



Province of the  
**EASTERN CAPE**  
EDUCATION

# Connectivity Project Distribution of ICT Devices



## TABLE OF CONTENTS

<b>1. BACKGROUND .....</b>	<b>3</b>
<b>2. DISTRIBUTION ROLLOUT OF ICT DEVICES TO FET PHASE EDUCATORS.....</b>	<b>4</b>
<b>3. Project Governance.....</b>	<b>5</b>
<b>4. WHAT TO EXPECT.....</b>	<b>5</b>
<b>5. OWNERSHIP AND USE .....</b>	<b>6</b>
<b>6. RESPONSIBILITY AND SAFEGUARDING .....</b>	<b>6</b>
<b>7. TRANSFER.....</b>	<b>6</b>
<b>8. RESIGNATION, RETIREMENT.....</b>	<b>7</b>
<b>9. DEATH OF AN EDUCATOR .....</b>	<b>7</b>
<b>10. LIABILITY AND LOSS OF ASSETS.....</b>	<b>8</b>
<b>11. Replacement of Assets .....</b>	<b>8</b>
<b>12. WRITE-OFF OF ASSETS.....</b>	<b>9</b>
<b>13. NON-COMPLIANCE.....</b>	<b>9</b>
<b>14. IMPLEMENTATION .....</b>	<b>9</b>
<b>1. Introduction.....</b>	<b>18</b>
<b>2. Physical components of your device .....</b>	<b>18</b>
2.1. The Power button.....	18
2.2. The trackpad.....	18
2.3. The ports on the laptop.....	18
<b>3. The Graphical User Interface (The screen elements).....</b>	<b>19</b>
3.1. The mouse pointer .....	19
3.2. Windows desktop.....	20
3.2.1. Icons.....	20
3.2.2. Taskbar.....	20
3.2.3. Windows start menu .....	21
3.2.4. Windows search.....	22
3.2.5. System tray .....	22
<b>4. Navigating Windows 10.....</b>	<b>24</b>
4.1. Windows.....	24
4.1.1. Window states .....	25

4.2.	Opening applications.....	25
4.2.1.	Opening applications from the taskbar .....	25
4.2.2.	Opening applications using desktop shortcuts.....	25
4.2.3.	Opening applications using the Start menu .....	26
4.3.	Using the File Explorer to find and open your files .....	26
4.4.	Storage locations on your laptop .....	27
4.5.	Creating folders .....	27
<b>5.</b>	<b>Microsoft Office basics .....</b>	<b>28</b>
5.1.	Office application basics.....	28
5.1.1.	The Ribbon .....	28
5.1.2.	Saving your documents .....	29
<b>6.</b>	<b>Connecting to the Internet .....</b>	<b>29</b>
6.1.	Establishing an Internet connection.....	30
6.2.	Launching your web browser .....	30
<b>7.</b>	<b>Launching your browser to access your Office 365 account .....</b>	<b>31</b>
7.1.	Follow the steps below to access the Office 365 Portal: .....	31
7.2.	Configuring your Office 365 account for password recovery .....	32
<b>8.</b>	<b>Accessing your ECDoe Email account .....</b>	<b>34</b>
8.1.	Setting up your ECDoe email account using the Office 365 portal.....	34
8.2.	Navigating your mailbox.....	37
8.3.	Sending a message .....	38
8.4.	Viewing your messages .....	41
8.5.	Replying to your messages.....	41
8.5.1.	Using the 'Reply all' feature .....	41
<b>9.</b>	<b>The Insight application .....</b>	<b>41</b>
<b>10.</b>	<b>Taking care of your laptop .....</b>	<b>42</b>
10.1.1.	Preserving your battery .....	43
10.1.2.	Shut it down occasionally .....	43
10.1.3.	Keep it cool.....	43
10.1.4.	Keep it clean.....	43
10.1.5.	Protect it.....	43
<b>11.</b>	<b>Summation .....</b>	<b>43</b>



OFFICE OF THE SG

\*Steve Vukile Tshwete Complex, Zone 6, Zwelitsha, 5608, \*Private Bag X0032, Bhisho, 5605, REPUBLIC OF SOUTH AFRICA:

\*Website: [www.ecdoe.gov.za](http://www.ecdoe.gov.za)

Enquiries: N Matika. Tel 040 608 4233

To: **Education Districts and Circuit Offices**

From: **Superintendent General**

cc: **IT, Asset Management, Communications, Curriculum and E- Learning Directorates**

Re: **Distribution of ICT Devices to FET Educators in all public schools in the Eastern Cape**

## 1. BACKGROUND

After a successful allocation of ICT devices to school principals in public schools for SASAMS, the Eastern Cape Department of Education purchased and distributed ICT devices to departmental officials and Foundation Phase educators in 2017. This was followed by a 2<sup>nd</sup> phase distribution in January 2018 of ICT devices to Intermediate Phase and Senior Phase Educators (InterSen).

To achieve the strategic intent of Digital Transformation in Education, the Department will be allocating ICT devices to educators to achieve the following objectives:

- To create a foundation for ICT Integration in teaching and learning;
- To improve collaboration amongst all stakeholders in the education fraternity using technology as an enabler;
- To improve turnaround times of report submissions in the department in order to improve operational efficiencies;

- To enable teachers to gain access to the internet and conduct research that would improve the quality of their lessons; and
- To use technology to support school administrative functions.

The allocation of ICT devices to educators has achieved notable successes, including amongst others, the following:

- Successful distribution and allocation of ICT devices to Foundation Phase educators and Inter-Sen Phase Educators;
- Improved reporting by schools and Districts through SASAMS;

The rollout of ICT training of educators and staff on usage of ICT devices to improve school's governance and learning outcomes; and

- Increased integration of ICT in education in the Eastern Cape Department of Education.

With these successes notwithstanding, the department has noted some challenges and is addressing them. These include amongst others the following:

- Improved communication throughout the department that extended from the head office, districts and schools. Moving forward, the department will roll out a Communications Plan for the entire Connectivity project;
- Provided clarity on Asset Management and IT policies. These have since been clearly outlined and will be communicated as part of the Communications plan rollout;
- Adequate IT support. The department is currently beefing up its IT support and customer service that will be deployed to effectively support districts;
- Sufficient training to educators. There is currently a training plan in place that will be rolled out by the Professional Teacher Development Chief Directorate during the 2019 calendar year.

