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UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

Department for Education Innovation

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Kgomo ya Tlhwatlhlophelo ya Thuto

2024

Student Orientation

User manual for the UP Portal, student
email, clickUP tools and Turnitin

www.up.ac.za

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Welcome

Welcome to the University of Pretoria (UP). Your classroom experience is extended and supported by an online classroom called clickUP. clickUP is the in-house name for the Learning Management System used at UP. The commercial name is Blackboard. In this document, we will explain the following:

- How to create a password
- How to login to the UP Portal
- How to access clickUP
- The navigation in clickUP
- Setting up your Blackboard Profile
- Where to find help

This document contains explanations on how the UP online environment works. Keep it in a safe place. You might need to look at it again later!

Online systems and support

At UP the following online systems are used:

System	URL (website link)	What is it used for?	Where to get help?
UP Portal	www.up.ac.za	Administration, for example: access to email, finances, course registration, parking application (postgraduate students only), final results.	Contact (012) 420 3111 for the admin enquiries on the UP Student Centre.
clickUP	https://clickup.up.ac.za/	Accessing your online classroom for each module that you are registered for. Depending on what your lecturers use clickUP for, you can find your class notes, study guides and progress marks here.	Online helpsite: http://eduvation.up.ac.za/students
			To reset UP PORTAL passwords and get student clickUP support contact the relevant helpdesk (choose the <i>campus</i> where you are primarily an enrolled student):
			Hatfield students: studenthelp@up.ac.za Tel: (012) 420 3837 Prinshof (Health Sciences) students: i. To reset UP Portal passwords (i.e. If you are unable to log in to the portal): 012 356 3283 Loraine v Wyk HW Snyman 6-22

System	URL (website link)	What is it used for?	Where to get help?
			<p>ii. Prinshof (Health Sciences) students use the clickUP Helpdesk for all clickUP related enquiries: esupport.health@up.ac.za</p>
			<p>Groenkloof (Education) students: studenthelp@up.ac.za Tel: 012 420 3837</p>
			<p>Onderstepoort (Veterinary Science) students: Dewald Maartens Open Labs Tel: 012 529 8044</p>
Library	www.library.up.ac.za	Accessing journal articles and renewing your books on loan online. Also, searching the catalogue and requesting books and articles from other libraries.	Library counters, or: Hatfield: 012 420 2235 Prinshof: 012 356 3283 Groenkloof: 012 420 3659 Onderstepoort: 012 529 8227
Wi-Fi	http://www.up.ac.za/up-wireless-network	FREE wireless Internet access on campus in and around certain buildings.	upwireless@up.ac.za

System	URL (website link)	What is it used for?	Where to get help?
Turnitin	In clickUP modules where this assignment tool is used.	Grading assignments electronically and to check assignments for plagiarism.	http://eduvation.up.ac.za/students Click on the Turnitin assignments link, or search for Turnitin in the search bar.

Table 1: UP online systems

First time login to UP Portal

If you have never used the UP systems before, you will first have to go to the UP Portal to create your password.

i Please note that you must be registered (with registration fees paid as applicable) to get full access to these systems. During your first year's registration at UP you receive a:

- Student number – **starting with a lower-case u**, followed by **8 digits** (for example, u12345678). This number also appears on your student card.
- Student email address (administered through GMail). Your default UP email will look like this: studentnumber@tuks.co.za (for example, u12345678@tuks.co.za)
- Refer to module 2 on how to set this email up.

i **Clever tip:** Knowing your student number off by heart makes administrative processes easier – you will be required to write this number on numerous forms and tests. It can also make it easier to remember your student email address.

Always keep your student card on you when you visit the campus, **especially when writing exams**. Without it, you may be refused entrance. You will use your student card to swipe in at turnstile gates on campus, access some of the buildings (IT labs, library), get student discounts (at participating retailers off campus) and use it to check out books from the library.

To access the UP portal you need:

- Access to the Internet (there is free access on campus in the computer labs and library).
- An Internet Browser: e.g. **Firefox** or **Chrome** (latest versions).



- **Do NOT use Internet Explorer.**



To log onto the UP Portal

1. Open your browser (Firefox or Chrome)
2. In the address bar, type the URL for the University of Pretoria's home page:

<http://www.up.ac.za>.

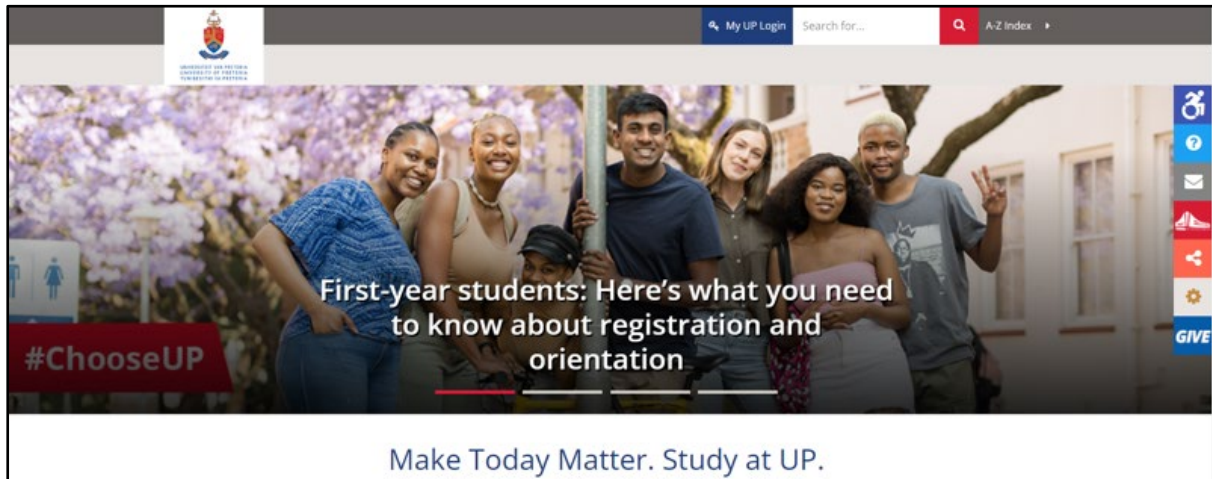


Figure 1 The UP website Home Page

3. Click on the **My UP Login** button (at the top of the page)

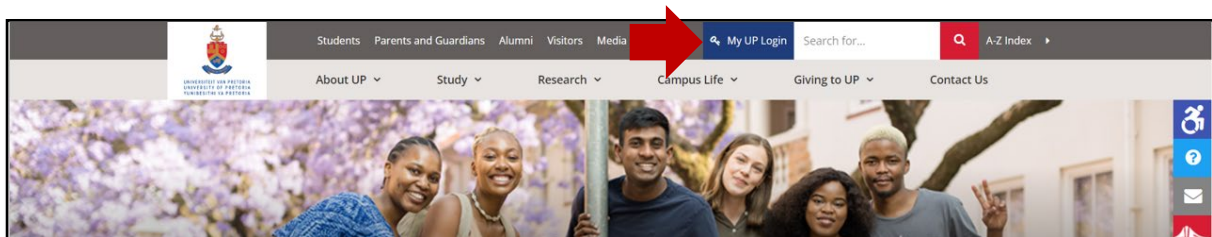


Figure 2 My UP Login – button

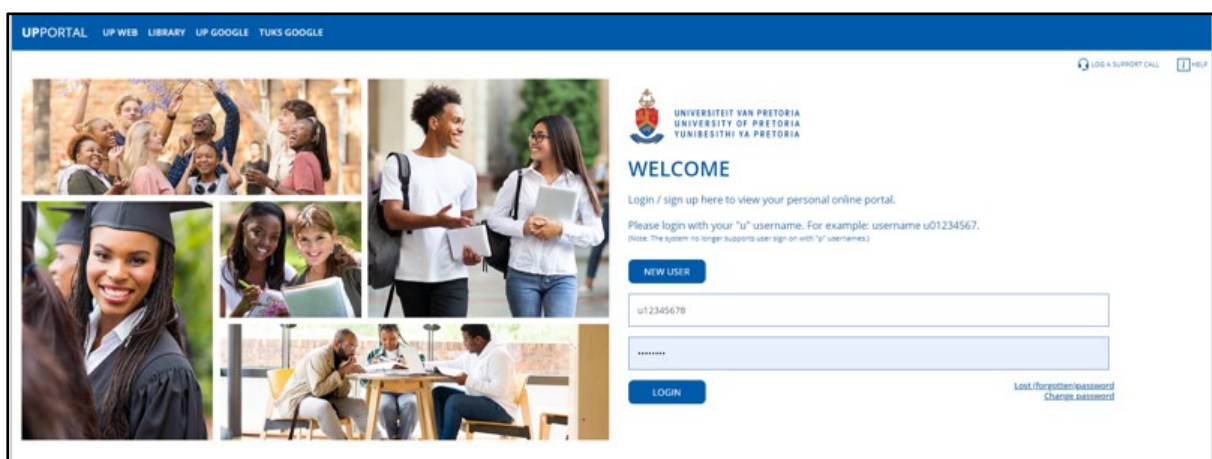


Figure 3 UP Portal login page

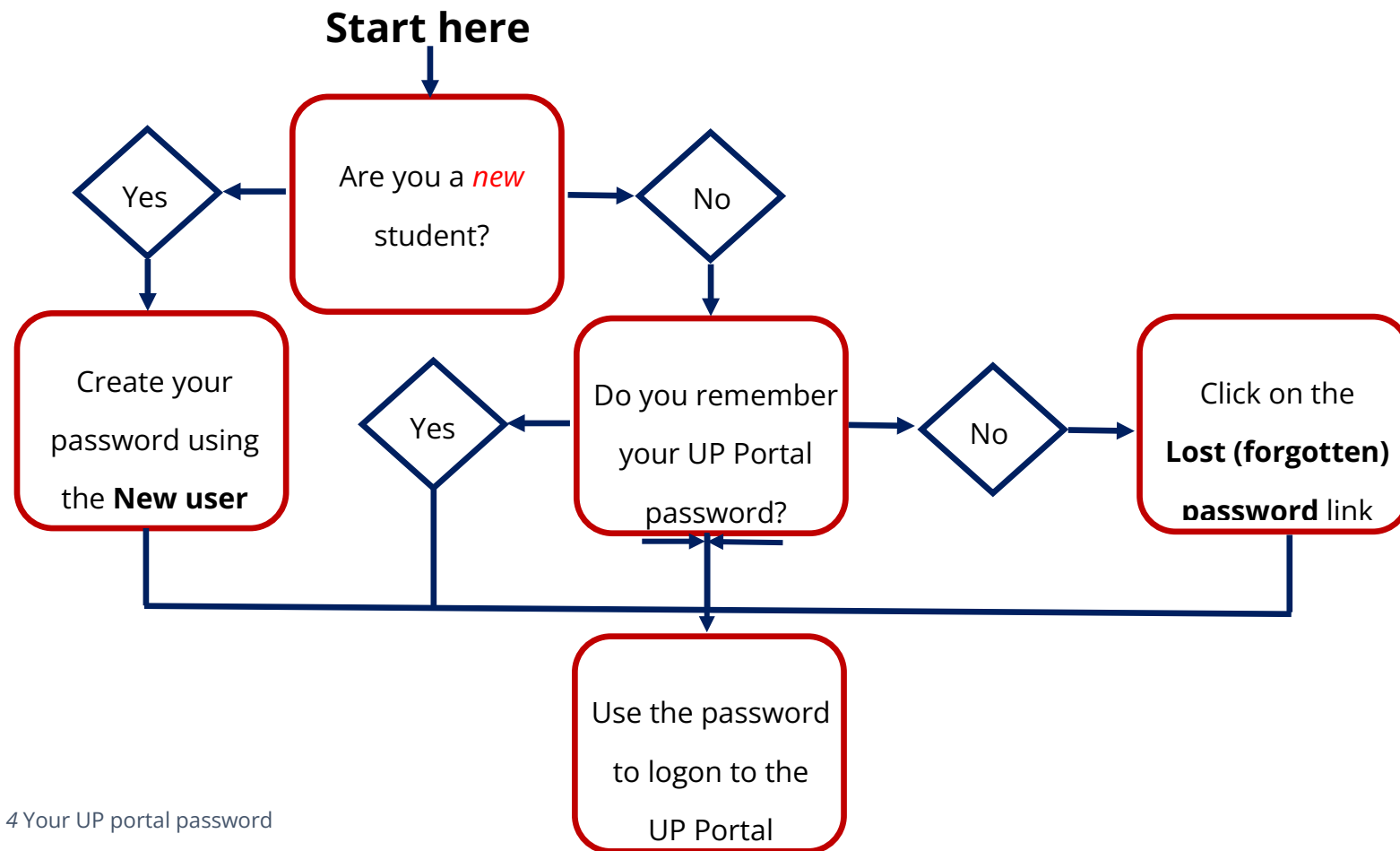


Figure 4 Your UP portal password

* The system will take you through the steps for creating security questions and to set up your password. Read the steps and information (on passwords and browsers) carefully. Once your security questions and password are set up, you can log in.

4. Log into the **UP Student Portal** using your **username (u12345678)**. If you are a new user or you forgot your password, look at the diagram (Figure 4: Your UP Portal Password) on the previous page to decide which options to click on.
5. If you are logging in for the first time, click on the **New user** link. The system will take you through the steps for creating security questions and to set up your password. Read the steps and information (on passwords and browsers) carefully.

Once your security questions and password are set up, you can log in. The Student Portal will display.

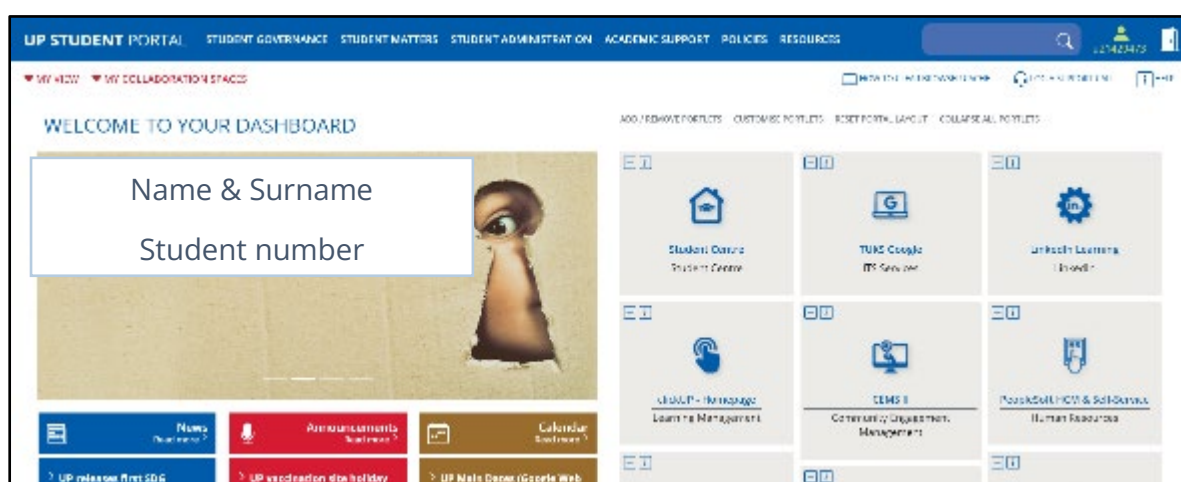


Figure 5 Student Portal

Most of these portlets (blocks) can be moved around to customise the screen according to your needs.

i **NOTE:** You use the same password for the UP Portal, clickUP, the Library and for connecting your own devices to the Wi-Fi on campus. When you change your password on the UP Portal, it is automatically changed for clickUP. However, you must log in again manually on your mobile device whenever you have changed your password.

