

EDS ONLINE INSTRUCTIONAL GUIDE



WELCOME

The purpose of this user-friendly preparatory guide is to provide you with enough information to use the different systems that you will interact with during your studies at the SBL. It is not meant to be comprehensive since each of the systems has its own extensive **HELP** facilities.

Unisa functions in a highly segregated and complex environment to ensure that no specific support team has full access to all the information related to a student. There are multiple support teams and each support team has specific roles, responsibilities and have different types of access to the different Unisa and SBL systems. For example, a support team that has access to your myUnisa information, does not have access to change your ID number. The support team that does have access to change your ID number, will not have access to view or assist you in submitting an assignment. It is difficult for a new student to differentiate between the different systems, support teams and the support team roles, etc. hence this guide. If you send a query to the incorrect support team, you will be requested to forward your query to the correct team, which in turn will result in a delay in the resolution of your problem, so it is important to note the different support team roles and responsibilities.

The following table represents the different support teams that you will interact with during your studies at the SBL.

SUPPORT TEAM	CONTACT	ROLE, RESPONSIBILITY, ETC	WEB SITE TO ACCESS
myUnisa	myUnisaHelp@unisa.ac.za	Queries about myUnisa accounts	https://www.unisa.ac.za/sites/myunisa/default/ http://www.unisa.ac.za/sites/myunisa/default/Claim-UNISA-Login
myLife	myLifeHelp@unisa.ac.za	Queries about myLife email accounts	https://www.office.com/
SBL Registration	sblregistrations@unisa.ac.za	SBL Registration, data capturing, payment, etc queries	www.unisa.ac.za/sbl
eds online	sbledshelp@unisa.ac.za	Assisting with eds online queries	www.sbleds.ac.za
Turnitin	turnitin@unisa.ac.za and cc sbledshelp@unisa.ac.za	Administrative queries regarding Turnitin	https://www.turnitin.com/login_page.asp?lang=en_us
Programme Administration	See course guide on eds online	Queries regarding student administrative matters	www.sbleds.ac.za www.unisa.ac.za/SBL
Academic Support	See course guide on eds online	Queries regarding student academic matters	www.sbleds.ac.za
Programme Management	See course guide on eds online	Queries regarding all programme management matters	www.sbleds.ac.za www.unisa.ac.za/SBL

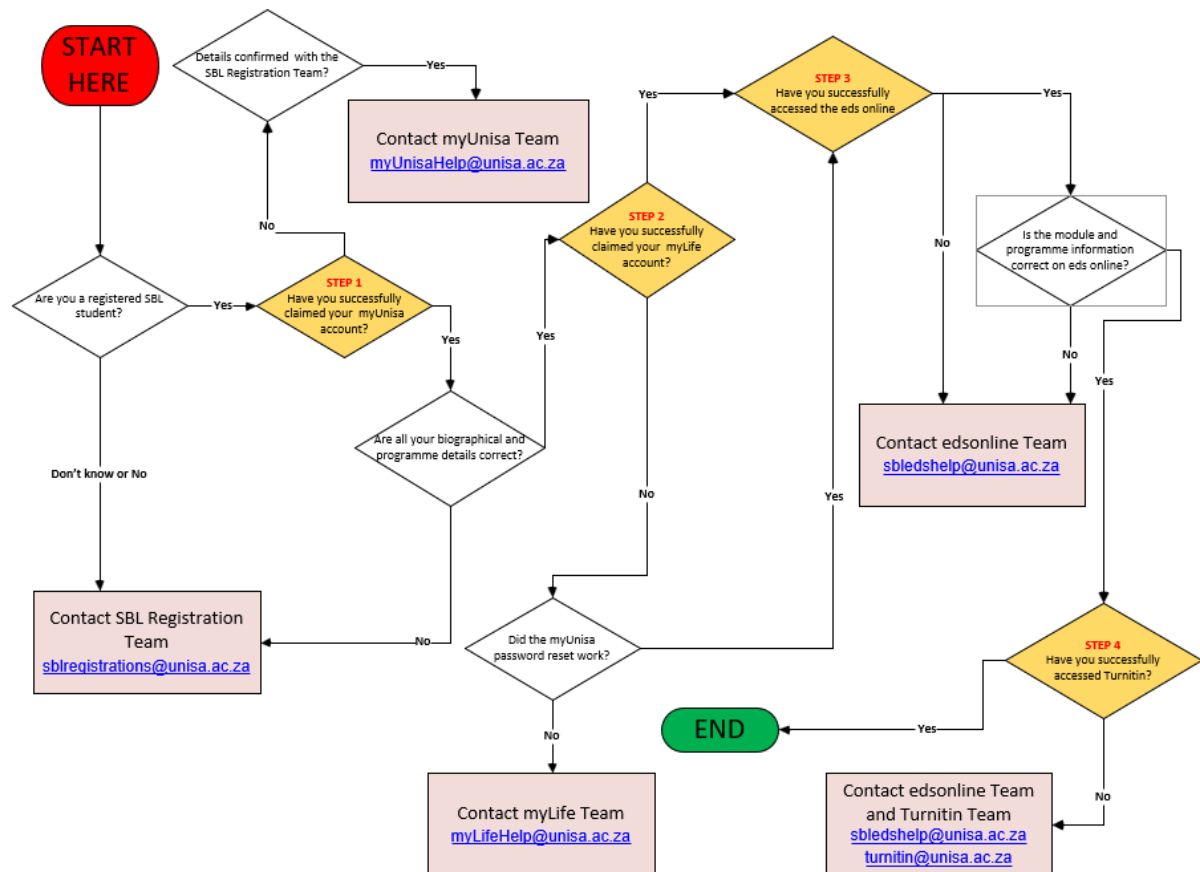
As you progress through this document, you will become familiar with the different systems that each of the above-mentioned support team support. Furthermore, although numerous telephones contact numbers are available, the preferred way of communication with the SBL and Unisa is via email. Your email serves not only as evidence for future resolutions, but all the different support team email boxes are managed and monitored by dedicated staff.