## 2. DISTRIBUTION ROLLOUT OF ICT DEVICES TO FET PHASE EDUCATORS

The Eastern Cape Department of Education will be commencing with the distribution of ICT devices to all FET Phase educators in public schools in the province. This phase of distribution will also include all Foundation Phase Educators and InterSen Phase Educators who did not receive their ICT devices during the previous two distribution rollouts. The Department will use the following Distribution Model:

- The details of educators who qualify to receive ICT devices will be pre-verified to ensure that all



intended recipients are included on the distribution list;

- The ICT devices will be distributed directly to educators in schools by an appointed transport and logistics service provider;
- A delivery schedule will be supplied to all districts who will undertake the last mile of communication and engagement with schools on anything related to the distribution;
- Stakeholder engagements will be undertaken as part of change management to evaluate the success of the project and to address any problems encountered during distribution.

### 3. Project Governance

The following governance arrangements have been put in place to ensure the success of the Connectivity Project:

- The MEC and SG of the Department are the sponsors of the project;
- The IT Directorate and the Asset Management Directorate champion the implementation of the project;
- Vodacom serves as the project delivery oversight partner, working together with other partners and contractors;
- DSV serves as the transport and logistics partner, ensuring delivery of ICT devices;
- Vodacom provides project management and change management services to ensure overall success of the project.

### 4. WHAT TO EXPECT

Kindly note that the direct to school delivery model used in the Intersen phase 2 roll out will again be used in the FET phase 3 as it proved to be more successful amongst the educators, principals and subject advisors. To ensure the success of the FET Phase rollout, Districts should ensure the following:

- The District Directors should mobilise all the relevant districts officials to support the rollout;
- The District Directors should collaborate with Vodacom change management team on all change management activities being undertaken;
- Once the distribution schedule is made available, the Districts are expected to communicate with

school principals to prepare educators for the rollout;

- The Districts should communicate with school principals and ensure that they participate in the pre-verification of details of educators that will take place in districts.

## 5. OWNERSHIP AND USE

The ICT data devices distributed to schools remain the sole property of Eastern Cape Department of Education. These devices must be marked with the school's asset mark and be recorded in the School's Asset Register / List as per the school's administration policies and procedures.

The ICT devices must be exclusively used for the purposes they are intended for, i.e. school administration and operations, teaching and learning, etc. The devices will be subject to physical verification according to the schools' administration processes as and when required and by the Department at least every three years.

## 6. RESPONSIBILITY AND SAFEGUARDING

It is the responsibility of all custodians (i.e. school-based officials, educators and principals) of government property to ensure that preventative mechanisms are always in place to prevent theft, losses, wastage and misuse of assets. The responsibility for the safeguarding of ICT devices rests with each official to whom the device has been allocated.

In exercising this responsibility, all officials must adhere to the asset management policies and procedures of the school and Department regarding the control and safeguarding of departmental

assets. The schools must take responsibility of insuring the laptops against any theft or loss that may occur.

## 7. TRANSFER

When a school-based official, educator or principal transfers to another public school within the Province of the Eastern Cape, he / she may:

- take the device with to the new school,

- the principals of both schools to sign off the movement of the device,
- update the relevant Districts and Head Office about the transfer and change of location i.e. school name etc.
- copies of the transfer / movement of the device to be kept by both schools for audit trail purposes.

If a school-based official, educator or principal transfers to a public school in another province they must return the ICT device with all accessories that was issued with, to the school principal or immediate supervisor and sign all the necessary documentation for audit trail purposes.

## 8. RESIGNATION, RETIREMENT

When a school-based official, educator or principal resigns or retires, he / she must:

- return the ICT device allocated to him / her with the school principal / acting principal of the school in which they were teaching,
- the device must be returned with all accessories that it was issued with.
- the principal must keep the returned ICT device in his / her custody until it is reallocated to another educator or official.
- all handing-over / return documents must be completed and signed by the resigning/retiring official and the principal,
- copies of the documentation must be kept by both official and school principal for audit trail purposes.

School-based official, educator or principal who fail to return ICT devices allocated to them when they retire or resign, the costs of the device(s) may be deducted /recovered from their leave gratuity / pension benefit payout.

## 9. DEATH OF AN EDUCATOR

In an unfortunate event that a school-based official, educator or principal is deceased, his / her



family must:

- return their ICT device and hand it over to the principal of the school to which they were teaching,
- the device must be returned with all accessories that it was issued with.
- the principal must keep the returned ICT device in his / her custody until it is reallocated to another educator or official
- all handing-over / return documents must be completed and signed by the family member of the deceased and the principal,
- copies of the documentation must be kept by both the family and school principal for audit trail purposes.

Families of school-based official, educator or principal must be informed failure to return ICT devices allocated to the deceased, may result in the costs of the device(s) being deducted from the deceased leave gratuity / pension benefit payout.

### 10. LIABILITY AND LOSS OF ASSETS

In the case of loss or damage of ICT devices the following must be done:

- report loss or damage to the nearest South African Police Services (SAPS) office within 24 hours of the incident.
- a SAPS case number and statement / affidavit must be obtained as proof of reporting the incident.
- a detailed report must be submitted to the Loss Control Officer together with the police case number and statement / affidavit.

NB: All School based officials are encouraged to take extra caution to safeguard the devices issued to them. It is the duty of the schools to ensure that all devices are adequately insure against loss, theft, damage, etc. Proof of insurance of ICT devices must be made available to the Department of Education.

### 11. Replacement of Assets

In terms of ICT procurement guidelines and the SITA Act only accredited suppliers on the SITA Contract 2005/2015, extended to 2019/10/31, should be used to replace laptops and replace any other ICT

equipment in the school. Please follow the following process when engaging suppliers on the SITA Contract 2005/2015:

- Prepare specification for the device/s the school wishes to procure;
- The specification should be signed authorized by the relevant authority in the school;
- Submit the specification along with the request for quotation to at least 3 suppliers on the attached list (see annexure A);
- The supplier should provide the quote with the relevant product certificate as required by SITA (this is proof that the equipment meets all the standards set by SITA); The school can then follow the normal procurement procedures, either with the Department or own funds;

For your reference we include Annexure A which is a list of all the approved suppliers in the Province of the Eastern Cape.

## 12. WRITE-OFF OF ASSETS

The Head of Department as the Accounting Officer for the Department is the only delegated authority to write-off assets of the Department including schools.

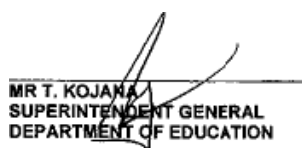
## 13. NON-COMPLIANCE

Non-compliance to the contents of this memorandum will be viewed in serious light and necessary disciplinary actions may be undertaken according to the disciplinary code and procedure of the Department.

## 14. IMPLEMENTATION

The contents of this memorandum are effective from the date of signature. This memorandum must be brought to the attention of all ECDOE staff (departmental and school-based).

