



A STUDENTS GUIDE TO UCU'S ICT SERVICES

UNIVERSITY ICT SERVICES (UIS)

A Complete Education for A Complete Person

INTERNAL USE ONLY



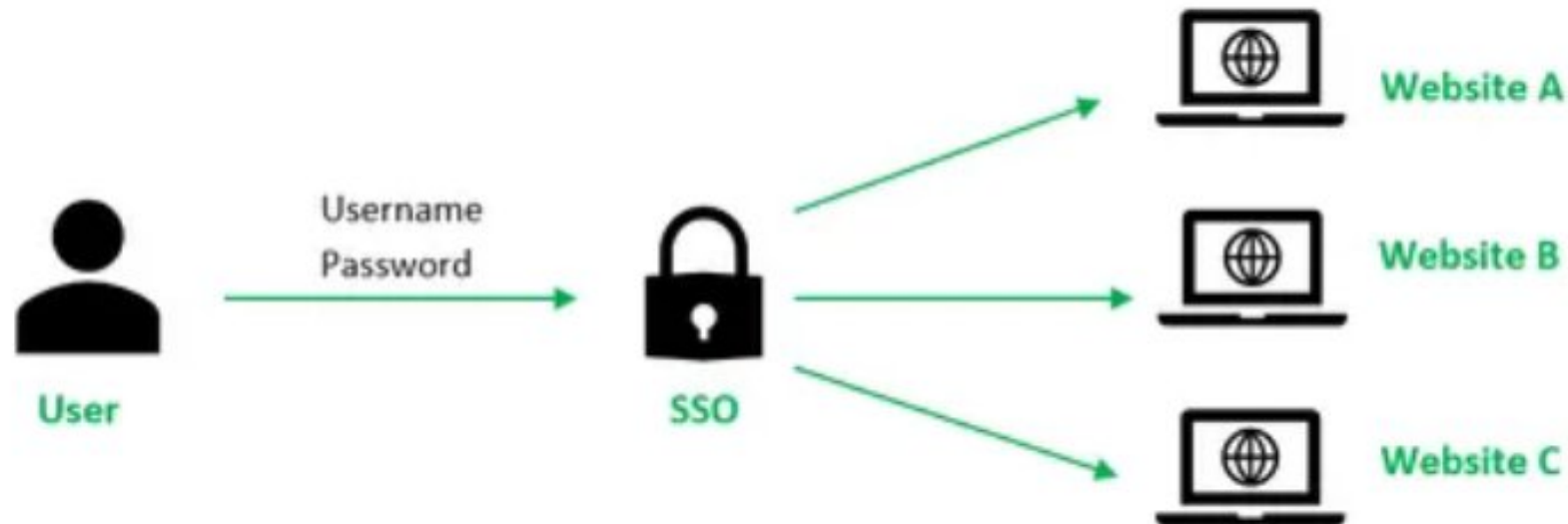
Outline

- ☐ Registration and Log in
- ☐ Alpha MIS Access
- ☐ ICT Policy
- ☐ Wi-Fi (Eduroam) Access
- ☐ Student's email Access
- ☐ HelpDesk / Client Tickets
- ☐ ICT Support
- ☐ Contacts



Registration and Log in.

UCU uses Single Sign on



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Alpha MIS Access

Use a browser of your choice



Go to : <https://alpha.ucu.ac.ug/>

UGANDA CHRISTIAN
UNIVERSITY
A Centre of Excellence in the Heart of Africa

✉ B00145@students.ucu.ac.ug

🔑 👁

LOGIN



ICT Policy

☐ Acceptable use policy



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Alpha MIS - Student Services



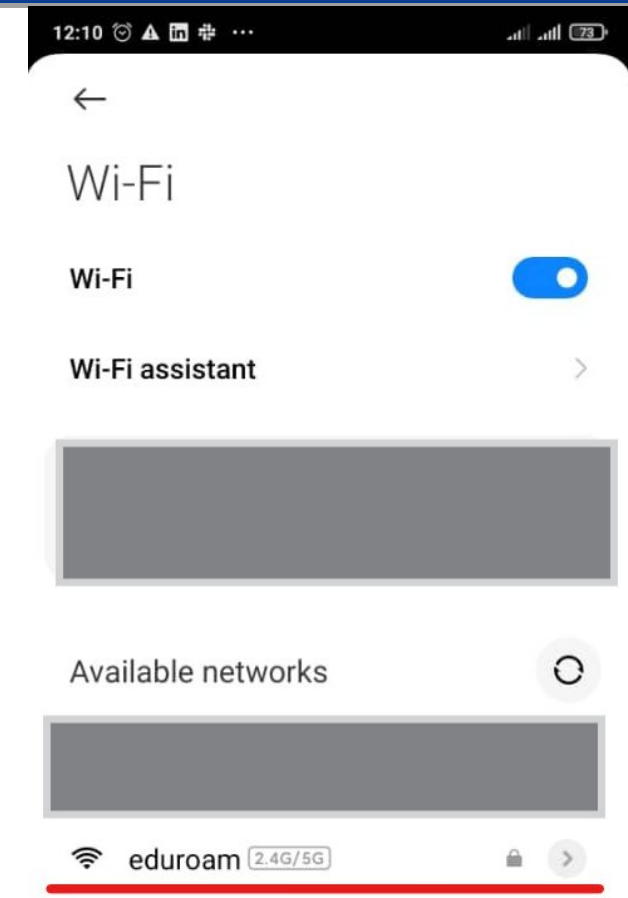
- ✓ Registration
 - ☐ Normal registration
 - ☐ Retake registration
 - ☐ Dead year / semester
 - ☐ Aegrotat registration
- ✓ Access to course units
- ✓ Timetables
- ✓ Results
- ✓ Internship
- ✓ Elections

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Wi-Fi Access

- ✓ Select the eduroam SSID/Hotspot(Network & Connectivity)
- ✓ Access using your login credentials
 - *student's email address* (*access number@students.ucu.ac.ug*)
 - *password*
- ✓ Allows a maximum of 2 connected devices at a time





UCU Student's mail

- ✓ url: <https://students.ucu.ac.ug/>
- ✓ Access using your login credentials
 - Username: *student's mail*
 - password: *********



Sign In

Username

Password

Show

Sign In

☐ Stay signed in

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UCU Client Tickets

- ✓ url: <https://helpme.ucu.ac.ug/>
- ✓ Access using your login credentials
 - *Username: student's mail*
 - *password: ******

The screenshot shows the login interface for UCU Client Tickets. At the top, the UCU logo and name are displayed. Below this, there are two input fields: 'EMAIL' and 'PASSWORD'. A checkbox labeled 'Remember me' is positioned below the password field. At the bottom of the form is a large blue button labeled 'Sign in'.

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ICT Support

- ✓ Helpdesk: <https://helpme.ucu.ac.ug/>
- ✓ Training
- ✓ Any ICT related advice





Contacts

- ✓ helpdesk@ucu.ac.ug
- ✓ +256 741 902 525 ( (preferably)
- ✓ 0312-350816 (option 1)
- ✓ helpdesk:
<https://helpme.ucu.ac.ug/>

