FRESHER'S ORIENTATION 2022

Presentation by END USER SUPPORT UNIT(DICTS)

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@ArthurKmo

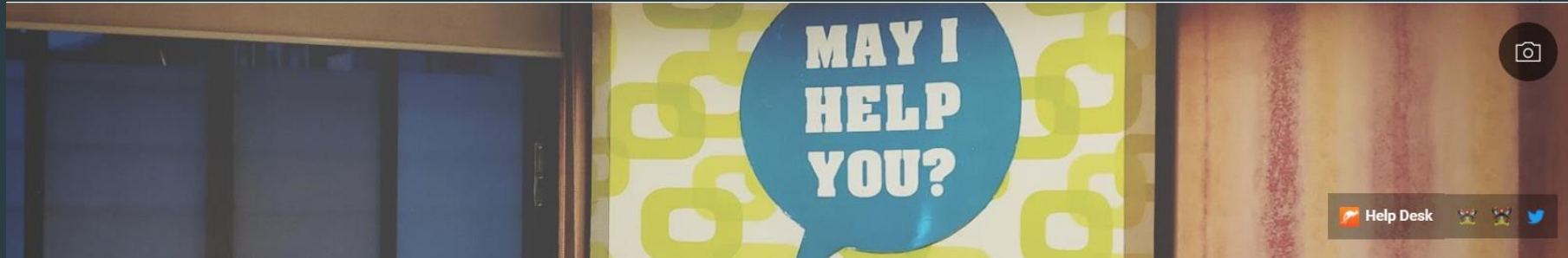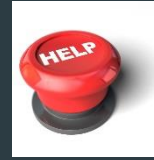# Directorate for ICT Support(DICTS)

▶ **Who we are?** central service unit that provides expert services and guidance on ICT to all academic and administrative units of the university.

▶ **Our Vision:** University-wide access to, and utilisation of Information and Communication Technology to enhance the position of Makerere University as a Center of academic excellence, and its contribution to the sustainable development of Society

▶ **Our Mission:** To ensure high and sustainable availability of ICT resources through quality management, control and maintenance processes that are customer oriented.
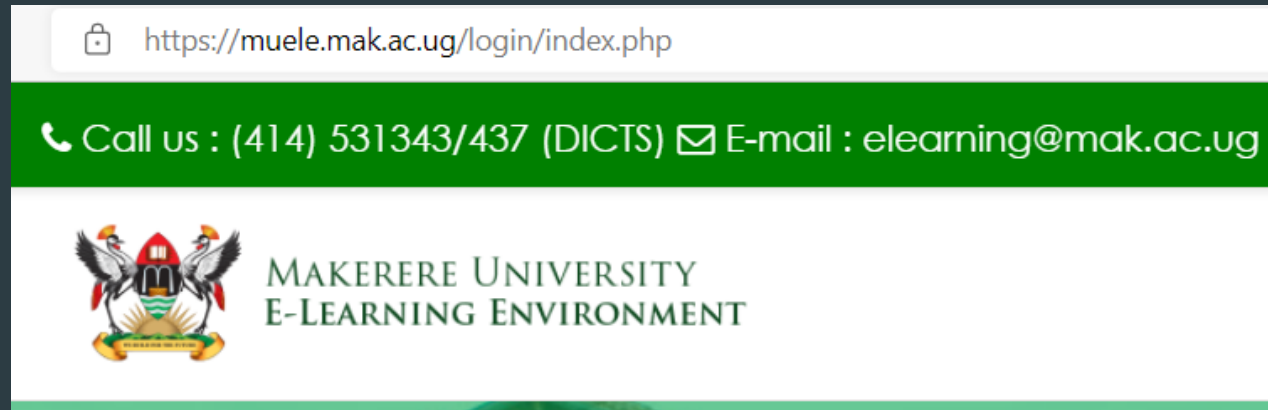
How You Can Reach Us For HELP