Yours in quality education,



MR T. KOJANA  
SUPERINTENDENT GENERAL  
DEPARTMENT OF EDUCATION

## **Annexure A**

### **Contact Details of Accredited Suppliers**

Name of Supplier	Contact Person	Contact Number	Email Address	Postal Address	Location
Anza Technology Cc	Zakharia Khan	(043) 642-5712	Sales@Anzatechnology.co.za	12 Albet Road King Williams Town	King Williams Town
Datacol Cc T/A Systems Services	Leon Drury	(041)365-4837	Leon@Ssg.co.za	P.O.Box 35027 Newton Park Port Elizabeth	Port Elizabeth
Ave IT Solutions	Mbudzeni Mphaphuli	(043) 050 0892	Infor@Aveitsolutions.co.za	P.O.Box 12650 Amalinda 5252	East London
Ubuntu Technology (Pty) Ltd	Alwyn Burger	(012) 347 7944	Alwyn@ubuntusa.co.za	Eastern Cape: Suite 3,5 Epsom Road, Stirling East London	East London
Assent Group (Pty) Ltd	Bheki Mdelwa	0735752246	Bheki@Ssentgroup.Biz	No 42 Sprigg Street Mthatha 5099	Mthatha
Lungani Ndlebe Family Trust T/A Yebo	Lungani Ndlebe	0766482757	lunganin@yebobp.co.za	11 Mendu Street Swartkops, Port Elizabeth	Port Elizabeth
Allied Business Solutions	Sharon Phillips	(043) 748-6660	Sharon@Alliedbiz.co.za	P.O. Box 2545 Beacon Bay 5205	East London
Circular Technologies Cc	Eusentha Pillay	(041) 368-7414	Cirtech@Telkomsa.Net	P.O.Box 4404 Korsten Port Elizabeth 6014	Port Elizabeth

## Connectivity Project

FET phase educators ICT devices distribution



Bay Technologies Limitless	Zunalo Moosasee	(041) 364-1199 0832853670	Zunaid.Moosajee@Baytech.co.za	P.O.Box 34140 Newtown Park, Port Elizabeth, 6055	Port Elizabeth
Ep Web ICT (Pty) Ltd	Mr Thabo Nojoko	(041) 585-4000	Thabo@Hq.Epweb.co.za	P.O.BOX 786 Port Elizabeth 6000	Port Elizabeth
Hyperia Computers T/A Compucare	Kunle Odunuga	(043) 642-6840	Kunle@Hyperia.Co.Za	P.O.Box 2506 King Williams Town 5600	King Williams Town
Genbiz Trading 1001(Pty) Ltd T/A Aloe Office	Bradley Birkholtz	(043) 700-9800	Sales@Aloesolutions.Co.Za	P.O.Box 19202 Tecoma East London	East London
Benefit I.T Services (Pty) Ltd T/A Metro Computer	Joseph Ogunniyi	(041) 393-9700	Collins@Metrocomputers.co.za	427 Cape Road Cotswold Port Elizabeth 6045	Port Elizabeth
Mars Technologies (Pty) Ltd	Jayshree Governder	(043) 726-3166	Jayshree.Govender@Marstec.h.co.za	P.O.Box 18256 Quigney East London	East London
Page First Products & Trading Pty Ltd	Mohapi	(039) 737-3998	Pagefirst@Telkomsa.Net	P.O.BOX 160 MALUTI 4740	Maluti
Introstat (Pty) Ltd	Cindy Schroeder	(021) 530 7900	Cindys@Introstat.Oc.Za	P.O.BOX 445 Howard Place 7450	
Synergy Micro (Pty) Ltd	Berveley Strydom	0826555778	bevs@synergymicro.co.za	Postnet Suite 71 Private Bag X 0002 Sunnidge Village Port Elizabeth	Port Elizabeth

## Distribution Frequently Asked Questions & Answers

### 1. To whom does the ICT device belong?

The ICT data devices distributed to schools remain the sole property of Eastern Cape Department of Education. These devices **must be marked with the school's asset mark and be recorded in the School's Asset Register / List as per the school's** administration policies and procedures.

The ICT devices must be used for the purposes they are intended for, i.e. school administration and operations, teaching and learning, etc. The devices will be subject to physical verification according to the schools' administration processes as and when required and by the Department every year.

### 2. What is the lifespan of the ICT device?

The general life span of the ICT device is 5 years.

### 3. What happens if an educator loses the ICT device?

In the case of loss or damage of mobile devices the following must be done:

- report loss or damage to the nearest South African Police Services (SAPS) office within 24 hours of the incident;
- a SAPS case number and statement / affidavit must be obtained as proof of reporting the incident;
- a detailed report must be submitted to the Loss Control Officer together with the police case number and statement / affidavit.

NB: All School based officials are encouraged to take extra caution to safeguard the devices issued to them. It is the duty of the schools to ensure that all devices are adequately insure against loss, theft, damage etc. Proof of insurance of ICT devices must be made available to the Department of Education.

### 4. What happens if an educator transfers to another school?

When a school-based official, educator or principal transfers to another public school within the Province of the Eastern Cape, he / she may:

- take the device with to the new school;
- the principals of both schools to sign off the movement of the device;
- update the relevant Districts and Head Office about the transfer and change of location i.e. school name etc.
- copies of the transfer / movement of the device to be kept by both schools for audit trail purposes.

If a school-based official, educator or principal transfers to a public school in another province they must return the mobile device with all accessories that was issued with, to the school principal or immediate supervisor and sign all the necessary documentation for audit trail purposes.

### 5. What happens if an educator retires or resigns?

When a school-based official, educator or principal resigns or retires, he / she must:

- return the mobile device allocated to him / her with the school principal / acting principal of the school in which they were teaching;
- the device must be returned with all accessories that it was issued with;
- the principal must keep the returned ICT device in his / her custody until it is reallocated to another educator or official;
- all handing-over / return documents must be completed and signed by the resigning/retiring official and the principal;
- copies of the documentation must be kept by both official and school principal for audit trail purposes.



School-based official, educator or principal who fail to return mobile devices allocated to them when they retire or resign, the costs of the device(s) may be deducted /recovered from their leave gratuity / pension benefit pay-out.

6. What happens in the unfortunate event of the death of an educator?

In an unfortunate event that a school-based official, educator or principal is deceased, his / her family must:

- return their mobile device and hand it over to the principal of the school to which they were teaching;
- the device must be returned with all accessories that it was issued with;
- the principal must keep the returned mobile device in his / her custody until it is reallocated to another educator or official;
- all handing-over / return documents must be completed and signed by the family member of the deceased and the principal;
- copies of the documentation must be kept by both the family and school principal for audit trail purposes.

