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**Department for
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Departement vir Onderwysinnovasie
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clickUP orientation

User manual for clickUP access,
navigation and online self-paced orientation

Contents

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 access clickUP
- The navigation in clickUP
- Where to access the self-paced clickUP orientation module

Please note that you must be registered as a student to get full access to clickUP. 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 the online self-paced clickUP orientation course, Module 2 to learn how to set up this email (See p. 10 on where to access this course).

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 clickUP you need:

- Access to the Internet (there is free access on campus through the Wi-Fi across campus as well as the computer labs and library).

- An Internet Browser: e.g. **Mozilla Firefox** or **Google Chrome** (latest versions). **Do NOT use Internet Explorer**.

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: Through 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:
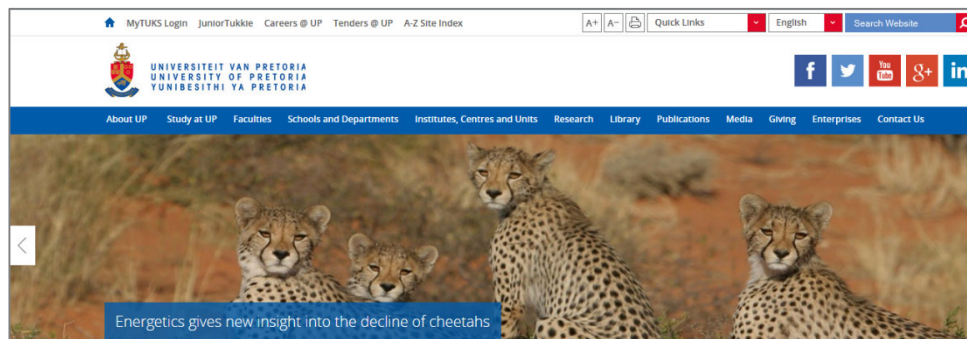
   http://www.up.ac.za.

Figure 1: The UP website Home Page

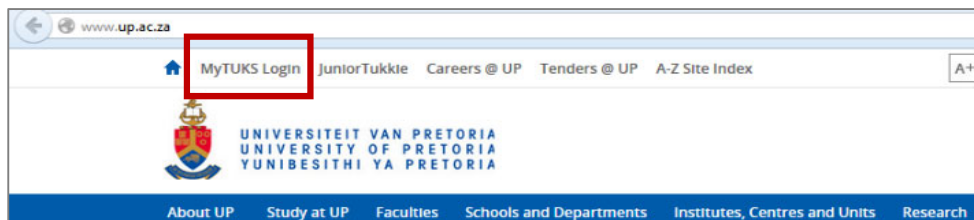3. Click on **MyTUKS Login** (at the top of the UP home page).

Figure 2: MyTUKS Login – link
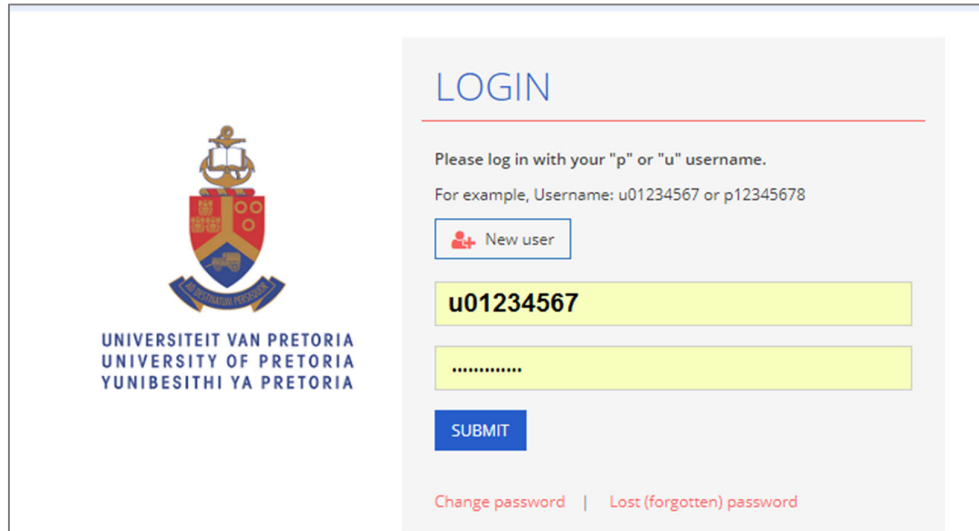
The TUKS login page will display.