Within the Unisa and BSL environments, you will be required to use different authentications usernames/ IDs and passwords. It is important to note that the different sites listed above require different methods of logging in. Please see below the format of the user names/IDs and typical passwords for the different systems and websites.

Site	Address	Typical format of user name and password
myUnisa	https://www.unisa.ac.za/sites/myunisa/default/ http://www.unisa.ac.za/sites/myunisa/default/Claim-UNISA-Login .	<i>User name:</i> Student number <i>Password:</i> A student specific system generated password, such as "BI%52y". which will be SMSed to you after you have claimed your Unisa account (myUnisa). <u>Example</u> <i>User name:</i> 1409123 <i>Password:</i> BI%52y
myLife	www.office.com	<i>User name:</i> <Student number>@mylife.unisa.ac.za <i>Password:</i> This is the same as your myUnisa password, unless you have changed it. <u>Example</u> <i>User name:</i> 1409123@mylife.unisa.ac.za <i>Password :</i> BI%52y
SBL Registration	www.unisa.ac.za/sbl	NA
eds online	www.sbleds.ac.za	<i>User ID:</i> Student number <i>Password:</i> Default ID or Passport number <u>Example</u> <i>User name:</i> 1409123 <i>Password:</i> 5607015617919
Turnitin	https://www.turnitin.com/login_page.asp?lang=en_us	<i>User name:</i> <Student number>@mylife.unisa.ac.za <i>Password:</i> Password that you have generated yourself such as "Little@07" <u>Example</u> <i>User name:</i> 1409123 <i>Password:</i> Little@07

STEPS FOR ENABLING YOUR ACCESS TO THE DIFFERENT SYSTEMS

Due to the complexity of the environment, certain steps with applicable milestones are proposed. If you skip a step and proceed to the next without following a specific order, you will experience challenges at a later stage. The diagram below indicates the necessary steps and the relevant support team contacts.



Step 1. Claiming your myUnisa Login

This step (i.e. “Claiming your myUnisa Login”) is the most crucial step in your studies since it impacts your access and interaction with all the Unisa and SBL systems. By “Claiming your myUnisa Login” you will receive access to the myUnisa environment, which means you will have an online Unisa account.

Only registered Unisa students can claim a myLife account. Previously registered Unisa or SBL students should still have access to their myUnisa accounts. This is a life-long account and you will be able to access all your Unisa administrative details even after your studies.

The myUnisa environment is used by SBL students solely for administration purposes only such as examination centre changes, name updates, etc.

Student Number

If you were previously a Unisa student, your access details to myUnisa should still be valid. If you are a newly registered Unisa student, you must claim your Unisa account. Unisa and the SBL utilises your student number for identification and this implies that if you do receive a new student number after your registration, you are to claim your myUnisa using the new or latest student number for the applicable academic period and qualification you have been registered for. In some cases, your ID or passport number may be requested for additional confirmation. By default, your previous Unisa student number may be applicable, but it may your change depending of the qualification you have registered for. This means that you may have multiple student numbers, which implies multiple myUnisa accounts. It is extremely important that you use only the applicable student number that has been assigned to your current year of study, qualification, etc.

In the various Unisa documentation throughout your studies, you may notice that your student number is written in different formats such as 014-092-123 or 014092123 or 1409123. Student numbers are numerical. In the example, the “0” in “014” and “092”, refers to zero and not “O” or “o”, which refers to “O”, like in “**O**ccupation” or “**o**ccupation” in the alphabet. In all your communication to Unisa and the SBL, it is important that you indicate your full student number in the subject an email or as the first line of your communication. For example, as an email subject, the correct format will be “Registration query: 014092123” and not “Registration query: 1492123” (missing “0”) or “Registration query: o14092123” (lower case “o”).

There are different automated systems within Unisa and the SBL. The time for a resolution to your query is dependent on if and how you include your student number. For example, if you send an email without a student number, or in the incorrect format, the email ends in an unallocated queue which will impact the query resolution time, since Unisa students who have indicated a student number in the correct format, will get preferential treatment.

Within 48 hours after your registration has been finalised, you should be able to perform the steps below.

Although you can claim the MyUnisa account from the main Unisa web page (<https://www.unisa.ac.za>) and clicking on the “myUnisa” link, you can claim your account directly from (<http://www.unisa.ac.za/sites/myunisa/default/Claim-UNISA-Login>).

The screenshot shows the UNISA myUNISA login page. At the top, there is a navigation bar with the myUNISA logo and a list of links: Registration, Student Support & Regions, Assignments & Examinations, Student Affairs & SRC, News & Events, and Library. Below this is a section for 'Claim UNISA Login' with three links: 'Claim UNISA Login', 'Forgotten UNISA Password', and 'Forgotten Student Number'. The main content area is titled 'Claim UNISA Login' and includes a welcome message and instructions for claiming login details. It lists three systems: myUnisa, myLife, and myUnisa. The 'Step 1 of 4: Please enter your student number' section is highlighted with a red circle, and the 'Student number' input field is also highlighted with a red circle. A 'Continue' button is at the bottom.

