

## StudentWeb, Students Online Services & 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 (StudentWeb (intranet for students) and Student Online Services) as well as electronic learning support for your registered modules (clickUP: your electronic classroom).



To access an e-Classroom you need:



- Access to the Internet
- Browser: e.g. Internet Explorer (5.5 or higher) or Mozilla (1.5 or higher)
- Software: Java (install from <http://www.click.up.ac.za>)

### Home page of University of Pretoria

Step 1:

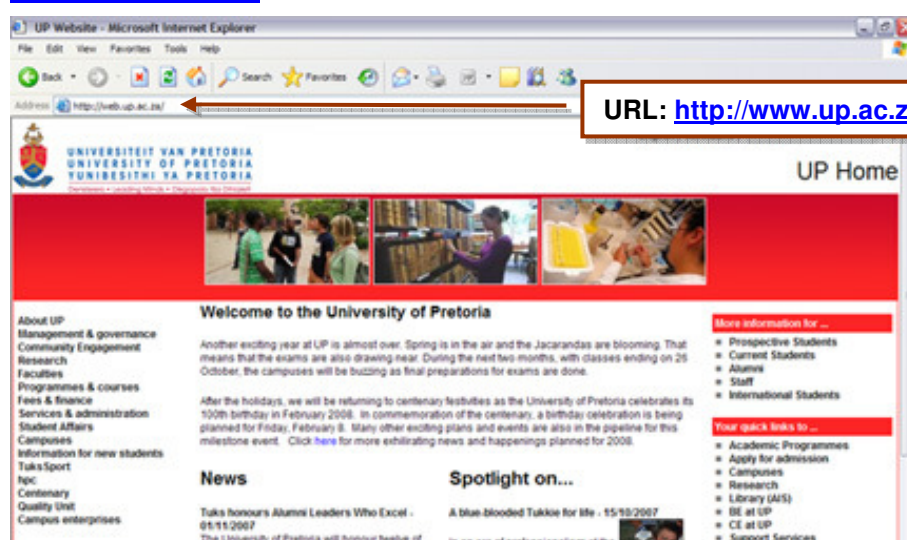


Tips:

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

Open your browser: Internet Explorer or Mozilla.

In the address bar, type the address for the University of Pretoria's home page:  
<http://www.up.ac.za>.



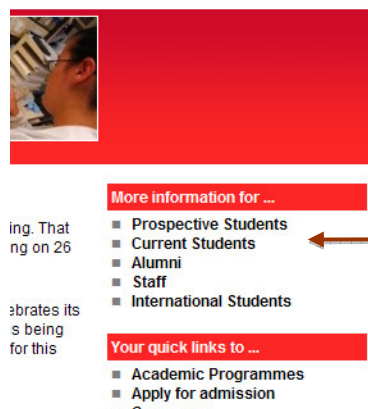
Step 2:



Enter the e-campus through the cybergate called "Current Students"

Click on **Current Students**

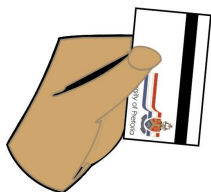
UP Home



Click on:  
Current Students

## Log in to StudentWeb and SOS

### Step 3:

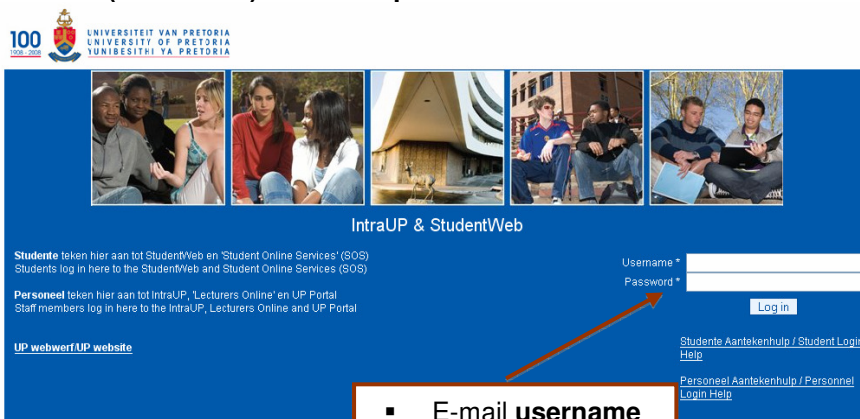


As at the entrances of the campus where you have to identify yourself by swiping your student card, you will have to identify yourself in the electronic environment by means of a username and password.