Figure 3: UP Portal login page

4. Login using your Portal username and 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/Passport number as a password**. After you created your own password through the "new user" link, you will use your own password for future logins.

Do not share your password with anyone, or they will be able to access your account!

Remember that the system is case sensitive. You must make sure that you use upper and lower case correctly when typing in your username and password. For example, **U**12345678 will not work.

NOTE: You use the same password for the UP Portal, clickUP 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 "forget" the TUKS Wi-Fi and log into it again manually on your devices after you changed your password.

If you are logging in for the first time, click on the **New users** 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.

If you forgot your password, use the Lost (forgotten) password link to create a new one.

5. The Student Portal will display.

Most of the portlets in the portal can be moved around to customise the screen according to your needs. One of the portlets will give you access to clickUP.
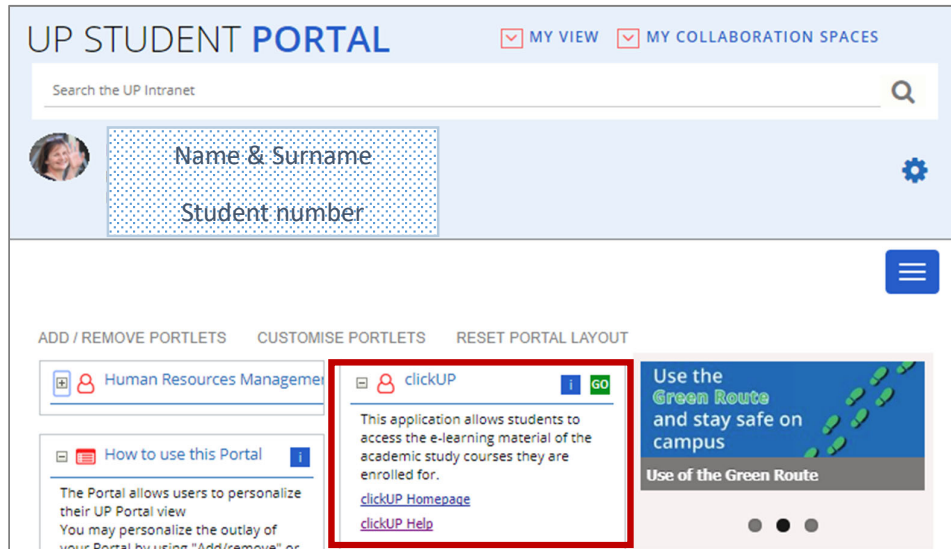

Figure 4: Student Portal
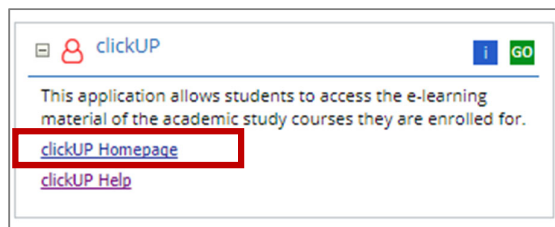
6. Click on the clickUP home page link.

Figure 4: clickUP home page link

7. The clickUP Home Page will display.

Method 2: Directly through the clickUP URL (Quickest login method!)