Families of school-based official, educator or principal must be informed failure to return mobile devices allocated to the deceased, may result in the costs of the device(s) being deducted from the deceased leave gratuity / pension benefit pay-out.

7. Who is responsible for insuring the ICT device?

All School based officials are encouraged to take extra caution to safeguard the devices issued to them. It is the duty of the schools to ensure that all devices are adequately insured against loss, theft, damage etc. Proof of insurance of ICT devices must be made available to the Department of Education.

8. What happens if an educator receives an ICT device and its missing an accessory?

Each device will have the following:

- ICT device
- Charger
- Lock Cable
- 2Gig sim card inserted in the sim tray
- Booklet (Memo by SG, IT Technician List, Frequently Asked Questions, User Manual).
- Laptop Bag

Principal to ensure educators complete the check list for ICT device received which will be with each ICT device. This check sheet confirms that the educator has received the ICT device with all its devices, lesson plans and it is in perfect working condition. Principal to notify OPECS on [distribution@opecs.co.za](mailto:distribution@opecs.co.za) or contact Amanda Mdaka on 063 696 9492 within 72 hours of receipt of ICT device should anything be missing or wrong with the ICT device. If the checklists are not received within 72, an assumption will be made that all ICT devices were received in perfect condition. Anything later than 72 hours, kindly contact Asset Management on 040 608 4445 / 4435.

9. Where does an educator take their ICT device if it is faulty?

Principal to notify OPECS on [distribution@opecs.co.za](mailto:distribution@opecs.co.za) or contact Amanda Mdaka on 063 696 9492 within 72 hours of receipt of ICT device should the ICT device be faulty. If it is faulty after check sheet has been signed that the ICT device is in perfect working condition, educator must contact the IT agent at the districts. A list of contact details will be available on the ECDOE website.

10. How can an educator be sure the ICT device is removed from their persal no when they leave the ICT device with the principal?

A return form must be completed by the educator and a copy must be submitted to Asset Management at the District. After a week contact the Departmental Asset Management on 040 608 4445 / 4435 to verify that information has been received and that the asset has been removed from that educators persal no.

11. What happens if there is an educator who does not receive an ICT device post distribution, what should they do?

Principal to notify OPECS on [distribution@opecs.co.za](mailto:distribution@opecs.co.za) or contact Amanda Mdaka on 063 696 9492 of any educators that did not receive ICT devices. This request must be signed by the principal & circuit Manager, have a school stamp & be on the school letterhead containing the following details:

- Educator Name and Surname;
- Persal number;
- ID number;
- EMIS number;
- School name;
- Grade;
- Cell phone number;
- Assumption date

NB: If an educator does not receive their ICT device as a result of them having transferred to another school, they will receive their ICT device post distribution at the District Office.

12. What is the criteria to receive an ICT device?

All permanent and SGB educators verified by EMIS within the Eastern Cape Department of Education.

13. What if there is an educator with more than one ICT device allocated to them?

The following process must be followed:

- Principal must issue the retrieval form to the educator;
- Educator to return ICT device to principal with the completed retrieval form;
- Principal hands over the retrieved ICT device with the completed form to Asset Management of the District;
- Circuit Manager to oversee the process.

NB: Failure to return the second ICT device allocated, the Department of Education will deduct the full value of the ICT device from the educator's salary.

14. What is the intended use of the ICT device?

The ICT devices may assist educators in the following:

- Access to Curriculum content;
- Access to alternative teaching techniques Improved lesson preparations and delivery;
- Improved administrative processes: Setting of question papers, calculation of marks, class lists, etc and
- Improved communication via email.

The overall benefits and value of ICT would be as follows:

- ICT in the schooling environment will allow for the maintenance of consistent and frequent communication with schools and educators by the ECDOE;
- ICT will also aim to assist in enabling sound school management practises;

- Through ICT enabled monitoring systems better results will be achieved; and
- Coupled with ICT tools data driven education governance and management will be achieved. Reporting made easy through ICT.

NB: Educators are allowed to use the ICT device for personal use provided it does not violate the restrictions of the Department of Education.

15. When is the educator expected to start utilising the ICT device?

The educator is expected to start utilising the ICT device immediately upon receipt. A manual will be included with each ICT device to assist the educator in navigating the ICT device. This manual and a self-help video will be available on the Department of Education website.

16. When after receiving ICT device can the educator expect training?

There is currently a training plan in place that will be rolled out by the Professional Teacher Development Chief Directorate during the 2019 / 2020 financial year.

17. How much data does each educator receive?

2 Gig each month + 2 Gig night surfing each month

NB: Educator may not tamper or open the sim card tray as this will affect the connectivity of the laptop.

18. Can an educator top up data once depleted?

Currently top up of data is not allowed.

19. What should an educator do if they are unable to connect to the internet?

Educator should contact the IT agent at the districts for assistance. A list of IT agents will be available on the Department of Education website.

20. Are the educators allowed to leave their ICT devices at school in fear of possible theft during commute?

Educators may leave their ICT devices at school provided it is locked up at the **school safe and it is insured by the school.**