- **Red Circle:** allows you to claim your Unisa account (myUnisa) for the first time
- **Green Circle:** allows for claiming your Unisa Login ("Claim UNISA Login"), retrieve your student number ("Forgotten student number") and retrieving your myUnisa password ("Forgotten UNISA Password")
- **Blue Circle:** allows you to login into your myUnisa account, using your current student number and myUnisa password.

In each of these cases, the correct student number and format must be used. If you previously studied at Unisa and have previously claimed your myUnisa you will be notified during the process.

If you have originally claimed your myUnisa account without a "0", then you must continue to use your student number without the zero. It is suggested that you try the above with the zero, i.e. "014092123" and if it does not succeed, use just "1409123", i.e. without the leading zero.

You will be prompted for further details depending on the selections you have made. The prompts will require your current details as per your current student record.

Please take note that notifications will be sent to your mobile number, which means that your mobile number must be correct. If you do not receive any notifications, please see the possible error list below.

The common challenges are:

- Not recognised or incorrect student number- This means that you are either not registered or using an incorrect student number format or using an “O” instead on a “0” or using a previous student number.
- In some cases, your official first names and last names have been switched around due to a data capturing error
- Your surname of first names have been incorrectly hyphenated
- You have changed your surname
- Incorrect mobile number – not receiving SMSs
- Incorrect ID or passport number

If any of these situations occur, you should stop the process immediately and contact the SBL Registration team (sblregistrations@unisa.ac.za) to update your student record accordingly. In some cases, you will be able to continue but this will result in a long-term problems, such as incorrect first and last names or incorrect spellings of your name on certificates, problems with your access to other systems, etc. Thus it is advisable to stop the process and correct all the relevant information before continuing.

After completing the process as indicated above, you should start receiving SMS confirmations (within 60 minutes) from the myUnisa team.

If any of the following occurs, you should directly contact the myUnisa support team (MyUnisaHelp@unisa.ac.za):

- Student number not recognised after it has been confirmed by the SBL Registration team
- Not receiving SMSs even after your mobile number has been confirmed by the SBL Registration team

Please remember to include your student number in the correct format in the subject of the email. Once an email has been received, you should receive a case number which you will use for future referencing.

You will be notified via SMS that the process is completed. Within the SMS you will receive also a password, which is typically in the format such as this, i.e. “BI%52y”. Please take note that this is your myUnisa password and that your User Name is student number for the myUnisa site.

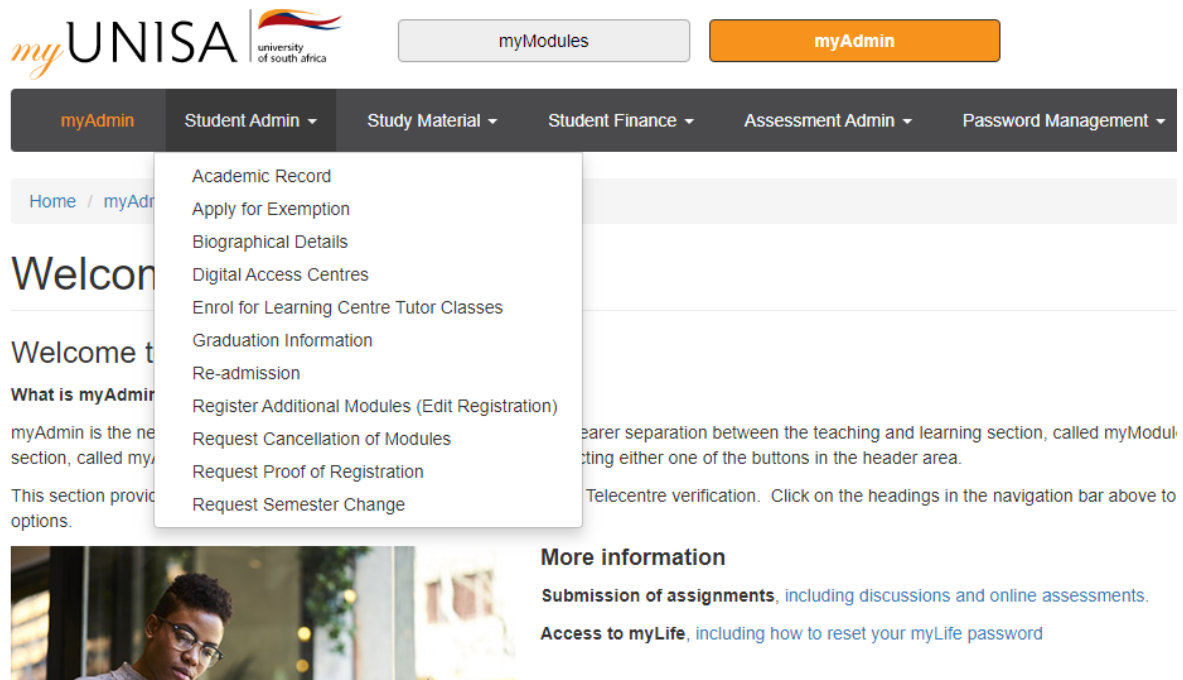
Testing myUnisa Access

To test your myUnisa access, return to the myUnisa site i.e., (<https://www.unisa.ac.za/sites/myunisa/default/>) and login with the authentication details provided via the SMS.

After logging into myUnisa, you will see two buttons, i.e.



When clicking on “myModules” you will see a list of modules you are registered for. As an SBL student, this functionality is of limited usage since you will be using the eds online to access your student material, submit assignments, etc. For an SBL student the “myAdmin” button is of more importance, since it will display your administration and personal information. For example, when clicking on “myAdmin, and then “Student Admin”, you will see a list of functionalities that can be used to manage your administration matters.



It is important for you to verify if your biographical details are correct at this stage.