#### Remember:

Your password is by default your ID number or Passport number (if you are not a SA citizen).

Log into Student Online Services or the StudentWeb using your **email username (s12345678)** and **email password**.



- E-mail **username** (s12345678)
- E-mail **password**
- Click on **"Login"**

## StudentWeb page

### Step 4:



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

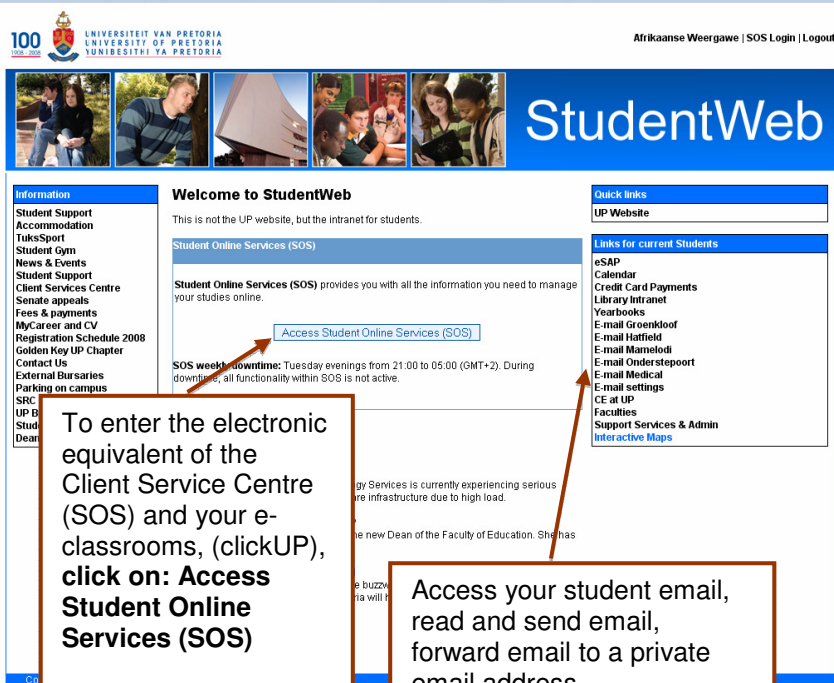
#### Remember:

On this page you have access to your student e-mail and can change e-mail settings (forwarding of mail etc).

Student e-mail address by default is: [s12345678@tuks.co.za](mailto:s12345678@tuks.co.za), where 12345678 is your student number.

To log into your email account use the same Username and Password as for the StudentWeb.

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



To enter the electronic equivalent of the Client Service Centre (SOS) and your e-classrooms, (clickUP), click on: **Access Student Online Services (SOS)**

Access your student email, read and send email, forward email to a private email address.

#### ? Problems logging in

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

## Student Online Services (SOS)

Once you are in Student Online Services (SOS), look at the **tabs** across the top of the screen. Using these tabs, you have access to:

My Studies	My Admin	My Campus Life	My Career
<ul style="list-style-type: none"> <li>modules</li> <li>messages</li> <li>final results</li> <li>full academic record</li> <li>faculty support</li> <li>timetable</li> <li>exam dates</li> </ul>	<ul style="list-style-type: none"> <li>your contact details</li> <li>account details</li> <li>bursaries</li> <li>payments</li> </ul>	<ul style="list-style-type: none"> <li>bulletin board</li> <li>diary</li> <li>downloads</li> <li>Tuks FM</li> <li>RAG</li> </ul>	<ul style="list-style-type: none"> <li>FAQ</li> <li>Create your CV</li> </ul>

### Step 5:



Under the "My Studies" tab, the "Modules" option on the left provides you with a list of all the modules for which you are registered.

#### Remember:

① Only modules with a clickUP component will have a hyperlink (underlined).