## IT TECHNICIANS

ECDoE Schools ICT Support Team							
NO	Title	First Name	Surname	Job Title	District/ Office	Contact	Email Address
1	Mr.	Nygel	Jones	DD	H/O IT&SI	0834004902	nygel.jones@ecdoe.gov.za
2	Mr.	Liyanda	Matshoba	ICT Tech	H/O IT&SI	0834003848	liyanda.matshoba@ecdoe.gov.za
3	Miss	Unathi	Manetsa	ICT Tech	East London	0833629286	unathi.manetsa@ecdoe.gov.za
4	Mr.	Chumani	Landu	ICT Tech	K.W.T.	0834001425	chumani.landu@ecdoe.gov.za
5	Mr.	Vernon	Hadden	ICT Tech	Lusikisiki	0834002925	vernon.hadden@ecdoe.gov.za
6	Mr.	Rebamang	Molefe	ICT Tech	Maluti	0834002926	rebamang.molefe@ecdoe.gov.za
7	Mr.	Awonke	Mamane	ICT Tech	Mbizana	0834004287	awonke.mamane@ecdoe.gov.za
8	Mr.	Vuyani	Bisha	ICT Tech	Mt Fletcher	0834004498	Vuyani.Bisha@ecdoe.gov.za
9	Mr.	Siviwe	Xopa	ICT Tech	Mt Frere	0834001365	siviwe.xopa@ecdoe.gov.za
10	Mr.	Vuyo	Ngcetane	ICT Tech	Dutywa	0834003500	vuyo.ngcetane@ecdoe.gov.za
11	Miss	Nomfundo	Hlahla	ICT Tech	Libode	0834002151	nomfundo.hlahla@ecdoe.gov.za
12	Miss	Nonele	Goldsmith	ICT Tech	Mthatha	0834004194	nonele.goldsmith@ecdoe.gov.za
13	Mr.	Loyolo	Goso	IT Rep	Ngcobo	0834004031	luyolo.goso@ecdoe.gov.za
14	Mr.	Zukisani	Dlambewu	ICT Tech	Qumbu	0834003316	zukisani.dlambewu@ecdoe.gov.za
15	Mr.	Royden	Edwards	ICT Tech	Graaff-Reinet	0834000997	royden.edwards@ecdoe.gov.za
16	Mr.	Grant	van der Merwe	ICT Tech	Grahamstown	0834002064	grant.vandermerwe@ecdoe.gov.za
17	Miss	Moneta	Smith	ICT Tech	Port Elizabeth	0834004765	moneta.smith@ecdoe.gov.za
18	Miss	Moneta	Smith	ICT Rep	Uitenhage	0834004765	moneta.smith@ecdoe.gov.za
19	Mr.	Loyiso	Limekhaya	ICT Tech	Cofimvaba	0834001205	Loyiso.Limekhaya@ecdoe.gov.za
20	Mr.	Siwaphiwe	Ncede	ICT Tech	Cradock		siwaphiwe.ncede@ecdoe.gov.za
21	Mr.	Nthuthuzelo	Lahliwe	ICT Tech	Ladyfrere	0834002060	Nthuthuzelo.Lahliwe@ecdoe.gov.za
22	Miss	Akhona	Masiza	ICT Resource	Fort Beaufort	0782862047	Akhona.Masiza@ecdoe.gov.za
23	Mr.	Thomas	Dywili	ICT Resource	Sterkspruit	0717014708	Thomas.Dywili@ecdoe.gov.za
24	Mr.	Sbongamandla	Mangwane	ICT Resource	Queenstown	0635979457	Sbongamandla.Mangwane@ecdoe.gov.za
25	Mr.	Yanga	Ntontela	ICT Resource	Butterworth	0783809609	Yanga.Ntontela@ecdoe.gov.za

# **A MANUAL FOR GETTING STARTED WITH YOUR NEW LAPTOP**



## 1. Introduction

This manual serves to provide basic instructions about how to use your new laptop. It is not intended to replace the need for ICT skills training, but rather to serve as a point of reference for teachers as they start exploring their new device. It will be useful if teachers organise themselves into learning groups where they can explore some of these concepts together with the support of an experienced peer amongst them.

## 2. Physical components of your device

### 2.1. The Power button

When you open the laptop, the power button is located at the top right corner of the keyboard. Press this button to turn on your device

### 2.2. The trackpad

The trackpad functions like a computer mouse. It allows you to direct the mouse pointer towards applications or files on your computer which you wish to open.



Figure 1: Physical components of your laptop

### 2.3. The ports on the laptop

The following ports can be found on the left side of the laptop:

- An audio jack port to plug in speakers or headphones

- Two USB ports that can be used for the following purposes:
  - to plug in external storage such as an external hard drive or a flash disk
  - to transfer files between your laptop and your tablet, mobile phone or camera
  - To charge tablets and mobile phones
- A micro SD card reader to transfer files from external sources such as cameras and mobile phones
- An Ethernet port which allows you to connect to the internet or a network using an ethernet cable



Figure 2: Ports on the left side of the laptop

### 3. The Graphical User Interface (The screen elements)

The graphical user interface is made up of all the visual elements that allow you to interact with the software on your computer using input and output devices. These elements include, among others, the desktop, file and application icons, the mouse pointer, the taskbar, the system tray and the various menus.

#### 3.1. The mouse pointer

The mouse pointer is a movable arrow on your screen that can be directed towards the files or applications you wish to access. Your mouse pointer is controlled by the mouse or trackpad.

The mouse pointer allows you to access different storage locations, files or applications on your laptop by using various clicking gestures.

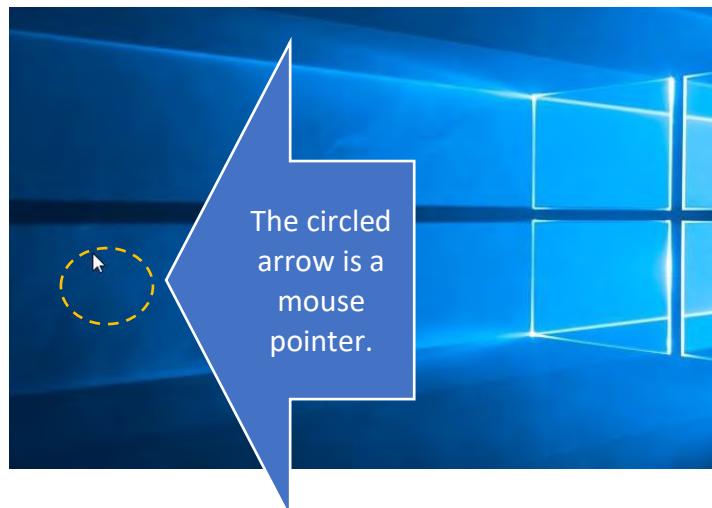


Figure 3: The mouse pointer

### 3.2. Windows desktop

When you open and switch on your laptop, the Windows desktop is the first area of the screen you see before opening any files or applications.

#### 3.2.1. Icons

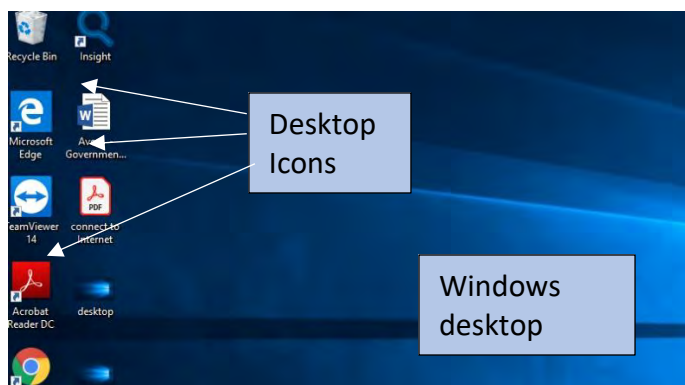


Figure 4: Windows desktop with icons

On the desktop you will find icons. An icon is a small picture that represents either a file, an application or a shortcut to an application or file. You can open a file or application by pointing your mouse pointer to the icon and double clicking the trackpad or mouse.

