

University of Pretoria Students Online & clickUP



Welcome to the world of electronic learning (e-learning). These notes will guide you on how to access the electronic campus and its functionalities (Student Online Services) as well as your registered modules which provide learning support in the electronic environment (clickUP: your electronic classroom).

Step 1:



Go to a computer in a computer laboratory on campus, or use your computer at home if you have access to the Internet.

Open your browser: Internet Explorer (7 or higher). In the address bar, type the address for the University of Pretoria's home page: <http://web.up.ac.za>. When the screen loads it automatically changes to <http://web.up.ac.za>

of Pretoria - Windows Internet Explorer

http://web.up.ac.za URL: <http://web.up.ac.za>

University of Pretoria

UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

New Students

About UP
Management & governance
Policies
Community Engagement
Research & Innovation
Faculties
Programmes & courses
Fees & finance
Services & administration
Student Affairs
Campuses
Student Life
TuksSport
hpc
UP Arts
Calendar

excellence

Welcome to the University of Pretoria

Important Dates:

Step 2:



Enter the e-campus by clicking on "UP Students"

Click on **UP Students**

English | Afrikaans | Search

UP Home

New Students | **UP Students** | Postgrad Students | International Students | Staff | Parents

Recognised for academic excellence and a focus on quality

International competitiveness and local relevance through innovation

University of Pretoria

Apply for Admission

Search for a Degree

Calculate your APS

Client Services Centre

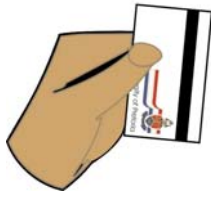
CSC Website
+27 (0)12 420-3111
Send us an e-mail

Follow UP on:

Click on: Portal login

Log in through the UP Student Portal

Step 3:



As at the entrances of the campus where you have to identify yourself by swiping your student card, you will have to identify yourself in the electronic environment by means of a username and password.

Log into the UP Student Portal:

If you are a new student @ UP, i.e. your student number starts with 11, then use "s" and your student number as the **username (s11345678)** and your **ID number** as your **password**.

If you are an old UP Student and has used Student Online Services before, use your student number as the **username (s10345678)** and your **old SOS password** as your **password**.

Problems logging in

Contact the Student IT Help desk with logon or access problems at: studentsupport@up.ac.za or **Tel: (012) 420 3837**

Step 4:



This page is the equivalent of the campus where you are surrounded by offices, shops, classrooms and libraries.

On this page you have access to a lot of information, such as student email, study financing, your clickUP modules, etc.

UP Portal

UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

UP Student Portal

Library UP e-mail

E-payments

Here you will find your academic record amongst other things

Most important is that you can access your clickUP courses from here!

Click on the module code to enter your e-classroom.

Course	Term	Status
CIE 990	11 / 2010	ENROLLED

Programme Portal Term

This is what your clickUP module could look like:

Additional clickUP Help



Use the **HELP** function in the e-classroom – you'll find it at the top right corner of the screen once you are inside your e-classroom. It offers a step-by-step explanation of the use the various functions and tools within clickUP.

Help

Trouble shooting	<p>My username and password does not work Contact the Student IT Help desk with logon or access problems at: studentsupport@up.ac.za or Tel: (012) 420 3837</p> <p>I don't see my module on the list You are not registered properly. Please contact Academic Administration to rectify your registration details.</p> <p>My module is not linked Not activated. Please contact the lecturer and ask him/her to open the module for you.</p> <p>Reset my quiz Please contact the lecturer and ask him/her to reset the assessment submission.</p> <p>Wrong assignment loaded Please contact the lecturer and ask him/her to return the assignment to you for further review and editing</p> <p>I don't see my grades Please contact the lecturer and ask him/her to release the grades to the students within the Grade book</p>
-------------------------	---



University of Pretoria

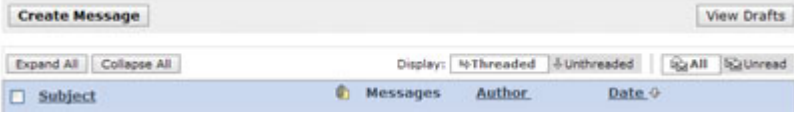
Computer settings and tools for e-learning



Welcome to the world of electronic learning (e-learning). These notes will answer some of your questions about clickUP (your e-classroom) and give some suggestions on how to be an efficient online learner.