⌚ For security reasons this page has a time restriction that will be shown.

**My Studies**

**Modules**

Modules with an online **clickUP** component will indicate with icons if there are new items in the clickUP module, e.g. new Discussions, Calendar items, Assignments, etc.

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

Registered Modules	Registration Period	New clickUP Item
AST 500 ANAESTHESIOLOGY 500	1/1/2007	
BER 310 BUSINESS LAW 310	1/1/2007	Not Linked
BF2 210 FACULTY PLANNING 210	1/1/2007	Not Linked
CE 111 COMPUTER LITERACY 111	1/1/2007	Not Linked
HRM 801 PROJECT HUMAN RESOURCE MANAGEMENT	1/1/2007	
PMG 802 PROJECT MANAGEMENT 802	1/1/2007	

## clickUP - Learning Management System

### Step 6:

You are now in your e-classroom in clickUP



#### Remember:

① clickUP is the UP name for the commercial Blackboard learning management system.

⌚ For security these pages have a time restriction. After a few minutes of no activity you may be asked to log in again.

University of Pretoria  
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Build Teach **Student View**

Accessibility | Help

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Your location: Home Page

**Aerospace Medicine**  
Department of Internal Medicine

LRG700

Lecturers

Study Guide & Course Outline - Read First

welcome

ESSENTIAL ACTIONS CHECKLIST

Download Ernsting Chapters & MCO's  
1. Dr Cronje

Module 3: Clinical Aviation Medicine  
2. Assessments Chapter 36 - 52  
Dr Murray

Week IV - Chapters & Quizzes  
3. Dr Wynand Murray





Week V - Chapters and Quizzes  
4. Dr W Murray

If you experience difficulties in doing the quizzes: e-mail for help [hannelie.untiedt@up.ac.za](mailto:hannelie.untiedt@up.ac.za)

| Install Java | Copyright | Plagiarism | SOS |



## In your clickUP classroom you may find:

<b>Information and content</b> 	<ul style="list-style-type: none"> <li>Information about the lecturers</li> <li>Study guide and an outline of your course</li> <li>Content and resources in various formats</li> </ul>
<b>Assessments</b> 	<ul style="list-style-type: none"> <li>There may be quizzes or assignments to be submitted online.</li> </ul>
<b>Collaboration</b> 	<p>To collaborate with fellow students the following can be used (if enabled in your particular clickUP module):</p> <ul style="list-style-type: none"> <li>Mail to communicate privately with a lecturer or other student(s);</li> <li>Discussions to ask or post questions to fellow students, or to respond to the lecturers input.</li> </ul>
<b>Grades</b> 	<p>If your module has online assessment opportunities, you will be able to access your grades received for quizzes or online assignments.</p>

## 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 of the various functions and tools within clickUP.

Help

Accessibility Help

Student View

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## Remember:

Click on **Web Links** in the module and you will find a link to **student resources**. This page provides a list of user guides on all the tools in clickUP.

## Trouble shooting



### I don't see my module on the list

You are not registered properly, or at all. Please contact Academic Administration to rectify your registration details.

### My module is not linked

This means your module is not activated. Please contact your lecturer and ask him/her to open the module for students.

### Reset my quiz

Please contact your lecturer and ask him/her to reset the assessment submission.

### Wrong assignment loaded

Please contact your lecturer and ask him/her to return the assignment to you for further review and editing.

### I don't see my grades

Please contact your lecturer and ask him/her to release the grades to students.








# University of Pretoria


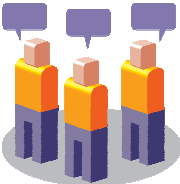
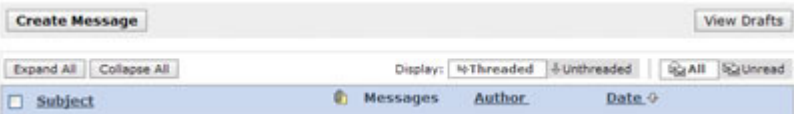