- **Email:** helpme@dicts.mak.ac.ug and ictsupport@mak.ac.ug

- **Ticketing System:** Log a ticket via https://support.mak.ac.ug

- **Twitter:** @DICTSMakerere

- **Facebook:** @MakDICTS

- **YouTube:** Directorate for ICT Support – Makerere University (Please subscribe to get alerts of How-To Videos https://www.youtube.com/channel/UC8Fp0nXgVj8NEmBhIf404bA)
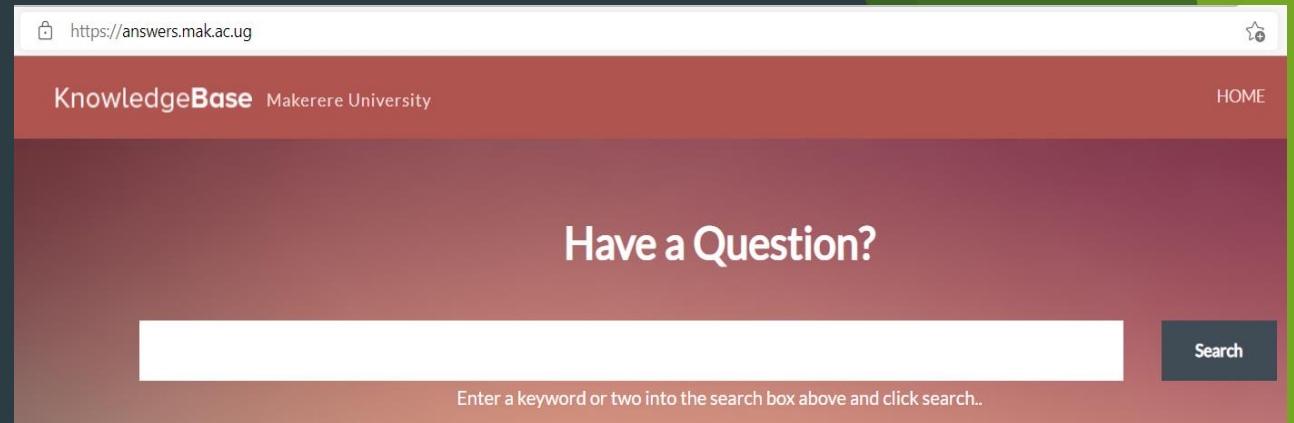
Useful Links

1. You will need email addresses(This can be created via a self service portal https://sso.mak.ac.ug
   1. VIDEO: How To Create your email https://youtu.be/zdJzGQP3eLI
   2. Your email will help you access other services like MAKAIR, Research journals, MUELE, etc.
2. You can do password recovery via the portal https://sso.mak.ac.ug
3. Student's portal https://myportal.mak.ac.ug/
4. Log into your email https://webmail.mak.ac.ug
   1. To log into webmail, your email address is your username and you put the password as you had set it(It must be secure).
5. Fresher's Joining Instructions. Link: https://answers.mak.ac.ug/support-and-training/freshers-joining-instructions

MUELE

Call us : (414) 531343/437 (DICTS) ✉ E-mail : elearning@mak.ac.ug

MAKERERE UNIVERSITY
E-LEARNING ENVIRONMENT

▶ Your email is needed to create a MUELE(E-LEARNING PLATFORM) account. The URL link is https://muele.mak.ac.ug

▶ You can also download the MUELE App via Android only

▶ You can also download the MUELE APP in Google play store (it works well just like the browser)

▶ MUELE (Students) How to enroll into a Course

https://www.youtube.com/watch?v=aBgoILE9k8k

Knowledge Base (answers.mak.ac.ug)

We have a KNOWLEDGE BASE (https://answers.mak.ac.ug/)

This is where you can get more documentation about ICT guidelines, services, etc.

https://answers.mak.ac.ug/support-and-training/student-tutorial-accessing-and-using-muele)

Main Makerere Website: https://mak.ac.ug/

DICTS Website: https://dicts.mak.ac.ug/

COLLEGE WEBSITES e.g cedat.mak.ac.ug, chs.mak.ac.ug, chuss.mak.ac.ug, etc.