Computer Settings	
Access to a computer on campus	Various computer labs on campus are available to clickUP users. Remember to take your student card with you. If you cannot prove that you are a registered student, you may be denied access to this facility.
Your computer	The newer and more robust your computer, the faster and more efficient you will be as an online student. This means the more access power you have in your computer, modem, and Internet service provider, the more efficient you'll be. A modem connects your computer over your telephone line to your Internet Service Provider (ISP), which connects you to the Internet. Some modems are internal, some external; however, all modems have a speed at which they access and return data. A modem of speed at least 56 K is recommended, although you will still experience this as very slow.
Hardware specifications	The minimum computer specifications you should consider are: <ul style="list-style-type: none"> ▪ Windows 98SE, 2000, XP, Vista; Apple OS X or Linux ▪ 2 GB FREE on hard disk drive ▪ 512 MB of RAM ▪ 56K modem (Broadband: ADSL or 3G recommended).
Install Java	In order for you to be able to work on the click-UP system, you have to install the Java client software on the computer you will be using. This is a once-off installation. Please click on the following: java installation (http://www.click.up.ac.za/java.htm) If you encounter any problems during this process, please contact the Student IT Help desk with logon or access problems at: soshelp@up.ac.za or Tel: (012) 420 3837.
Configuring your computer	Configuring simply means adjusting your computer so that the settings are compatible with your needs. Please click on the following: configure your computer (http://www.click.up.ac.za/java1.htm)
Set Cache to always reload a page	You will also need to set the cache (in Internet Explorer "temporary Internet files") to reload every time. This way you make sure that each time you visit a page in your ClickUP course, your browser is showing you the latest version of the page. Consult the Help function of your browser. For Internet Explorer 7 and higher: <ul style="list-style-type: none"> ▪ Select Tools - Internet Options ▪ Select the General tab ▪ Select Settings from Temporary Internet Files ▪ Select the Every Visit to the Page radio button ▪ Click OK For Mozilla 3.0 and higher: (Unsupported Browser!) <ul style="list-style-type: none"> ▪ Select Edit - Preferences ▪ Click the + sign next to Advanced to see more options ▪ Select Cache ▪ Select the Every time radio button at the bottom ▪ Click OK

Getting help	
Additional ClickUP Help 	Use the HELP function in the e-classroom – you'll find it at the top right corner of the screen once you are inside your e-classroom. It offers a step-by-step explanation of the use the various functions and tools within ClickUP. 
Problems logging in	Contact the Student IT Help desk with access problems at: studentsupport@up.ac.za or Tel: (012) 420 3837
Technical assistance	If you still require any technical assistance, please send an email to: studentsupport@up.ac.za . <ul style="list-style-type: none"> ▪ Provide as much information as possible with regards to the problem that you are experiencing (for example if you cannot submit an assignment) as well as the computer you are using. ▪ Make a screen print of the page where you got stuck. ▪ Describe the steps to replicate the problem (how you got stuck). ▪ Enter the following URL in the browser where the error occur. IMPORTANT: Enter this URL in the Address bar of the page on which you receive the error, DO NOT open a new browser window and enter the URL there – it will not give us the correct information we require!! https://elearn.up.ac.za/webct/applicationframework/clusterinfo.jsp Make a screen print of this page also. ▪ What time did the error occurred? ▪ Are you working from home/work/UP labs/internet cafe? ▪ Which operating system are you using (e.g. Windows 2000)? ▪ Which browser are you using (e.g. Internet Explorer version 5.6 – open your Browser and click on Help, About Internet Explorer. The version of the Browser you are using will be displayed there.)?
General Internet Usage Guidelines	
Attachments	Some documents may be larger than what can fit comfortably into the text boxes provided in the E-Mail and Discussions Tools. In these cases a file can be attached to the message. The Attach button appears in both the Mail and Discussions Compose windows. Clicking on this button activates the attach process. Tips: Any file format can be uploaded provided that the recipient has the software to open the file. Filenames – DO NOT use: <ul style="list-style-type: none"> ▪ long filenames – not more than 10 characters ▪ capital letters in the filename ▪ special characters, for example a “,” or “~”, etc.
Printing and saving Web pages	When you find a Web page that contains essential or interesting information, you may want to either print the page or save some of the information on the page to read or print later. Be careful when using information from a Web site, however, as the content and images located on Web pages are copyrighted unless otherwise specified. You should credit all web sources appropriately.
Print	To print a Web page, select Print from the file menu or click on the Print toolbar button. Netscape Navigator will display a Print dialog box – complete it and press the OK button to print the Web page. Internet Explorer only displays the print dialog box when print is selected from the file menu, and clicking the print toolbar button will automatically print the entire web page.
Save	To save information displayed on a Web page, you can either save the entire Web page using the file menu or you can copy some of the text to a word processor or another windows program. When you save an entire Web page, the suggested file type is the page native html format that can be viewed using a Web browser. Remember to save the images separately.

