

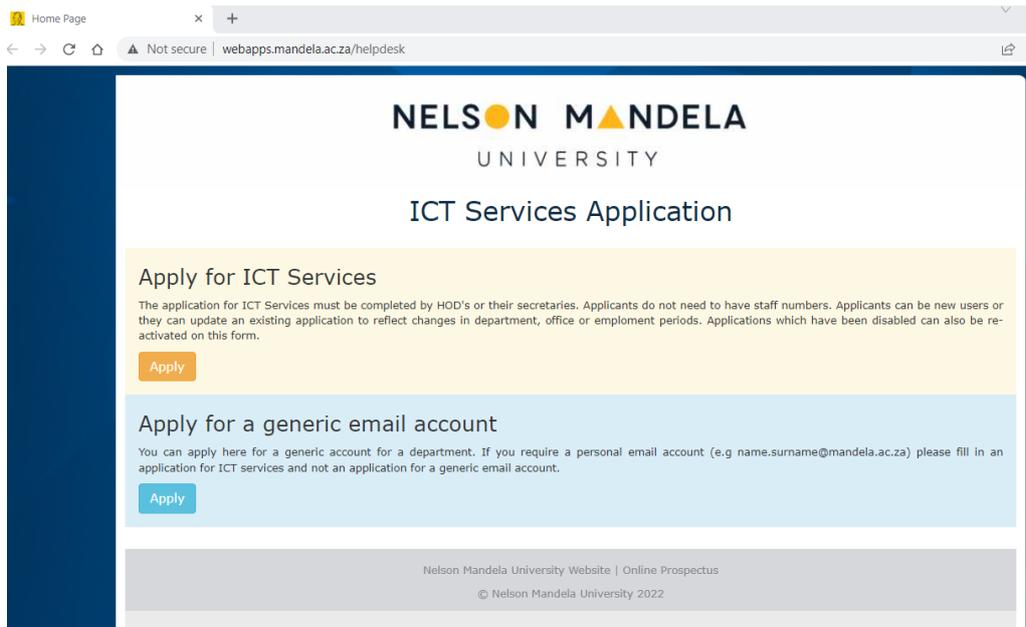
ICT Services Applications

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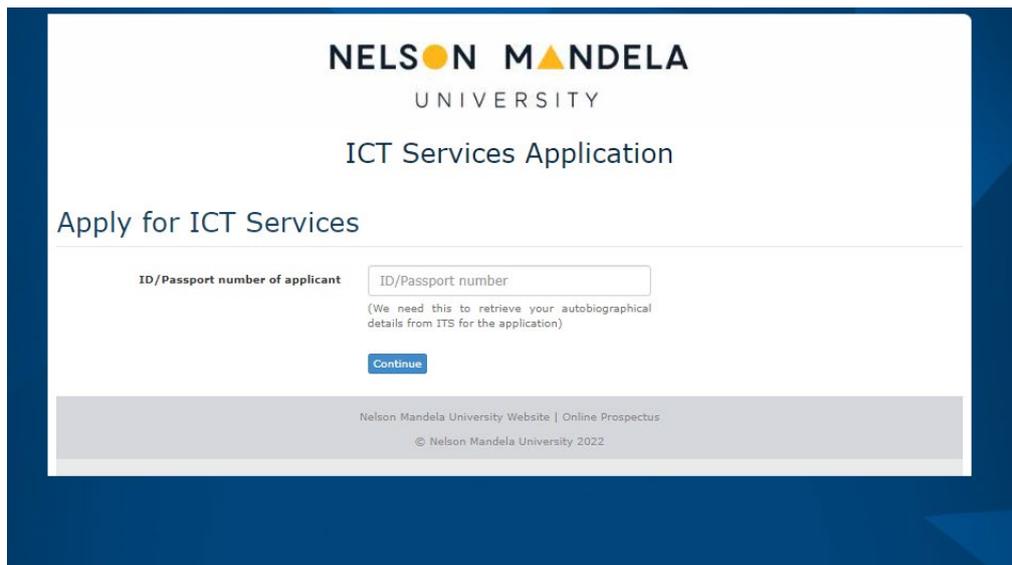
APPLY FOR A NEW USER ACCOUNT

1. Make sure you have an **ACTIVE ITS contract**.
 - It is an audit rule that there must be an active ITS contract before ICT can create an AD account.
2. You can find the **ICT Services Application form** on the staff portal (*Yellow Block > ICT Tab > Apply for ICT services*) or follow this link: <http://webapps.mandela.ac.za/helpdesk>
3. Click “*Apply*” on the Apply for ICT Services section option.



The screenshot shows a web browser window with the URL webapps.mandela.ac.za/helpdesk. The page features the Nelson Mandela University logo at the top, followed by the heading "ICT Services Application". Below this, there are two main sections: "Apply for ICT Services" and "Apply for a generic email account". The "Apply for ICT Services" section includes a yellow background and an orange "Apply" button. The "Apply for a generic email account" section has a light blue background and a blue "Apply" button. At the bottom of the page, there is a footer with the text "Nelson Mandela University Website | Online Prospectus" and "© Nelson Mandela University 2022".