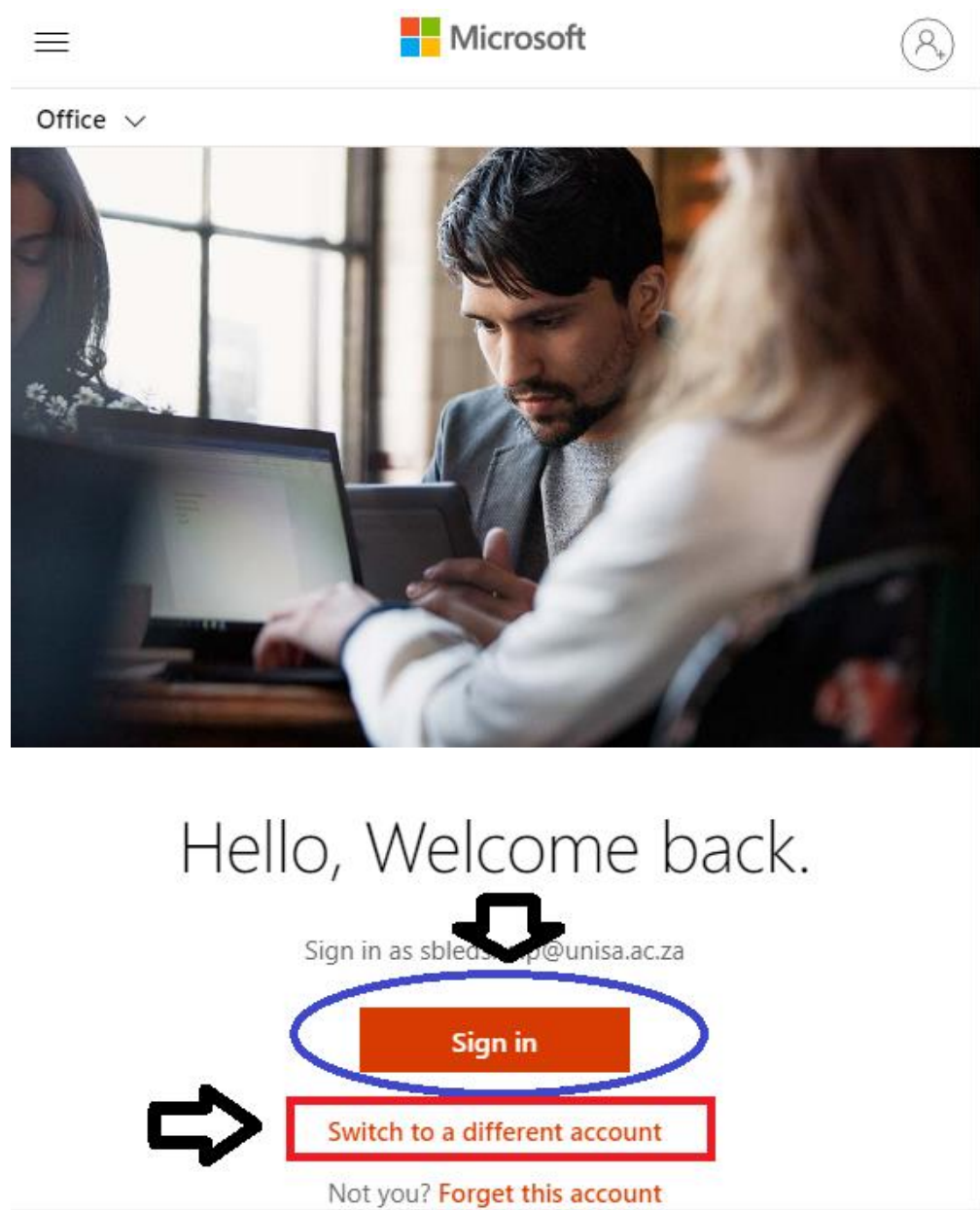
Although you may be tempted to change your myUnisa password at this stage, it is advisable not to do so until you have accessed all the relevant systems (using the default password) as described further in this document.

At this stage you have successfully claimed your myUnisa account.

Step 2. Claiming your myLife email account

After 24 hours of “Claiming your Unisa Login”, you should have access to a Microsoft 365 student portal.