Downloading files from the Internet	<p>When you download files from the Internet, do the following:</p> <ul style="list-style-type: none"> ▪ Create a new folder and call it download ▪ Click on the download hyperlink on the web page ▪ Select the folder you have created for example c:/download ▪ Click on Save
Online student tips	<p>Because online students generally do not have to meet the 'same time and same place' commitment, they must be committed to the online course, have time management skills, and be able to work independently. Successful online students:</p> <ul style="list-style-type: none"> ▪ work independently and are self-motivated ▪ have time management skills; they know how much time needs to be allotted to all facets of their life ▪ ask for clarification if information or instruction is unclear; these students don't waste time wondering ▪ set aside a regular time for their online course ▪ participate actively in the online course; they interact with other students and the instructor in the online communication environment ▪ keep a calendar with course deadlines marked in view ▪ feel free to use a hard copy of course pages to limit online time or to read offline when away from the computer.
Communication tools	
<p>ClickUP provides communication environments that are both private and public. Here you have the opportunity to interact with others, to develop, and to pose questions. The discussion tool will be used for your online, asynchronous discussions.</p>	
ClickUP Discussions	 <p>The Discussions tool provides a public environment where participants can leave messages for others to read and respond to. Discussions are an important information source because it provides messages from the instructor as well as questions, answers, and comments from other students. By default, messages are presented in chronological order. This is referred to as Unthreaded.</p> <p>Replying to postings continues the thread of the discussion. Composing a posting starts a new thread. You can read messages sent by other users in the course.</p> <p>Tips:</p> <ul style="list-style-type: none"> ▪ To view both read and unread messages, click All. ▪ To view messages by thread, click Threaded. Threaded messages are a series of replies to the same subject. The header row of each message thread displays the following information: <ul style="list-style-type: none"> ▪ Subject: displays the subject of the first message in the thread and the View thread icon. ▪ To expand a thread, click the + in front of the Subject. To collapse the thread, click the -. ▪ To view the message thread, click the View thread icon next to the thread. ▪ To view messages in chronological order, click Unthreaded. ▪ To view a different topic, click on Discussions, select a topic.
Downloading files from Discussions	<ul style="list-style-type: none"> ▪ Select the file you wish to download ▪ Click on the Create Printable View button ▪ Click on the option: Save as file ▪ Choose the folder you would like the file to go in

Profile and mail forwarding settings

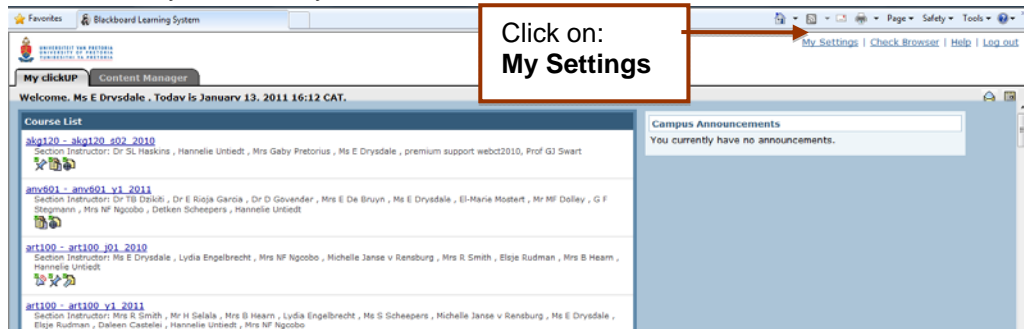
The ClickUP system also has an area where you setup your profile and display settings. These settings are applied to ALL the modules that you have access to. These settings are for example the way the Calendar or Mail tool displays, the number of records displayed per page, etc. Please read this part carefully.

Where is it?



The screenshot shows the Blackboard Learning System interface. On the left, there is a navigation menu with 'Course Tools' and 'Designer Tools'. The main content area displays 'Your location: Home Page' and 'ISE 802 Project System Engineering'. A red box highlights the 'My clickUP' link in the top right corner, with an arrow pointing to it. The text 'Click on: My clickUP' is written inside the box.

This will take you to the My clickUP area.



