



UP Connect User Guide

This guide serves to answer some common questions regarding the newly created UP Connect service portal and is applicable to staff and student users of the service.

Contents

What is UP Connect?	2
What kind of connection and which service providers offer support for UP Connect?	2
I'm an international student? Can I benefit from UP Connect?	2
What UP Resources can I access through UP Connect?	2
How will I know that I'm using 0 rated connections?	3
How do I log in to UP Connect?	3
When I try to log into UP Connect, it says my credentials are incorrect.	5
When I try to log into UP Connect through the link on ClickUP, the link doesn't load.	6
I get an error when trying to access ClickUP through UP Connect. It says I am not connected to the Internet.	6



What is UP Connect?

A web-browser-based VPN platform that allows a user to access ClickUP and other curated, digital UP resources at no charge or deduction from your mobile data balance.

The official video for UP Connect for students: <https://www.youtube.com/watch?v=xsThrpDWkjU> or via the portal at zero rate: <https://connect.up.ac.za/https://www.youtube.com/watch?v=xsThrpDWkjU>

What kind of connection and which service providers offer support for UP Connect?

For UP Connect to work, you must be connected to a Vodacom, MTN, CellC or Telkom Mobile network, using a SIM card and using **mobile data**.

If you aren't using your mobile device, disconnect from any fibre or ADSL line and connect to mobile data. A LTE/3G router using a Vodacom, MTN, CellC or Telkom SIM will also work in this instance.

I'm an international student? Can I benefit from UP Connect?

The Department for International Students is currently consulting various stakeholders to determine how to offer a similar service to you as an international student. As soon as a solution is found, this will be communicated with you.

What UP Resources can I access through UP Connect?

The currently available services for direct access are:

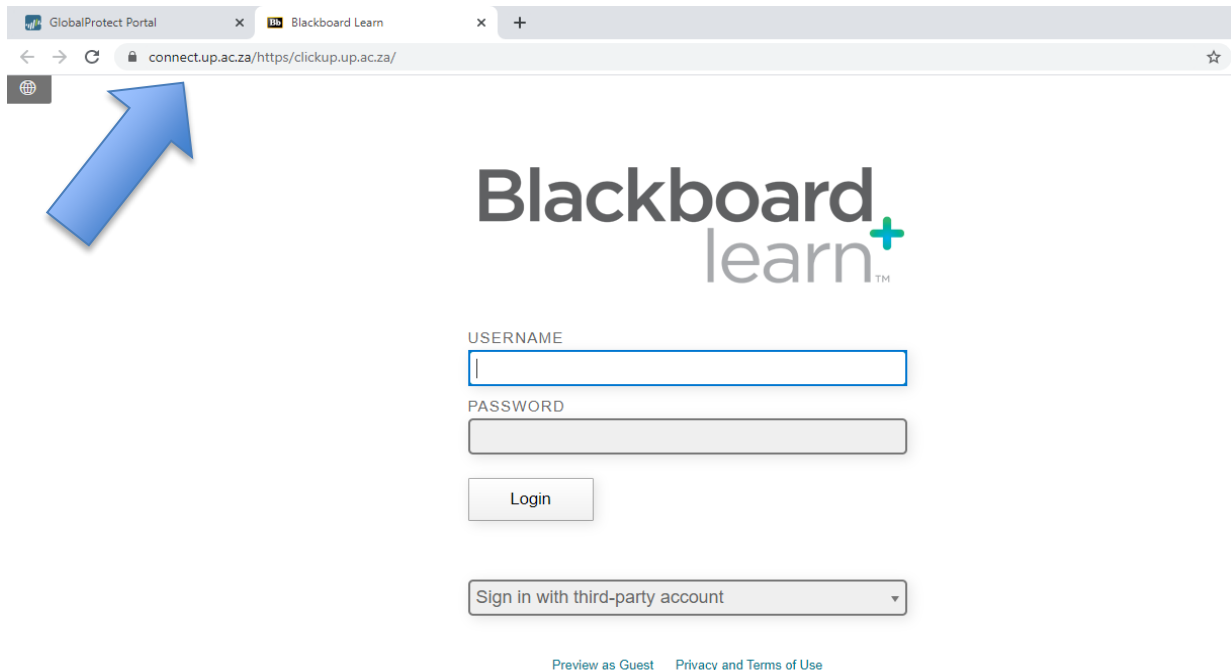
- University Public Website
- ClickUP
- Library Services
- Library Search
- Lib Guides
- UP Gmail
- TUKS Gmail
- GIBS Public Website
- GIBS Blackboard



How will I know that I'm using 0 rated connections?

Keep an eye on your URL in the browser - as long as it states "<https://connect.up.ac.za>" at the start, you are still connected to the 0 rated website. Please take note that linking to another page on the internet will not display this information and you might be charged for that data. There is a specific list of resources that are connected to this platform. Certain websites will therefore be blocked or charged. Please note that only curated YouTube content, accessible through ClickUP in the UP Connect portal will be allowed.

See the example below:



How do I log in to UP Connect?

UP Users:

Ensure that you are NOT connected to the Global Protect VPN service before attempting to use the UP Connect Portal. You will not be able to access the UP Connect Portal if you are.