Login to the UP Portal

To log onto the UP Portal

1. Open your browser (Firefox or Chrome).
2. In the address bar, type the URL for the University of Pretoria's home page:
www.up.ac.za.
3. Click on **My UP Login** (at the top of the page)
4. Log into the **UP Student Portal** using your **username (u12345678)**.

i

If you are unable to log in:

Contact the relevant IT Student Helpdesk during office hours to reset your UP Portal password

See p. 4 and 5

The Portal will display. The page is roughly divided into 3 columns. Each column contains a number of portlets (blocks).

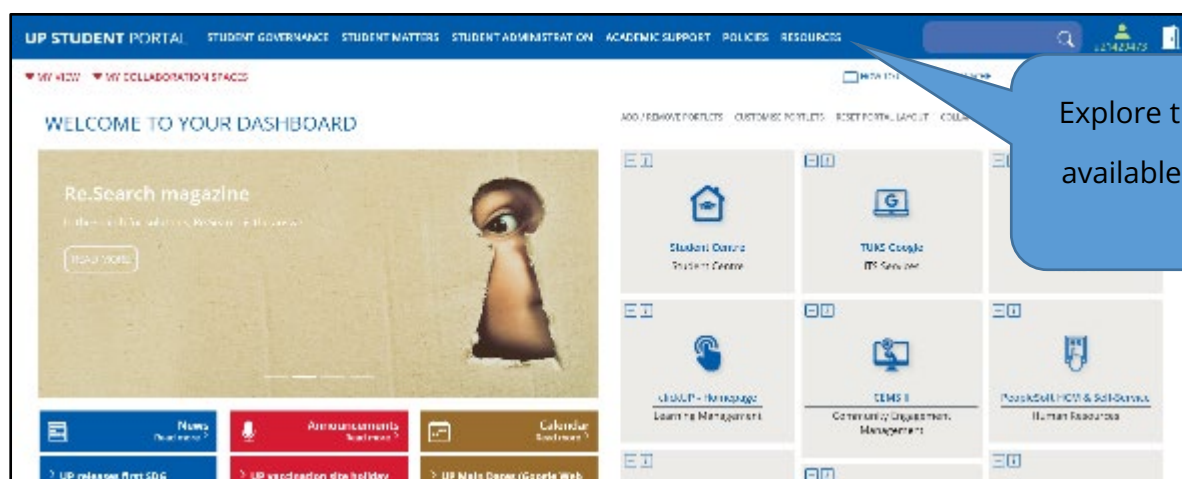


Figure 6: Student Portal

On this page you have access to a lot of information, such as student email, study financing, your clickUP modules, etc. Notice that there is a quick view area where you can see if you have any unread emails. Let us look at the most important portlets.

This is the clickUP portlet:

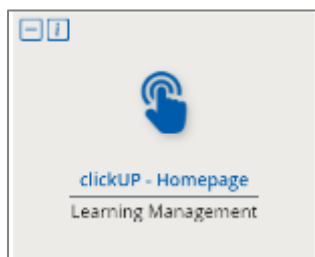


Figure 7 clickUP portlet

Click on the clickUP Home page link to access clickUP (your online classrooms).

i **NOTE:** When you click on this link, the clickUP Home Page will open. There might be a few modules that you did not register for, for example, the UPO module.

Another important section is the UP Gmail portlets.

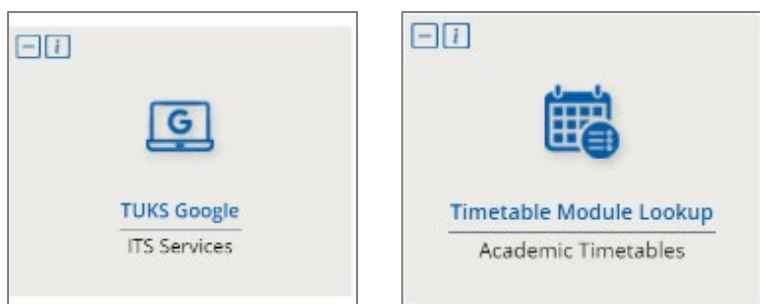


Figure 8 UP Gmail and Timetables portlets

Click on the TUKS Google link to access your student email from the Portal.

The **Student Centre** link will take you to your online administration and academic pages.

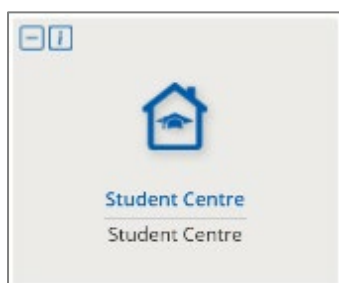


Figure 9 Student Centre portlet

In the **Student Centre** portlet, the link takes you to the **UP Student Centre self-service** page. Options are displayed in a tiled format.

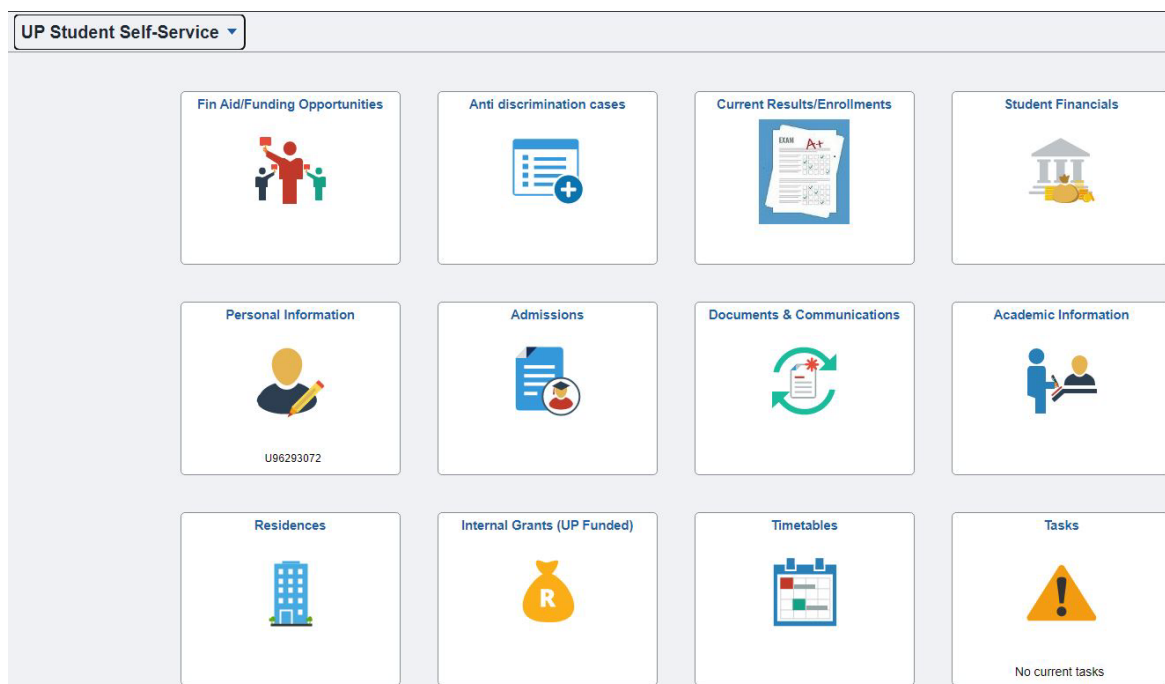


Figure 10 UP Student Self-Service

Here you will find your academic record, final marks for modules - amongst other things.



1. In the **Current results / Enrolments** page, you can click on **Print/View Academic Record** to view your final marks at the end of a semester/year.

Figure 11 Current results/ Enrolments tile



2. In the **Personal & Contact Information** tile you will be able to see what the **Addresses**, contact numbers etc. are that is captured on the system.

Figure 12 Personal & Contact Information tile

UP Student Self-Service		Profile
ID [Redacted]		
Personal Details	Personal Details	
Addresses	Date of Birth	
Email/Phone	Gender	
Financial email addresses	Names	
Set Google Email Alias	<div>+</div> <div>Name</div> <div>Ms</div>	

3. Open the pages one-by-one and make sure that your contact information is correct on each of them. Most important is the email address page, since this is where you will see where your student emails are sent to.

Figure 13 Profile information

If any information is incorrect you must go to the Student Administration office or email: graduation@up.ac.za (Subject = Name Query) to change it. Once you start studying at postgraduate level, you can add more addresses here to receive your communications at more than one address.

3 methods to log into clickUP

There are three ways to navigate to clickUP:

- Method 1: Through the UP Portal
- Method 2: Directly through the clickUP URL
- Method 3: Through the Blackboard mobile app

Method 1:

1. Go to the UP Home Page.
2. Click on **My UP Login**.

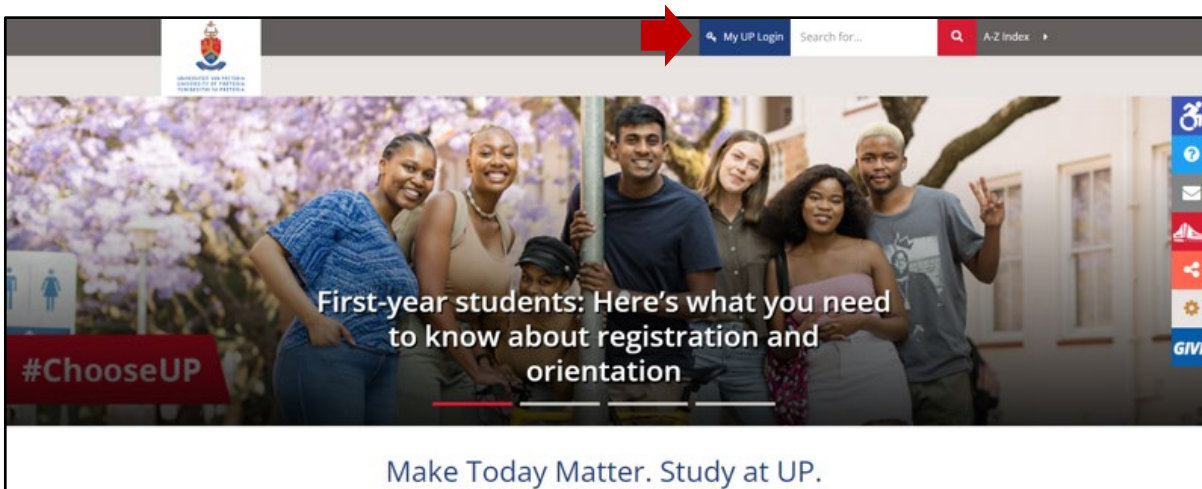


Figure 14 My UP Login button

3. Login using your Portal username and password.

If this is your first time that you use this login screen – click on the **New user** button:

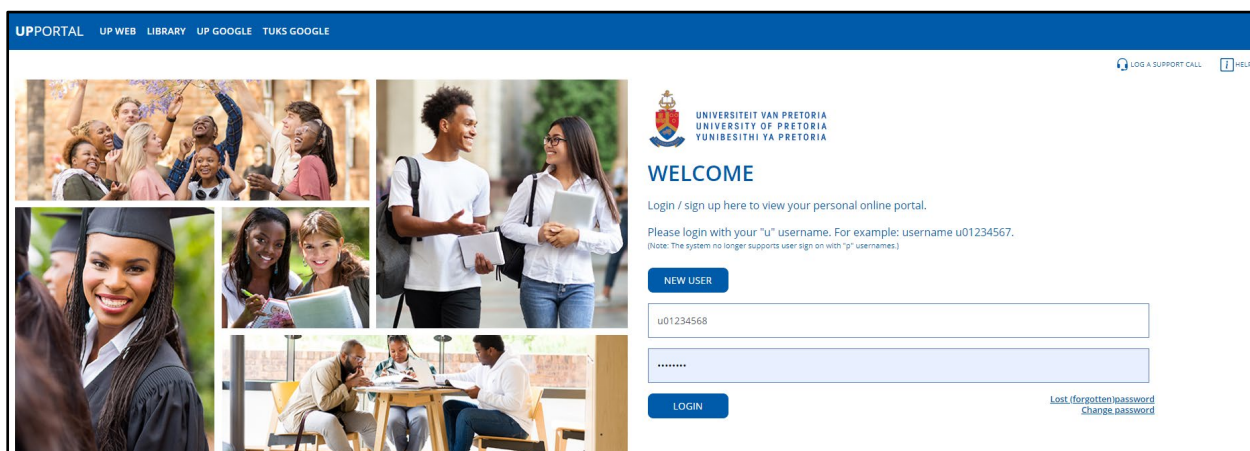


Figure 15 Login page

Follow the prompts to set up security questions and a password.

Your username is **u**, followed by your **student number** on your student card (for example, u12345678). The **first time** you log in, you will **use your ID number as a password**. From then on, when you log in, you will use your own password.

It is preferable that you choose a password that contains a capital letter, a symbol and a number. Do not share your password with anyone, or they might be able to access your account!

4. Click on the **clickUP Homepage** link.

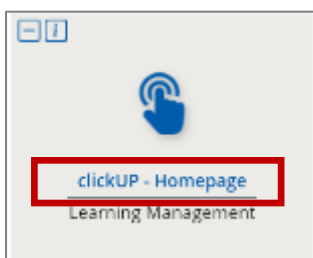
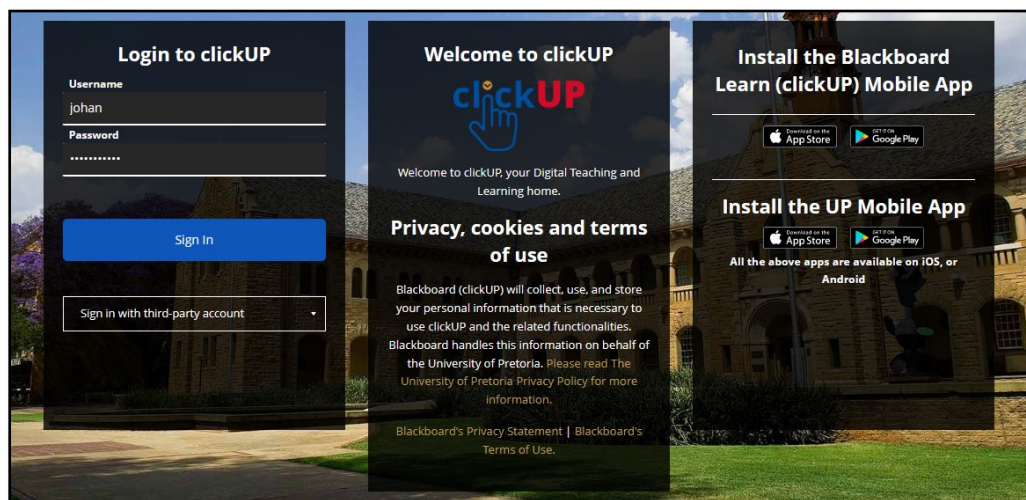


Figure 16 clickUP home page link

Method 2: (Quickest login method!)

1. Go directly to <https://clickup.up.ac.za/>
2. Log in using your UP Portal username and password.



Method 3: Blackboard mobile applications



You can also access clickUP from **most** mobile devices (tablets, smartphones etc.):

1. Go to the **App Store**, or **Play Store**.
2. Search for **Blackboard**
3. Install the app.
4. Search for your school: **clickUP** or **University of Pretoria**.
5. Login using your Portal username and password.

Navigate in clickUP

From the moment you log in, you have access to core features in the menu where your name appears. At the top of the Menu, you can click on the icon “clickUP Help” to navigate to the Help page.



Figure 18 clickUP Help icon

Courses – your Modules

clickUP will open to a list of your modules. You can access the list again by clicking on the Courses link on the menu. Use the different functions to personalise your course list.