LIBRARY SERVICE – mulib.mak.ac.ug

ACMIS Student Portal Link

https://myportal.mak.ac.ug/ or
https://student.mak.ac.ug/

Video Links to support students (https://dicts.mak.ac.ug/articles/video-links-help-students-acmis-student-portal)

▶ **1. An OVERVIEW of the Mak Student's Portal** https://youtu.be/xKdjBasIF28

▶ **2. How To Activate Your Mak Student's Portal** https://youtu.be/7KisJ4FoTnk

▶ **3. How To Enroll & Register As Normal Progress Student (Without Retakes)** https://youtu.be/C7rBYCVhfro

▶ **4. How to Enroll & Register With Retakes For A Previous Semester** https://youtu.be/l0AwTODx3IY

▶ **5. How To Allocate Tuition That Was Paid & Isn't Reflecting** https://youtu.be/tJimvIIMQXI

▶ **6. How To Enroll and Register for A Retake After Final Year** https://youtu.be/xJNl4puKYas

▶ **7. How To Make Future Payments/Fees Deposits** https://youtu.be/tvfXj22ahSs

How To Make Payments Like Tuition, Functional fees, etc.

▶ To be able to pay Tuition everyone will have activated their account.

▶ Within your account, you will be able to generate your Payment Reference Number(PRN). It is this number that is used to pay in the Bank, Mobile money and through VISA.

▶ Link: How To Pay Via Mobile Money

   ▶ https://dicts.mak.ac.ug/articles/acmis-user-guide-make-paymentstuition-application-fees-and-others-ura-using-mobile-money

▶ Link: How To Pay via VISA

   ▶ https://dicts.mak.ac.ug/articles/how-make-payments-visamaster-card-ura

Common Problems Faced With ACMIS(Students Portal)

- Wrong Biodata (e.g. wrong name, wrong date of birth, wrong phone number)
- Wrong Academic Year
- Wrong Billing
- Not Able To See Marks
- Invalid username
- No Tuition context
- Wrong course code/course unit
- Core course units(presented as normal or elective) etc.

Cyber Security

Cybersecurity is the practice of protecting systems, networks, and programs from digital attacks. These cyberattacks are usually aimed at accessing, changing, or destroying sensitive information; extorting money from users; or interrupting normal business processes

- Cisco

Benefits of Cybersecurity

What are the benefits of cybersecurity?

▶ The benefits of implementing and maintaining cybersecurity practices include:

- ▶ Business protection against cyberattacks and data breaches.

- ▶ Protection for data and networks.

- ▶ Prevention of unauthorized user access.

- ▶ Improved recovery time after a breach.

- ▶ Protection for end users and endpoint devices.

- ▶ Regulatory compliance. Etc. source (Tech Target)

CYBERSECURITY

- We encourage students not to share their email addresses and passwords to their student accounts to anyone. *If any breach happens, it will affect you at a personal level and also affect our network if malicious software is installed.*

- Do not download attachments or click links without verifying the source

- Avoid visiting unsecure sites(http://) they can be full of viruses(malware) once your computer is affected, it can affect our network. Only visit sites with (https://) – they are secure

- Ensure you have an up to date computer and that you are running an Antivirus

- Do not create social media accounts using the University email

- While using social media, use it responsibly, mind what you post, whatever you post creates a digital footprint – such information can be used for or against you.

- For continuous ICT security awareness information follow us on twitter and read information from https://answers.mak.ac.ug/

Examples of Fake links

Examples of Fake links

Don't Be a VICTIM
India PM Twitter account was hacked into & the message below posted

YouTube Channel

END

► THANK YOU

► #LetsBuildForTheFuture

► Any Questions

► @DICTSMakerere, follow @MakerereAR

► @MakDICTS