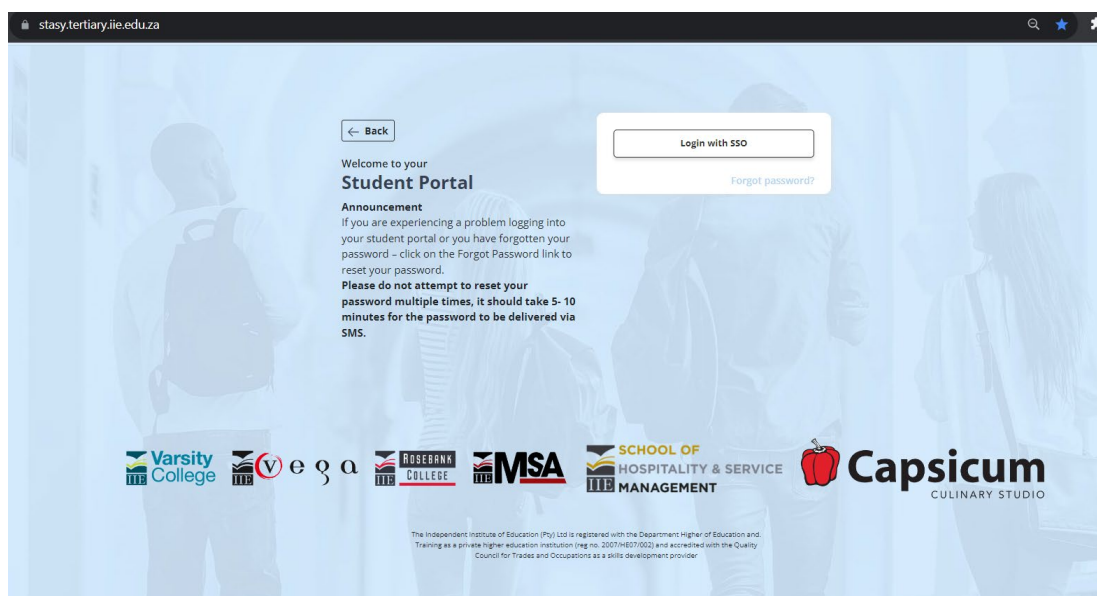
4. You will now be directed to an ADvTECH Login page. Enter your student email account and

   the password that was provided.

What if you forgot your password?

- Click on Forgot Password at the login window found in STEP 3.

Enter your username and tick the **"I am not a Robot"** box and click Save.

Forgot Password?

Username: *

ST1234545

✓ I'm not a robot

reCAPTCHA
Privacy - Terms

Cancel   Save

← Back

Welcome to your
Student Port
Announcement
If you are experiencing
your student portal or y
password – click on the
reset your password.
Please do not attempt to reset your
password multiple times, it should take 5- 10
minutes for the password to be delivered via
SMS.
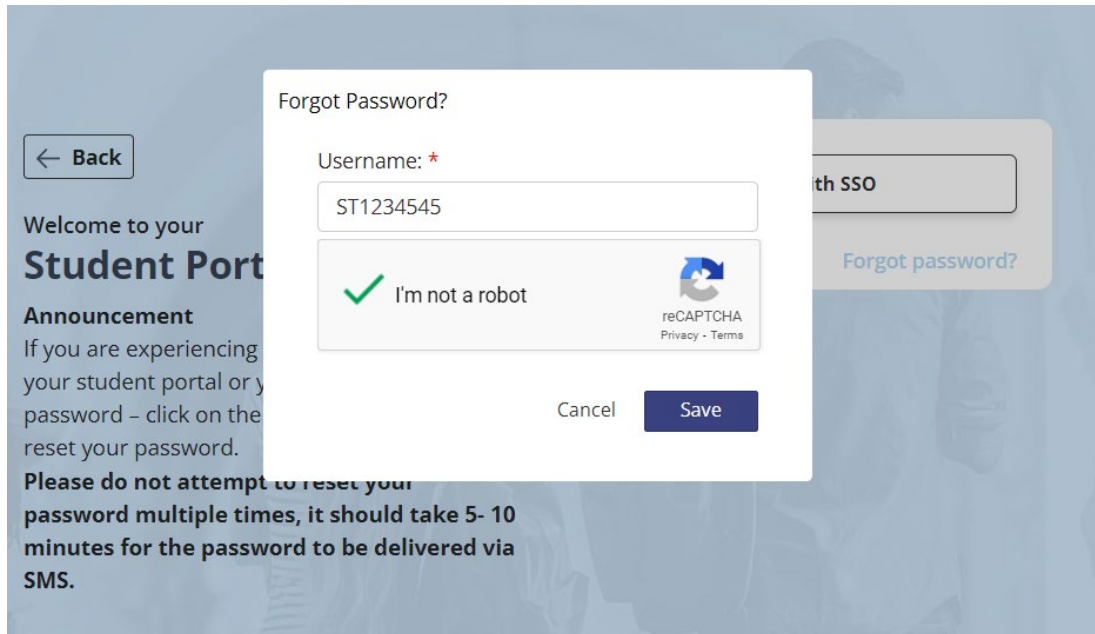
th SSO

Forgot password?

The newly generated password will be sent to you via SMS.
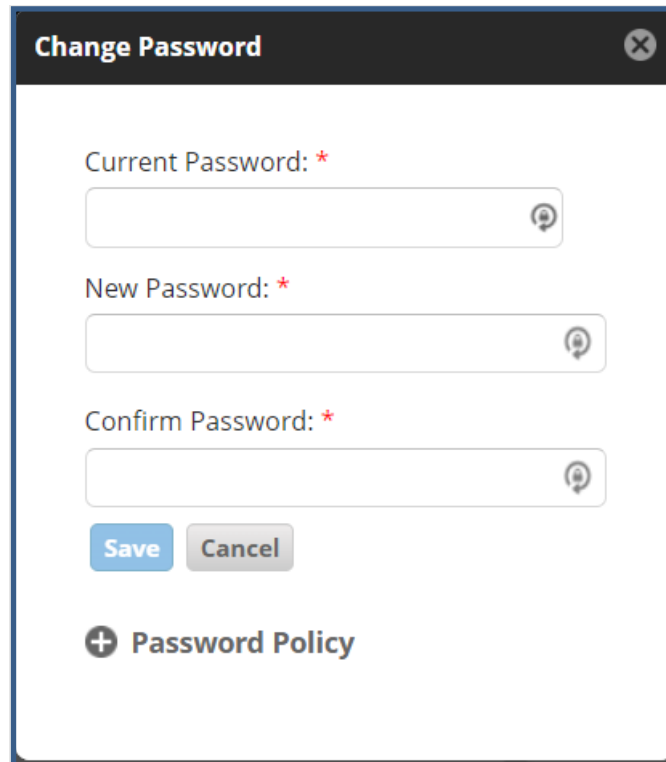
How to set a personal custom Password on Student Portal:

After you have logged on to the Student Portal, click your profile logon on
the top right. Select "Change Password" from the dropdown menu.