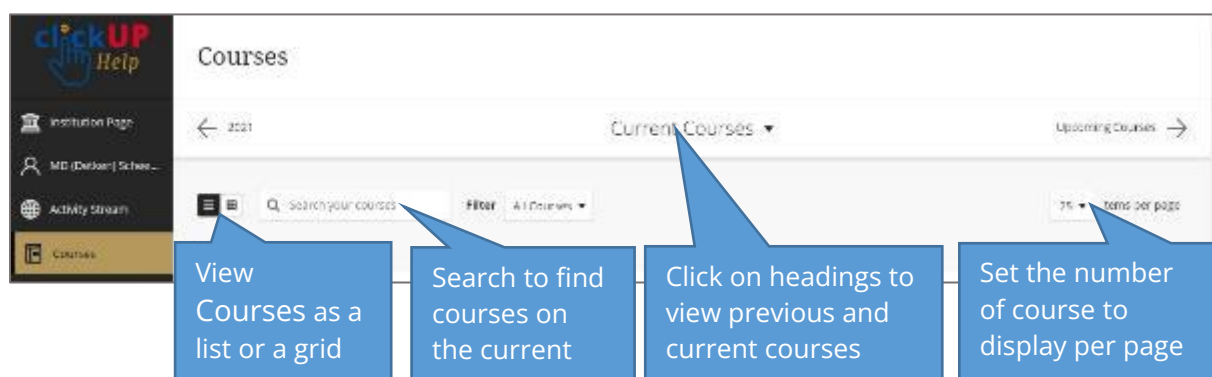


Figure 19 Course view settings

Each course card lists the course ID, course title, and instructor. If your course has multiple instructors, select Multiple Instructors for a list. Select More info to see the description and schedule, if added.

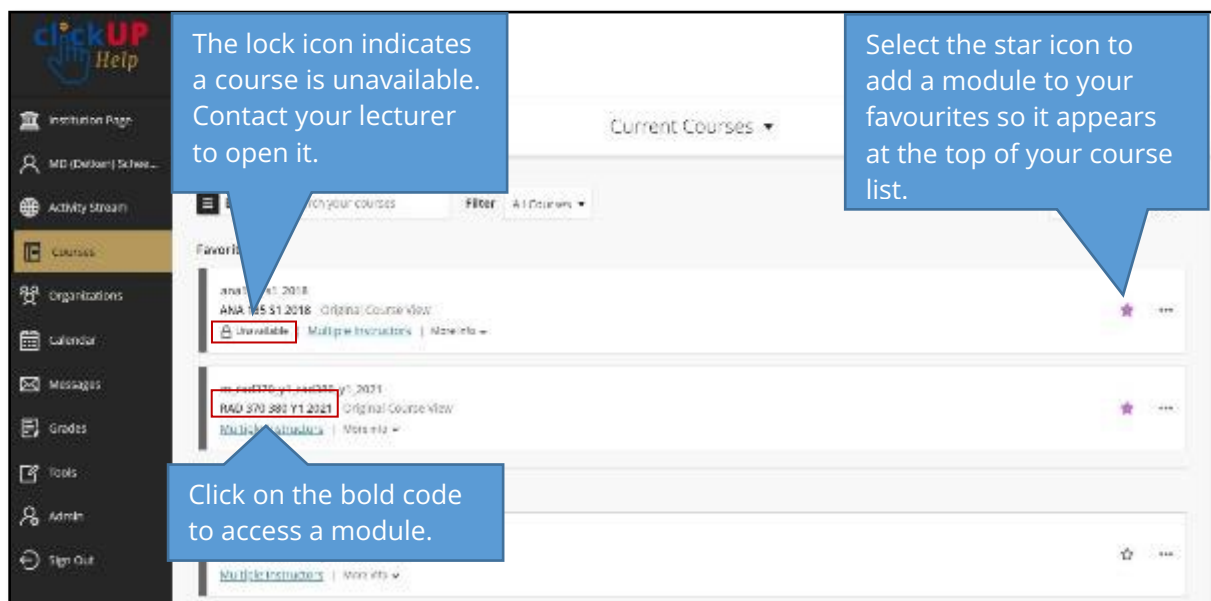


Figure 20 List of your clickUP courses

Below is an example of a clickUP module:



Figure 21 Example clickUP module

Each clickUP module might look different, depending on how your lecturer has set it up. Let us look at some of the features:

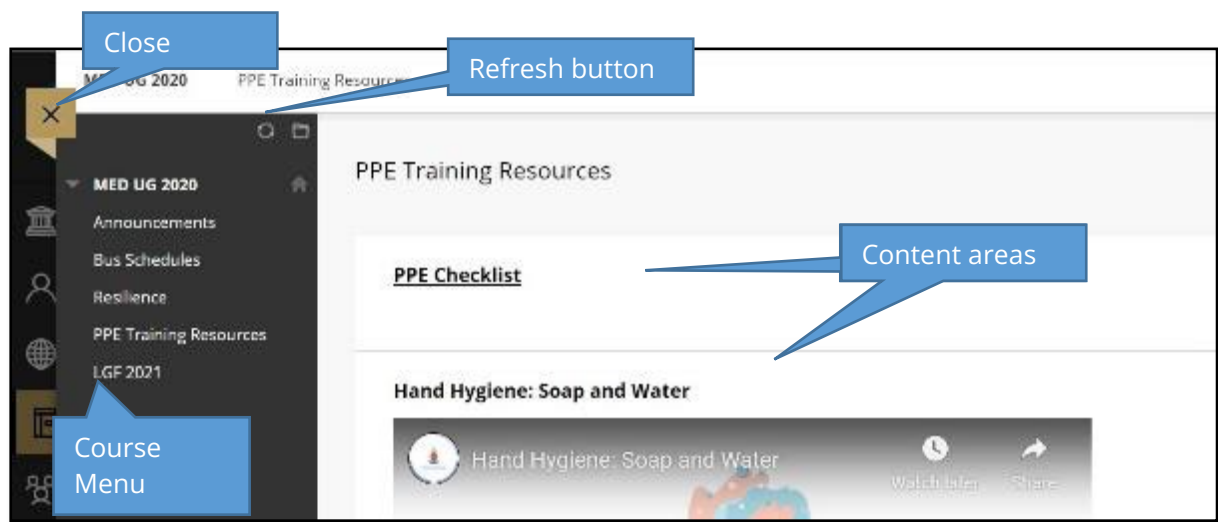


Figure 22 Features in a typical clickUP module

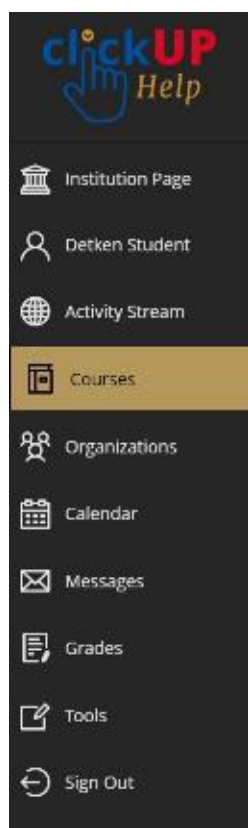
Refresh button: Click on this button to refresh the screen.

Course Menu: This is the navigation menu which you will use to access the different content areas in the module. The items in the menu are hyperlinked, so you can click on them to navigate through the module.

Content area: In this space, you will find all the files, folders, information and quizzes that are posted in the module.

X: This is the close button. When you click on the X it will close the module and display your list of courses again.

Navigate outside your modules



clickUP Student Help page

Institution Page: Find information about the University

Your name: Select your name and make changes to your online persona

Activity Stream: See up-to-the-minute action for all your modules

Courses: Find your courses

Organizations: Access the organizations that you lead or are a member of

Calendar: View course events and due dates for all your courses

Messages: View and send messages in all your Ultra courses

Grades: See the grades for all your courses

Tools: Access global functions that are outside your courses, e.g. portfolios

Sign out: Remember to log out by clicking on this button when you are done. If you do not logout, anyone can access your account.

Figure 23 Menu items to navigate outside modules

Create your clickUP profile

In order for us to see who we are communicating with, it is important to add your photo. Please don't add a flower or your dog – we would like to talk to YOU. Your profile appears with some information, and you can't delete your profile.

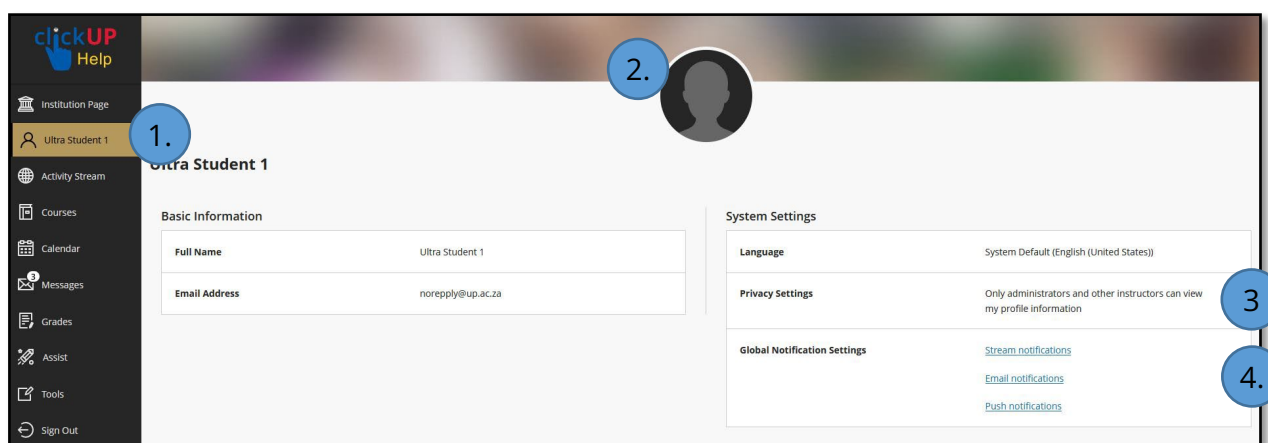


Figure 24 clickUP profile screen

Follow these steps to setup your clickUP profile:

1. Click on your name at the left-hand side of the screen to access your profile.
2. Add your photo to your profile:
 - a. Point to the generic silhouette or your picture and select the pencil icon to upload, change, or remove an image.
 - b. In the panel, select **Upload new profile picture** to browse for your picture on your computer. Or, you can drag a file to the Upload area.
 - c. Your image is saved automatically. Close the panel to return to your profile.

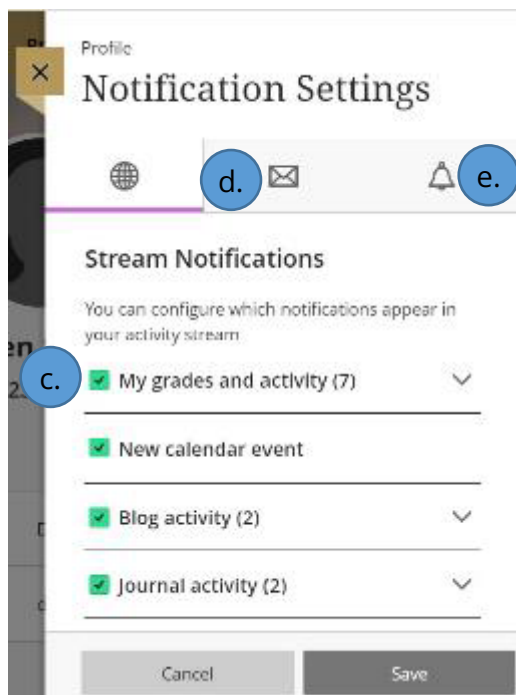


NOTE: Your personal image appears in the page header, blogs, journals, discussions, wikis, and roster.

Images must be less than 5 MB and at least 50 x 50 pixels in dimension.

Acceptable file formats include GIF, PNG, and JPEG.

3. Set the Privacy of your profile:
 - a. Move over the **privacy settings** with your mouse.
 - b. Click on the pencil that appears.
 - c. Decide on who may see your profile by clicking in the circle in front of your choice.
 - d. **Save.**
4. Set the notifications you will receive from clickUP. There are three channels through which you may be notified, depending on your choice: **stream notification** within the Activity Stream in clickUP, **email**, or **push notifications** to the Blackboard app on your phone.
 - a. Click on **Stream Notification** to open the panel.
 - b. Choose which notifications you receive about activity in **all** your modules
 - c. Click in the boxes in front of the activities you want to appear in your activity stream. You can choose to receive all or some notifications of a certain type. A checkmark appears when you select all notifications. A dash appears when you select some notifications.
 - d. Click on the email icon to move to the email tab, and choose your settings.



i NOTE: You'll always receive these email notifications:

- Announcement available

We advise you choose to receive a daily email to limit the communication from clickUP to your email to one message per day.

You will always receive these email notifications when you choose to receive a daily email:

- Unread blog and journal entries
- Unread discussion activity

Figure 25 Notification settings screen

- e. Click on the bell icon to set the notification you will receive on your Blackboard app.
- f. Choose which push notifications you want to receive for activity in all your courses:

i NOTE: Due date push notifications always appear one day before the due date and can't be turned off like other push notification types.

When an instructor changes a due date, a new **Test Due** push notification is generated. The push notification doesn't state that it's a changed due date.

- g. **Save** your choices.

Accessing your student email account

When you register at UP, you receive a free student email address where you will receive all email communication from the university. It is important to read these emails, because your lecturers might want to remind you of assignments that are due, or notify you of changed exam dates, etc. It is important to read your student email daily. If you know that you will forget to read your student email, you can set your email to be automatically forwarded to your personal email address. You **MUST** do this yourself.

Your UP student email address is: u+studentnumber@tuks.co.za

What is necessary before you can access your email

You need to do the following before you will be able to successfully access your student email

- **Register** as a UP student (this applies to all first year students at undergraduate and postgraduate level).
- Choose and **activate** your **UP Portal password**.

i **NOTE:** If you need HELP to login to the UP portal or activate the UP portal password, contact the relevant IT Student Helpdesk during office hours:

- Hatfield campus: Informatorium helpdesk (Information Technology building), studenthelp@up.ac.za Tel: 012 420 3837
- Prinshof (Medical campus): Contact Lorraine van Wyk, HW Snyman building room 5-21. 012 356 3283
- Groenkloof campus Reinier IT Labs, Aldoel Building
- Onderstepoort campus Dewald Maartens Open Labs Tel: 012 529 8044, oplabs@up.ac.za

Where to access your student email

You can access your student email directly through Google Gmail (<https://mail.google.com/>), or through the UP Portal. There are 2 links on the UP Portal that will take you to the Gmail login page. The following table explains the steps to access your student email account:



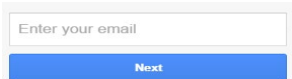
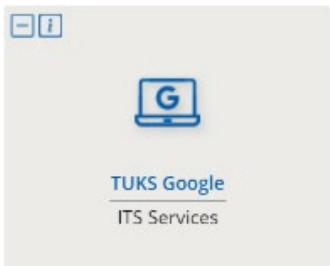

Steps	Option 1	Option 2	Option 3
1	Go to Gmail at www.gmail.com	Go to the UP website: www.up.ac.za	Go to the UP website: www.up.ac.za
2	Log into your student email account with the following details: Email: u+studentnumber@tuks.co.za Password: UP Portal password 	Click on My UP Login	Click on My UP Login
3	-	Click on the Tuks Google on the UP Portal Login Screen 	Log in with your UP Portal username and password
4	-	Log into your student email account. Email: u+studentnumber@tuks.co.za Password: UP Portal password 	Click on the link in the TUKS Google portlet. 
5	-	-	Log into your student email account. Email: u+studentnumber@tuks.co.za Password: UP Portal password 

Table 2: Options for accessing your student email account



NOTE: If you already have another Google (Gmail) account open, select **Add account** on the icon in the right top corner.

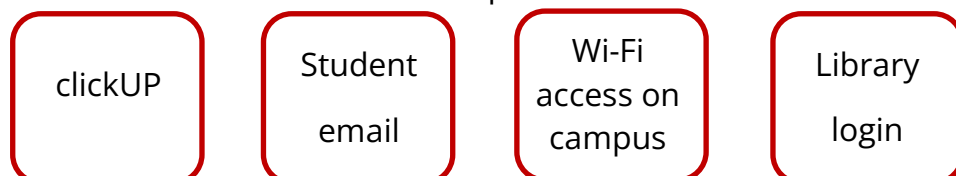
You will be required to agree to Google's **User Agreement** when registering. If you have a smartphone, you can set up your email app (GMail) to receive your student emails on your phone.