1. Open your browser (Firefox or Chrome).
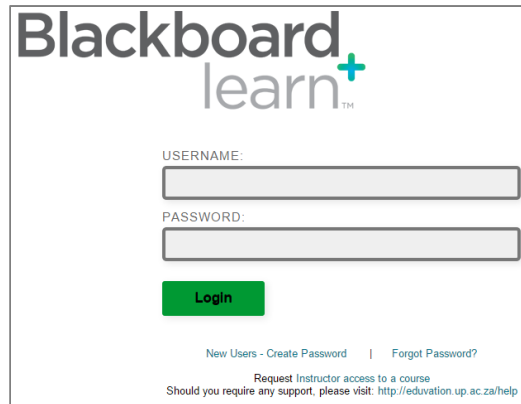
2. In the address bar, type the URL for clickUP: https://clickup.up.ac.za/

Figure 5: clickUP login page

3. Log in using your UP Portal username and password.

4. The clickUP Home Page will display

Method 3: Blackboard mobile application

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

1. Go to the **App Store** or **Google Play App Store**.

2. Search for **Blackboard App**

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

After you logged into clickUP, the clickUP Home Page will display. The top of the page contains different tabs. Notice the **clickUP Help tab**. You can click on it to navigate to the Help page.
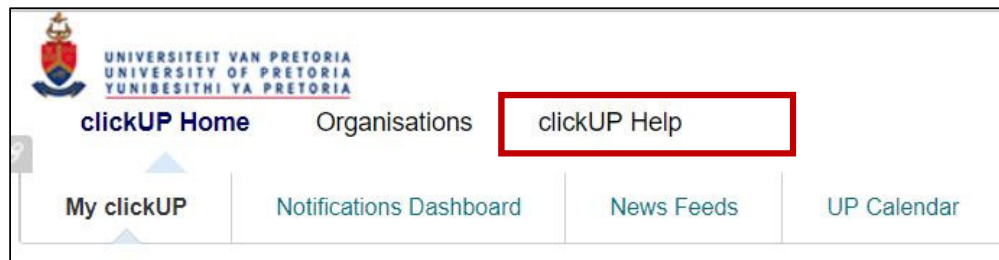

Figure 7: clickUP Help tab

Courses – your Modules

There are three spaces on the page. The column on the left displays the modules that you are registered for.

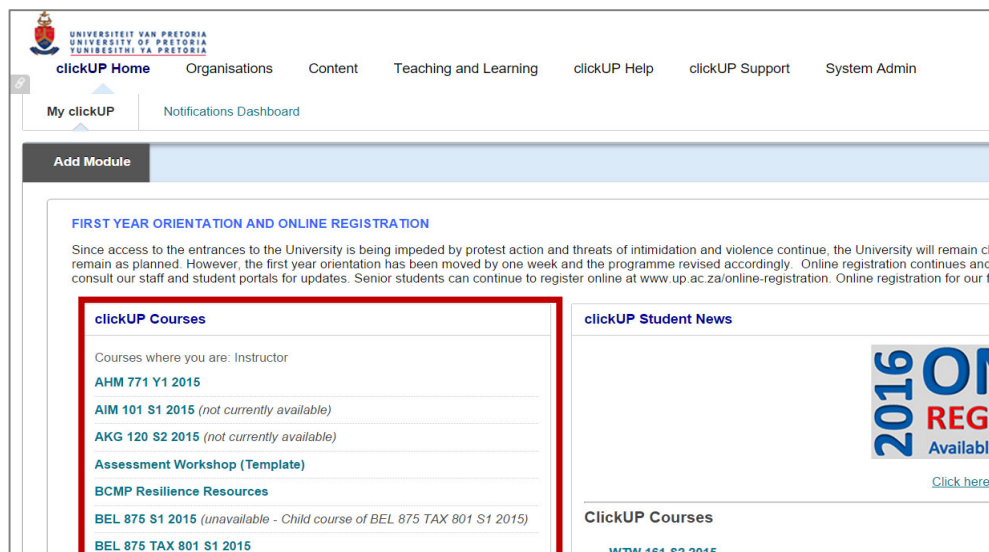To access the online classroom for a module, click on the link (blue text) for that module.