4. Here you need to enter the **new staff members** ID number.



The screenshot shows the "Apply for ICT Services" section of the application form. It features the Nelson Mandela University logo at the top, followed by the heading "ICT Services Application". Below this, there is a section titled "Apply for ICT Services" with a white background. This section contains a form with a label "ID/Passport number of applicant" and a text input field labeled "ID/Passport number". Below the input field, there is a note: "(We need this to retrieve your autobiographical details from ITS for the application)". A blue "Continue" button is positioned below the input field. At the bottom of the page, there is a footer with the text "Nelson Mandela University Website | Online Prospectus" and "© Nelson Mandela University 2022".

5. Complete all the required fields on the ICT Services Application form.

The screenshot shows the 'Employee Details' section of the ICT Services Application form. At the top, the Nelson Mandela University logo is displayed, followed by the title 'ICT Services Application'. Below this, the section is titled 'ICT Services' and 'Employee Details'. The form contains several input fields: 'Identity number or Passport number' with the value '00000000000000'; 'Title' with a dropdown menu showing 'Mr'; 'Initials', 'Firstname', and 'Surname' as empty text boxes; and 'Country' with a dropdown menu showing 'South Africa'. Below the 'Employee Details' section is the 'Employment Details' section, which includes 'Staff number (not required)', 'Senior's staff number', and 'Department' (a dropdown menu with the placeholder text 'Search for a department name or code'). A small note at the bottom of the form states: 'If you change departments, don't forget to change all your cost centers'.

NB!! You must update the dates and select the option: *“I need a Windows Login and email account”* when requesting for a new staff member account.

The screenshot shows the 'Windows Login and email account' section of the form. It features a heading 'Windows Login and email account' and a section titled 'AD Username'. Below this, there are three radio button options: 'I need a Windows Login and email account' (which is selected), 'I need my Windows Login and email account to be re-activated', and 'I already have a Windows Login and email account'.

6. Submit Your form.

This will log a case for ICT to create the account.

We advise you make new account requests well in advance, to avoid any delays.

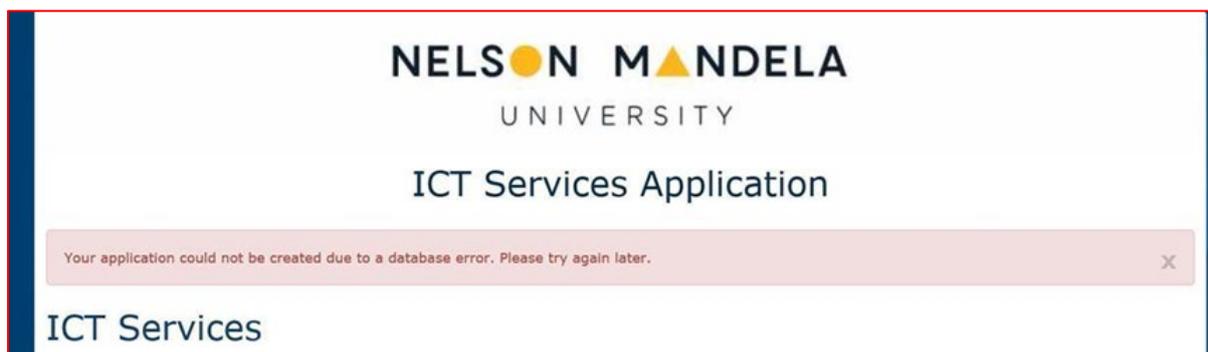
Errors you might encounter:

1. **“Database error”**

This error means that the users’ contract has not started yet. E.g., if you apply for ICT services on the 30th of January 2022 but the contract starts on the 1st of February 2022, you will get the database error (see screenshot below).

2. In this instance, you can remove the staff number and enter it on the comments section of the form. **You must do this so that ICT can verify the contract details.**

3. We also advise you remove the ITS request if you have selected this option. You can reapply for it once the contract has started. Unfortunately, ITS works based on the contract dates.



APPLY TO REACTIVATE A STAFF MEMBERS ACCOUNT

This option is used when a new contract has been awarded or a staff member has returned to the University.

1. Make sure you have an **ACTIVE ITS contract**.
 - a. It is an audit rule that there must be an active ITS contract before ICT can create an AD account.
2. You can find the **ICT Services Application form** on the staff portal (*Yellow Block > ICT Tab > Apply for ICT services*) or follow this link:
<http://webapps.mandela.ac.za/helpdesk>
3. Click “Apply” on the Apply for ICT Services section.
4. Update the form details and make sure you enter the correct start and end dates.
5. Select the option “*I need my Windows Login and email account to be re-activated*” as illustrated below.

Windows Login and email account

AD Username

I need a Windows Login and email account

I need my Windows Login and email account to be re-activated

I already have a Windows Login and email account

Enter username

Nelson Mandela University Email address

6. Submit the form.

Once submitted, ICT will receive a request to re-activate the staff account.