

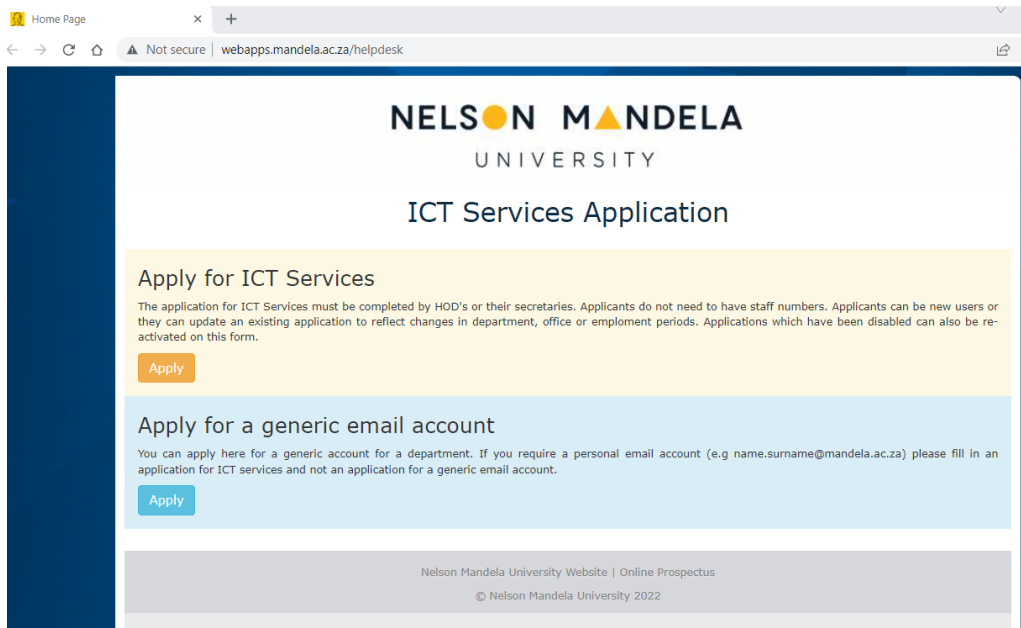
# ICT Services Applications

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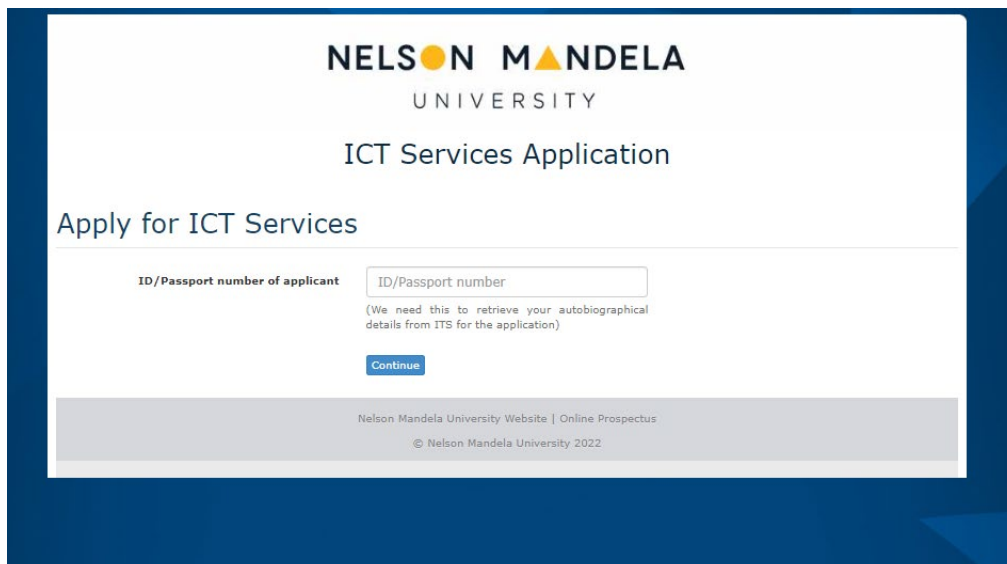
## APPLY FOR A NEW USER ACCOUNT

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](http://webapps.mandela.ac.za/helpdesk). The page features the Nelson Mandela University logo and the title "ICT Services Application". Below the title, there are two main sections: "Apply for ICT Services" and "Apply for a generic email account". The "Apply for ICT Services" section includes a description of the application process and an orange "Apply" button. The "Apply for a generic email account" section includes a description of the application process 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 includes a text input field labeled "ID/Passport number of applicant" with a placeholder "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 located 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 is the Nelson Mandela University logo. Below it, the title 'ICT Services Application' is centered. The section is titled 'Employee Details'. It contains several input fields: 'Identity number or Passport number' with the value '00000000000000', 'Title' with a dropdown menu showing 'Mr', 'Initials', 'Firstname', 'Surname', and 'Country' with a dropdown menu showing 'South Africa'. Below this is the 'Employment Details' section, which includes 'Staff number (not required)', 'Senior's staff number', and 'Department' with a search dropdown. A note at the bottom 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. It has a title 'Windows Login and email account' and a label 'AD Username'. Below the label 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.

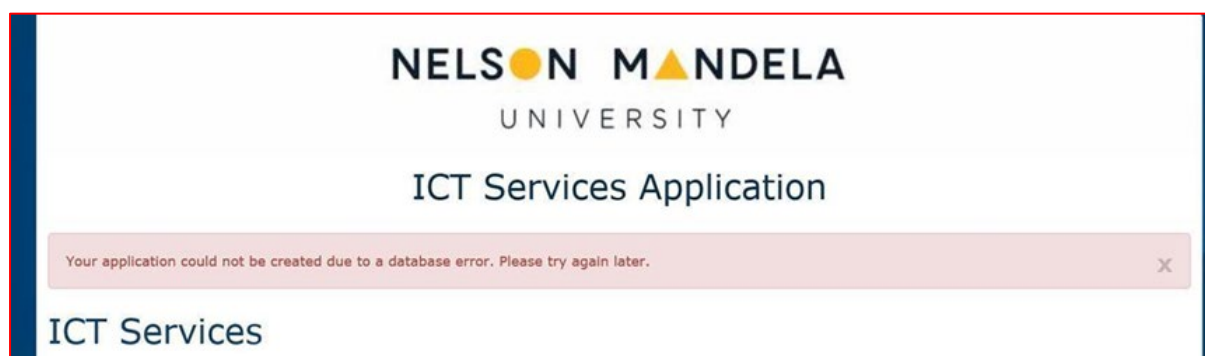
We advise you make new account requests well in advance, to avoid any delays.

### 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 30<sup>th</sup> of January 2022 but the contract starts on the 1<sup>st</sup> 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.