When first connecting to the Portal, make use of the steps below:

Your UP Portal/ClickUP credentials are to be used. That is u and your 8 digit student/personnel number and your UP Portal password.



1. Open the browser of your choice (current versions of Google Chrome, Mozilla Firefox, Safari and Internet Explorer are supported).
2. Clear all history for your browser before connecting.
 - a. On Google Chrome go to > Customize and Control Chrome > History > Clear Browsing data;
 - b. On Mozilla Firefox go to > History tab > clear recent history;
 - c. On Internet Explorer > Settings> check the delete browsing history on exit.
3. We suggest you sign out of all Personal Gmail accounts as switching between personal and UP Gmail accounts available in the portal might also use your data.
4. Go to: <https://connect.up.ac.za> - please type in the URL, do not copy and paste it.
5. Log in with your UP-Portal username (i.e. u1234567) and password.

UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

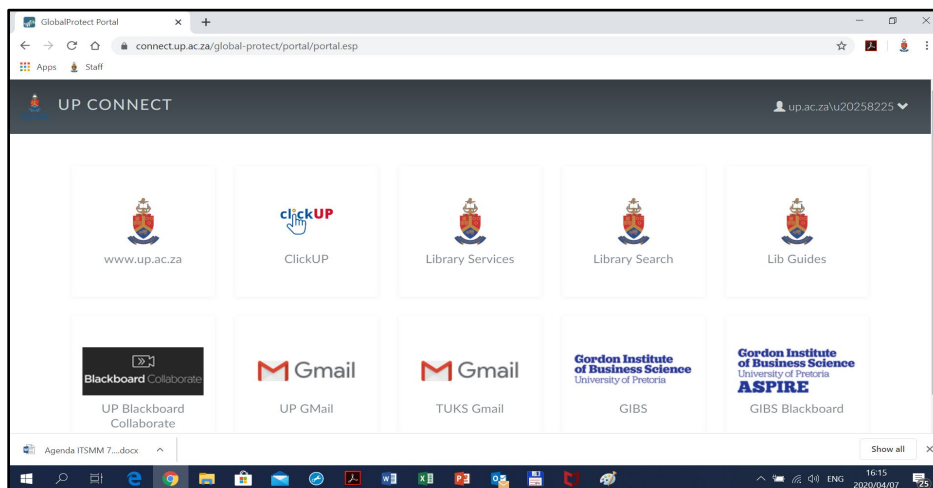
UP Connect

Username

Password

LOG IN

6. Click Log In.
7. You will be presented with various University services that can be accessed and used via the UP Connect Portal:





When I try to log into UP Connect, it says my credentials are incorrect.

- Check if your CAPS lock is off. Ensure your password is correct by trying to log in to your student portal, making sure not to use any saved credentials but by manually typing in your username and password again.
- Change your password by using the self-service Change Password function on the UP Portal: <https://www1.up.ac.za/uplogin/faces/login.jspx?> (not 0 rated)

LOGIN

Please log in with your "p" or "u" username.
For example, Username: u01234567 or p12345678

New user

Username

Password

SUBMIT

[Change password](#) | [Lost \(forgotten\) password](#)

- If you are still having problems connecting, contact:
Student IT Helpdesk at studenthelp@up.ac.za or (012) 420-3051 (Students)
IT Helpdesk at help@it.up.ac.za or (012) 420-3051 (Staff)
- Please also ensure that you are on mobile data (Vodacom, MTN, Cell C or Telkom) while you are logging in to UP Connect, any other connection will not be zero rated.

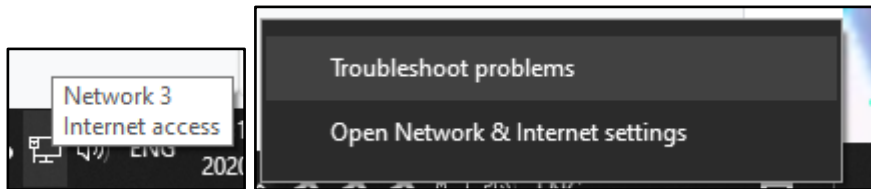


When I try to log into UP Connect through the link on ClickUP, the link doesn't load.

Please follow the steps to log into UP Connect first, and then access ClickUP through UP Connect.

I get an error when trying to access ClickUP through UP Connect. It says I am not connected to the Internet.

Ensure your connection is running correctly, by right-clicking on the connection icon in the bottom right hand corner and selecting Troubleshoot problems.



This step will help you find issues with your connection if you are connected, or if you need to swap to a mobile connection.

- For UP Connect to work as a zero rated service, you must be connected to a Vodacom, MTN, CellC or Telkom network, using the relevant SIM card and using mobile data.
- If you aren't using your mobile device, disconnect from any fibre or ADSL line and connect to mobile data. A Vodacom, MTN, Cell C or Telkom wireless device should also work in this instance.
- If you are using a laptop, set up your mobile device as a hotspot and connect to it as a wifi point.
- Please also ensure that your mobile data is enabled on your mobile device when trying to access this link. Your mobile data will not be consumed if you use the zero rated link but is however required to make your access possible.

Please note: Using the UP Connect portal FROM a home fibre, ADSL, external corporate network or any other service provider than those listed above will be of NO benefit to you and you will only consume system resources that could otherwise help other students.