NOTE: Always untick the **Remember my Password** checkbox. Otherwise the computer saves your login details, making it easy for other people to hack your account. The same goes for your personal email accounts, and when working on other computers off campus.

Whenever your UP Portal password changes, the password also changes for clickUP, your student email account and your Wi-Fi access. **Keep your password safe!**

NOTE: Your UP Portal username and password is used for...

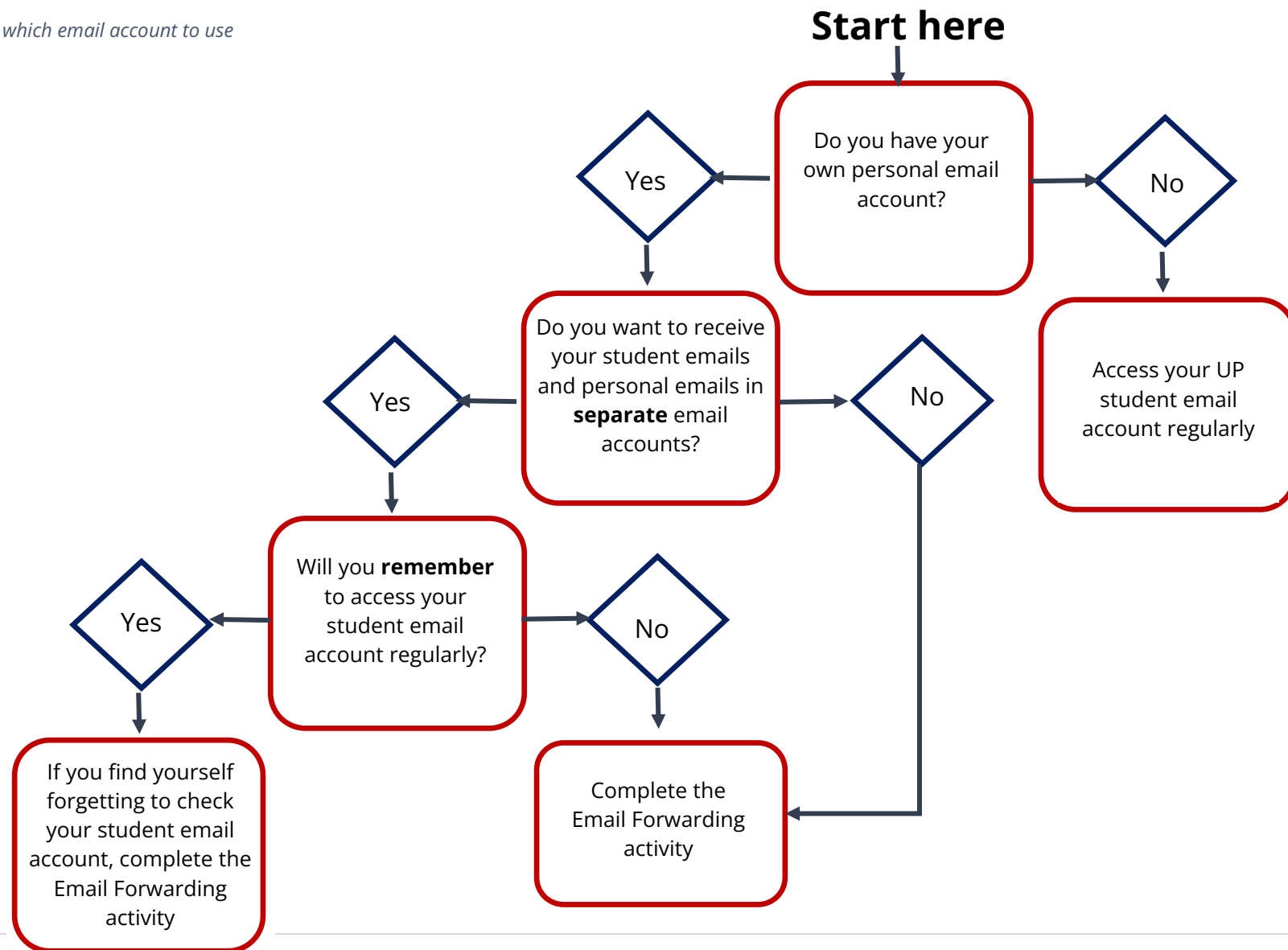


Some students forget to log into their student email account to see if they have received any communication from their lecturers or Student Administration. This can result in problems, because they might miss out on important announcements on tests and practical sessions.

This is why you get to choose if you want to set up email forwarding. This means that you can set your student email settings to send all incoming emails to another email address. A copy of the email is kept in your student email account, so you can always access it later.

Follow the diagram to help you decide if you want to set up email forwarding:

Figure 25: Choosing which email account to use



Setting up email forwarding

Do you want to receive all your student emails at your personal email address? If so, follow these instructions:

Login and set up the forwarding of your student email

1. Log into your student email account. Untick the **Remember my Password**. Use the following details: Email = u+studentnumber@tuks.co.za and Password: UP Portal password

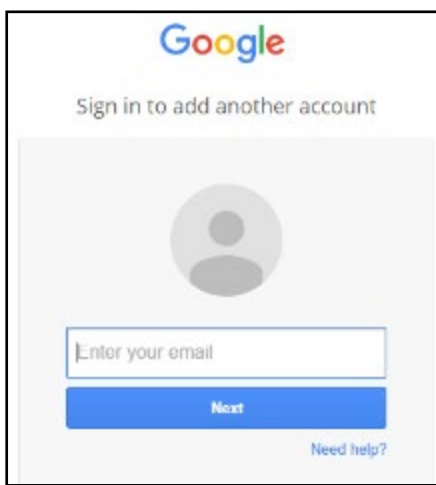


Figure 26 Student Gmail account login

2. In the top right-hand corner, click on the **Settings** (1), then "See all settings" drop-down menu:

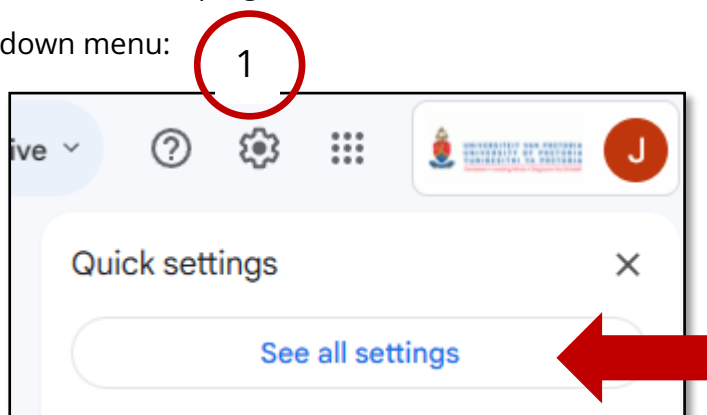


Figure 27 Settings

3. Click on the **Forwarding and POP/MAP tab**.
4. Click on the **Add a forwarding address**.

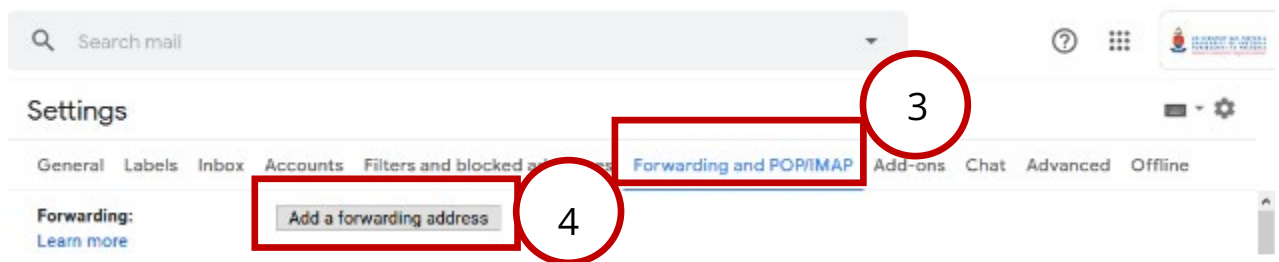


Figure 28 Email forwarding settings

5. A pop-up block (window) will appear, asking you to enter the forwarding address.
Type the email address where you want your emails to be sent to.
6. Click on **Next**.
7. Click on **Proceed**.
8. A message will display, informing you that a confirmation code has been sent. Click on **OK**.

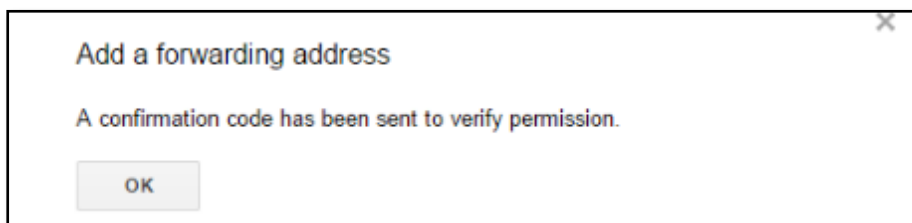


Figure 29 Add a forwarding address message

9. Log into the email account that you have chosen as a forwarding address (private email).
10. Open the email with the subject: *University of Pretoria Forwarding Confirmation – Receive emails from u+studentnumber@tuks.co.za*
11. Click on link provided in the email, **or** if it does not work, copy the *Confirmation code* from email.

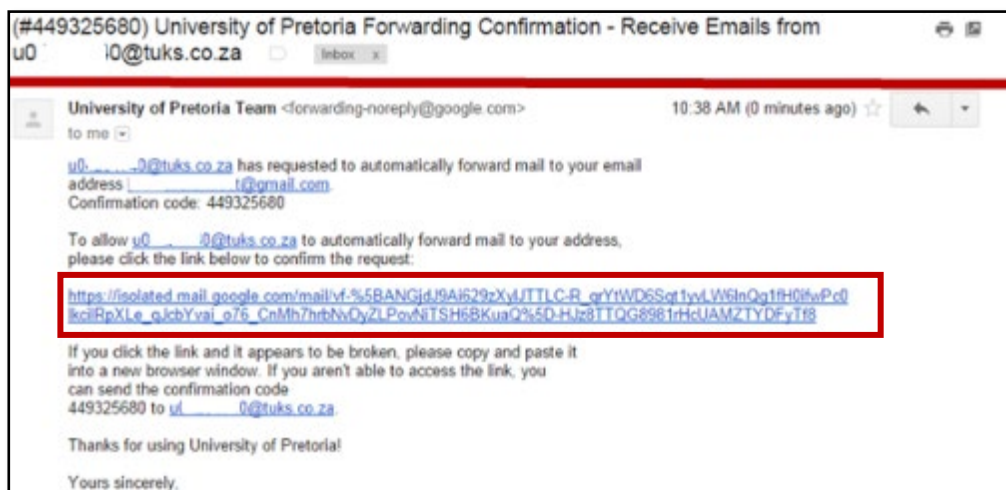


Figure 30 Confirmation code and link

12. The link will take you back to your student email account. Alternatively, paste the *Confirmation code* in the field provided and click on **Verify**:

Re-send email Remove address

Figure 31 Paste and verify the Confirmation code

13. A confirmation message will appear. Click on **Confirm**.
14. You might need to REFRESH (F5) the updated **Gmail Settings** page to see the image below (by default forwarding is Disabled. Please check the **Forward a copy** and then **Save Changes** at bottom of the page.
Make sure that:
Select **Forward a copy of incoming mail to** and **keep University of Pretoria Mail's copy in the Inbox**. This way, you can view your emails in your student email account, as well as your private account.



Figure 32 Forwarding a copy of incoming mail

15. Click on the **Save Changes** button at the bottom of the page.

Test that the forwarding process is working!

1. Send an (Test) email from your student email (@tuks email) to yourself: use the u12345678@tuks.co.za address to send this test email to.
2. Check that you receive this email in your personal email mailbox.
3. If not, investigate!
 - Check the trash / bin / spam folder in your personal mail. If you find this *Test email* in these folders, change the settings for the (@tuks.co.za) address to be allowed to you inbox.



REMEMBER: When your email address changes, you must UPDATE/change the FORWARDING address in GMAIL (@tuks email)!

Turnitin assignment submissions

Background

Turnitin can be used to submit assignments for assessment, and to check for text similarities and or plagiarism.

Prepare your document

1. Write your assignment and save it as a DOCX, PPT, HTML, PDF etc. as instructed. If you have multiple files, put them together in a single document.

Do visit the plagiarism section on the UP Library web under the Services tab, and view the UP policy regarding plagiarism to make sure you write an acceptable document.



NOTE: Generic documents like plagiarism declarations should not be included with papers submitted to Turnitin. They are not the student's own work.

When submitting a thesis, remove the front matter (pages marked in roman numerals) and addenda.

In all Turnitin assignments (in clickUP modules) created by your lecturers or supervisor, the process from here is the same:

2. Submit your paper to the Turnitin assignment link in clickUP (created by the lecturer).

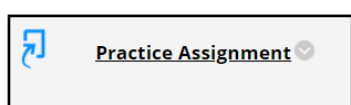


Figure 33 Example link to Turnitin



NOTE: You need a valid email address on the UP administrative system. If that address is invalid, you should update it in the UP Portal. Your Turnitin receipts will be sent to this address.

The Turnitin application opens.

3. Click on the **Upload Submission** button to submit a paper.

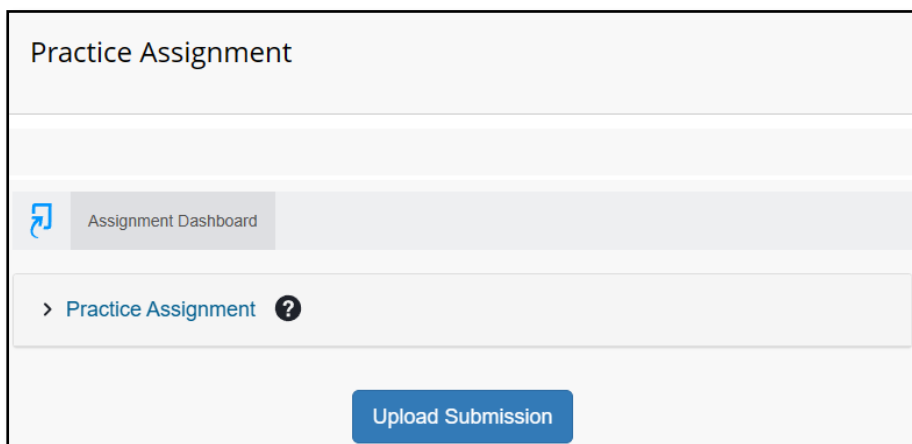


Figure 34 Submission page

4. The Submit File screen opens; you have to browse for the file and upload. You may only submit a single file in each Turnitin assignment.
5. Complete the fields required.

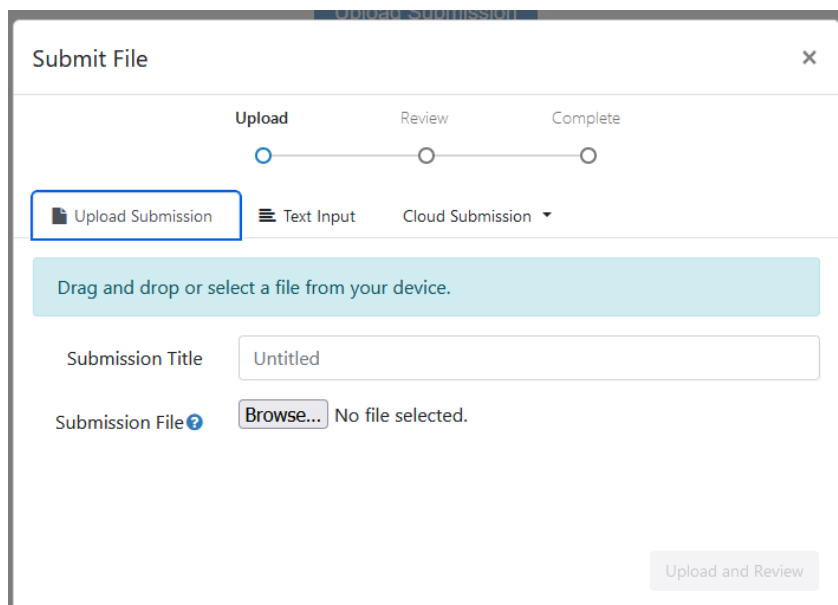


Figure 35 File upload page

6. Click on the **Browse** button to choose where you want to upload the file from.
7. Click on the **Upload and Review** button.