Figure 8: List of your clickUP courses
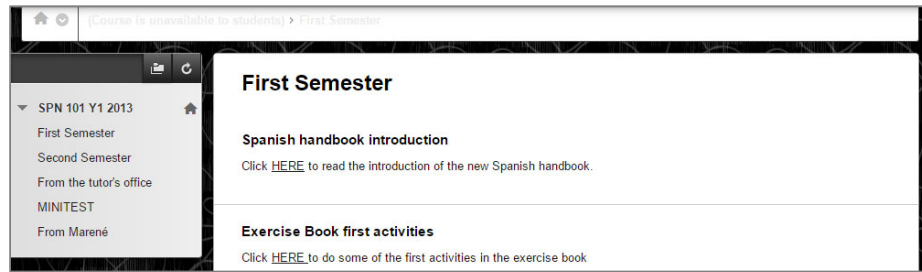
Here is an example of a clickUP module:

Figure 6: 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:
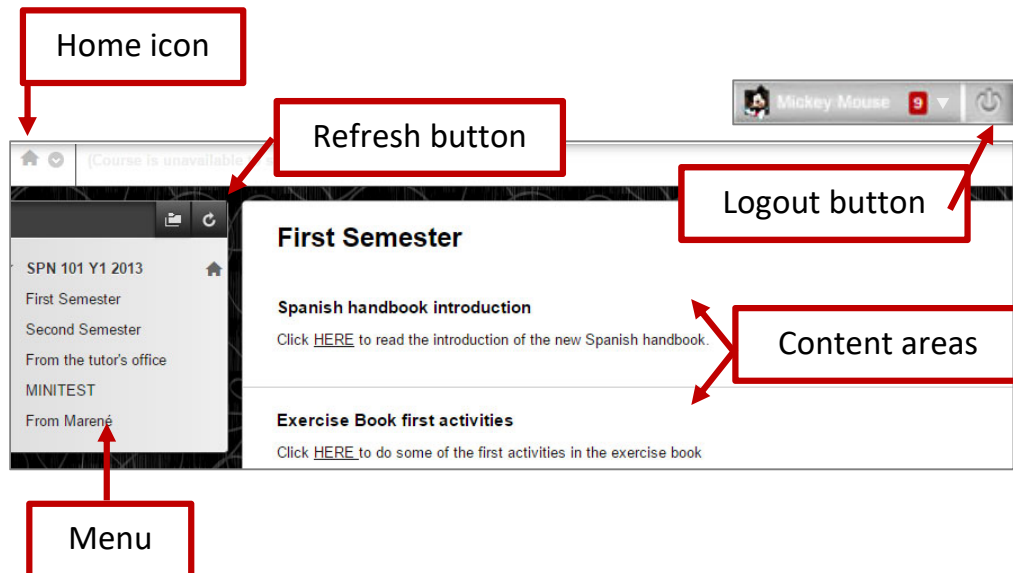
Figure 7: Features in a typical clickUP module

Home icon: Click on the icon to navigate back to the landing page. The landing page is the first page you will see when accessing the module.

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

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.

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

Global Navigation

Click on the Global Navigation drop-down menu in the top right-hand corner of the page, next to your name. The drop-down menu will open. It contains the following:

Figure 8: Global Navigation drop-down menu

Log out of your account

Notifications

Profile – set up your profile here

Overview – an overview of activities that took place in clickUP

Posts – keep track of recent posts in communication tools

Updates – indicates how many updates were made within your modules

Grades – indicates your marks

Calendar – indicates dates that have been captured for submission of assignments, class etc.

People – view other students' profiles and follow people

Messages – send messages to other students

Spaces – create learning groups or search for other groups

Settings

UP Home Page

clickUP Helpsite

Figure 9: Global Navigation tools

Self-paced clickUP orientation module

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

1. Go to https://tinyurl.com/clickupselfhelp

2. Login with **u**+student number (e.g. u12345678) and your UP portal password.

3. A Self Enrolment page will open.

4. Click on the Submit button.

5. The system will indicate you are enrolled into the course. Click on the OK button.

6. You will now be in the course where you can learn how to:

   - Navigate in clickUP

   - Access your UP E-mail account

   - Use Turnitin

   - Do assignments and tests within clickUP

   - Collaborate with other students, etc.