

# A STUDENTS GUIDE TO UCU'S ICT SERVICES

## UNIVERSITY ICT SERVICES (UIS)

A Complete Education for A Complete Person

**INTERNAL USE ONLY**

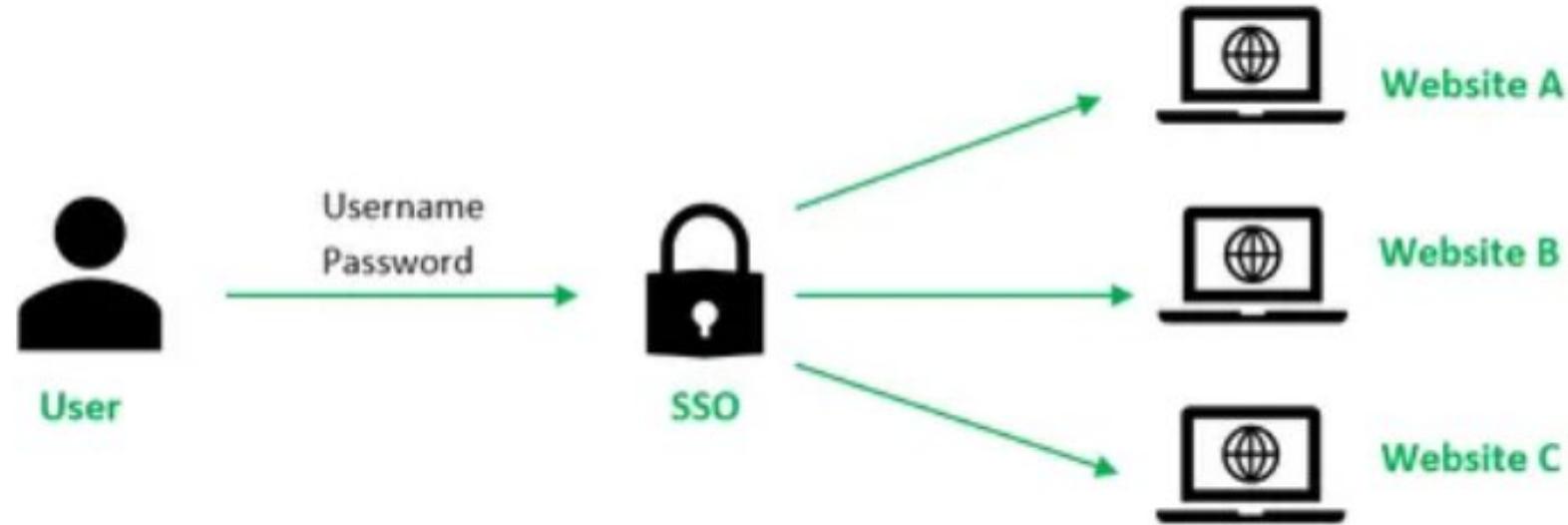
P.O. Box 4, Mukono, Uganda, Plot 67-173, Bishop Tucker Road, Mukono Hill  
Tel: +256 (0) 312 350 800 Email: [info@ucu.ac.ug](mailto:info@ucu.ac.ug) Web: <https://ucu.ac.ug>  
Founded by the Province of the Church of Uganda. Chartered by the Government of Uganda

# 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



# Alpha MIS Access

Use a browser of your choice



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



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# ICT Policy

Acceptable use policy



# 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

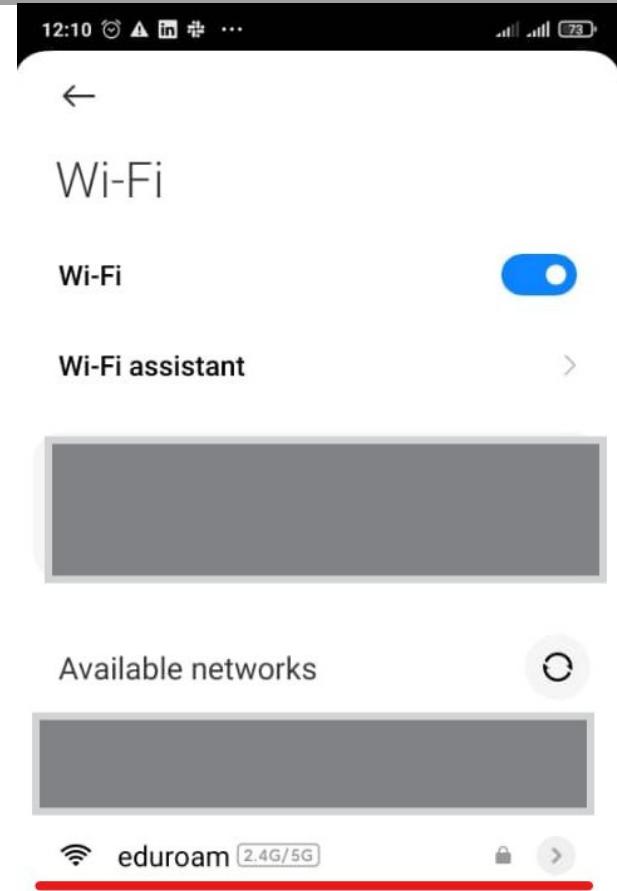
- ✓ Select the eduroam SSID/Hotspot([Network &](#)