Turnitin shows the text of your file in order to confirm that you have uploaded the correct file before you submit it. Check the text of the first page of your submitted file in the Review window, making sure it is the correct document/version. If it is **not** the correct file, click on **Cancel Submission** to return to the upload page.

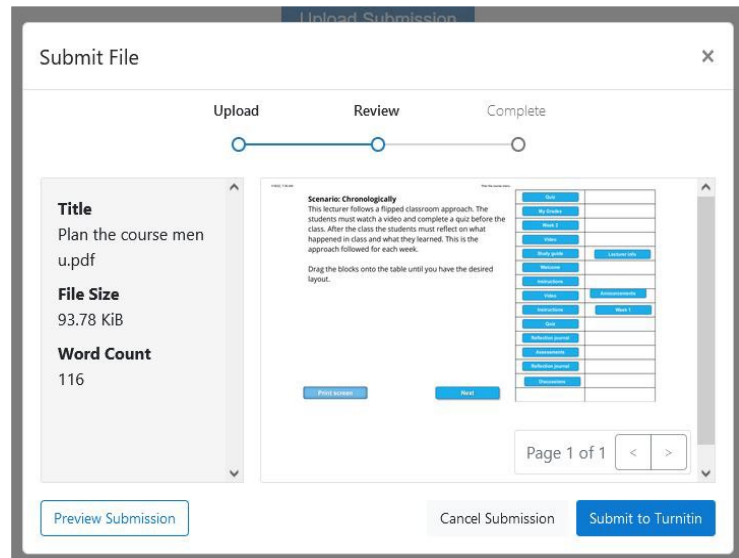


Figure 36 Review submission

8. Click on **Submit to Turnitin** if this is the correct file you want to submit.

You will receive a green tick indicating that the submission is received.

9. Click on the link in the green area to download your digital receipt.

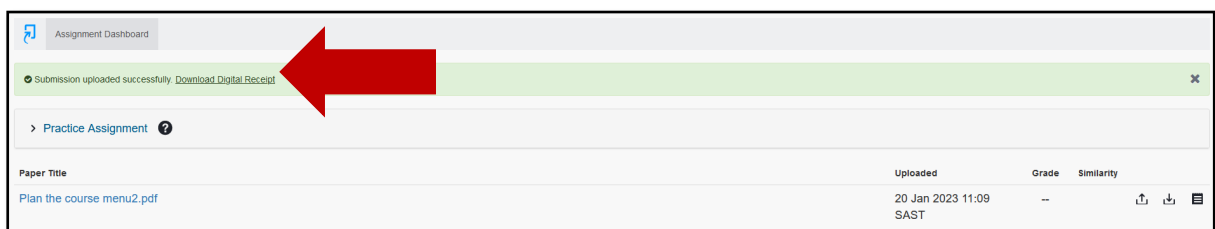


Figure 37 Download digital receipt

The larger the file is that you have uploaded, the longer it will take to process the Similarity report. Also, the internet connection and the time of day can influence how long the processing will take.

If the settings (chosen by the lecturer) allow generation of the report immediately, the report will become available. If not, you might have to wait for the *due date* set to be able to view it.

10. **Refresh** your screen to see the Similarity report. The link to the report is colour coded in increments: Blue (least) < Green < Yellow < Orange < Red (= highest similarity).

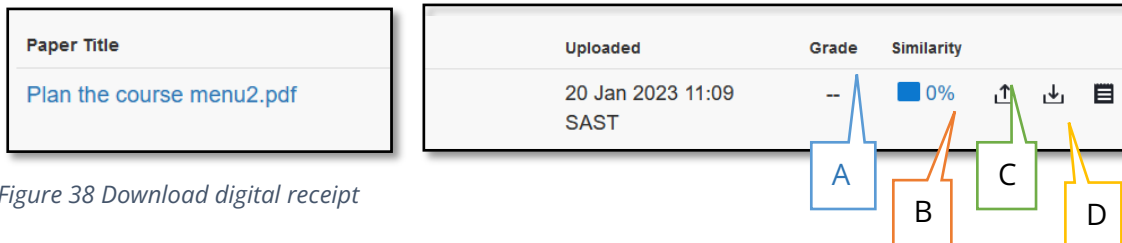


Figure 38 Download digital receipt

- Click on the coloured block to access the similarity report.
- Depending if the lecturer allowed this, you may upload a resubmission until the due date.
- Download what you have submitted.
- Download the digital receipt.

Feedback Studio: View Similarity scores

When you click on the coloured block (A above), the similarity report displays:

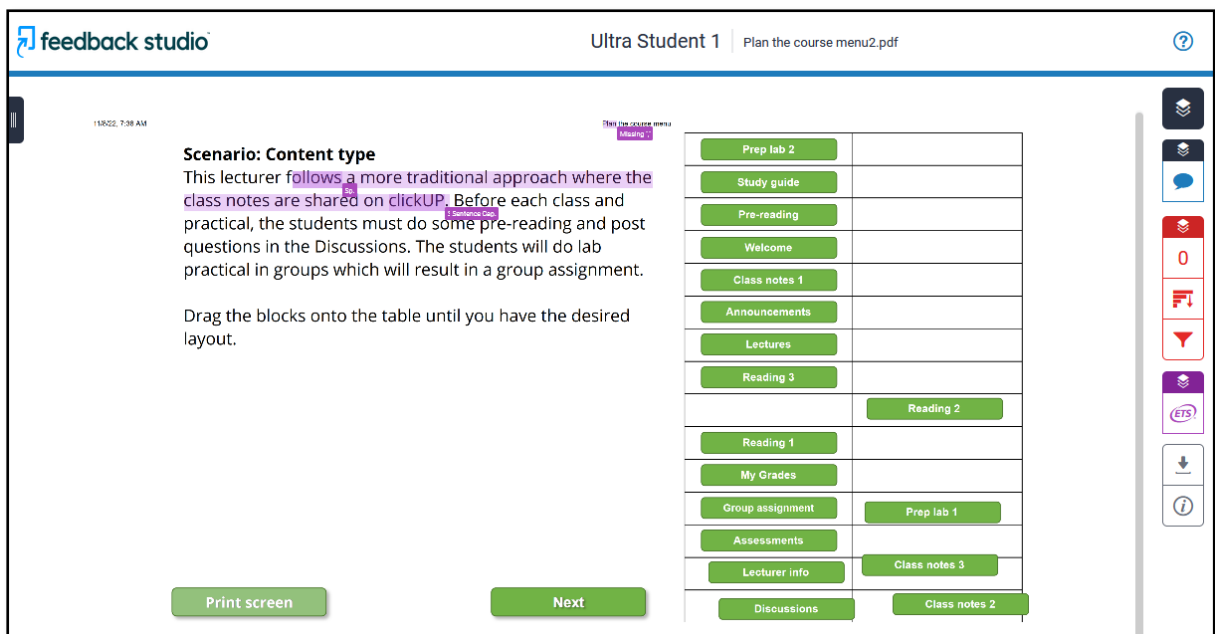


Figure 39 Similarity report

Here are some of the functionalities that you can use:

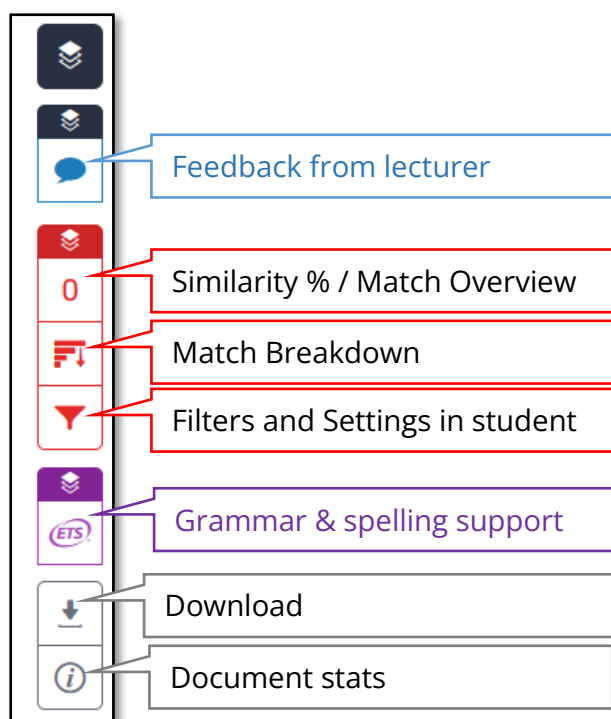


Figure 40 Functionalities

You can click on a matching source, or the match breakdown icon to open the Match breakdown/ overview.

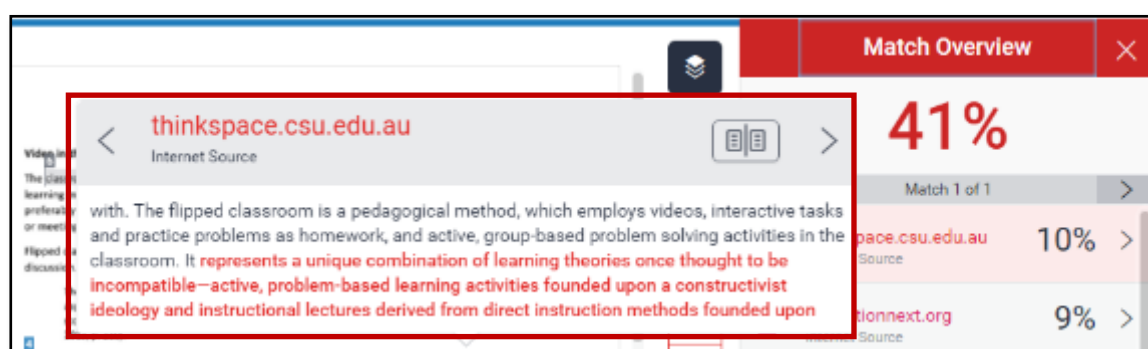


Figure 41 Match Overview

You can see the source and the Full source text where the marked text corresponds to, or originated from, by clicking on the Open Book icon. This opens in the **Match Overview** window on top of your own paper. Clicking on the open book icon opens the Full source text. Close it by clicking on the **X**.

Lecturers/supervisors can select sources to verify their origin or to be excluded. Some thesis chapters like Methods will have high similarity scores due to terminology in the field, and do not necessarily implicate plagiarism. Discuss this with your lecturer.

Click on the Funnel icon to change filters and settings.

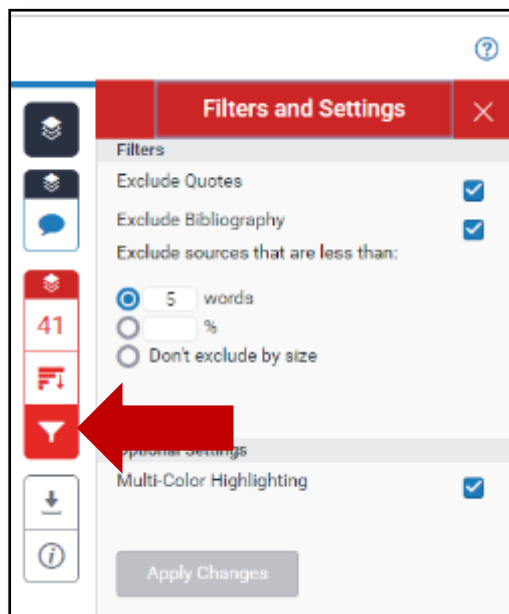


Figure 42 Filters and Settings

Apply Changes will have an immediate effect, and this paper's similarity score will change, but not change on the Assignment Inbox/ lecturer view.

- If Quotes are excluded: Both block quotes and those in quotation marks are affected.
- If Bibliography/References excluded: All text following the heading will not be included in the similarity report.
- Turnitin does not exclude footnotes and endnotes, if they are used as references they will contribute to the similarity %.

The **Download** button allows one to download the document with/without feedback and similarities. The documents are often too large to email or print. See Classic view for smaller sized documents.

Some assignments do not display your report until after the due date, and / or you will not be able to resubmit a revision.

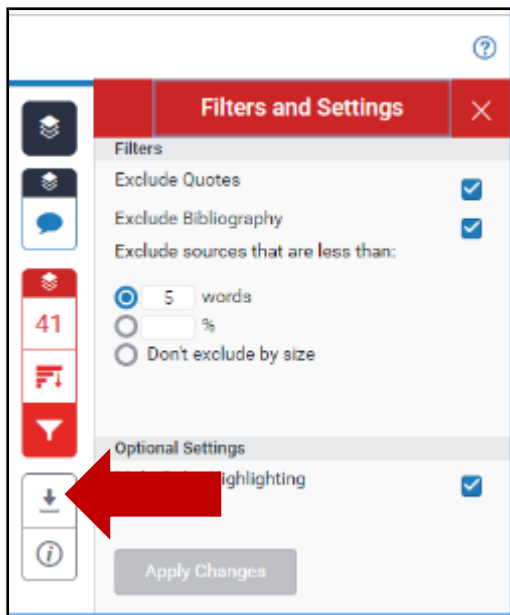


Figure 43 Download button

Tips on writing a good assignment:

- Use high quality, verified, scholarly resources found in the Library's e-journals (if unfamiliar with using those, talk to the information specialists on how to create web-searches for your topic.
- Keep track of where information comes from - use a reference organiser like Endnote (on your own computer: see UP Library webpage for student licencing and links to download to your own computer). This programme helps you to use a reference style consistently.
- Always try to write information in your own words, as you would explain it to someone else, while still citing the original author whose idea you refer to.
- When quoting someone's own words use double quotation marks and give a full citation (including page numbers). Familiarise yourself with the details of the prescribed reference style.
- Avoid using unscholarly web-pages such as social networking, blogs, Wikipedia etc. as resources.
- Revise, revise, revise...

clickUP tests

Background

The clickUP Test tool will allow you to complete an online test. Whether you are required to complete the test on your own or in a lab, the tool remains exactly the same.

Tips for writing clickUP Tests

If you have problems with clickUP tests, e.g. it jumps between questions, or you cannot submit, it might be a Browser issue. ONLY use:

GOOGLE
CHROME



OR MOZILLA
FIREFOX



OR SAFARI



to access clickUP. **NEVER use Internet Explorer.**

- To install Firefox, visit <https://www.mozilla.org/en-US/firefox/new/>
- To install Chrome, visit <https://www.google.co.za/chrome/>
- To install Safari, visit <http://safari.en.softonic.com/>

Before launching the test, make sure that you are in the right environment for taking online tests. Ensure that you:

- Sit in a quiet space where you will not be disturbed.
- Have a good Internet connection (ADSL line preferably – it is more stable than WiFi) and enough data to be able to complete the test.

Once you launch a test, read through the instructions carefully. Remember the following:

- Read the instructions carefully.
- Notice how much time is allowed. Once the time is expired, the system will close the test.

- Notice how many attempts you have (how many times you can take the test).

While writing the test, remember the following:

- Should your connection drop, logon as soon as possible once the connection is stable again. If the lecturer allowed you to continue where you left off, you can continue with the test (provided that the time has not expired). Refer also to the trouble shooting diagram further in this manual for the steps to follow.
- VERY IMPORTANTLY, DO NOT:
 - Refresh the page,
 - Close the window or
 - Use the Browser's back button. Depending on the settings the lecturer selected when creating the test, any of these actions will end the test.