🔑 Change Password

📍 Change Brand Campus

⏻ Sign Out

ACADEMIA
by **SEROSOFT**
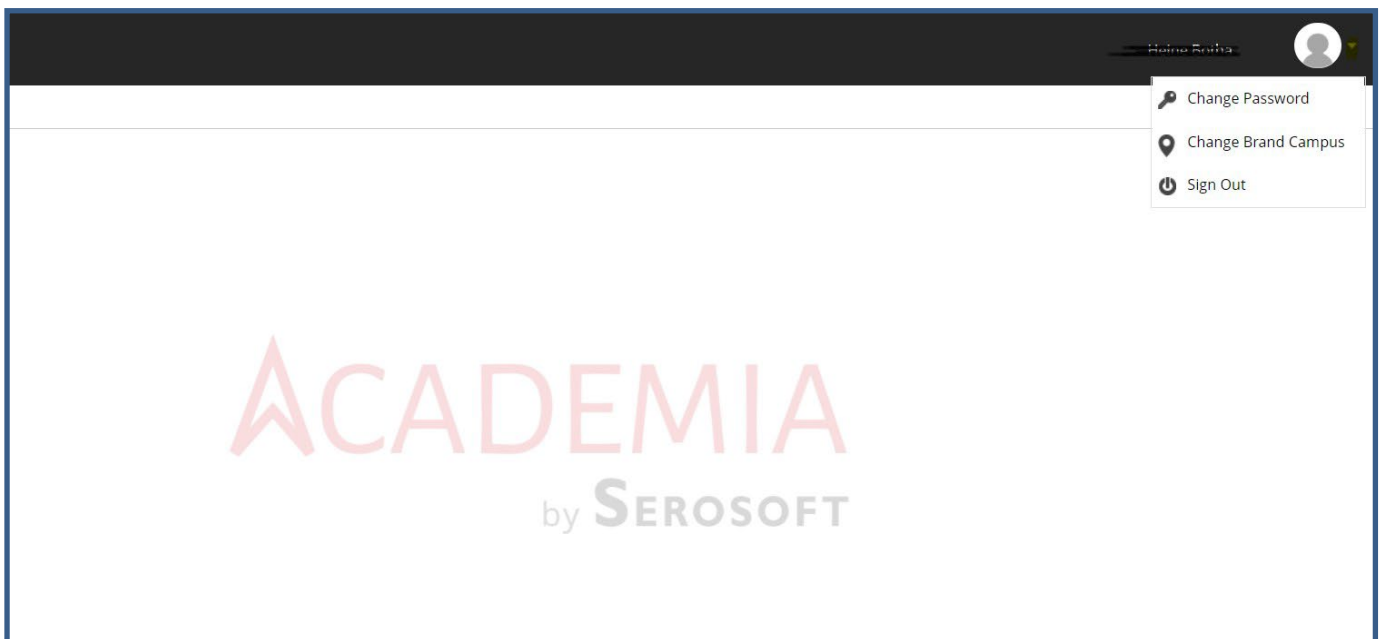
In the dialog box, please enter your current password.

In the **"New Password"** and **"Confirm Password"** fields, enter your custom personal

password. Click "**Save**"

Please refer to the below section for required password complexity.

Q: What are the password requirements?

➢ Passwords **cannot** contain the user's account name or parts of the user's full name that exceed two consecutive characters.
➢ Passwords **must** be at least eight (8) characters in length.
➢ Passwords **must** contain characters from three of the following four categories:
  o English uppercase characters (A through Z)
  o English lowercase characters (a through z)
  o Base 10 digits (0 through 9)
  o Non-alphabetic (Special) characters (for example, !, $, #, %)
➢ Once you have chosen your password and the system is happy that you have met the above requirements, your password change will take effect.
➢ Your password will expire every 365 days. The system will warn how many days you have left before you need to change it. This is for your security.

3.2   Access to Software Downloads

Depending on which course you are registered for, you will have the option to access certain software free for the duration of your time at the IIE.

Access to the software, along with applicable serial keys, is available from each campus' FTP server as well as from your Single Sign on (SSO).

The address for the FTP server is available from your campus' ICT Department.

1. Once the address is obtained, it can be entered into an Internet browser. When prompted for your username and password, your network login details can be used.
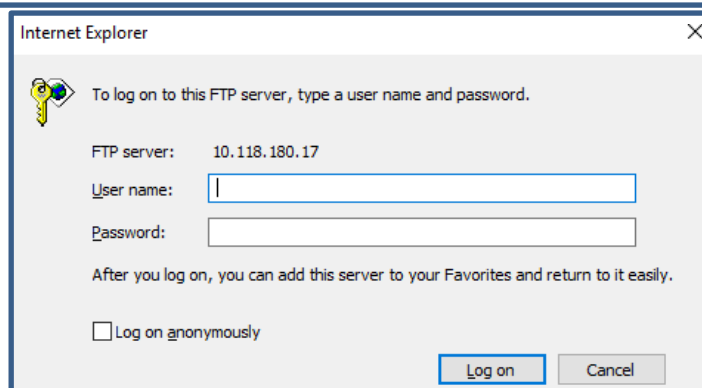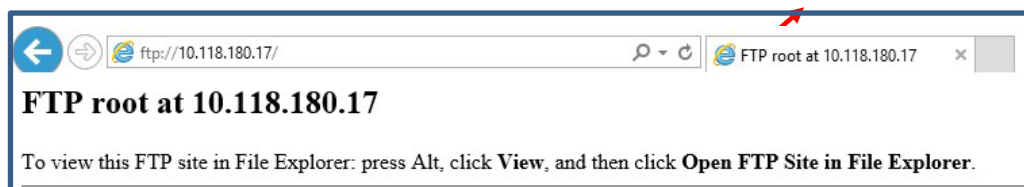
2. Click on the links to download the various course specific software.

```
Directory ILWIS
Directory Jamovi
Directory Java JRE
Directory Microsoft Expression Web 4
Directory Microsoft Project Professional 2016 (Azure Dev Tools)
Directory Microsoft Project Professional 2019 (Azure Dev Tools)
Directory Microsoft SQL Server 2017 (Azure Dev Tools)
Directory Microsoft Visio Professional 2016 (Azure Dev Tools)
Directory Microsoft Visio Professional 2019 (Azure Dev Tools)
Directory Microsoft Visual Studio 2019 (Azure Dev Tools)
Directory Microsoft Visual Studio Code (Azure Dev Tools)
Directory Microsoft Windows Server 2016 (Azure Dev Tools)
Directory MSMQ
Directory NetBeans
Directory NodeJS
Directory Notepad++
Directory openSUSE Leap
Directory Orcale 11g
Directory Orcale SQL
```

FTP directory /Microsoft%20Visio%20Professional%202019%20(Azure%20Dev%20Tools)/ at 10.118.180.17

To view this FTP site in File Explorer: press Alt, click **View**, and then click **Open FTP Site in File Explorer**.

Up to higher level directory

11/18/2020 09:44AM 3,549,376,512 en-us_16.0.10730.20102_VisioPro2019rC2R_retail_ship_combo_en-us_dvd.iso

Do you want to open or save **en-us_16.0.10730.20102_VisioPro2019rC2R_retail_ship_combo_en-us_dvd.iso** (3.30 GB) from **10.118.180.17**?   ✕
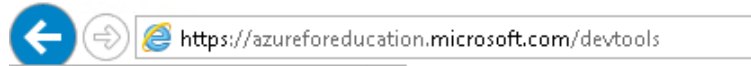
Open   Save ▾   Cancel

Azure Dev Tools for Teaching Getting
Started Guide

1. Open your web browser and type https://azureforeducation.microsoft.com/devtools into the address bar and press enter.

2. The Azure Dev Tools for Teaching website will load. Click on the **Sign In** button.

Enter you @connect.edu.za email address. Click **Next**.
   a. @vcconnect.edu.za
   b. @rcconnect.edu.za
   c. @vgconnect.edu.cza
   d. @imconnect.edu.za
   e. @ccsconnect.edu.za
   f. @hsmconnnect.edu.za

3. Enter your current password. Click **Sign In**.

At the Student Verification page, enter your First name, Last name, Country, School name, and Date of birth. Click **Next**.
Note: School name must be **The Independent Institute of Education**.

Student Verification   ⌃

Start by entering your name as per the school records. Select your school's country and enter your school's name. Enter your date of birth as per the school records.

First name

Name

Last name

Surname

Country

South Africa   ⌄

If your country is not listed, the offer is not available in your region. Learn More

School name

The Independent Institute Of Education

School name will help provide Microsoft with additional information for verification. If available, please enter it here.

Date of birth

yyyy/mm/dd   📅

School email address

ST10119225@vcconnect.edu.za

4. Tick all the Terms. Click **Verify academic status and accept terms**.

Student Verification   ⌄

Terms   ⌃

I understand that Microsoft may contact me about my free account.

☑ I agree to the subscription agreement, Azure Dev Tools for Teaching agreement.

☑ I would like to receive information, tips, and offers about Azure and other Microsoft products and services.

☑ I would like Microsoft to share my information with select partners so I can receive relevant information about their products and services.

Privacy Statement

Verify academic status and accept terms

5. On the Welcome page click **Software** under the Learning resources section.

6. Click on a software name. Click on the **Download** button to start the download. Click on the V**iew Key button** to view the license key.
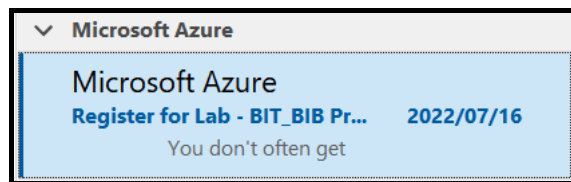
3.3.   Azure Lab Services (ALS)

How to access a lab in Azure Lab Services
In the below step you will Learn how to register for a lab. Also learn how to view, start, stop, and connect to all the lab VMs assigned to you.