## Computer settings and tools for e-learning



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	
<b>Access to a computer on campus</b>	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 these facilities.
<b>Your computer</b>	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. Wireless or broadband connectivity is recommended rather than a dial-up modem, which is too slow for online interaction and collaboration.
<b>Hardware specifications</b>	The minimum computer specifications you should consider are: <ul style="list-style-type: none"> <li>Windows 98SE, 2000, XP, Vista; Apple OS X or Linux</li> <li>2 GB FREE on hard disk drive</li> <li>512 MB of RAM</li> <li>Broadband: ADSL, wireless or 3G are recommended.</li> </ul>
 <b>Install Java</b>	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. <b>This is a once-off installation.</b>  Please click on the following: <a href="http://www.click.up.ac.za/java.htm">java installation</a> (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: studenthelp@up.ac.za or Tel: (012) 420 3837.
<b>Configuring your computer</b>	Configuring simply means adjusting your computer so that the settings are compatible with your needs.  Please click on the following: <a href="http://www.click.up.ac.za/java1.htm">configure your computer</a> (http://www.click.up.ac.za/java1.htm)
<b>Set Cache to always reload a page</b>	You will 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.  <b>For Internet Explorer 5.5 and higher:</b> <ul style="list-style-type: none"> <li>Select <b>Tools - Internet Options</b></li> <li>Select the <b>General</b> tab</li> <li>Select <b>Settings from Temporary Internet Files</b></li> <li>Select the <b>Every Visit to the Page</b> radio button</li> <li>Click <b>OK</b></li> </ul> <b>For Mozilla 1.5 and higher:</b> <ul style="list-style-type: none"> <li>Select <b>Edit - Preferences</b></li> <li>Click the + sign next to <b>Advanced</b> to see more options</li> <li>Select <b>Cache</b></li> <li>Select the <b>Every time</b> radio button at the bottom</li> <li>Click <b>OK</b></li> </ul>

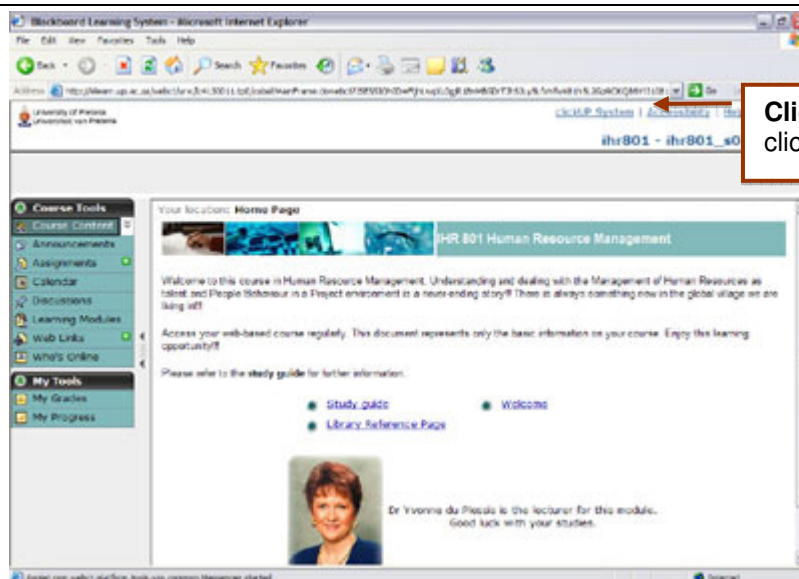
Getting help	
<b>Technical assistance</b>  	<p>If you still require technical assistance, please send an email to: <a href="mailto:studenthelp@up.ac.za">studenthelp@up.ac.za</a>.</p> <ul style="list-style-type: none"> <li>Provide as much information as possible with regard to the problem that you are experiencing (for example if you cannot submit an assignment) as well as the computer you are using.</li> <li>Make a screen print of the page where you got stuck (Press Shift+PrtScn, then Edit-Paste into a Word doc).</li> <li>Describe the steps to replicate the problem (how you got stuck).</li> <li>Enter the following URL in the browser where the error occurred.  <a href="https://elearn.up.ac.za/webct/applicationframework/clusterinfo.jsp">https://elearn.up.ac.za/webct/applicationframework/clusterinfo.jsp</a>  <b>IMPORTANT:</b> Enter this URL in the Address bar of the page on which you received the error. <b>DO NOT</b> open a new browser window and enter the URL there – it will not give us the correct information we require!! Make a screen print of this page also.</li> <li>What time did the error occur?</li> <li>Are you working from home/work/UP labs/internet cafe?</li> <li>Which operating system are you using (e.g. Windows 2000)?</li> <li>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.)</li> </ul>
General internet usage guidelines	
<b>Attachments</b>  	<p>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 <b>Attach</b> button appears in both the Mail and Discussions “Compose” windows. Clicking this button activates the attach process.</p> <p><b>Tips:</b> Any file format can be uploaded provided that the recipient has the software to open the file. File names – <b>DO NOT</b> use the following:</p> <ul style="list-style-type: none"> <li>long filenames – not more than 10 characters</li> <li>capital letters in the filename</li> <li>special characters, for example a “,” or “~”, etc.</li> </ul>
<b>Printing and saving Web pages</b>	<p>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; otherwise you could be guilty of plagiarism (See <a href="http://www.ais.up.ac.za/plagiarism/index.htm">http://www.ais.up.ac.za/plagiarism/index.htm</a>).</p>
<b>Print</b>  	<p>To <b>print</b> a Web page, select <b>Print</b> from the file menu or click on the Print toolbar button. A Print dialog box will appear – 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.</p>
<b>Save</b>  	<p>To <b>save</b> 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 native html format that can be viewed using a Web browser. Remember to save the images separately.</p>