Instructions

1. Watch a video on using the **Test Tool** in clickUP.



<https://youtu.be/qztOnai9GZM>

Figure 44 QR code

2. Access and complete the example test.
3. From the clickUP home page go to the relevant module.
4. Click on the link in your course menu where the test is posted.
5. Click on the name of the test you need to take.

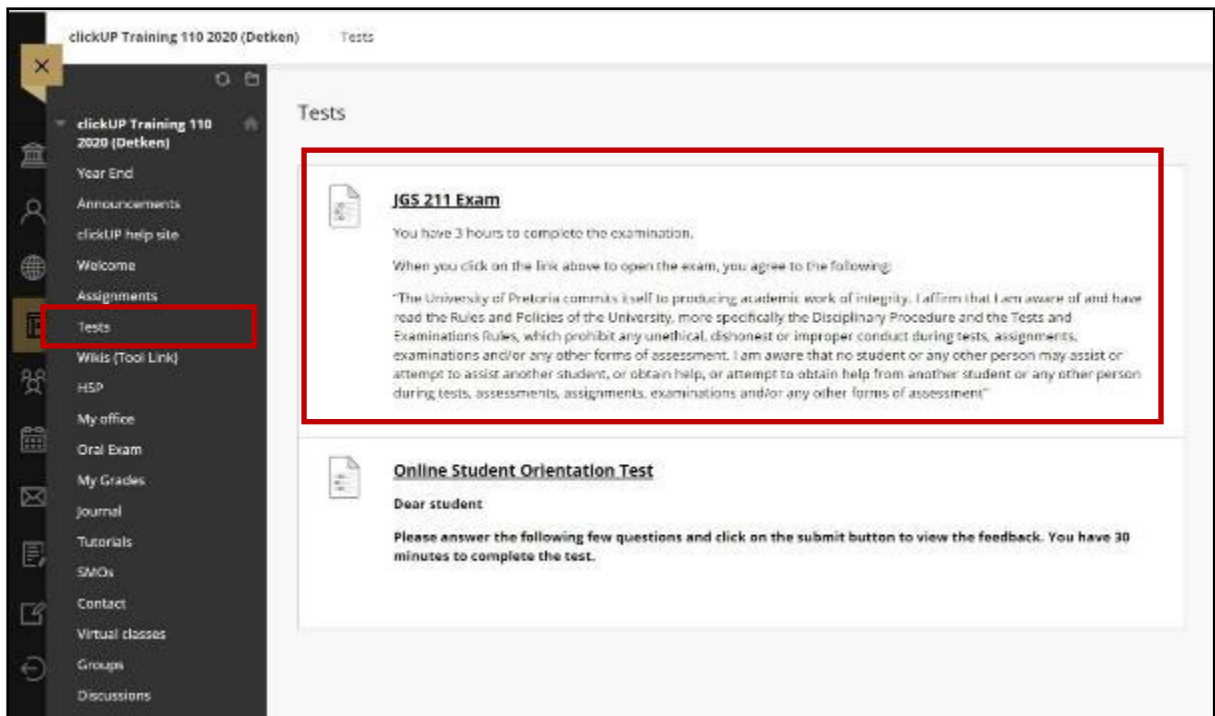


Figure 45 Example clickUP course menu and test link

6. Read the Instructions carefully, then click on **Begin**.

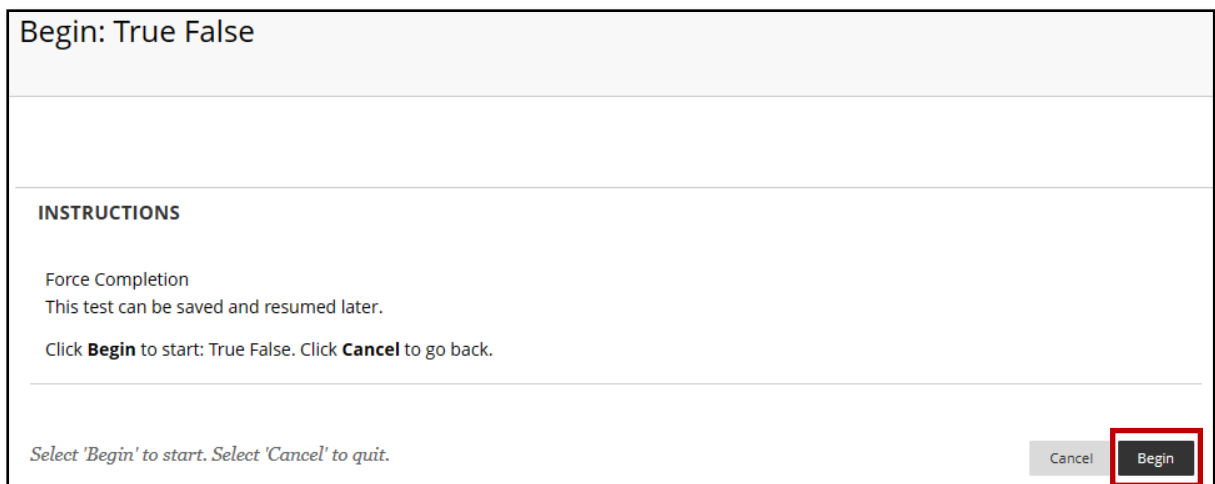


Figure 46 Example test start page

Take note of the following information displaying on the test screen:

The screenshot shows a test interface with the following elements and annotations:

- A:** Points to the 'Test Information' section header.
- B:** Points to the 'Remaining Time: 9 minutes, 10 seconds.' status bar.
- C:** Points to the 'Question Completion Status:' section header.
- D:** Points to the question content area, which includes:
 - QUESTION 1**
 - This is clickUP Original**
 - Two radio button options: ☐ True and ☐ False.
- E:** Points to the '10 points' and 'Save Answer' button area.

At the bottom of the interface, there is a footer bar with the text: 'Click Save and Submit to save and submit. Click Save All Answers to save all answers.' and two buttons: 'Save All Answers' and 'Save and Submit'.

Figure 47 Example test

- A. The **Instructions** are repeated on the top of the page.
 - B. A timer will be displayed above the questions to remind you of how much time is left.
 - C. Click on the **Question Completion Status** to see which questions you have not yet answered.
 - D. Depending on how your lecturer selected the test to display, you will either see all the questions on one page or you will see the questions one by one. Your lecturer might also decide not to allow you to go back to the previous question to change your answer, or not. **So, read the instructions carefully.**
 - E. Once you selected the answer, it will automatically be saved OR you can click on the **Save Answer** button.
- 7. Answer all the questions.
 - 8. Once you are finished, click on the **Save and Submit** button.
 - 9. A test submission confirmation message will be displayed. Click on the **OK** button.

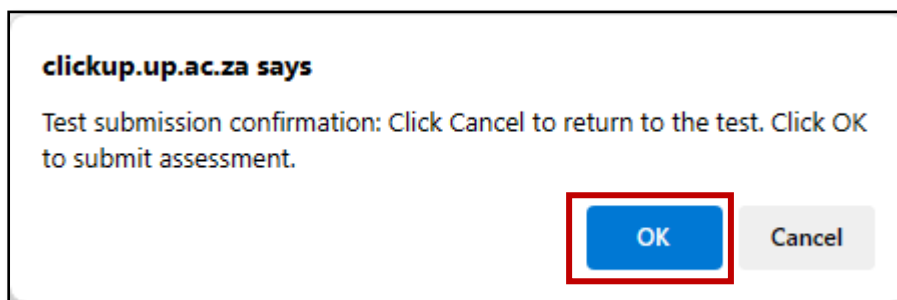


Figure 48 Test submission confirmation

Your test statistics will be displayed, such as the total time that you had the test open.

NOTE: Every time you access a clickUP module, the system records your actions, for example, what you click on, at what time you click on something, and how long you have certain pages open.

- 10. Click on **OK** to exit.

Test Submitted: True False

Test saved and submitted.

Student: UP Student
Test: True False
Course: ABC 123 S1 2023 (p_abc123_s1_2023)
Started: 1/17/24 11:31 AM
Submitted: 1/17/24 11:38 AM
Time Used: 6 minutes out of 10 minutes

Click **OK** to review results.
Wednesday, January 17, 2024 11:38:02 AM SAST

← OK

Figure 49 Test Summary

Your lecturer can choose to let you view your answers and results. The **Review Test Submission** page will then display:

Review Test Submission: True False

User	UP Student
Course	ABC 123 S1 2023
Test	True False
Started	1/17/24 11:31 AM
Submitted	1/17/24 11:38 AM
Status	Needs Grading
Attempt Score	Grade not available.
Time Elapsed	6 minutes out of 10 minutes

Question 1

10 out of 10 points

This is clickUP Original

Question 2

Needs Grading

Do you agree to abide by the UP Rules (please type - "I agree" or "I don't agree" and your "Name and Surname"

Figure 50 Test feedback

You can also use the **My Grades** tool (if your lecturer switched it on):

- Click on the **My Grades** link on the course menu.
- Click on the name of the test.

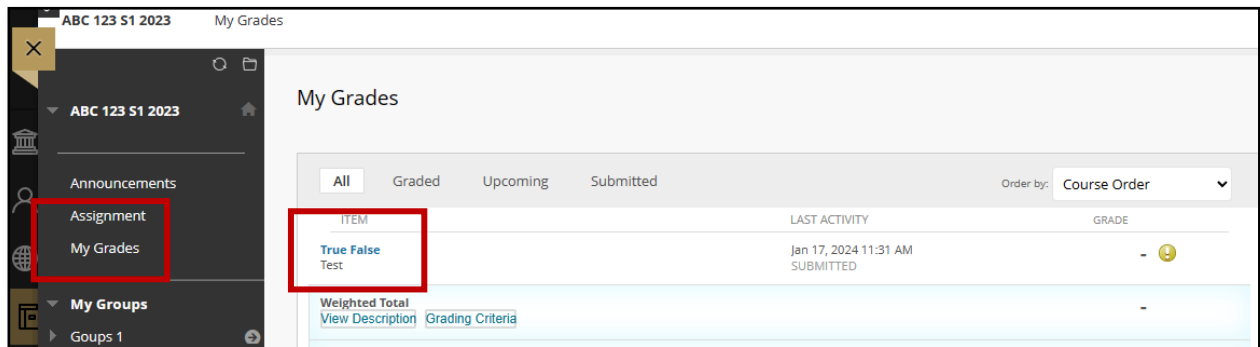


Figure 51 My Grades

The **View Attempts** page will display.

Click on the **Calculated Grade** to view your test feedback.

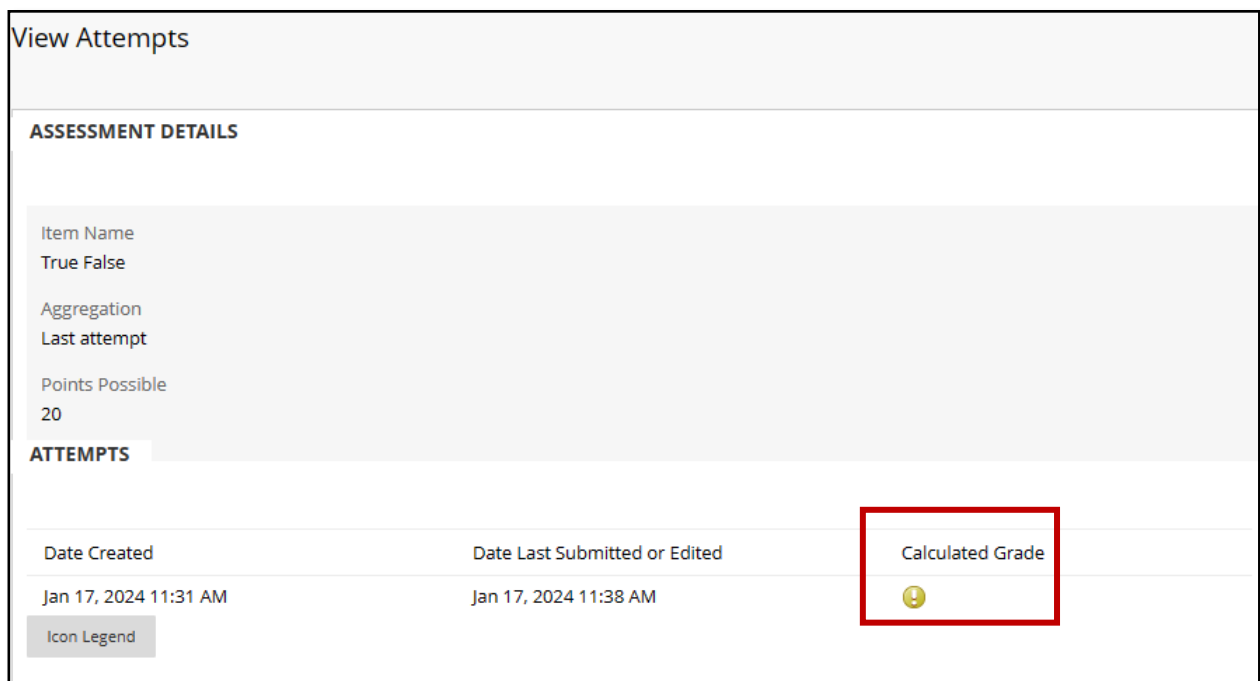


Figure 52 View Attempts

The test feedback (**Review Test Submission** page) will be displayed:

Review Test Submission: True False

UserUP Student

CourseABC 123 S1 2023

TestTrue False

Started1/17/24 11:31 AM

Submitted1/17/24 11:38 AM

StatusNeeds Grading

Attempt ScoreGrade not available.

Time Elapsed6 minutes out of 10 minutes

Question 1

10 out of 10 points

This is clickUP Original

Question 2

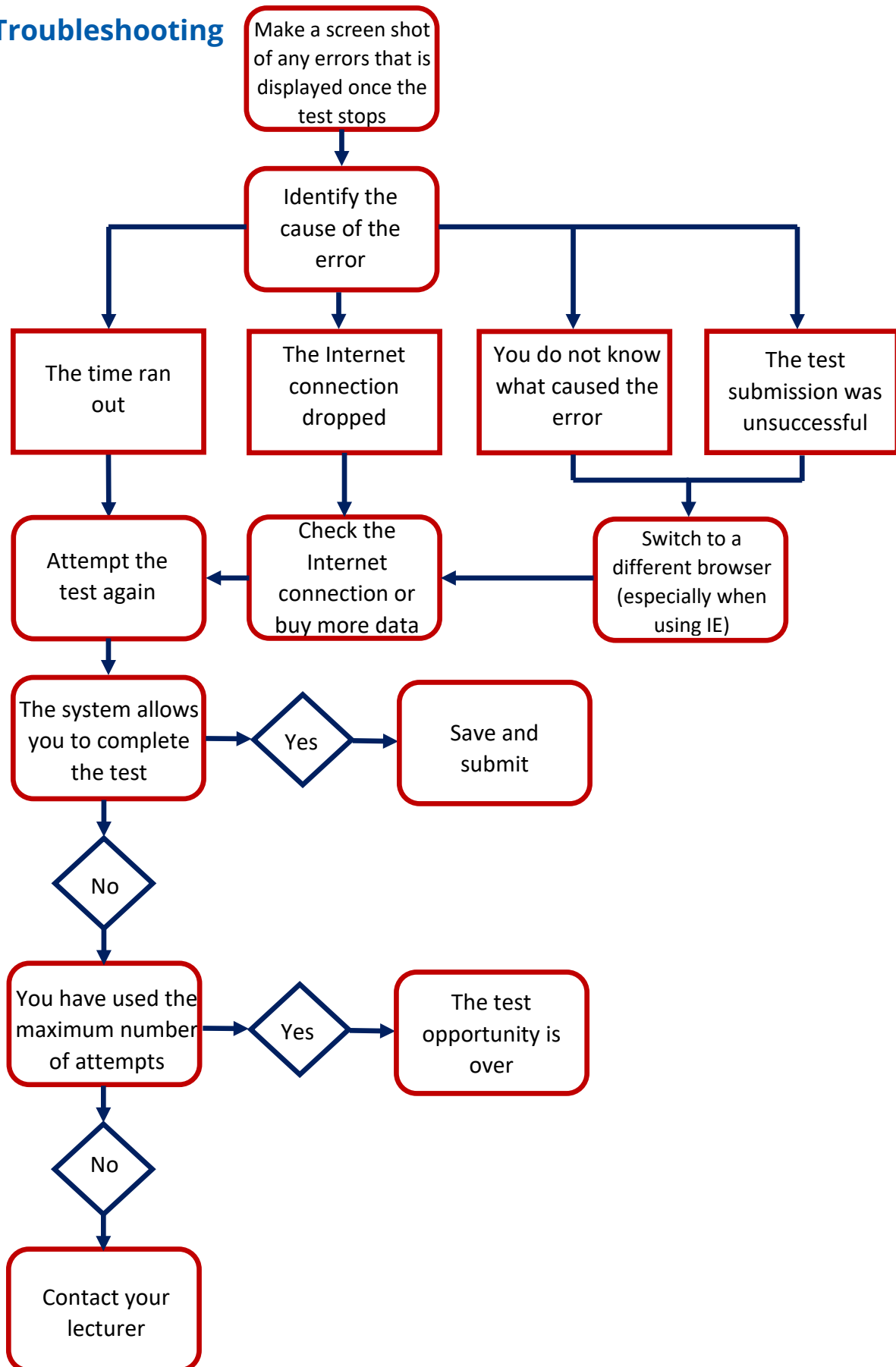
Needs Grading

Do you agree to abide by the UP Rules (please type - "I agree" or "I don't agree" and your "Name and Surname"

Figure 53 Test feedback

Here you can look at any feedback provided.