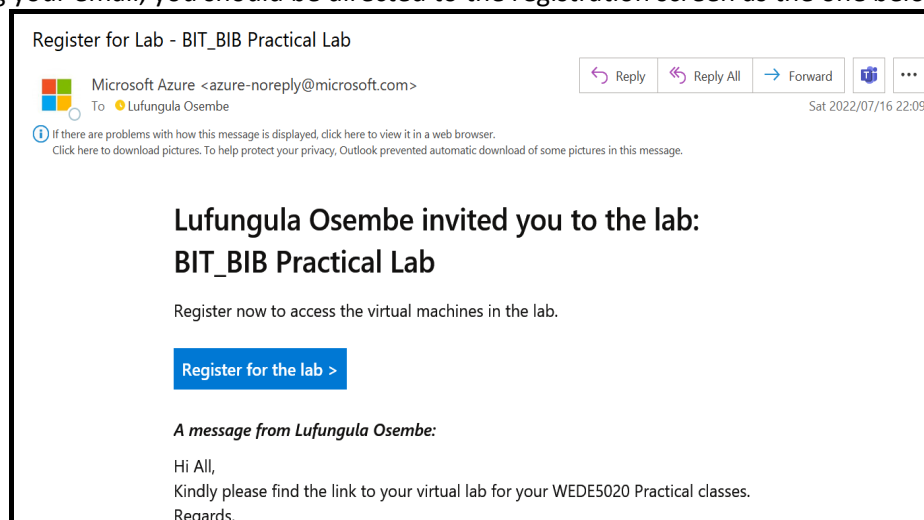### 3.3.1 How do I register as a student?

A link will be sent to your student email account, and this should look like below:

Alternatively use the below URL:
https://labs.azure.com

When opening your email, you should be directed to the registration screen as the one below:

Two options may be applicable to you whether a virtual machine is available to use or not available in the Azure lab.

Option 1: Machine not available in the lab
When prompted to a screen such as the one below, contact your lecturer or Programme Coordinator (PC) immediately to allocate a machine to you for you to proceed with your virtual lab registration. You need not to delay as this process might take up to one/ 1 hr to assign a virtual machine to your account to proceed with your registration.
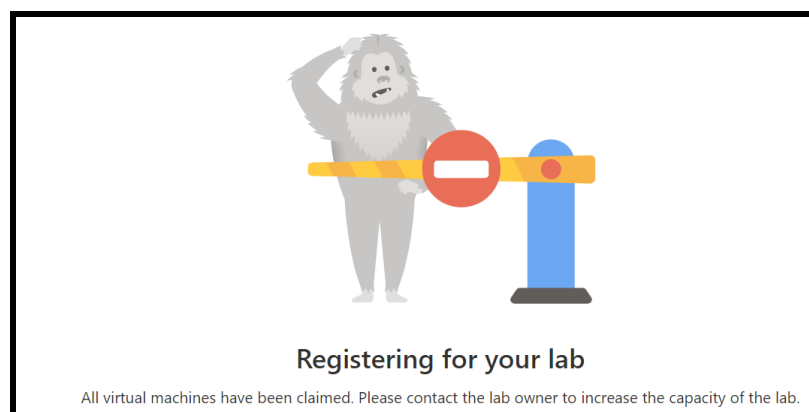
Option 2: Machine available in the lab
When an available machine is available in the virtual lab, you will be prompted to create your new password to access the lab that belongs to the program you have been registered for.
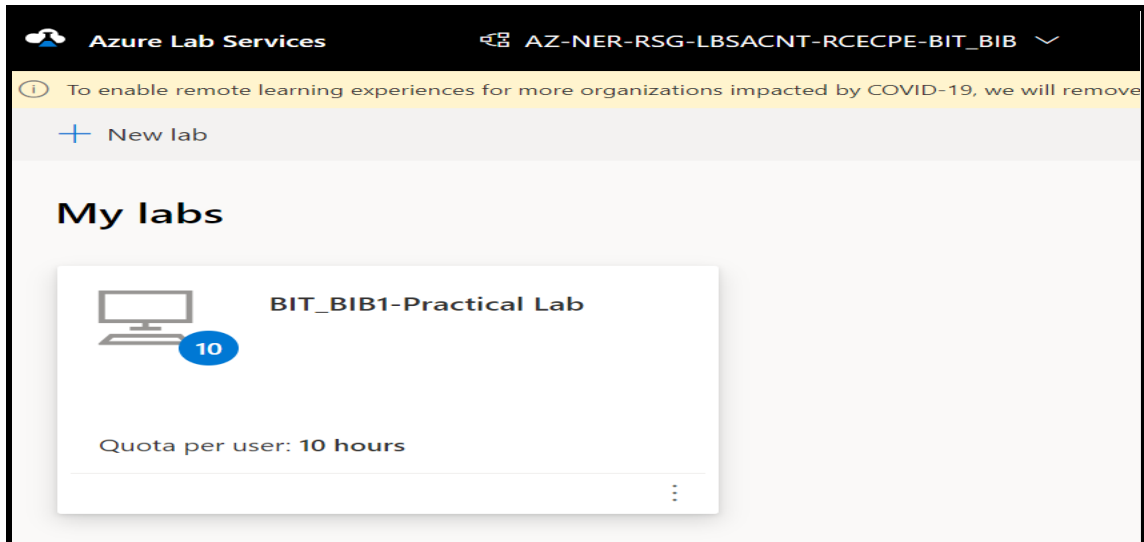Here is an example of a program e.g., BIT_BITB1_Practical Lab:

The following Remote Desktop Connection will need to be accessed every time you want to access your virtual lab and be authenticated. Then click on the Connect button to proceed:
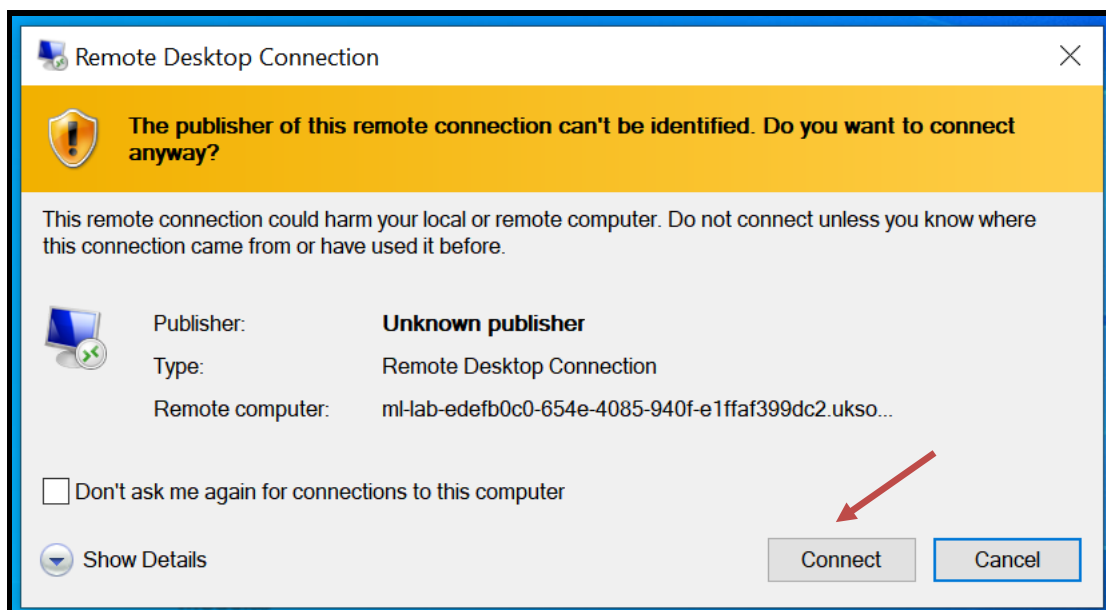
This remote connection will be downloaded to your device. This could be your personal device **ANYWHERE** or campus computer lab while attending classes, with an Internet connection.
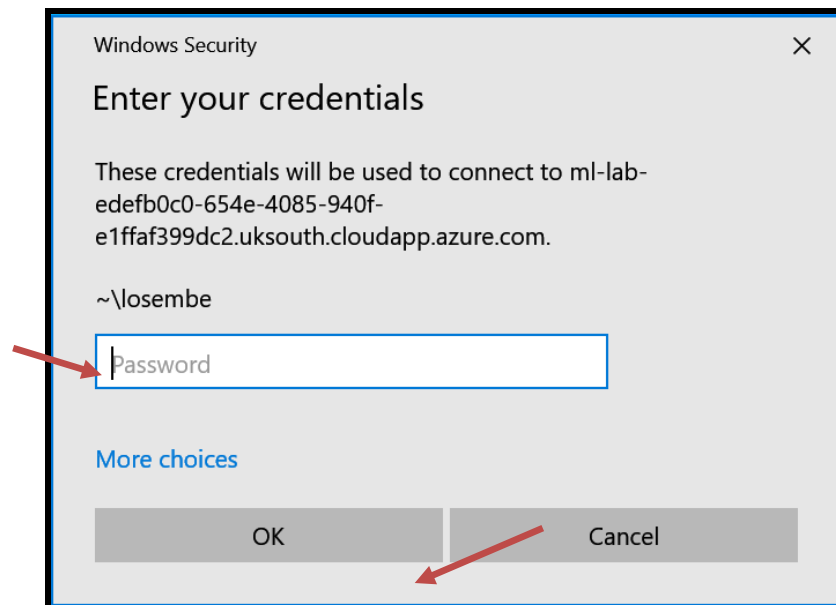
Click on the Ok button to proceed to your virtual lab. The second time you would like to access the lab, you can proceed by accessing the URL link below:

https://labs.azure.com

Alternative method to Register to the lab
5. Navigate to the **registration URL** that you received from the educator. You don't need to use the registration URL after you complete the registration. Instead, use the URL: https://labs.azure.com.

2. Sign into the service using your student account to complete the registration.
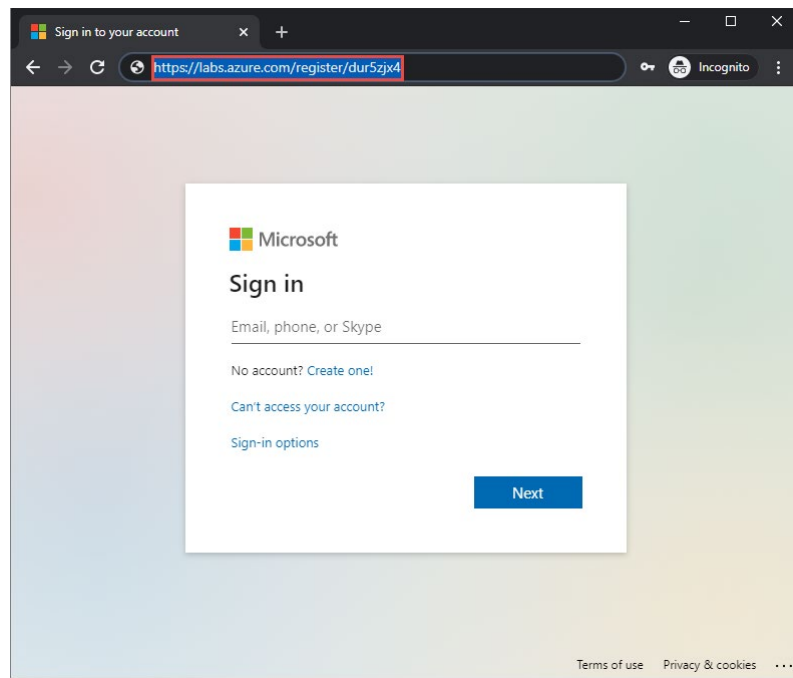   Once registered, confirm that you see the virtual machine for the lab you have access to.
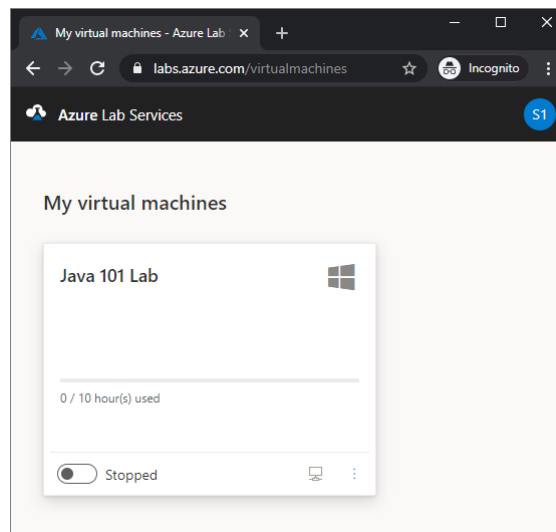
3. Wait until the virtual machine is ready. On the VM tile, notice the following fields:
   - At the top of the tile, you see the **name of the lab**.
   - To its right, you see the icon representing the **operating system (OS)** of the VM. In this example, it's Windows OS.
   - You see icons/buttons at the bottom of the tile to start/stop the VM and connect to the VM.
   - To the right of the buttons, you see the status of the VM. Confirm that you see the status of the VM is **Stopped**.
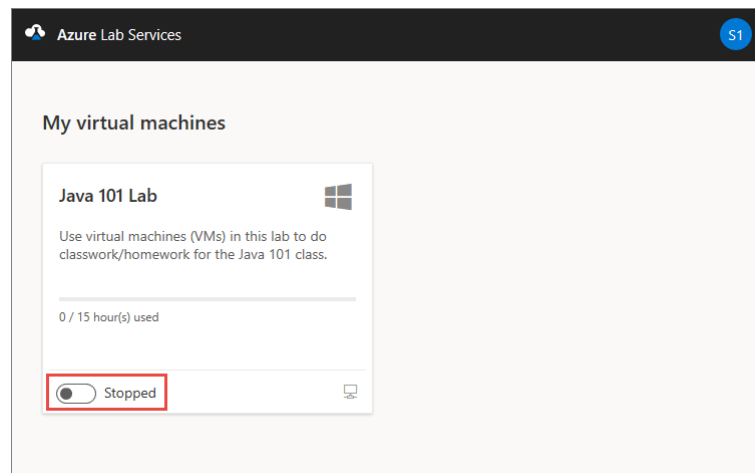
3.3.2 Start or stop the Virtual machine (VM)

1. **Start** the VM by selecting the first button as shown in the following image. This process takes some time.
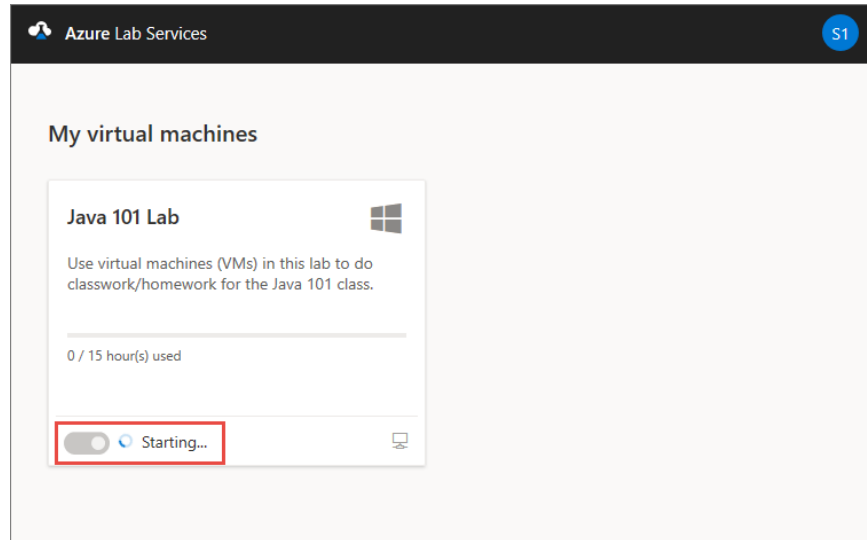
2. Confirm that the status of the VM is set to **Running**.
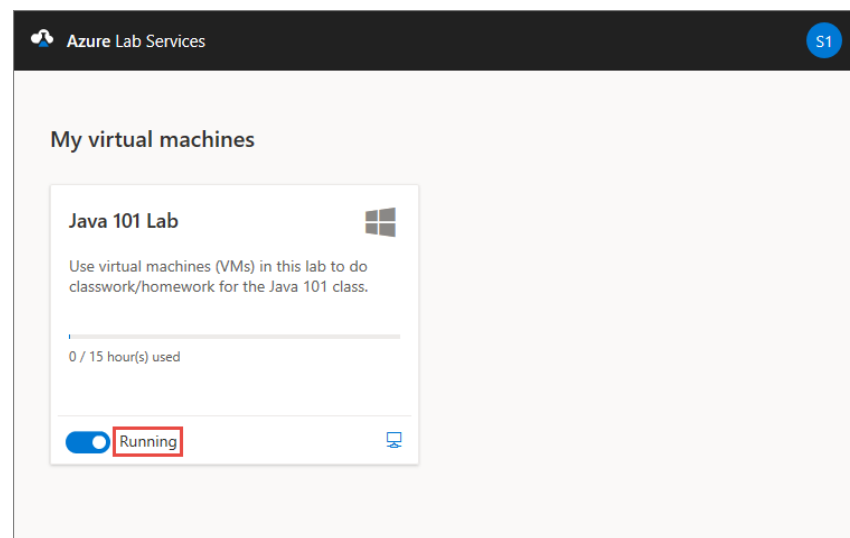
Notice that the status toggle is in the on position. Select the status toggle again to **stop** the VM.
Connect to the VM
For OS-specific instructions to connect to your lab VM, see Connect to a lab VM.
Connect to a Windows lab VM
If connecting *to a Windows VM*, follow the instructions based on the type of OS you're using.