#### 3.2.2. Taskbar

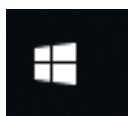
The taskbar is the bar at the bottom of your screen. It shows you all the files or applications that you are using at any given time. When a file or application has been opened, it becomes visible in the taskbar. The taskbar allows you to easily navigate between different applications

that may be open. The taskbar can also contain shortcuts to other applications that you may use frequently.



Figure 5: Windows taskbar

### 3.2.3. Windows start menu



The Windows start menu is the starting point when you want to find an application or file. From the Start menu you can also access the control panel, which allows you to configure Windows settings. By clicking the start menu, you will open a menu containing applications and files located in different parts of your laptop. The image below shows an example of the menu that is displayed when you click the start button.



Figure 6: The Windows start menu

#### 3.2.4. Windows search



Windows provides a search feature that gives you easy access to any file or application on your computer. By clicking on the search icon located next to the start menu, a dialogue will be opened allowing you to type in the search term related to the item you wish to find. If you do not remember the complete name of the file or application you are searching for, you can enter part of the name or you can enter text that may have been part of the file content.

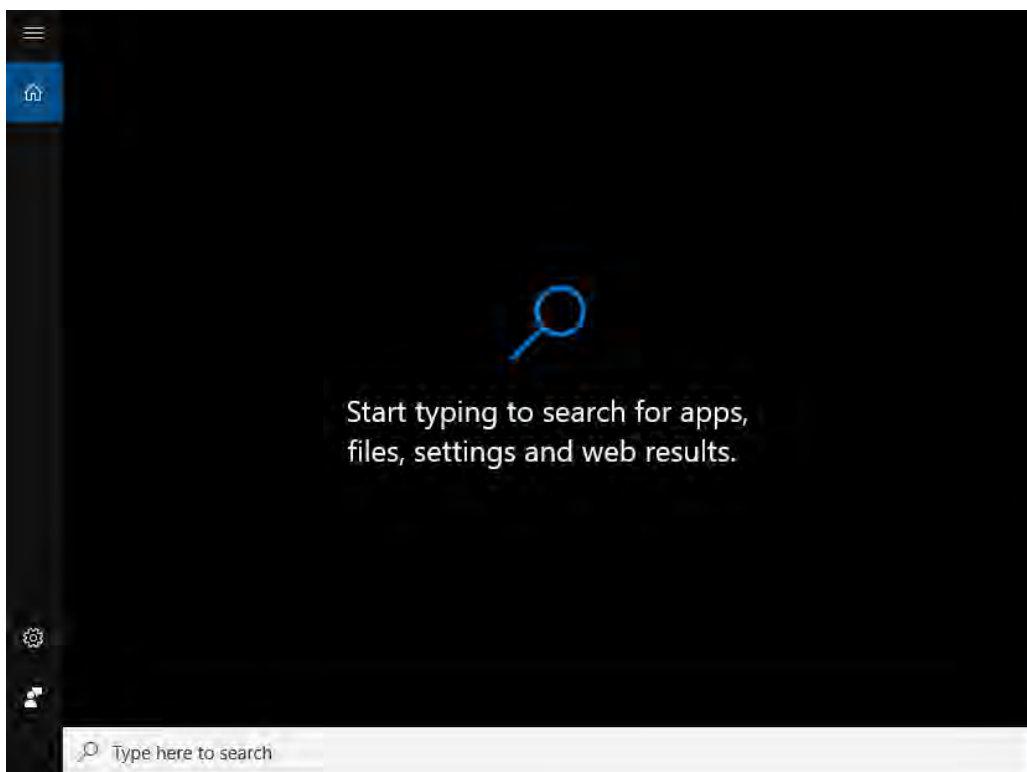


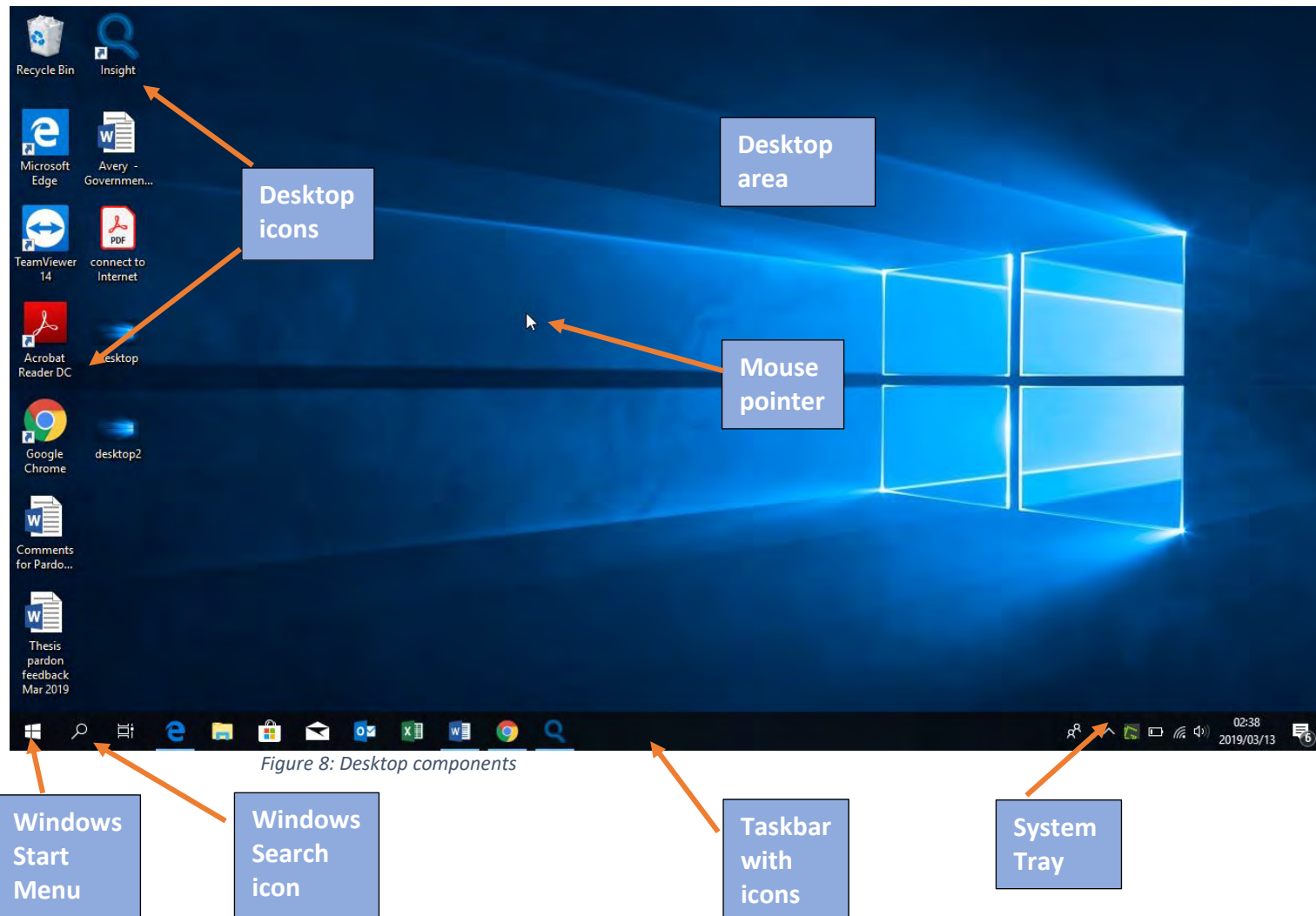
Figure 7: Windows search dialogue

#### 3.2.5. System tray



The System Tray is located on the bottom right corner of the screen. It forms part of the task bar and shows information about important applications and services that may be running in the background. The system Tray also allows a user to view the clock, view available Wi-Fi (Internet) connections and to connect to the Internet. The system tray contains a notification area from which the user can view system notifications.