Troubleshooting



Background

The clickUP Assignment tool serves as your online assignment post box.

Tips when preparing your assignment

- Read the assignment instructions carefully BEFORE you start preparing the assignment.
- Take note of specifications like font size, paragraph and line spacing.
- Take note of the DUE DATE.
- If you included a lot of images in your assignment, optimise the file size before you submit the assignment. Refer to the steps on how to optimise the file size, on the next page.
- PDF your assignment before you submit the assignment.
- Ensure that you are only including your own work – DO NOT copy text from an electronic source (like a web page or article), this is seen as [plagiarism](#). Refer to the [University's plagiarism policy](#) and adhere to that.

Instructions

1. Watch [the video](#) to give you an overview of the Assignment tool in clickUP.
2. Watch [the video](#) on how to submit an assignment using the Assignment tool in clickUP.



NOTE: Use the **Attachment** option when submitting assignments. DO NOT write a submission in the text box, unless your lecturer specified it in the Instructions.

3. Complete the example assignment. From the clickUP Home page:

4. Go to the **Orientation Course** for your program (e.g. use INI 800).
5. Click on the **Orientation** link in your course menu.
6. Click on the **Orientation Assignment**.
7. Read the Instructions carefully and submit the assignment using the Attachment option. DO NOT write a submission in the text box, unless your lecturer specified it in the Instructions.
8. Submit the assignment.
9. View your submission
10. Watch [the video](#) on how to view the assignment results and feedback –

Troubleshooting

Q: I submitted the wrong version of the assignment. What do I do now?

A: Please contact your lecturer and ask that they reset your assignment.

Q: I missed the assignment deadline. What do I do now?

A: Please contact your lecturer with an explanation of why your assignment is late.

Optimise File Size (compressing images using Office)

1. Click on any image inside the PowerPoint so that it is selected (as illustrated below).
2. Click on the **Pictures** toolbar (early versions of Office) or **Format** toolbar (later versions).



3. Click on **Compress Pictures**.

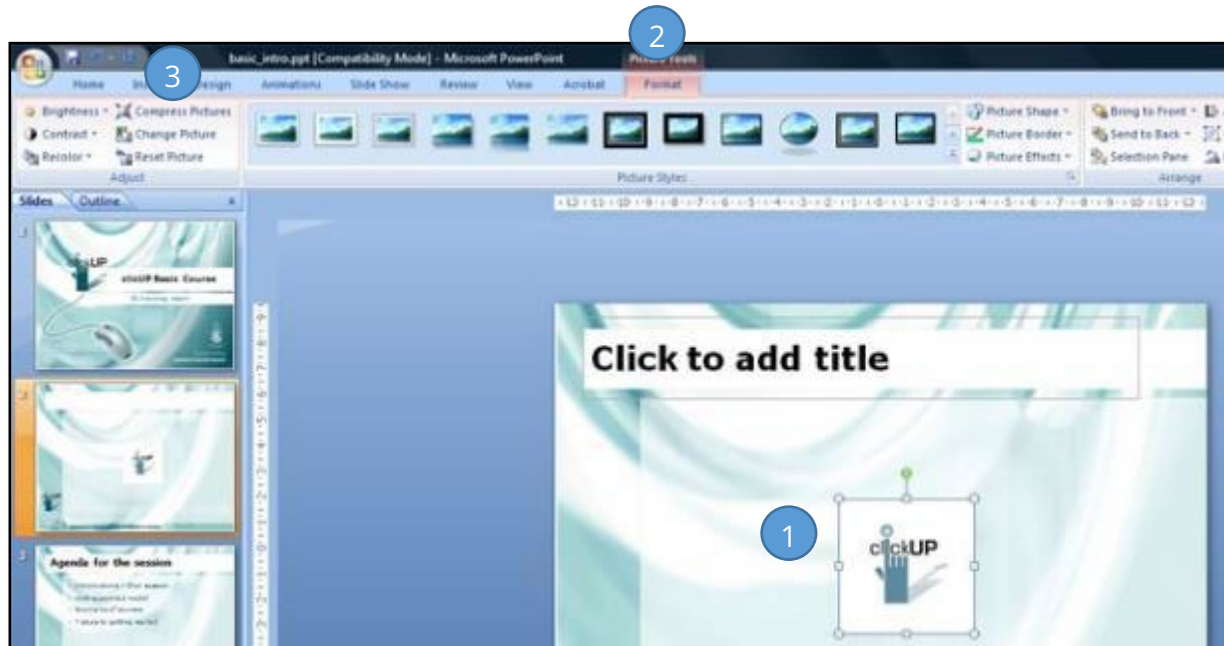


Figure 54 Optimise file size

MS PowerPoint	MS Word
<p>Select the two top options, as shown in the previous diagram.</p> <p>Change the target output to E-mail – which will create the smallest file.</p> <p>Click OK.</p>	<p>Select the All pictures in document radio button.</p> <p>Change the resolution to be ready for the Web/Screen.</p> <p>Select the two bottom options, as shown below.</p> <p>Click OK.</p>

Figure 55 Optimising file size

clickUP Discussion Boards

Background

Discussion Boards are a place where you write one message and all the users who has access to the course or the group will be able to see the message.

Instructions

Watch [the video](#) on using the Discussion Board.

Access discussions

From the clickUP Home page:

1. Go to the **Orientation Course** for your program (e.g. use GSTM Resource Portal (2018)).
2. Click on **Orientation**.
3. Click on the **Activity: Discussion**.
4. Click on the **Orientation Discussion Forum**.
5. Read the Instructions in the Discussion and **reply** to the message. You may also reply to any of the other student's messages.



NOTE: Your online tone of voice and manners are just as important as in a face-to-face environment. A golden rule – don't write something that you will not have the guts to say to a person's face. [Keep general netiquette rules in mind.](#)

Turnitin PeerMark

When an instructor creates a PeerMark assignment, he or she will set the assignment to either distribute papers to students automatically, to allow students to choose their own papers to review, or a combination of both. Papers will become available for review only after the PeerMark assignment **start date** passes. A picture has been attached to show you the PeerMark review options.

After first submitting to the base paper assignment, students will be able to write reviews for assigned papers by following the instructions:

1. Log into your Turnitin account and click on the class name with the PeerMark assignment.
2. Click on the **Write Reviews** button to the right of the PeerMark assignment. A window titled **Papers to review** will be displayed with your review options.
3. Click on the **Get Started** button next to the review you wish to complete. If you are given the option to choose a paper to review, please do so.
4. PeerMark will open. All the questions a student must answer in the review are located on the right side of the PeerMark screen.
5. To answer a free response question, type your answer in the text box provided below the question. The minimum word count is located directly below the text box. If your response does not meet the minimum word count, then you will not receive credit for your answer.
6. To answer a scale question, click the radial button above the number for the rating you are giving the paper for the specific question.
7. Click on the **Submit** button when you have completed the review. If you would like to save your progress so you can leave and work on the review at a later time, click on the **Save** button.



NOTE: Any work you've entered via PeerMark will be submitted on the due-date of the assignment automatically, whether or not you actually click on the **Submit** button.

PeerMark assignments allow students to read, review, and score or evaluate one or many papers submitted by their classmates. At the end of the PeerMark assignment, the papers will be distributed so that all the students are able to read the comments left on their work. The PeerMark assignment may be anonymous or attributed, depending on the classroom structure determined by the lecturer.

Writing Peer Reviews

Peer reviews are completed by students writing or selecting answers to free response or scale questions provided by PeerMark or created by the instructor. Free response questions require a written response and may have a minimum length requirement. Scale questions require the students to rate an aspect of the paper that is being reviewed based on a question the instructor has created according to a scale.

Write a review

When the review process starts:

1. Click on **PeerMark Reviews** tab.

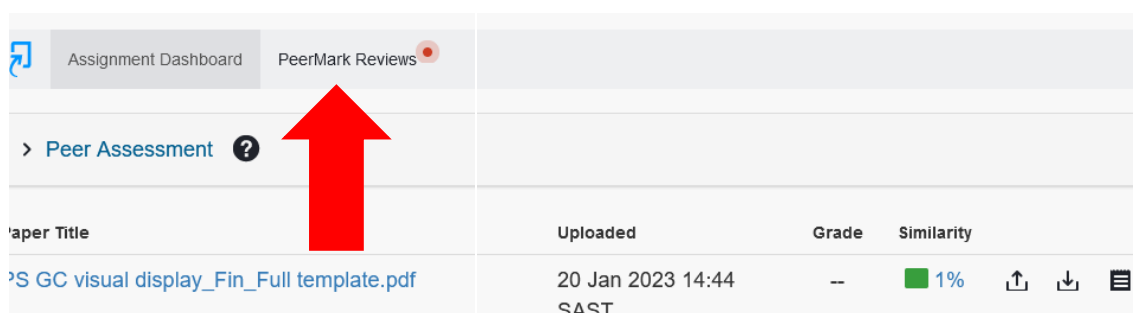


Figure 56 PeerMark Reviews tab

2. Click on the **Start Peer Review** button.

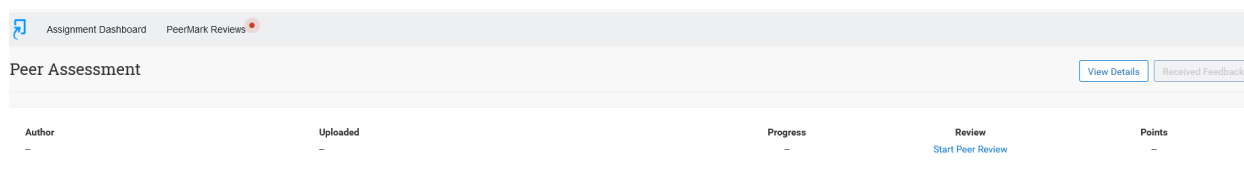


Figure 57 Start Peer Review link

3. The Peer assessment window opens displaying the paper that you have to review to the left and the numbered questions to the right under the **QUESTIONS** tab. They may require a text response, with a specified minimum number of words, or a rating scale. Complete the questions.
4. Provide evidence for your ratings of your peer's paper through highlighting and comments in that document. You can highlight sections of text as evidence of your responses to the questions, and add a comment associated to it. Make sure that you identify the question number that it relates to. To view all the comments, click on the **COMMENTS** tab. The new comments display on top.
5. **Save** the review if you want to return at a later stage to continue the review.
6. **Submit** once the review is complete.

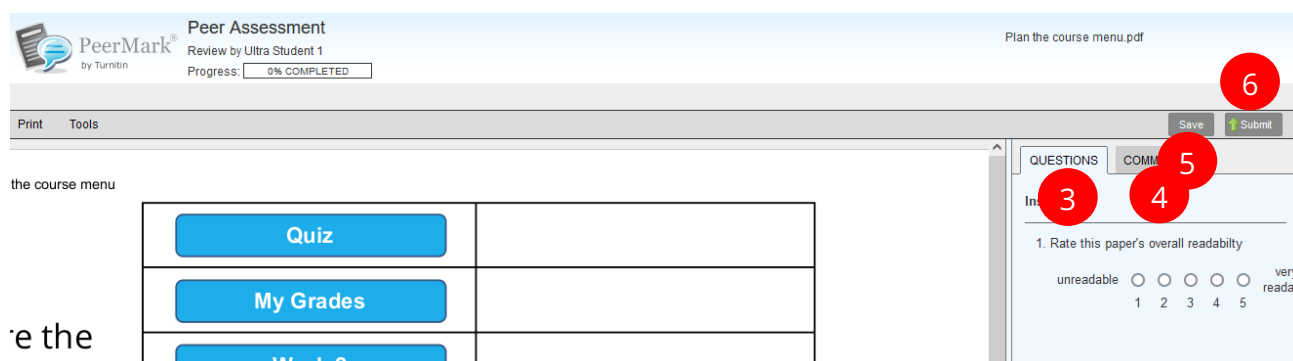


Figure 58 Add your feedback

Read (received) reviews.

After the due date for reviewing has passed, you can read the reviews you received in the Peer Review assignment.

1. Click on the **PeerMark Reviews** tab.

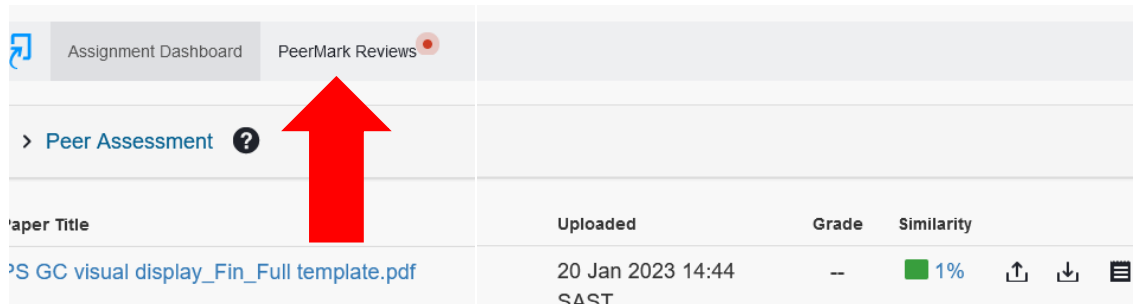


Figure 59 PeerMark Reviews tab

2. Click on the review to read the comments and the answers to the questions.



Figure 60 Read Reviews

The Peer Review process is now complete.

Using Collaborate as a student

Background

Blackboard Collaborate is an online real-time communication space on clickUP. You are able to collaborate and have conversations in real-time with your fellow students and the lecturer, using this tool in clickUP.

https://help.blackboard.com/Learn/Student/Interact/Blackboard_Collaborate/Blackboard_Collaborate_With_The_Ultra_Experience

It also allows for a virtual classroom experience OR for your group to meet in real-time to work on your group projects.

Participating in a Collaborate conversation:

- Talk slowly.
- Refrain from using humour – it might be funny to you but not in another culture.
- Refrain from being sarcastic.
- Because of the lack of visual cues, express your emotions using the emoticons in the Chat function.
- Don't say something here that you are not prepared to say to a person when you see them face-to-face.
- Use appropriate language.



