



MAKERERE UNIVERSITY
Leveraging 100 years of Excellence
in Building a Transformed Society

WE ARE
CELEBRATING OUR **100TH**
ANNIVERSARY

ALL YEAR LONG

#MakerereAt100 | www.100.mak.ac.ug | [Twitter](#) | [Instagram](#) | @Makerere



FRESHER'S ORIENTATION 2022

Presentation by END USER SUPPORT UNIT(DICTS)

Prepared by: Arthur Moses Opio

@ArthurKmo

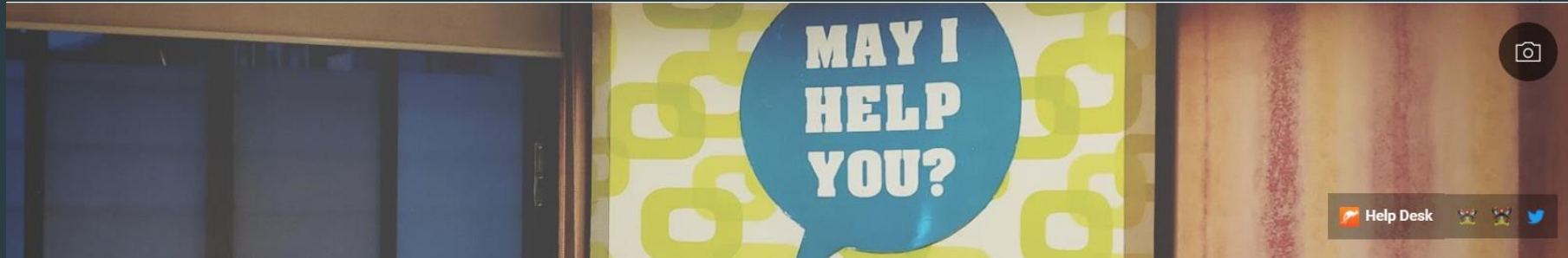
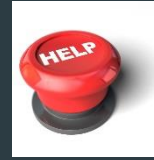
Directorate for ICT Support(DICTS)



MAKERERE UNIVERSITY

- ▶ **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



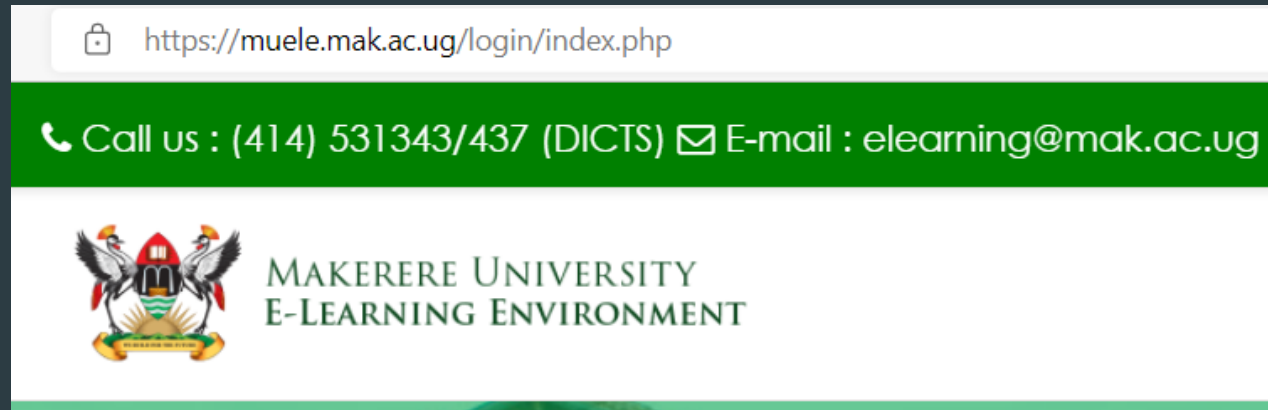
- ▶ **Email:** helpme@dicts.mak.ac.ug and ictsupport@mak.ac.ug
- ▶ **Ticketing System:** Log a ticket via <https://support.mak.ac.ug>
- ▶ **Twitter:** @DICTSMakerere
- ▶ **Facebook:** @MakDICTS
- ▶ **YouTube:** Directorate for ICT Support - Makerere University (Please subscribe to get alerts of How-To Videos <https://www.youtube.com/channel/UC8Fp0nXgVj8NEmBhlf404bA>)

