Getting connected - student card, computer and network registration:

- You may only register for your student card and computer facilities once you have completed your academic registration.

- You will need your student card for various purposes, so always carry it with you while on campus. Once you have registered, visit the applicable venue below. You will be asked for proof of registration and outstanding fees payment, and will then be issued with your card. Click **here** for dates and venues for issuing student cards.

- You register in your respective computer user area (these are clustered according to faculty) by presenting your student card to the staff member on duty.

- Departmental Bursary holders should please consult their home department regarding network registration as some departments will make provision for your network registration in the department. Do not register in a computer user area unnecessarily - it will cost extra.

For network registration please send an email to helpinfo@sun.ac.za.

Information and Communication Technology Services - Information Technology HUB

The ITHUB is Information Technology's help desk located on the central Stellenbosch campus. ITHUB primarily focuses on services for undergraduates, postgraduates, international students, and visitors. To ensure you can access the University network, help with the configuration, repair, and setup devices. Visit the website: infoteg.sun.ac.za/contact.htm

ITHUB
Entrance under the bridge on the Rooi Plein, Administration Block A, Stellenbosch campus.

Monday to Friday: 08:00 – 16:15 (excluding public holidays).

Email: ithub@sun.ac.za | Tel: 021 808 9289 | infoteg.sun.ac.za/contact.htm.

FAQs

1. How do I log a request?
If you need assistance with your device, for example installing software, antivirus scans, connecting to the network, etc. you can request assistance online by logging a request at servicedesk.sun.ac.za.

2. How do I access eduroam Wi-Fi?
To register your device for the SU Wi-Fi network see instructions in the SU self- registration guide (http://infoteg. sun.ac.za/netcon/eduroam.htm). Each device must be registered on its own and you can register up to 5 devices on the SU Wi-Fi network. Once your device is registered, select the eduroam network on your device's Wi-Fi settings.

3. How do I reset my password?

You can change your password at www.sun.ac.za/password. Keep in mind that if you forgot your password and would like to reset it, your contact details (alternative email address and cell number) must be up to date.

4. How do I load printing and internet credits?

You can load your credit at www.sun.ac.za/useradm.

5. How do I access SUNLearn?

SUNLearn is Stellenbosch University's Learning Management system which enables faculties and departments to share information and resources with students enrolled for a particular module or degree course. Go to learn.sun.ac.za and sign on with your student number and password. If you think that you need to follow a user guide, click on 'Student Training and Support'. There are resources available for each feature of SUNLearn. Once you are

logged in, you will be able to view your 'Dashboard' which displays all of the modules that you have access to. If you do not have access to your faculty's SUNLearn module, you can contact your department's administrator or a lecturer to request access.

If you do not have access to the Postgraduate Skills Development Programme's SUNLearn module, you can contact pgskills@sun.ac.za to request access.

For any queries or issues, the SUNLearn support team can be reached at https://learnhelp.sun.ac.za or email learn@sun.ac.za, alternatively
call 021 808 2222 (during office hours: 08:00-16:30).

Log a call via the IT service catalogue

http://infoteg.sun.ac.za