## 4. Navigating Windows 10

### 4.1. Windows

Windows 10 is an operating system, which means it is software used to manage all the hardware and software components of your computer or laptop. However, there is also a conceptual component on your computer called a window. This should not be confused with the Windows Operating System.

A window is a workspace where you can operate a specific document, application or storage space. A window typically has a menu at the top, and buttons on the top right corner allowing you to close, minimize or resize the window. The image below shows an example of an Excel document window, a Google chrome browser window and a File Explorer window.

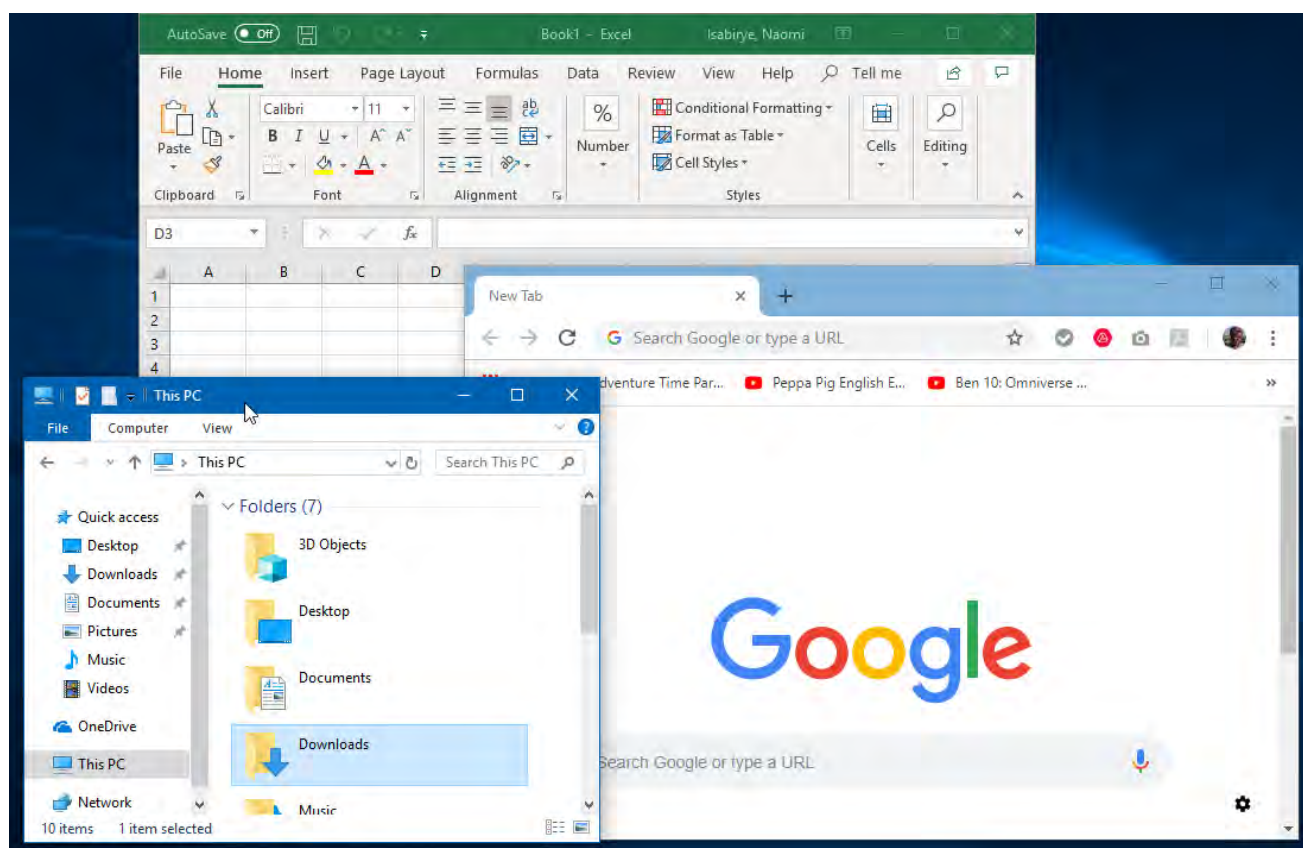


Figure 9: Example of laptop with multiple windows open

#### 4.1.1. Window states

A window has three display states, **minimized, maximized and resized**. The window's display state is controlled by three buttons on the top right corner of a window.

- When a window is minimized, it will be moved to the taskbar and will be temporarily out of your view.
- When a window is maximized, it fills up your entire screen and you cannot see any other open windows.
- A window can also be resized by clicking the "Restore Down" button. Restore Down resizes a window so that the user can view more than one window at a time.
- The close button terminates the program and closes the window. If you are working on a document, you should save your work before closing the file.

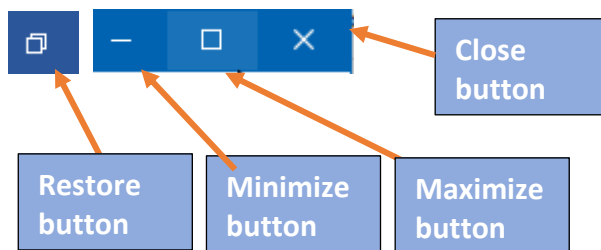


Figure 10: Window states

#### 4.2. Opening applications

Applications can be opened from the desktop, the taskbar and the start menu. These methods are explained in the sections that follow.

