

LEARN THE UP WAY *Online*

Frequently Asked Questions for students

Blackboard (Bb) Collaborate ([Help Site](#))

Question	Answer
Are Bb Collaborate sessions free?	Live sessions are currently not included through the UP Connect Portal, but UP's IT Services is investigating possible solutions. Recordings of Bb collaborate sessions can be downloaded in clickUP without incurring any data costs.
While a student is busy with Bb Collaborate Ultra, the system throws her off at times. Why?	Collaborate monitors and adjusts to your connection speed. This means you can take part in sessions even when your connection is slow, or your network is poor. Click here to read more information on how to check your connection status. A very unstable connection will, however, result in a participant being "thrown off".

Data

Question	Answer
How do I connect to clickUP using the free data offer?	Go to https://connect.up.ac.za on a browser. Log in with your UP portal username and password. Select the application you want to access. It only works for web access but not through the Blackboard App. Please read the announcement in the clickUP portal regarding what is free. Video on how to connect to the free data website
Where can I find guidance on how to use the zero-rated services?	Video on how to connect to the free data website
Will all mobile service providers join the zero-data initiative?	Only South African Mobile providers: MTN, Cell-C, Telkom and Vodacom.

Logistics: Lack of appropriate device, Internet access, electricity, textbooks

Question	Answer
How can I find out if I qualify for a loan laptop?	<p>We are in the process of providing students who have no access to an Internet-enabled device and who genuinely cannot afford to buy it themselves with a loan laptop. Students have to be from lower-income or missing-middle households and not be recipients of bursaries, grants and scholarships that make provision for the acquisition of laptops. They should be registered and have been academically active for the duration of the first quarter.</p> <p>Qualifying students have already been identified. If you have not yet received a laptop or if you want to track the delivery or if you had not been approached by the University but would meet the requirements for receipt of a loan laptop (as explained above) please email your name and surname, student number as well as your telephone number to laptoploan@up.ac.za.</p> <p>Alternatively, send a SMS:</p> <ol style="list-style-type: none"> 1. If you want to know the progress of your laptop request and you have already submitted the Google form or sent an SMS LAPTOP Loan, please SMS "Laptop Loan Status" to 45278 2. If you have confirmed your delivery address and you want to track your laptop request delivery SMS "Laptop Delivery STATUS" to 45278 3. If you have submitted your details to your Faculty to request a Laptop, please SMS "Faculty LAPTOP Loan Status" to 45278 4. If you submitted a request to be assisted with LAPTOP LOAN to SRC, please SMS "SRC LAPTOP LOAN STATUS" to 45278 5. If you have made enquiries to the university about obtaining a LAPTOP, please SMS LAPTOP LOAN Enquiry Status to 45278 <p>If you have not been able to connect to the online learning material or access UP clickUP system because you do not have an internet-enabled device and want to find out if you qualified for a LAPTOP LOAN SMS "LAPTOP LOAN REQUEST" to 45278</p>
What should a student do if he/she does not have internet access?	Contact your Lecturer or Head of Department to make alternative arrangements.
What should a student do if he/she cannot study from home due to a lack of electricity?	Contact your Lecturer or Head of Department to make alternative arrangements.

ClickUP Help Site

Question	Answer
Will there be a standard document on IT etiquette available to Bb/clickUP users on how to communicate during the lockdown?	<p>Please visit the email etiquette in the UP portal</p> <p>Link</p>

Consultation and Communication

Question	Answer
Some students rely on the university's counselling services, how will they be able to access these remotely?	The UP Careline is available on 0800 747 747 or SMS UP 31393 or UP 24-hour crisis line on 0800 006 428. The Student Counselling Unit services are available during office hours on 012-420 2333 or at studentcounselling@up.ac.za. Students can also SMS 31393 for a call back.

Off-campus IT Support

Question	Answer
Who can I contact if I need help with my IT setup?	Call: 012 – 420 3051 or email: help@it.up.ac.za
Will there be anything like a tech hotline that can be called for instant support if things go wrong in a live collaborate session?	If staff or students lose connection during a collaborate session, it is usually owing to connectivity issues. IT support will not be able to help with this.
Why can't I access YouTube videos through the UP Connect Portal	Open access to YouTube is restricted and only curated YouTube videos can be viewed on the portal. Please support the University and your fellow students by using the resources responsibly at all times.

Assessments and examinations

Question	Answer
Will students be writing formal examinations?	This information will be provided by the relevant departments. Students should refer to ClickUP for module specific information related to tests and examinations.
How will students be assessed?	This information will be provided by the relevant departments. Students should refer to ClickUP for module specific information related to tests and examinations.

Qualifying students have already been identified. If you have not yet received a loan laptop after having applied or if you want to track the delivery of your loan laptop or if you had not been approached by the University but would meet the requirements for receipt of a loan laptop (as explained above) please complete the [form](#) or email your name and surname, student number as well as your telephone number to laptoploan@up.ac.za.