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

## Profile and mail forwarding settings

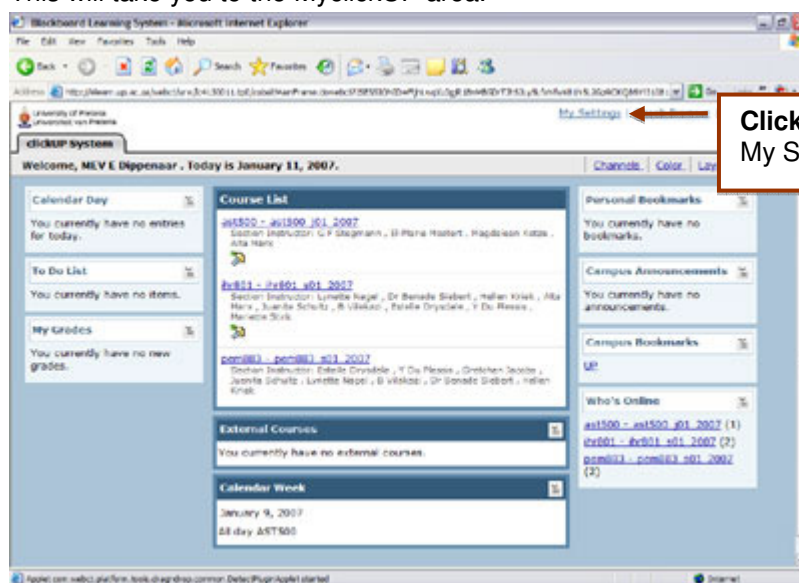
The ClickUP system also has an area where you setup your profile and display settings. These settings are applied to ALL the modules that you have access to. These settings are for example the way the Calendar or Mail tool displays, the number of records displayed per page, etc. Please read this part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

### Where is it?



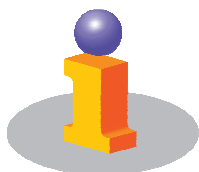
Click on:  
clickUP System

This will take you to the MyclickUP area.



Click on:  
My Settings

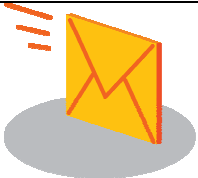
### Settings



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.





**Click on: Edit Profile**  
to enter your personal  
email address.

**Click in the tick box**  
to make your  
information public.

**Enter your personal  
email address and  
click on Save.**



**Beware!!** 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.

**Click in the tick box**  
to forward  
email from the clickUP email tool  
to your personal email address  
as specified on the My Profile  
tab.

**Click on Save**

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.