To test your myLife email account, go to <https://www.office.com>

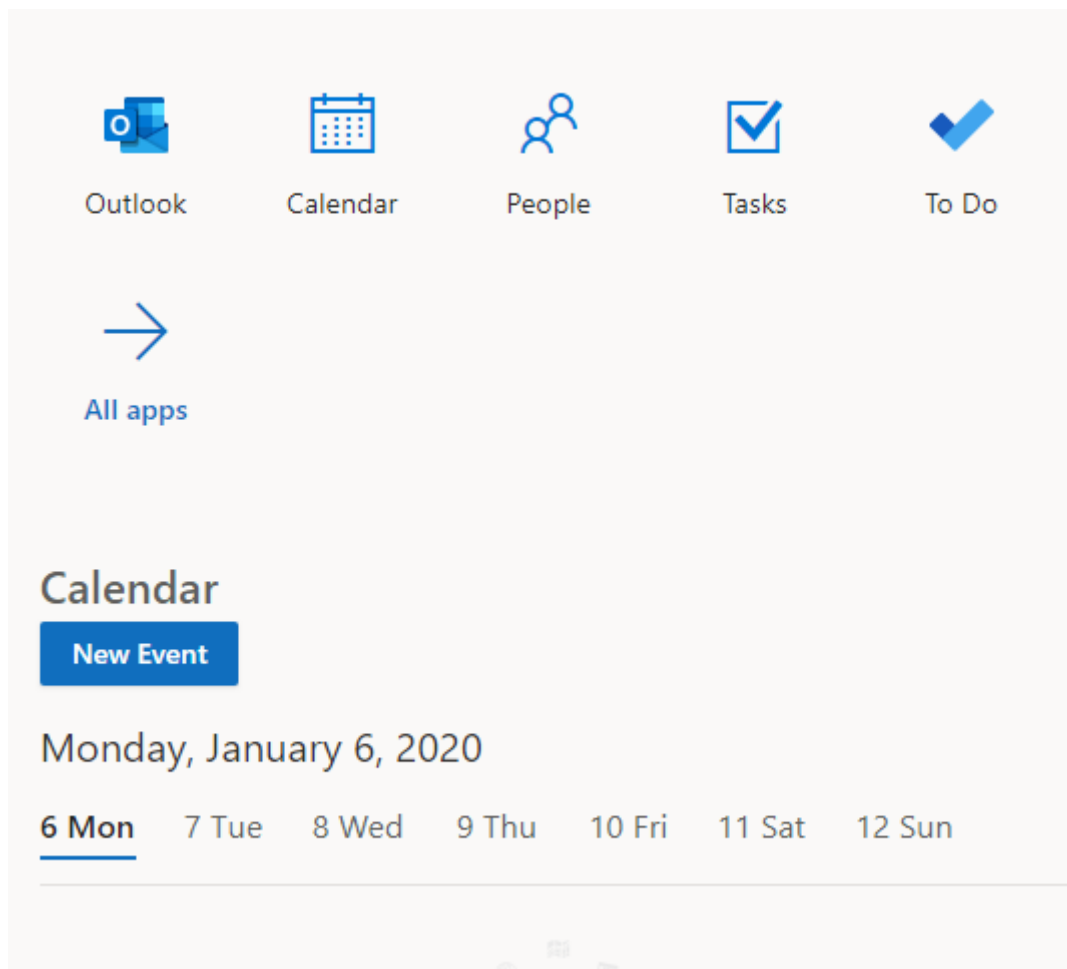


Take note that if you have been using Microsoft Office 365 previously, you may be logged in automatically with a different user account. If this is the first time you are accessing the Microsoft 365 portal, you will be prompted to either "Sign in" or "Switch to a different account". If you are accessing the page the first time, click on "Sign in" and if a previous account is displayed, click on "Switch to a different account", which will allow you to login with your current myUnisa account details.

Please take note, you will be prompted for your myLife email account, instead of just your student number. For example, if your student number is 14092123, then your myLife account email is 14092123@mylife.unisa.ac.za

After clicking on "Next", you will be prompted for a password. This is the same password you have received for your myUnisa account, which has the format of "BI%52y".

You will be presented with a typical Office 365 screen.



Click on “Outlook” and you should see a few messages from Unisa. This means that your myLife account has been successfully setup and synchronised.

Unisa and the SBL will only use your myLife email account for communication purposes after you have registered. [Unisa Rules for Students](#) places the onus of activation on myUnisa and myLife accounts on the student and failure to do so is considered a transgression by the student.

Failure to activate or use the email account will result in you not been able to receive communication timeously. If you do not activate your myLife account, it will not be possible to resend the communication. It is expected as a student, you will be communicating with Unisa and the SBL via your myLife account. Emails from myLife email accounts do get priority compared to personal email accounts.

The typical challenges that may occur, are:

- When clicking on Outlook, you get an error message. This means that you have previously used your myLife account, or your myLife account password has not synchronised. To resolve this, please go back to myUnisa and after logging in, reset your password, which will resync your password and reissue a Microsoft 365 license. This takes approximately 24 hours.
- If you have multiple Microsoft 365 accounts and you are not seeing messages from Unisa to your myLife account or see a different account's emails, click on your Microsoft profile link (top righthand corner) and select "Open another mailbox" and type in your current myLife email account.

If you fail in accessing your myLife email account, please log a call with the myLife support team (myLifeHelp@unisa.ac.za) who are responsible for all myLife account queries.

Your organisation may not allow you to access other external sites for security reasons. This may manifest in a number types of errors such as “404”, and requesting you to consistently to retype your password. To test if this is the case, use your mobile phone to access your myLife account (without connecting to the organisations' Internet connection). If you can access your myLife account via your mobile phone, you will either need to discuss this matter with your organisations' IT department to allow you appropriate access or obtain a different computer and a different internet connection

Step 3. Accessing eds online

The eds online is a *separate* lightweight (compared to myUnisa which is used by other Unisa students) electronic learning environment used by SBL students and staff for teaching and learning purposes. It is independent from the Unisa systems (myUnisa and myLife) for redundancy and flexibility reasons.

To use the eds online you must have a working internet connection. In some cases, your organisation may restrict access to the eds online.

The following browsers are recommended:

- IE 11 +
- Safari 7+
- Firefox 29+
- Chrome 35+

The basic functionality of the eds online consists of:

- General SBL announcements
- Programme announcements
- Module specific announcements
- Assignment submissions and
- And other communication tools, such as chat facilities, podcasts, etc. which are specific to *some* SBL modules.