[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

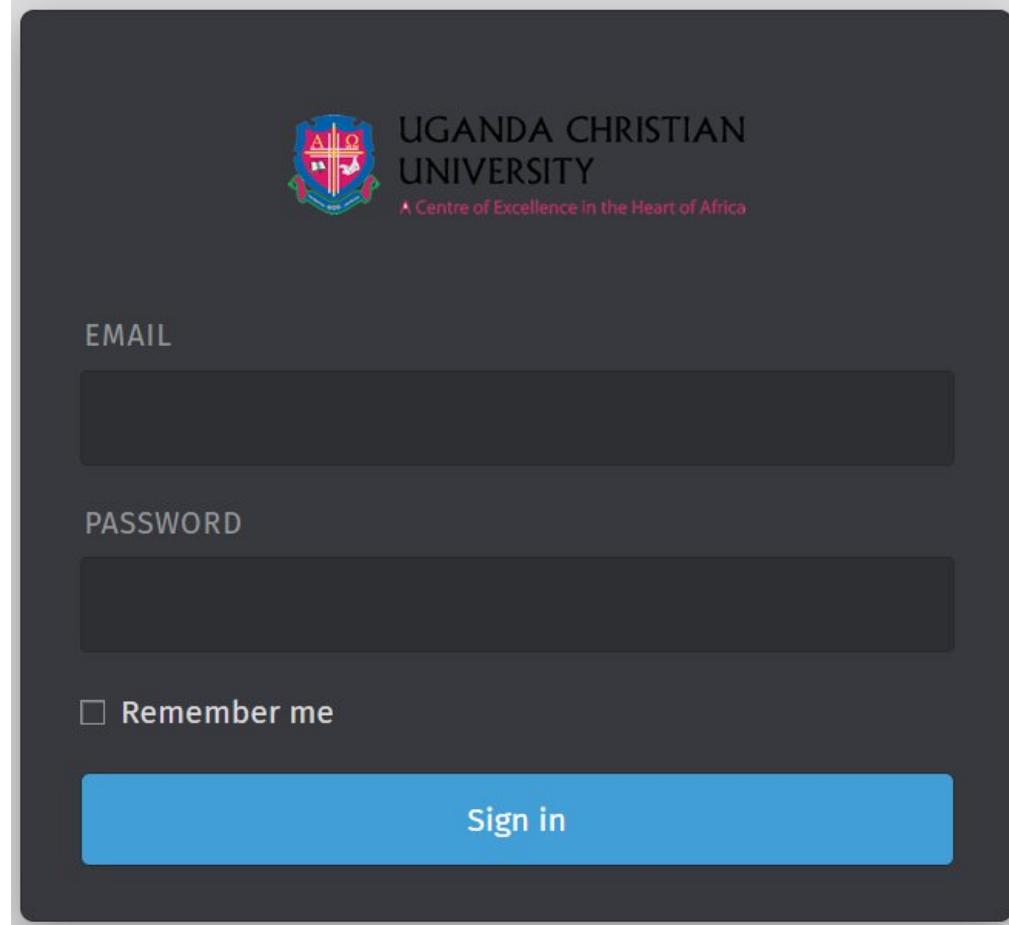
  Show

**Sign In**

Stay signed in

# 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 Uganda Christian University. At the top right is the university's logo and name: "UGANDA CHRISTIAN UNIVERSITY" with the tagline "A Centre of Excellence in the Heart of Africa". Below the logo are two input fields: "EMAIL" and "PASSWORD", both represented by large, dark grey rectangular boxes. Underneath these fields is a checkbox labeled "Remember me". At the bottom right of the form is a blue rectangular button with the text "Sign in" in white.

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# ICT Support

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



# Contacts

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