Useful Links



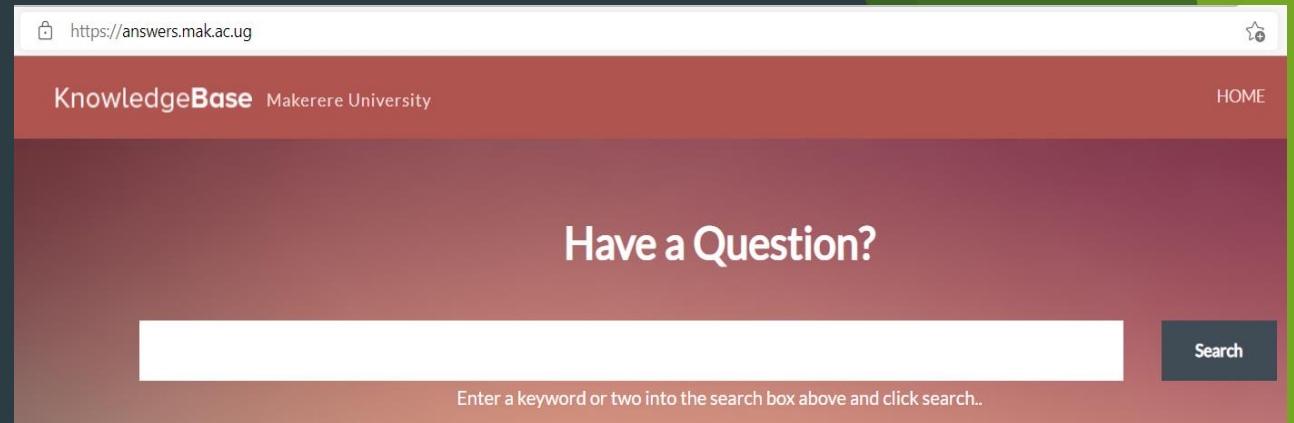
1. You will need email addresses(This can be created via a self service portal <https://sso.mak.ac.ug>
 1. VIDEO: How To Create your email <https://youtu.be/zdJzGQP3eLI>
 2. Your email will help you access other services like MAKAIR, Research journals, MUELE, etc.
2. You can do password recovery via 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



- ▶ 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/xKdjBaslF28>
- ▶ 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/tJimvllMQXI>
- ▶ 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

fb.pgeveriviedsupprts01.my.id/confirm-account/

↑

Sham link that will steal, credentials, Do not enter any of your details



Email

Password

Birthday

dd/mm/yyyy

Continue with Facebook

All

1 Email Password Expired.

2 From Server Notification <bbeer@online.nl>

Date Today 02:48

t [redacted] ric

Hello ,

The password for [redacted]@gendermainstreaming.mak.ac.ug expires in a few days 3

You can change your password or continue to use the current password.

4 Keep the same password

Web-Mail Support.

DICTS won't communicate this way.

Don't Be a VICTIM

India PM Twitter account was hacked into & the message below posted



YouTube Channel

The screenshot shows the YouTube channel page for the Directorate for ICT Support at Makerere University. The channel has 506 subscribers. The main video is titled "How To Activate Your Mak Student's Portal(ACMIS) #ACMIS #..." with 1,390 views, posted 1 month ago. Below it, there is a section for "Uploads" with a "PLAY ALL" button and a carousel of five video thumbnails. The left sidebar shows navigation options like Home, Explore, Subscriptions, Library, History, Your videos, Watch later, and Makerere Student's P... The top navigation bar includes the YouTube logo, a search bar, and various utility icons.

Home

Explore

Subscriptions

Library

History

Your videos

Watch later

Makerere Student's P...

Show more

SUBSCRIPTIONS

- Bethel Music
- Cristi Vlad
- Makerere University E...
- Coffee with Robert K...
- Browse channels

Search

Directorate for ICT Support - Makerere University

506 subscribers

CUSTOMIZE CHANNEL

MANAGE VIDEOS

HOME

VIDEOS

PLAYLISTS

CHANNELS

ABOUT

How To Activate Your Mak Student's Port...

1,390 views • 1 month ago

The new Academic Management Information System (ACMIS) was locally developed through government support by teams from DICTS-Makerere, COCIS, DICTS-Kyambogo University and some external participants and has replaced the AIMS systems whose support from government ended on the 30th June 2021.

The ACMIS system, was adopted by all Vice Chancellors of ...

READ MORE

Uploads

PLAY ALL

How To Make Future Payments/Fees Deposits...

72 views • 2 days ago

How To Enroll and Register for A Retake After Final Yea...

102 views • 2 weeks ago

How To Allocate Tuition That Was Paid & Isn't Reflecting...

818 views • 1 month ago

How to Enroll & Register With Retakes For A Previous...

762 views • 1 month ago

How To Enroll & Register As Normal Progress Student...

1K views • 1 month ago

END

▶ THANK YOU

▶ #LetsBuildForTheFuture

▶ Any Questions



▶  @DICTSMakerere, follow @MakerereAR

▶  @MakDICTS