It is important to note:

1. All SBL communication, regarding teaching and learning (communication, assignment submission, study schools, etc) will only be done via the eds online, unless officially notified.
2. myUnisa is solely to be used by SBL students for student administrative purposes, such as information updates, payments, checking of results, etc.
3. You will receive all communication posted on the eds online only after you have activated your myLife email account.
4. All notifications from eds online will be sent to your myLife account
5. Given the above, if you submit an assignment on myUnisa, it will not be considered as an official submission to the SBL. The due dates on the eds online are the official dates for all SBL student activities.

eds online support desk

For any support for the eds online, please send an email to the following email address: sbledshelp@unisa.ac.za

A walk-in eds online Support Desk is situated at the SBL, office 3-34. However, appointments must be made by sending an email to: sbledshelp@unisa.ac.za

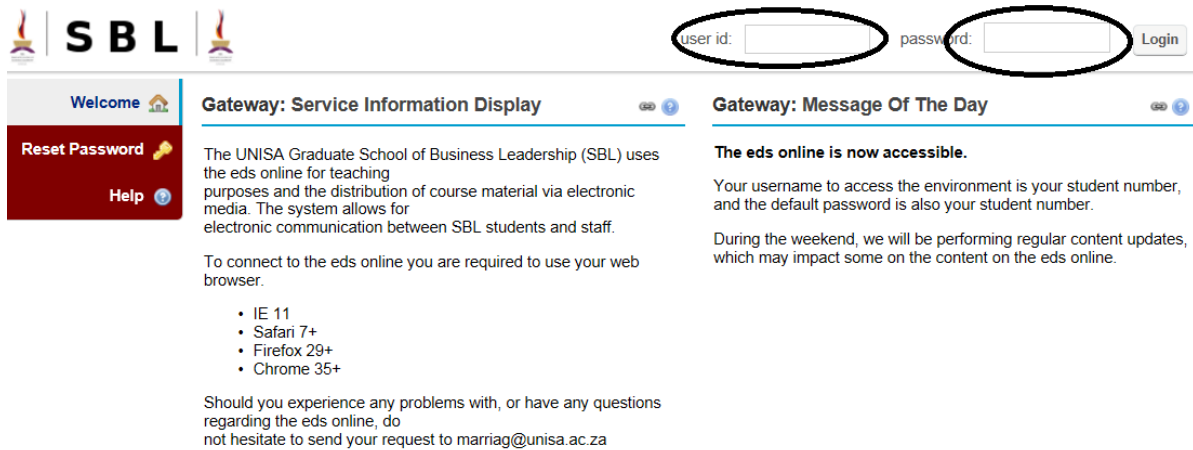
The maximum resolution time for an eds online query is 48 working hours and any complaints can be forwarded to marriag@unisa.ac.za

As an SBL student, you have the option to request the eds online support desk to assist you in any of the above queries to the other support desks mentioned in this document. The eds online support desk is not able to log calls with the other support desks- since this has to be done personally by the student, but can assist with escalation of the calls to the different support desks, if an appropriate reference/case number is provided. You may also request the eds online support desk to call you back to advise or assist you in any of the challenges you may experience accessing any of the Unisa and SBL systems.

How to access and navigate the eds online

The SBL launches the eds online at a specific date during the academic year due to several factors such as quality assurance matters, management of supplementary students, number of students registered, etc. This does not correspond to the date that you have registered. Students are advised that before the launch of the eds online, the above steps are performed, to ensure that when the launch occurs, all the basic milestones have been achieved.

A message will be posted on the eds online (<http://www.sbleds.ac.za>) as to when the eds online will be launched. And once the eds online has been launched, go to <http://www.sbleds.ac.za>



S B L

user id: password: Login

Welcome

Reset Password

Help

Gateway: Service Information Display

The UNISA Graduate School of Business Leadership (SBL) uses the eds online for teaching purposes and the distribution of course material via electronic media. The system allows for electronic communication between SBL students and staff.

To connect to the eds online you are required to use your web browser.

- IE 11
- Safari 7+
- Firefox 29+
- Chrome 35+

Should you experience any problems with, or have any questions regarding the eds online, do not hesitate to send your request to marriag@unisa.ac.za

Gateway: Message Of The Day

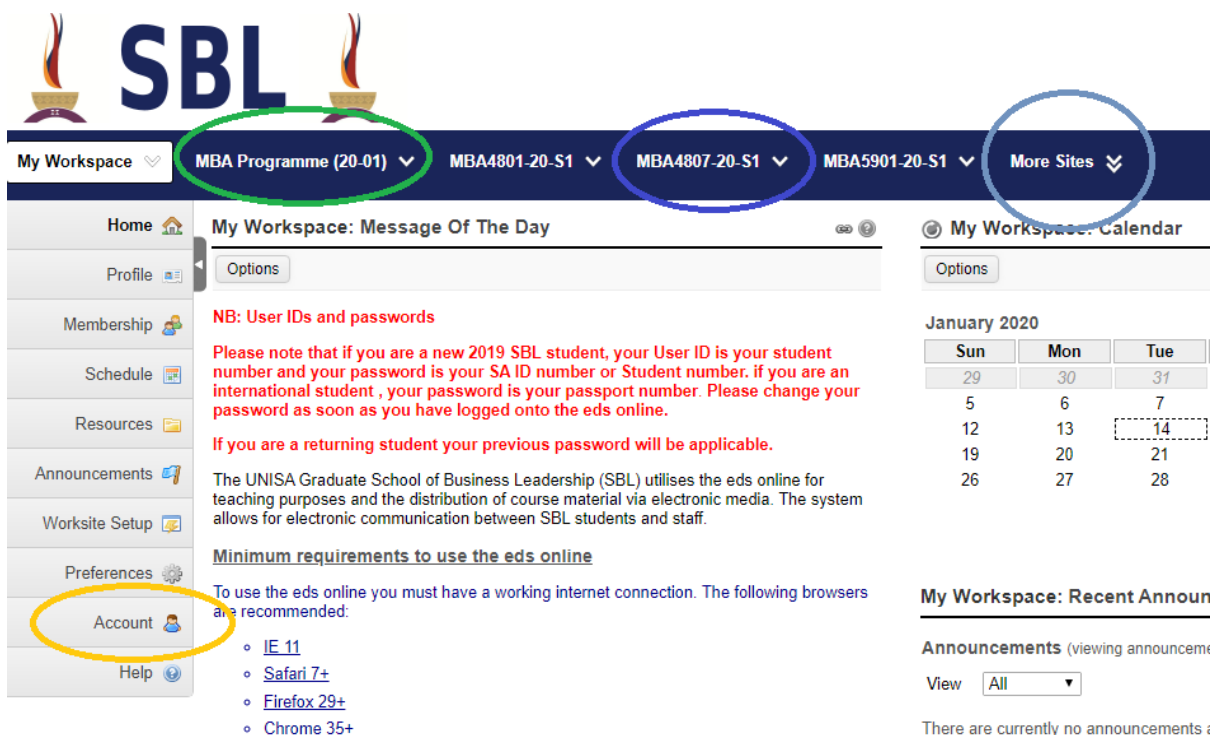
The eds online is now accessible.