Client OS	Instructions
Windows	Connect to a VM using RDP on Windows.
Mac	Connect to a VM using RDP on a Mac.
Chromebook	Connect to a VM using RDP on a Chromebook.

Guidelines for network connectivity

The exact network requirements depend on your specific use case, such as the number and frequency of modifications to the remote scene graph as well as the complexity of the rendered view, but there are several guidelines to ensure that your experience is as good as possible:

- Your internet connectivity needs to support at least **40 Mbps downstream** and **5 Mbps upstream** consistently for a single user session of Azure Remote Rendering, assuming there is no competing traffic on the network. We recommend higher rates for better experiences.
- **Wi-Fi** is the recommended network type since it supports a low latency, high-bandwidth, and stable connection. Some mobile networks introduce jitter that can lead to a poor experience.
- Using the **5-GHz Wi-Fi band** will usually produce better results than the 2.4-GHz Wi-Fi band, though both should work.
- Strictly **avoid using Wi-Fi repeaters** or LAN-over-powerline forwarding.
- **Avoid competing bandwidth-intense traffic** – such as video or game streaming – on the same Wi-Fi network.
- If you have multiple devices on the same access point, the requirements scale up correspondingly. If you have multiple access points across an environment, load balance devices across the access points, so they are evenly distributed.
- Having **good Wi-Fi signal strength** is essential. If possible, stay close to your Wi-Fi access point and avoid obstacles between your client device and the access points.

Progress bar

The progress bar on the tile shows the number of hours used against the number of quota hours assigned to you. This time is the extra time allotted to you in outside of the scheduled time for the lab. The colour of the progress bar and the text under the progress bar varies. Let's cover the scenarios you might see.

If a class is in progress (within the schedule of the class), progress bar is greyed out to represent quota hours aren't being used.

- If a class is in progress (within the schedule of the class), progress bar is greyed out to represent quota hours aren't being used.
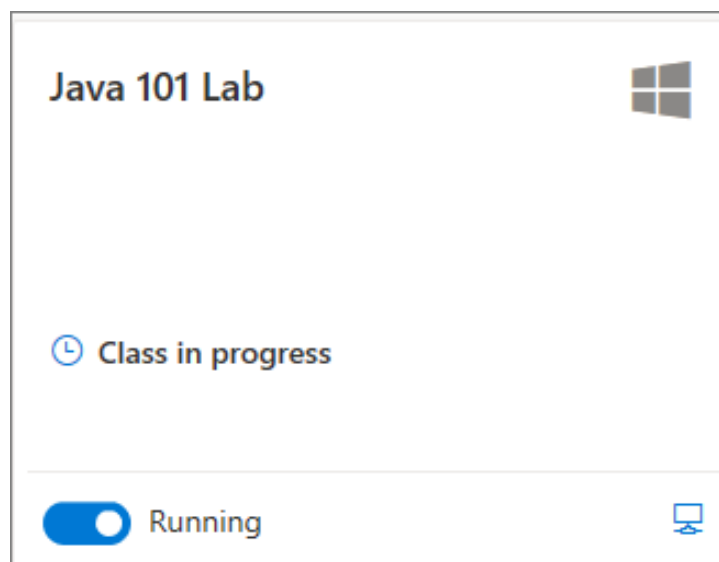
- If a quota isn't assigned (zero hours), the text **Available during classes only** is shown in place of the progress bar.
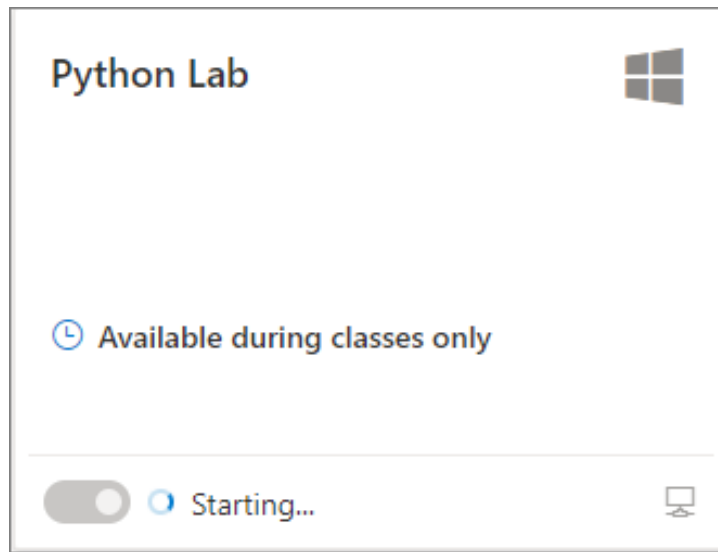
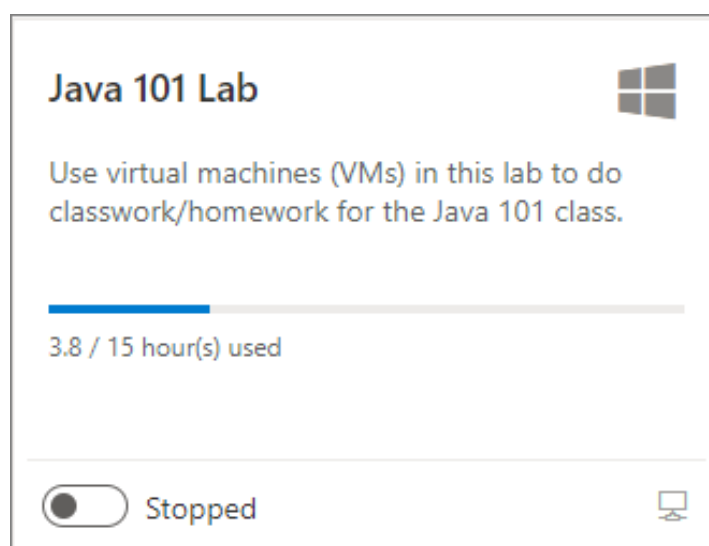- If you ran **out of quota**, the colour of the progress bar is **red**.

- The colour of the progress bar is **blue** when it's outside the scheduled time for the lab and some of the quota time has been used.