Access Blackboard Collaborate

Before you get started, make sure that you are using the **Chrome browser** to access clickUP.

From the clickUP home page:

1. Go to the **Orientation Course** for your program (e.g. use Student Orientation Course).
2. Click on the **Orientation** link in your course menu.
3. Click on Blackboard **Class Collaborate Ultra**.

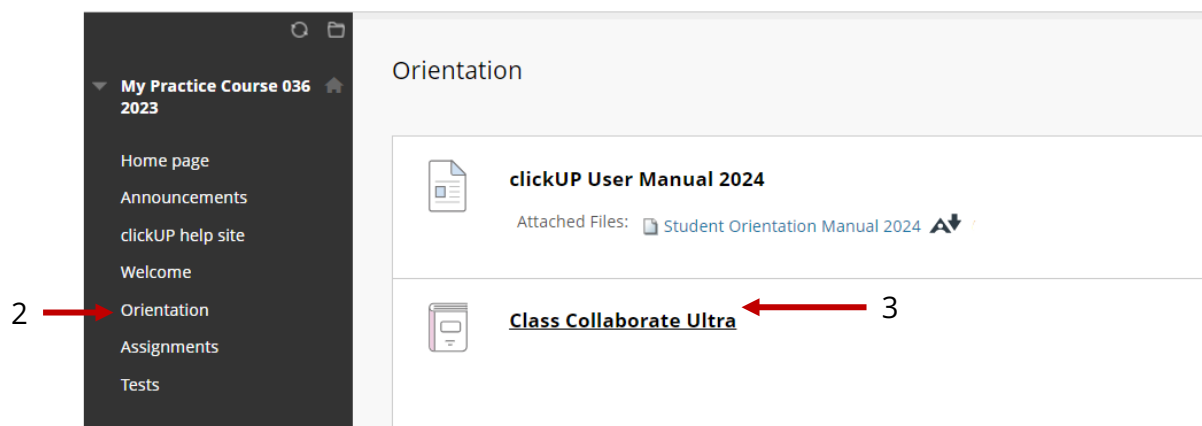


Figure 61 Course menu

The following screen will appear:

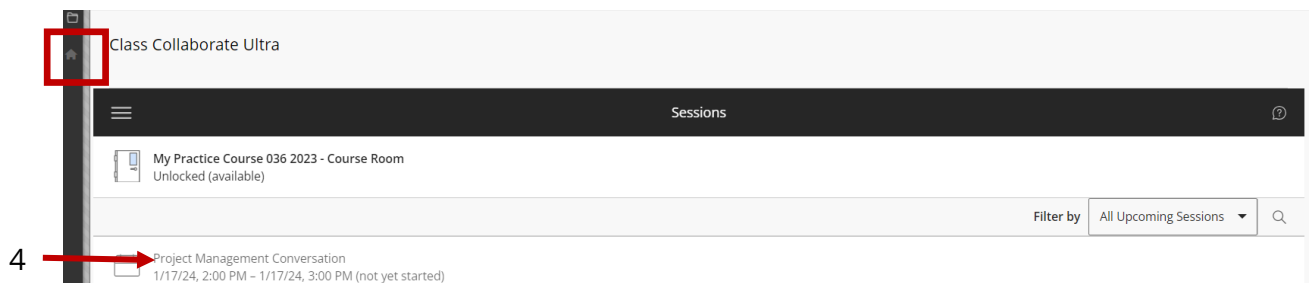


Figure 62 The Blackboard Collaborate Menu

Note that your Course Menu will disappear. Click on the house icon to exit Blackboard Collaborate and return to the clickUP course.

4. Click on the link which you will use for that conversation,

Navigate in Blackboard Collaborate

This is an example of what Blackboard Collaborate looks like:

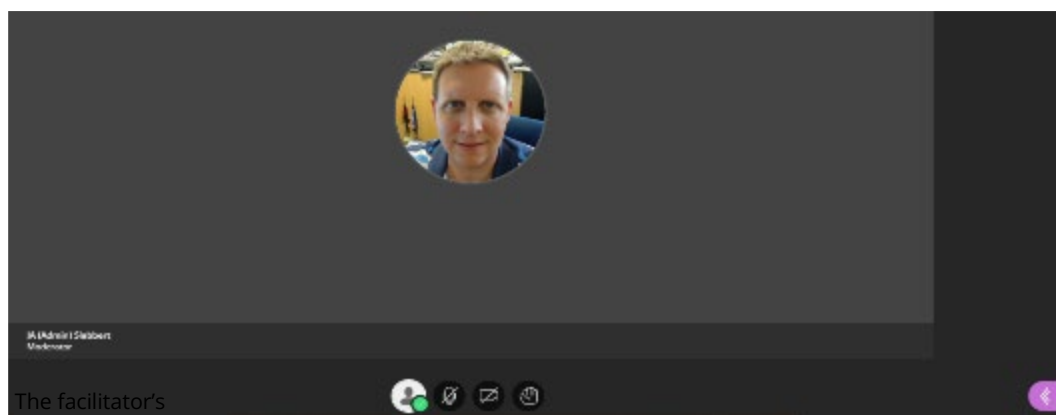


Figure 63 Blackboard Collaborate Options

At the bottom of the screen, different icons are displayed:



Figure 64 Icons in the action bar

1. Change your picture when you click on this icon.
2. If you have a head-set with a microphone, you can click on this icon to contribute audibly to the conversation. When you are finished with your contribution, click on the icon again so that there will not be feedback noise during the presentation.
3. Depending on your bandwidth, you will be able to display a video of yourself using this icon.
4. Should you wish to raise your hand to get a turn to speak, you can click on this icon.
5. Where you can see a picture of the facilitator for the session.
6. This icon will open a side navigation where you will be able to use the Chat area – if you cannot speak or do not have a head-set with microphone.

Side navigation

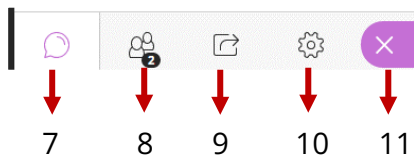


Figure 65 Icons in the action bar

7. Chat panel.
8. Participants list.
9. Share content - Only the presenter of the session can share content.
10. Settings – check your audio and video settings here.
11. Close the side navigation.

Chat function

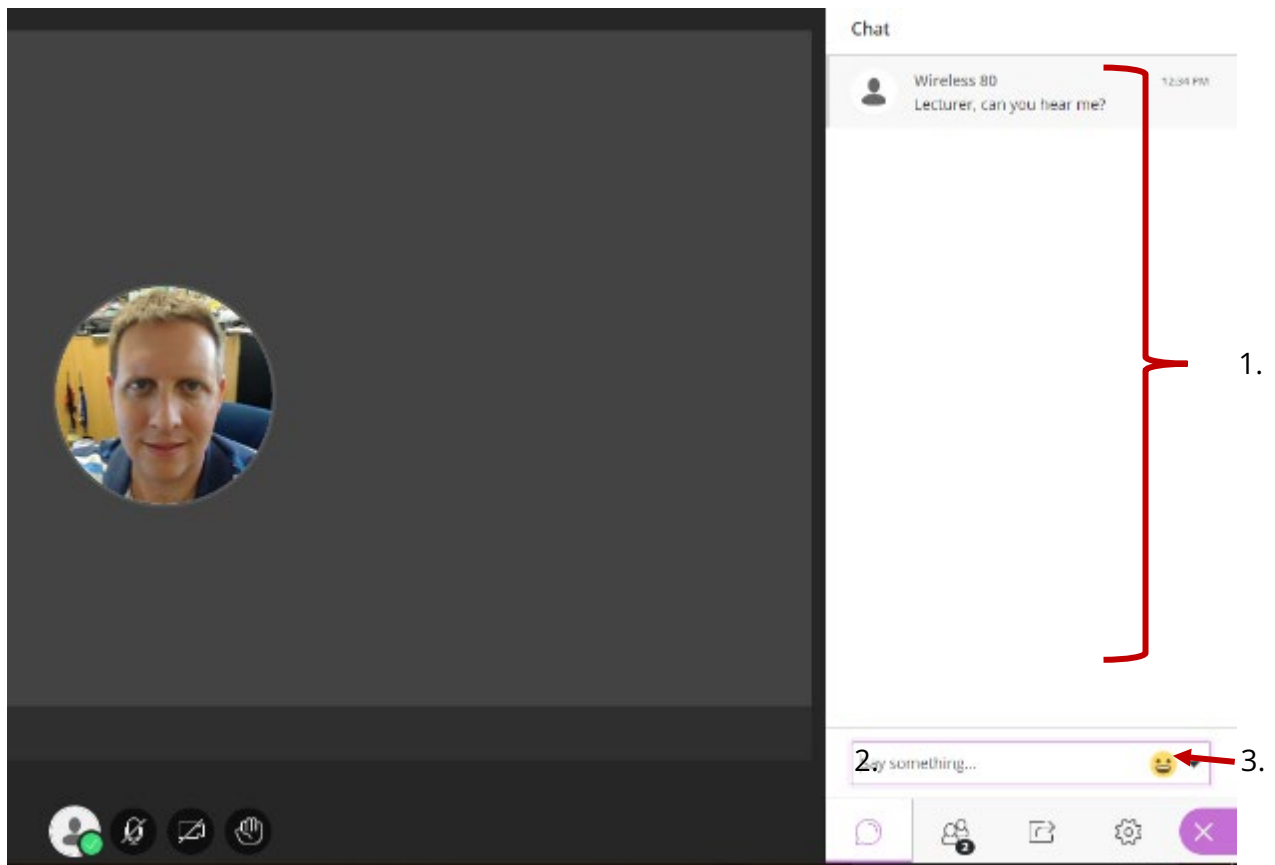


Figure 66 Side navigation: Chat area

If you do not have a headset with a microphone, you can still participate by typing your questions or comments in the Chat area.

1. The chat conversation will appear in this area
2. In this box, type your question or comment, then press the Enter button on the keyboard to display the message to the rest of the audience.
3. Click on the emoticon to add some emotions to your messages. This is important because we don't have visual cues to help us.

Participant list



Figure 67 Side navigation: Participant list

Whiteboard

This is an example of what the Whiteboard will look like in Blackboard Collaborate.



Figure 68 The Whiteboard in Blackboard Collaborate

At the top of the page are icons that will enable everybody to draw or write on the whiteboard.

Viewing the recording

The presenter of the session will record the session. This will allow you to listen to the recording afterwards again if you did not understand everything that was explained.

1. Click on the Menu button to display the link where you can access the recordings.

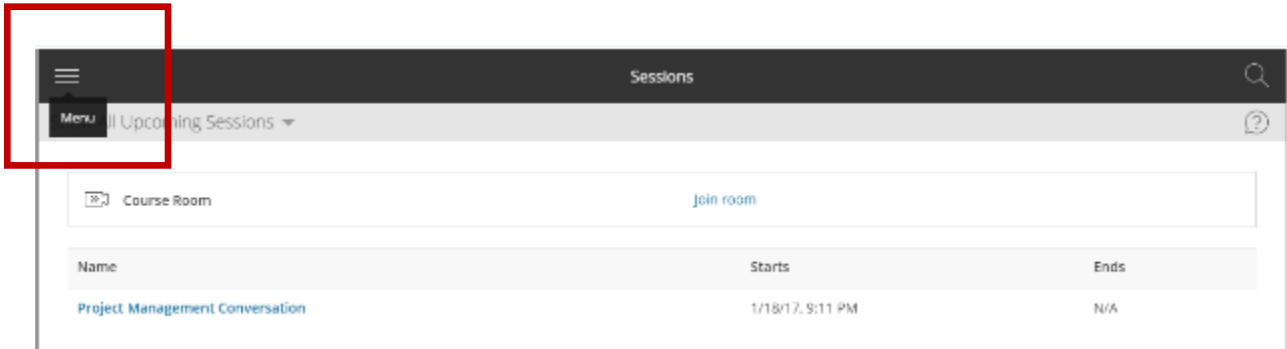


Figure 69 Blackboard Collaborate Ultra Experience Sessions

2. Click on **Recordings**.

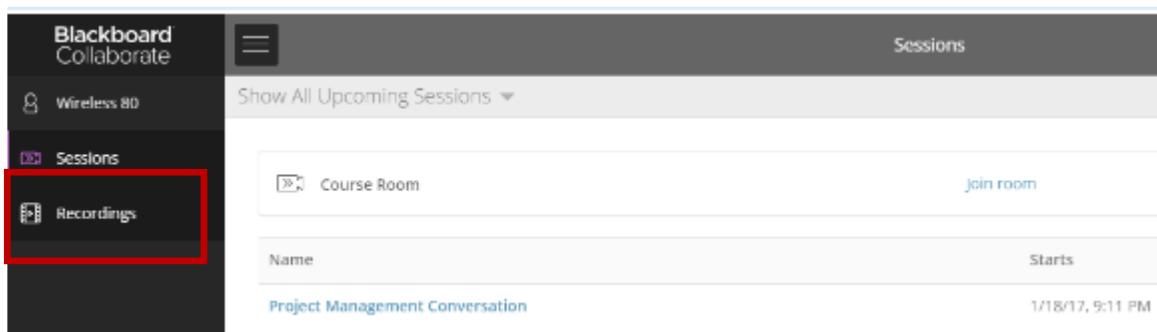


Figure 70 Accessing the Recordings

3. The list of recordings will be displayed. Click on View Recordings to view the MP4 video.

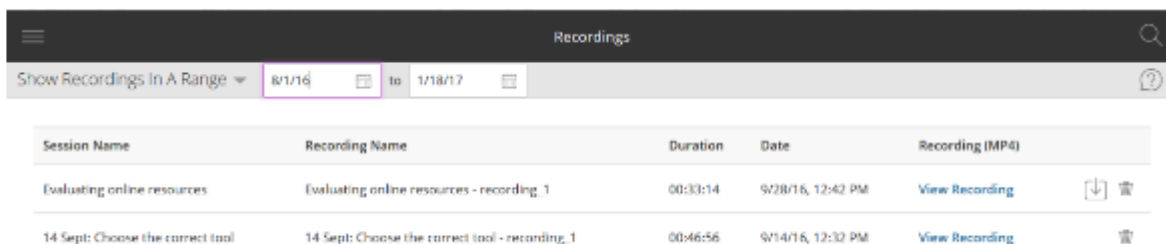


Figure 71 View the Recordings

Trouble shooting

Q: No one can hear me when I talk – Why?

- You need to ensure that you click on the Audio icon before you start talking. If it still has a dash through the icon, it means that the sound is muted.
- Ensure that your device has an audio playback like a headset with a microphone installed, else you can only type your questions/comments in the Chat area.



Module 9

Install Endnote

EndNote is software you download onto your computer that will allow you to:

- Store your references and link them to your PDF files
- Organize your references into Groups
- Create Bibliographies / List of references
- Work with Microsoft Word to format your in-text citations and references
- Allows you to switch between hundreds of reference styles, with the touch of a button.

Where to download EndNote from

UP Library website

- Click on **Services**.
- Click on **Referencing**.
- Click on the + next to Referencing software.
- Click on **EndNote**.



Self-paced clickUP Training

Learn how to use different clickUP Tools

You have access to a course that will teach you how to use clickUP and the different tools available.

1. Open your browser and go to <https://clickup.up.ac.za>
2. Login with **u**+student number (e.g. u12345678) and your UP portal password
3. Click on **Institution Page** on the left-hand menu
4. Click on **clickUP Online Self-Paced Student Orientation Course**
5. A Self Enrolment page will open
6. Click on the **Submit** button
7. The system will indicate you are enrolled into the course. Click on the **OK** button.

You will now be in the course where you can practice how to:

- Navigate in clickUP
- Access your UP E-mail account
- Use Turnitin
- Do assignments and tests within clickUP
- Collaborate with other students, etc.