Your username to access the environment is your student number, and the default password is also your student number.

During the weekend, we will be performing regular content updates, which may impact some on the content on the eds online.

When logging in the first time enter your student number as the “User id” and your SA ID or Passport as your “Password”.

After logging onto the eds online you will be presented with a similar webpage (see below), depending on the programme that you have registered for.



S B L

My Workspace ▾ MBA Programme (20-01) ▾ MBA4801-20-S1 ▾ MBA4807-20-S1 ▾ MBA5901-20-S1 ▾ More Sites ▾

Home **My Workspace: Message Of The Day**

Profile **Options**

Membership **NB: User IDs and passwords**

Please note that if you are a new 2019 SBL student, your User ID is your student number and your password is your SA ID number or Student number. If you are an international student, your password is your passport number. Please change your password as soon as you have logged onto the eds online.

If you are a returning student your previous password will be applicable.

The UNISA Graduate School of Business Leadership (SBL) utilises the eds online for teaching purposes and the distribution of course material via electronic media. The system allows for electronic communication between SBL students and staff.

Resources **Minimum requirements to use the eds online**

To use the eds online you must have a working internet connection. The following browsers are recommended:

- [IE 11](#)
- [Safari 7+](#)
- [Firefox 29+](#)
- [Chrome 35+](#)

Announcements **My Workspace: Calendar**

Workspace Setup **Options**

Preferences **January 2020**

Sun	Mon	Tue
29	30	31
5	6	7
12	13	14
19	20	21
26	27	28

Account **My Workspace: Recent Announ**

Help **Announcements** (viewing announcements)

View **All**

There are currently no announcements :

The bar at the top of the page typically displays different sites and webpages that you have access to on the eds online. In the example above “My Workspace” is displayed. On the left-hand side, the list of items (Profile, Membership, etc.) changes as you select the different buttons on the bar at the top of the page. For example, clicking on “MBA4801-S1” will change the list of menu buttons on the left-hand side. The links on the left-hand side may also differ depending on the programme that you are registered for.

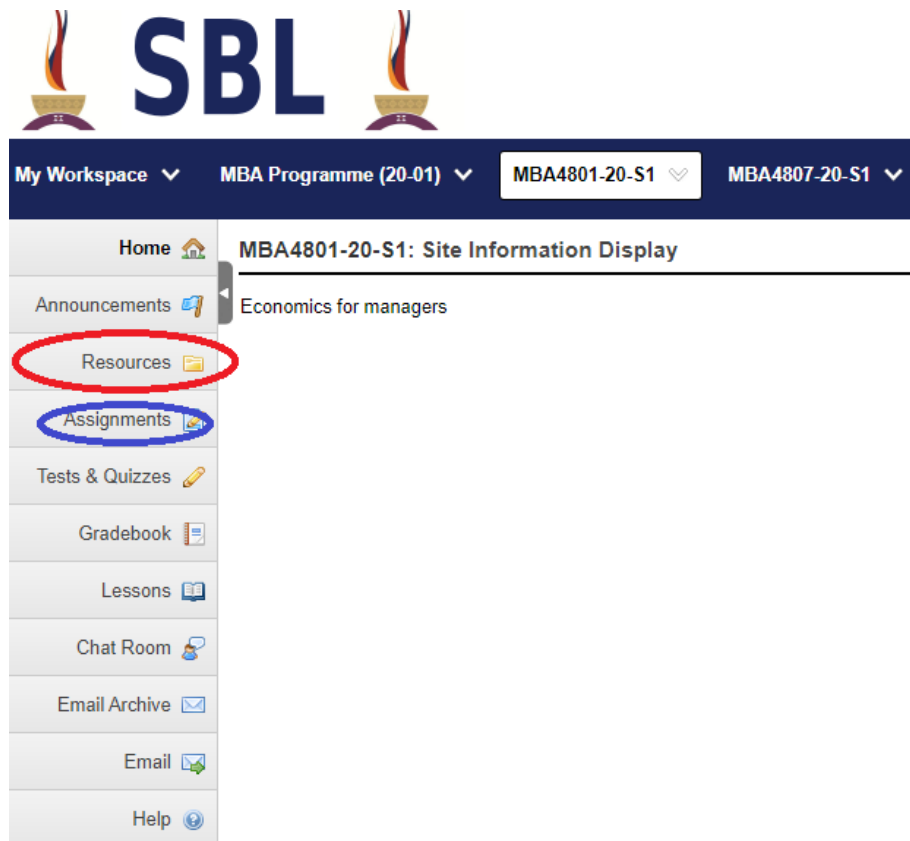
The **Green circle** indicates the programme you have registered for – “MBA Programme (20-01), i.e. in this example, “MBA Programme”, “2020” - the year of study and the intake, ie“01”

The **Blue circle** represents the modules that you have registered for within the programme, ie “MBA4807-20-S1”. The module code is “MBA4807”, which is delivered in 2020 (“20”) and in the first semester “S1”.