3.3.3 Accessing your virtual lab

- To access your virtual lab, accept all settings that you will be prompted to as indicated below:
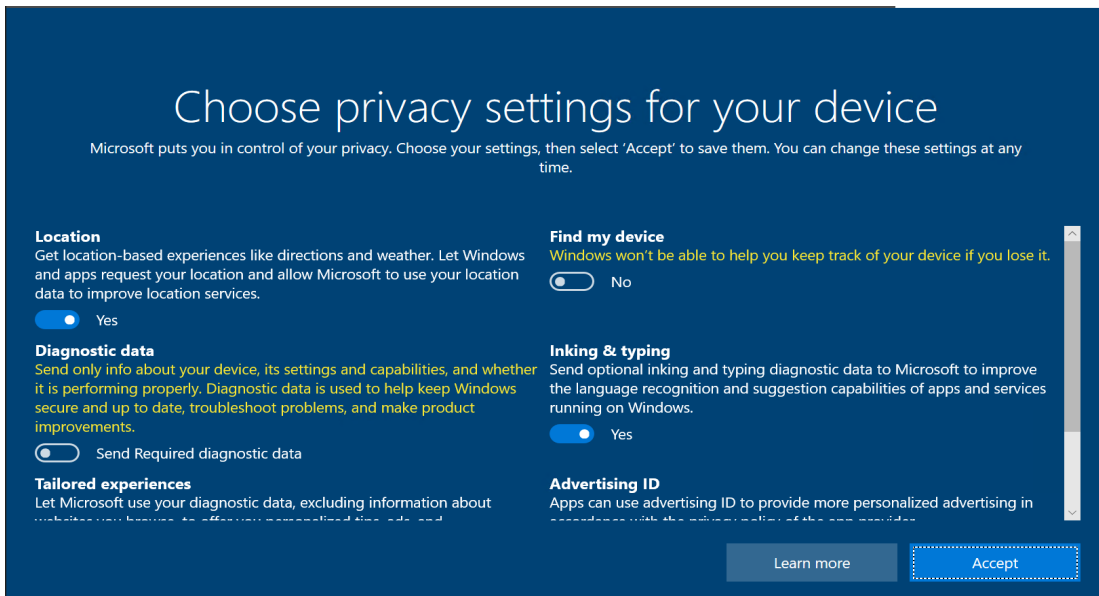
- Navigating around your virtual lab

The screen above is the location where all your virtual work will be completed. All applications can be accessed from the menu bar or search bar as you would have done on a physical machine on campuses.

To access the list of available resources/ applications installed and saved on your virtual machine, you will need to navigate to the Windows drive (C:) as indicated below:

After accessing the Windows (C:) drive, you can proceed as per the screen below:

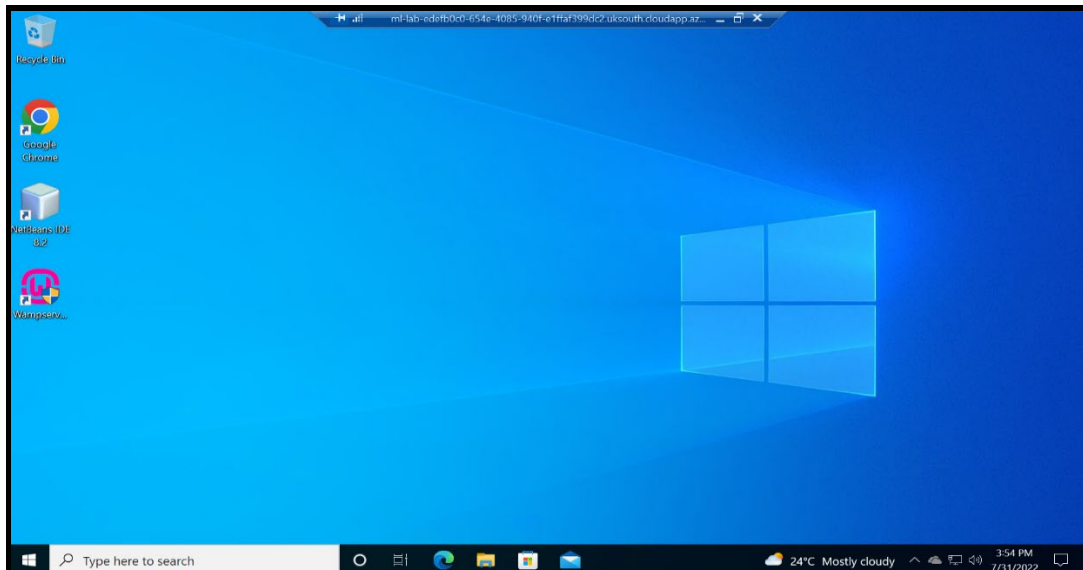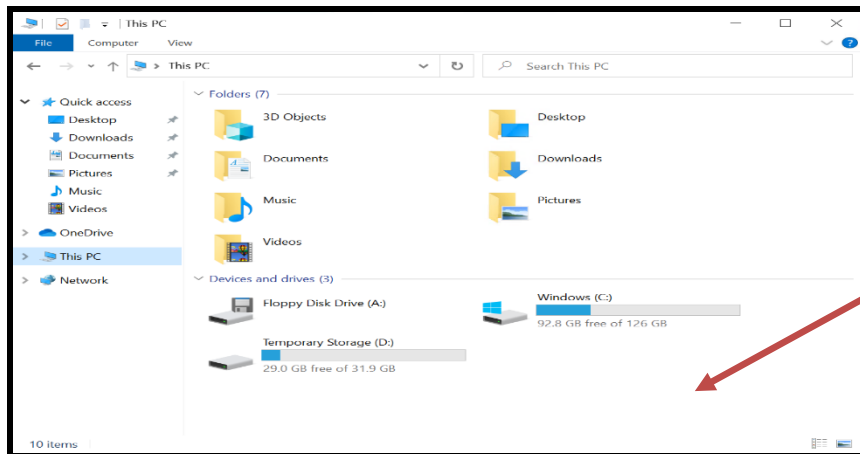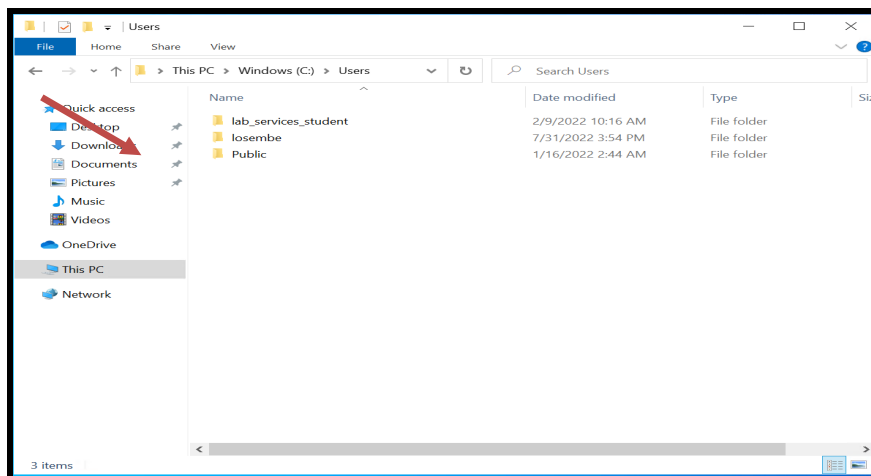And then access the lab-service student to access other images that you might require to configure your VMs.

P.S. Should you not find any application installed in this space, speak to your Programme Coordinator to advise.

3.3.4 Saving my work and protecting my credentials

You should always upload and save your work files in OneDrive. This will ensure you will always have a backup in cases where the Virtual Machine needs to be redeployed. Failure to use OneDrive put you at risk to lose your data on the Virtual Machine.

3.3.5 Shutting down my virtual lab

It is important to shut down your virtual machine when done with your work to ensure that you are not wasting your allocated hours. To shut down your virtual lab, access the close tab on the bar top of your screen.
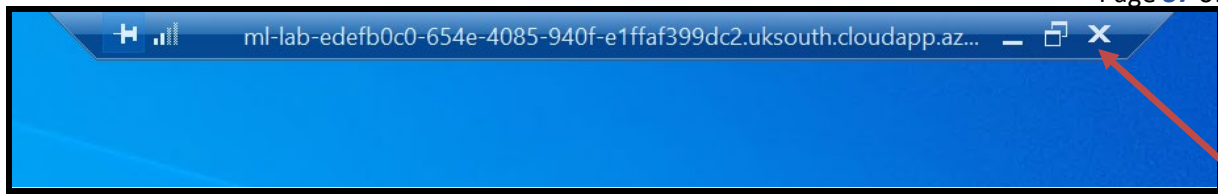
Q: How can I safely save my files, assignments, and computerised exams?

➢ *OneDrive*

As an IIE student, you have access to Office 365. You are encouraged to use the OneDrive.
You can safely store your files, assignments, and computerized exams,
amongst other data you may have, that will sync across your various devices when connected to the Internet.

4. Printing

4.1. Printing Procedures (YSoft SafeQ)

The Y-soft Printing solution currently in place on your campus affords you the following functionalities:
1. Printing (From USB Flash Drive and Computer).
2. Making copies.
3. Scanning (To Email and USB Flash Drive).
4. Loading printing credits.

4.1.1 Logging onto the Printer:
1. Enter your student number (ST12345678) followed by your password to login on the printer screen.