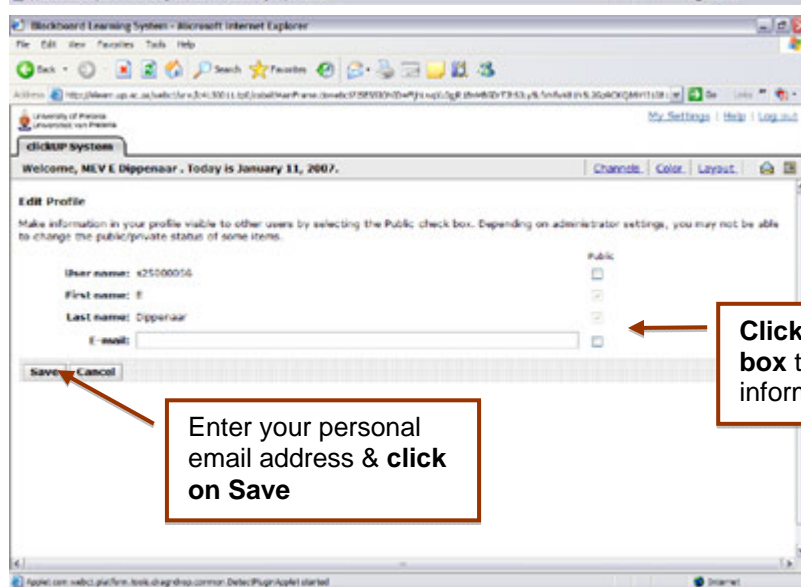
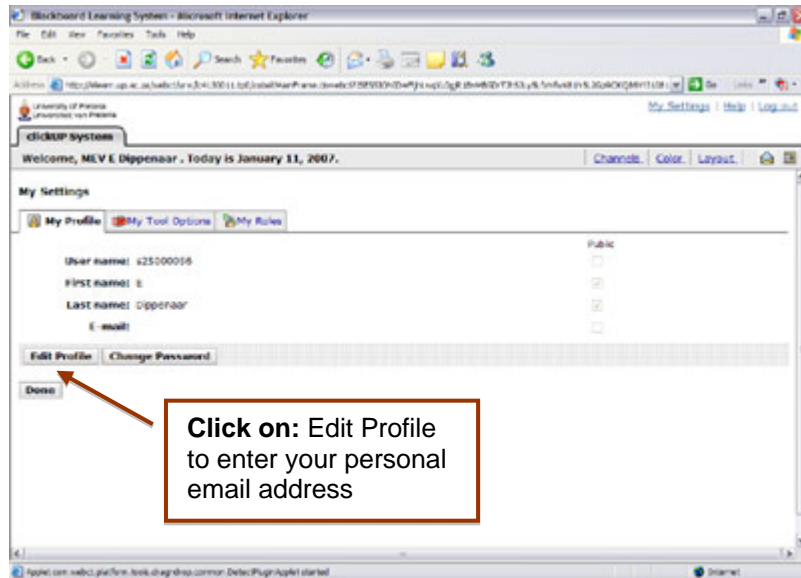
The screenshot shows the Blackboard Learning System interface with the 'My clickUP' tab selected. A red box highlights the 'My Settings' link in the top right corner, with an arrow pointing to it. The text 'Click on: My Settings' is written inside the box. The main content area displays 'Welcome, Ms E Drysdale. Today is January 13, 2011 16:12 CAT.' and a 'Course List' table.

Settings

There are 3 Tabs:

- My profile – personal information. Decide if you want to make the information public. Public means that your fellow students and the lecturer can see the information saved on this tab.
- My tool options – allow you to change the way the tools are displayed, etc. Read the settings carefully and if you feel unsure do not change it!
- My roles – display the roles you are responsible for.

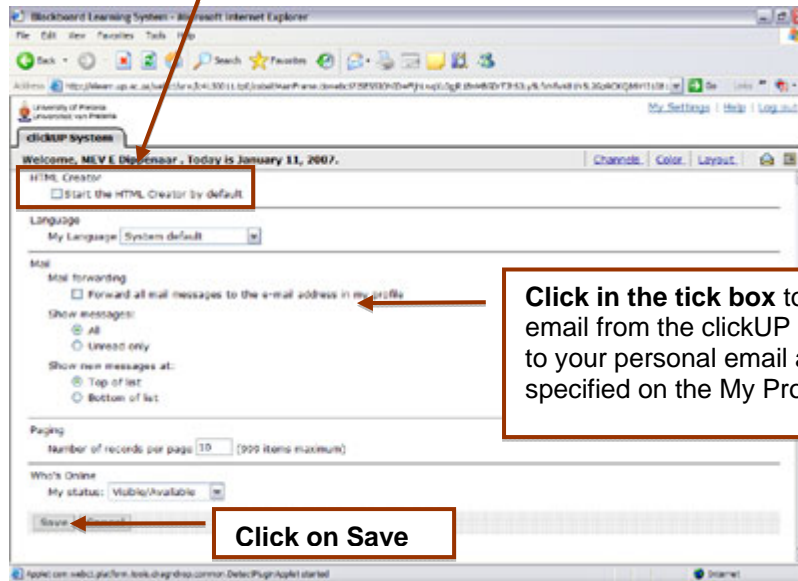
My Profile



My tool options



Be ware!! Do not switch the HTML Creator on by default. This function will request a Java program to load and will take a lot of time. You can switch it on within the tool where you want to use the HTML Creator.



How do I get back to the module?

After you clicked on the Save button, click on the clickUP System tab to go back to the My clickUP area from which you may click on a module to go to that module.