The **Light Blue circle** will display more options and other sites.

The **Yellow circle** will allow you to change your default password.

When clicking on a specific module such as “MBA4801-20-S1”, the left-hand menu changes to display a list of actions that are relevant to a module.



In this case:

- “Announcement”: Announcements relevant to the module
- “Grade Book”: A link to you assignment results after marking and moderation

- “Assignments”: An area to submit completed assignments
- “Test sand Quizzes”: An area where a lecturer might post additional tests or quizzes
- “Resources”: An area where you will find your student guide, additional reading material, etc.
- “Forums”: An area where you can post or read discussions relevant to the module
- “Help”: Where you can find context related assistance on the page you are viewing

Submitting of assignments

One of the most critical aspects of using the eds online is the submission of assignments. The submission of assignments throughout the academic period allows you to establish a year mark and be granted an examination admission. Furthermore, the year mark is used in the final pass mark calculation.

For example, If you receive an 60% for the first assignment, and a 70% for a second assignment, your year mark may be calculated as follows. If both assignments contribute 50% to the year mark, then,

$$\text{Year mark} = 50\%(60\%) + 50\%(70\%) = 65\%$$

Your final mark for the module (if the year mark contributes 40% to the final mark) will be

$$40\%(65\%) + 60\%(\text{Examination mark})$$

This implies that you need at least 40% in the examination to obtain a final mark of 50%.

However, if you do not submit an assignment or obtain a zero due to one of the possible scenarios listed below, i.e. for example not submitting the first assignment (60%), your year mark will be 35% and you will require you that you obtain at least 60% in the examination to obtain the 50% final mark. A further restriction is that if you do have a very low year mark, you may not be allowed to write an examination. Assignment and portfolio submissions are of utmost importance and certain rules apply:

- Assignments are released and closed automatically. This means that an assignment will only be open (which will be viewable) for submission at least a week before the submission date.
- Assignments are limited to 30MB.
- Assignments may have multiple attachments
- No resubmissions are allowed after the due date. This means you can only submit your assignment once.
- Assignments close 23h55 before the relevant due date
- Late assignments cannot be submitted
- In some cases, your Turnitin reports must be attached
- If it is a group assignment, only one member may submit the assignment for the group. A group assignment cannot be considered late as every member of the group may and can submit the group assignment.
- All assignments must be in electronic format (MsOffice) and be typed. Scanned PDF hand written assignments, pictures of assignments, emailed assignments are not acceptable.
- Every assignment has its own unique requirements such as font, number of words, etc
- At no stage will any of the eds online staff upload any assignment on behalf of a student.
- Assignments submitted on myUnisa are not accepted and a zero mark will be allocated.
- In the case of an IT systems issue, a general extension will be granted for all students.
- Corrupt, virus infected assignments will receive a zero mark.
- If you do submit your assignment in an incorrect module, you will receive a zero mark for the relevant assignment.

Given the importance of assignment and portfolio submissions, please take note of the following scenarios

1. Due to illness, death in the family, etc the SBL does allow for late assignment submissions. In this situation, you need to contact your Programme Administrator before the submission date, who will request permission from the relevant Programme Manager. Programme Administrators, or the eds online staff do not have the authority to grant permission for late assignment submissions. Once written approval is obtained from the Programme Manager, the eds online team will open the relevant assignment submission specific for a period so that the student may submit the late assignment. You have only one opportunity to submit your assignment.
2. No resubmissions are allowed after the due date. If you do submit an incorrect version or fail to attach all appendixes and require a resubmission before the

due date, please send an email to the eds online support staff. Only cases where this request is made 12 working hours before the due date and time will be resolved, and you will be allowed to resubmit. In the case that your submitted assignment is incorrect or lacks the relevant attachments after the due date, your assignment submission will be marked accordingly.

3. Students typically try to submit their assignments at 23h50, which is 5 minutes before the due time stamp. Given the size of the assignment document and Internet speed, some assignments may take a long time to upload, which exceeds the 23h55 time deadline. These assignments are considered as not been submitted. You are required to ensure that you do submit your assignments well before the deadline time due date.
4. Forgetting your password, not having sufficient Internet connectivity, etc are not valid excuses for a request for a late assignment submission.

Step 4: Turnitin Access

As a registered student you may be required to submit your assignments, portfolios, research reports through Turnitin. Turnitin is a similarity checking tool, which checks your submitted document against a collection of international documents. Once you have submitted a document on Turnitin, your document is checked against an international library, and a similarity report is created.

Accessing Turnitin

Turnitin authentication details are distributed as soon as most students within a programme have claimed their myUnisa accounts and have accessed their myLife account, which is at least two weeks before the first assignment is due.

If you have access to your myLife account, you will receive two emails from Turnitin. The first email is a "Welcome" email which allows you to create your unique password and the second series of emails will indicate which modules/classes you have access to on Turnitin.

Please take note of the following:

- Each assignment may have different options to allow you to resubmit or not. Please read the assignment class in detail.
- In some cases, you will have draft options, which can be used for resubmission purposes, which is also limited. There are no Turnitin submissions that are unlimited.

- If you do submit a document as a final submission, you will not be able to retract or resubmit.
-