4.1.2 Releasing a print job from the computer:

2. Once logged in, select "YSoft SafeQ"

3. Select SafeQ print to access your queued print jobs

4. Select the Print Job you want to release then press the "Start" button on the printer to release.

4.1.3 Release a print job from the Flash Drive

1. Once logged in to the printer, connect your USB Flash Drive and wait for it to bring up the below interface where you will select "Print a document from external memory".

2. Select the file from the Flash Drive that you would like to print out.

3. Once file is selected, edit the print settings (how many copies, black and white or colour print out, one- sided or two-sided print out) then press the "Start" button to release printouts.

4.1.4 Scan to email

1. Once logged in to the printer, place your original document on the scanning tray, then enter in the number you want, followed by the "Start" button.

2. Once logged into YSoft SafeQ, click on SafeQ Scan

3. Click on "Scan to my email" then on the recipient field of the interface that follows, click "Search"

4. Enter in your student number and press "OK", on the search results, select your connect email address, then press "OK".

5. Confirm that the correct email is showing on the "Recipient" field, then click start scan.

4.1.5 Scan to USB Flash Drive

1. Once logged into the printer, connect your flash drive to the printer then select the "Save Document to external memory" option
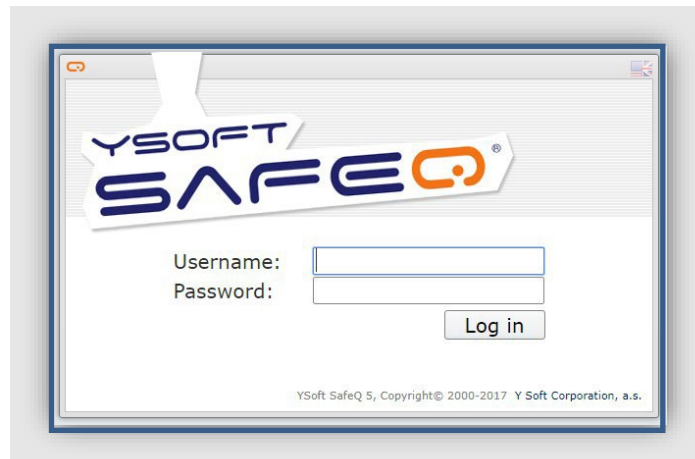

2. You may edit the name of the document by editing the "document name" field then press the start button to start scanning.
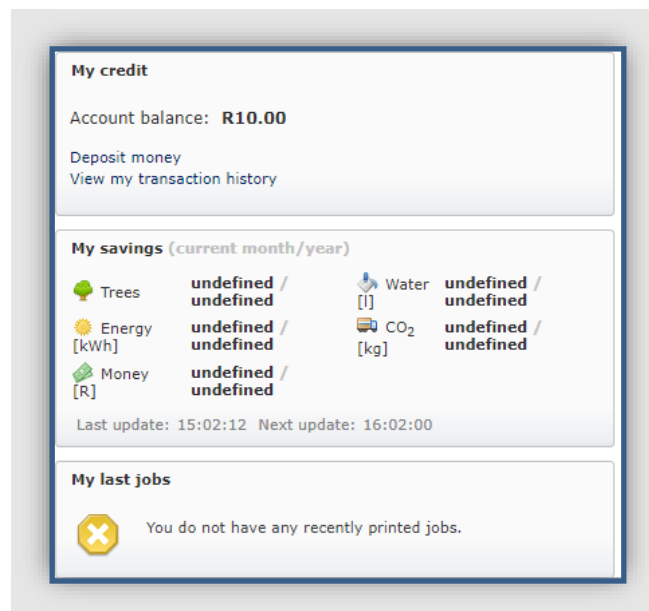

4.1.6 <mark>*Loading Printing Credits (YSoft & SnapScan)*</mark> <mark>*Zapper?*</mark> <mark>*Cash Kiosk (RC Only)*</mark>
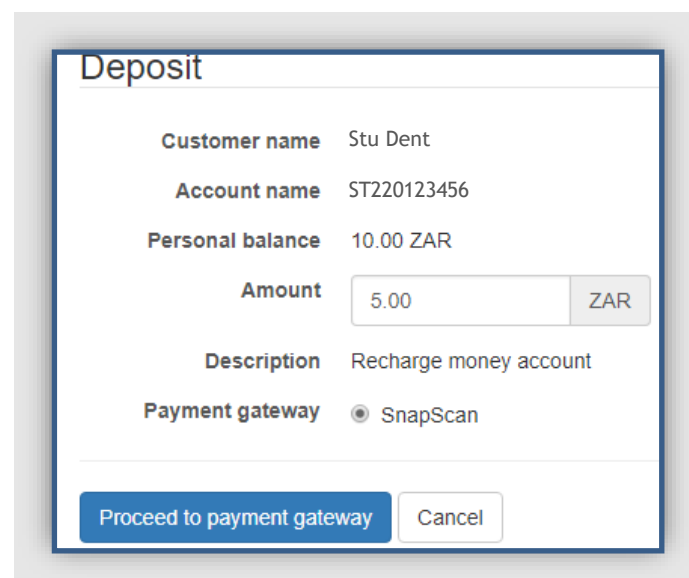
1. On a computer, open an internet browser and navigate to **https://eduprint.iie.ac.za**. Log into YSoft using your student number and password.
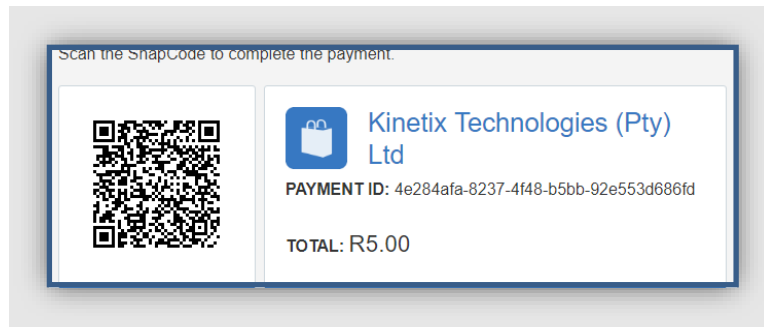
2. On the YSoft dashboard, in the "My Credit" widget, click on "Deposit Money".
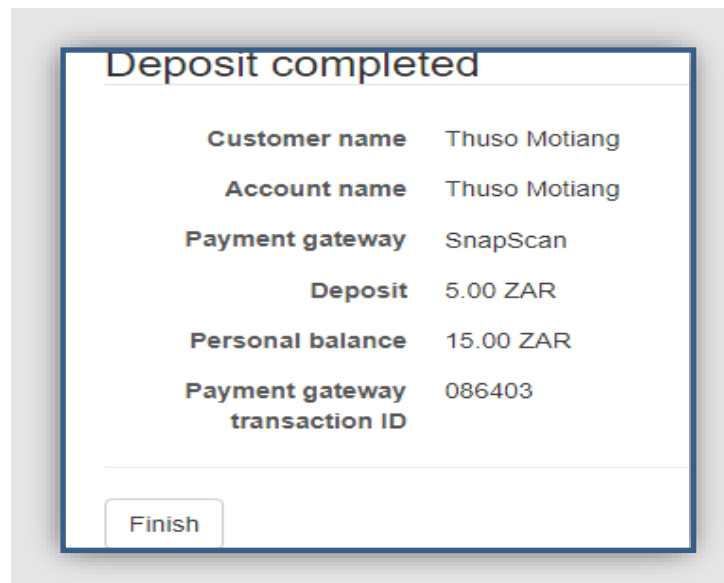

3. Enter the amount to deposit into your account and click on "Proceed to payment gateway", then agree to the terms & conditions.

4. You will then be presented with the QR code which you can scan with your mobile phone to launch the SnapScan app. Complete the transaction within the SnapScan app.

Scan the SnapCode to complete the payment.

Kinetix Technologies (Pty) Ltd

PAYMENT ID: 4e284afa-8237-4f48-b5bb-92e553d686fd

TOTAL: R5.00

5. Once the transaction has been completed with SnapScan, you will be shown a confirmation page and your account will be credited with the relevant amount. An email will follow with a deposit slip from YSoft.

Deposit completed

Customer name	Thuso Motiang
Account name	Thuso Motiang
Payment gateway	SnapScan
Deposit	5.00 ZAR
Personal balance	15.00 ZAR
Payment gateway transaction ID	086403

Finish

5. Rules and Regulations

There are rules and policies set out by The Independent Institute of Education (This is also included in the Student Code of Conduct):

5.1. Computer Laboratory Protocol (in terms of Sections 1.3.1 (d) of the Student Code of Conduct)

- The equipment is for the benefit of all students and needs to be respected and looked after.
- Students are allowed access to computer venues during standard operating hours but are advised that these are CCTV monitored.
- All students are required to display their student cards at their workstations when using the computer facilities.
- Students are only allowed on sites that are applicable to their course requirements with the approval of the Academic Operations Coordinator.
- The following sites, searches and downloading are prohibited: music, videos, films, games, mobile fun, X-rated sites, and other software.
- Students must comply with the setup document for all computer facilities as set out by the ICT Department.
- No changing of any hardware and/or software settings is permitted.
- Unauthorized media is not permitted from an outside source to ensure that viruses are not transferred to the computers.
- Loading of software without authorisation from the relevant staff member/independent contractor is not permitted.
- Removal of hardware and software (or any part thereof) without proper authorization will be considered theft.
- Use of cell phones in the computer laboratory is not permitted.
- Students are to ensure that all Internet applications are closed upon leaving this facility.
- No food or drink of any kind is permitted in the computer venue.

PLEASE NOTE:
- The opening and closing times of the resource centers.
- Late submissions will not be accepted on the ground of the fact that printing could not be done due to the resource being closed.

5.2. Help and Support

Each site has qualified ICT Support Specialists, who are equipped to provide the support to campus ICT services that you would need during your time on campus. You can speak to them directly at the ICT Support Office.

5.3. Flash Drives

All computers have USB ports that can be used for plugging in Flash Drives. All computers on campus have Anti-Virus with "on access scanning" installed for your protection. The Anti-Virus program will delete any files that contain viruses. Please ensure you keep your Flash Drive "Virus Free" and that you keep copies of important data / assignments on another device. The IIE will not be held liable if the Anti-Virus program cleans all files off your Flash Drive.

5.4. SafeAssign Referencing tools

The IIE Policy on Intellectual Integrity and Property Rights (IIE023) requires students to acknowledge the sources they have used and if they fail to do so, it is intellectually dishonest- a practice known as plagiarism. To comply with the plagiarism policy students are required to use the referencing tool provided – Safe Assign to ensure that they are compliant with the policy and have not plagiarised. Intellectual dishonesty/ Plagiarism is a serious offence and students that plagiarise will be penalised and or face a disciplinary process.

What is SafeAssign?

SafeAssign is a plagiarism prevention tool that allows your instructor to check the originality of a submission. SafeAssign automatically conducts the check by comparing your assignment against a database of other assignment submissions.

SafeAssign allows you to submit assignments within your Learn platform. To access the platform, select one of the below links specific to the brand you are registered with.
Please note the preferred browser is **Google Chrome**.

https://my(brand).iielearn.ac.za

In this example, we will use The IIE's RC School link. Once you have clicked on the link you will be presented with a logon screen as shown below:

You will be presented with a logon screen where you can enter your logon credentials.
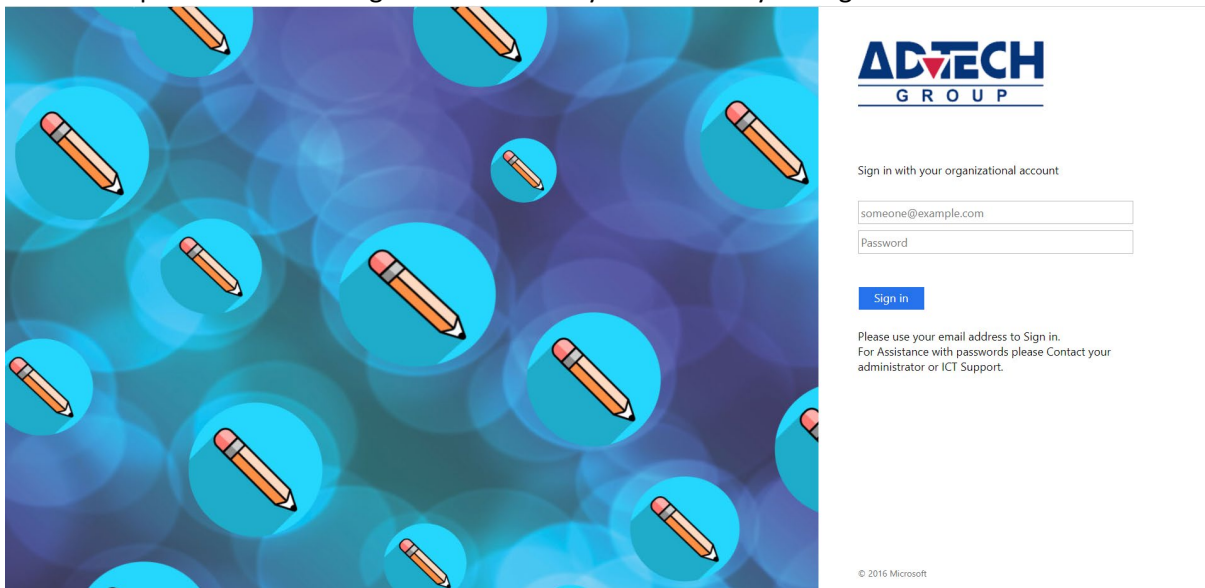
Once logged in, access the assignment. To SafeAssign your assessment, follow the steps below:

- Attach the file that is to be submitted by browsing the file.
- Select the checkbox that allows for SafeAssign submission (Plagiarism tool)
- Add any comments if necessary.
- Check in the SafeAssign window, to ensure that the submission is received.

After a paper is processed, a report is generated detailing the percentage of text in the submitted paper that matches existing sources. The report also shows the suspected sources for each section that returns a match. When the paper is a continuation of a previously submitted work, your lecturer can delete matching sources from the report and process it again. **The Originality Report** does not state whether a phrase that matches a source is properly referenced. Your lecturer must read the report and determine if you used proper citations.

5.5. How to submit an assignment

> ➢ Have you **SAVED** your assignment somewhere safe?
> ➢ Have you made a BACKUP COPY?
> ➢ Is your assignment contained in **ONE DOCUMENT**? (You can only upload **ONE** file onto SafeAssign per assignment)

> ➢ Does your assignment meet the following criteria?
>   o SafeAssign can only process files smaller than 10MB. If your submission is larger than 10MB, SafeAssign won't be able to process it.
>   o Maximum paper length is 400 pages.
>   o File types allowed: MS Word, WordPerfect, PostScript, PDF, HTML, RTF, and plain text.
>   o If your file exceeds 10 MB, read the suggestions on the submission page to meet requirements.
> ➢ SUBMIT your assignment. It will take a few minutes and ask you to CONFIRM.
> ➢ Once CONFIRMED, you will receive a digital receipt.

NOW VIEWING: HOME > HCBPP-2012

✔ Your submission was **successful**. This is the digital receipt for your paper. Only the first page of the document is included in the digital receipt.

> ➢ Go back to **YOUR PORTFOLIO.**
> ➢ Click on the **VIEW** button, next to the **SUBMIT** button.
> ➢ This will show you the assignment you uploaded and will require you to press the **ORIGINALITY** button (it will turn red when selected).
> ➢ Click on the **PRINT** button at the bottom left of your screen. SafeAssign will download the assignment before you can print it. It will automatically add the Originality Report to your assignment. SAVE the document when prompted with a download. If you choose to resubmit your assignment, the Originality Report will only be available after around 24 hours.
> ➢ Print this version of your assignment, attach an **assignment cover sheet** to the front and hand it in to your relevant AOC or AOA on the Due Date of the assignment BEFORE 17h00

Points to **remember when completing and submitting assignments: SAVE, SAVE, SAVE!!!** Get into the habit of saving all your work and keeping a record of assignments submitted.

> ➢ Plan your time accordingly when assignments are concerned. Every assignment mark counts towards CASS!
> ➢ Do not wait until the assignment due date to "SafeAssign in your assignment" as the SafeAssign server can become very busy and may slow down. This may result in you not being able to submit your hard copy assignment on time!

Note: SafeAssign can only process files smaller than 10MB. If your submission is larger than 10MB, SafeAssign won't be able to process it.

6. Awareness around cybersecurity

"Stay vigilant in the digital realm! The below Cybersecurity Security Tips Poster equips you with the knowledge and tools to protect your online identity and data in an increasingly connected world. Safeguard your future, one click at a time.