##### 4.2.1. Opening applications from the taskbar



The taskbar provides links to applications that are used frequently. You can open an application by clicking the link on the taskbar.

##### 4.2.2. Opening applications using desktop shortcuts



A shortcut is an icon that provides a link to a file or application that is stored in another location. Shortcut icons on the desktop always have a curved arrow on the bottom left corner of the icon. You can open an application by double clicking the desktop shortcut. If there is no shortcut to the application that you want to use, you should use the Start menu to access it.

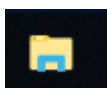
#### 4.2.3. Opening applications using the Start menu



When you click on the Start menu, Windows will show you a list of applications available on your laptop. By default, these applications are listed in alphabetical order. Office applications Such as Word, PowerPoint and Excel can be opened using the Start Menu. These applications are listed individually but can also be accessed by selecting the MyOffice menu item.



#### 4.3. Using the File Explorer to find and open your files



Every document you create needs to be saved in order to be used later. Windows allows you to organise your documents in a logical way using folders. The file explorer allows you to navigate between folders in different storage locations on your device. The easiest way to access the file explorer is by using the file explorer icon on the task bar. The file explorer icon looks like a folder as exhibited in the image below. The file explorer can also be accessed from the start menu.





Figure 11: Accessing the file explorer from the task bar

File explorer icon  
in the taskbar

#### 4.4. Storage locations on your laptop

When you launch the file explorer, you will see a high-level view of the different storage locations on your computer. Your computer can have both internal and external storage locations. An example of an external storage location is a flash drive, an SD card or an external hard drive. Internal storage refers to storage on your computer's hard disk. Windows has created some basic folders on your internal storage that you can use to save your files. These are shown in the image below.

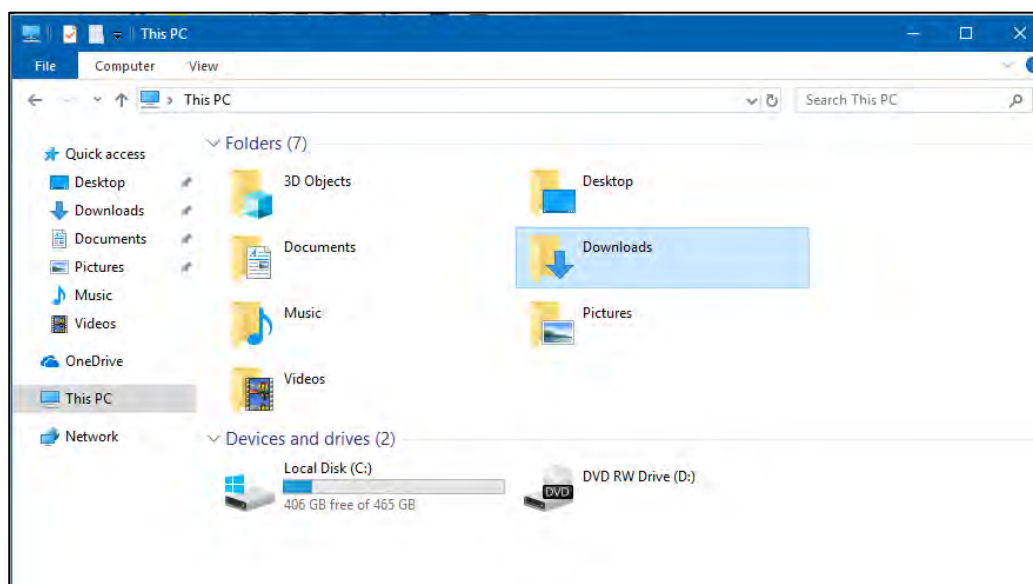


Figure 12: Storage locations on your computer

#### 4.5. Creating folders

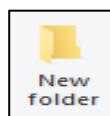
The following steps can be used to create a folder on your laptop.

**Step 1:** Click on the file explorer from the taskbar. This will launch a window as displayed in figure 12.

**Step 2:** Select the location where you want the folder to be saved. For example, you can select the documents folder. Double click the folder to open it.



**Step 3:** Click the “**New folder**” icon on the top menu



**Step 4:** Type in the name of your new folder in the space provided.

highlighted



You are now ready to add contents to your folder.

## 5. Microsoft Office basics

Microsoft Office is a suite of applications that can help you with preparation of lessons and assessments, administration and delivery of classroom presentations. There are three main tools from the Microsoft office suite that are particularly useful for teachers: Word, Excel and PowerPoint.

**Word:** An application for creating text-based documents such as letters and notices, class notes and assessments.

**PowerPoint:** A visual tool for creating slideshow presentations that can be projected to a screen.

**Excel:** A spreadsheet tool that allows for capturing, analysing and reporting data. This can be used for managing classroom records.

### 5.1. Office application basics

Microsoft Office applications have been designed with the same layout, navigation and tools. This means that once you have learnt to use one Microsoft Office App, you easily learn to use the others.

#### 5.1.1. The Ribbon

The area at the top of the screen, consisting of tabs, tools and menus is called the ribbon. The categories on the ribbon are called tabs. Each tab is a collection of related tools. The **Home** Tab contains all the most frequently used tools. You will always find the tools that allow you to format your fonts, paragraphs and alignment under the **Home** Tab, regardless of the Office application you are using.

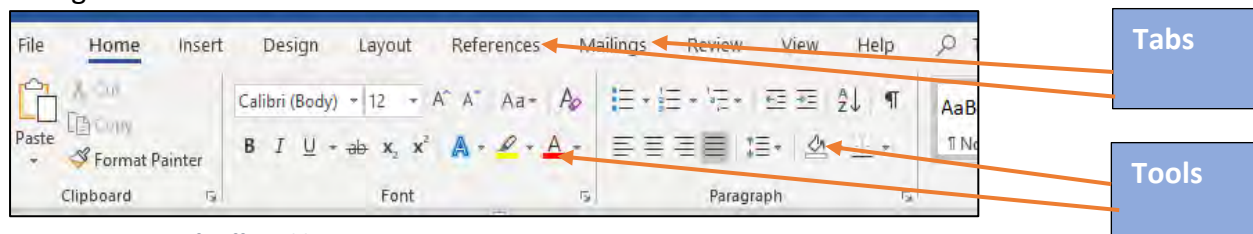


Figure 13: Microsoft Office ribbon

### 5.1.2. Saving your documents

You must always save your documents before closing them. To save your file for the first time, click on the **File** Tab. Click **Save As**, (as demonstrated in figure 14). Then select the location where you want to save the document. Choose **This PC** to find more storage locations on your device.

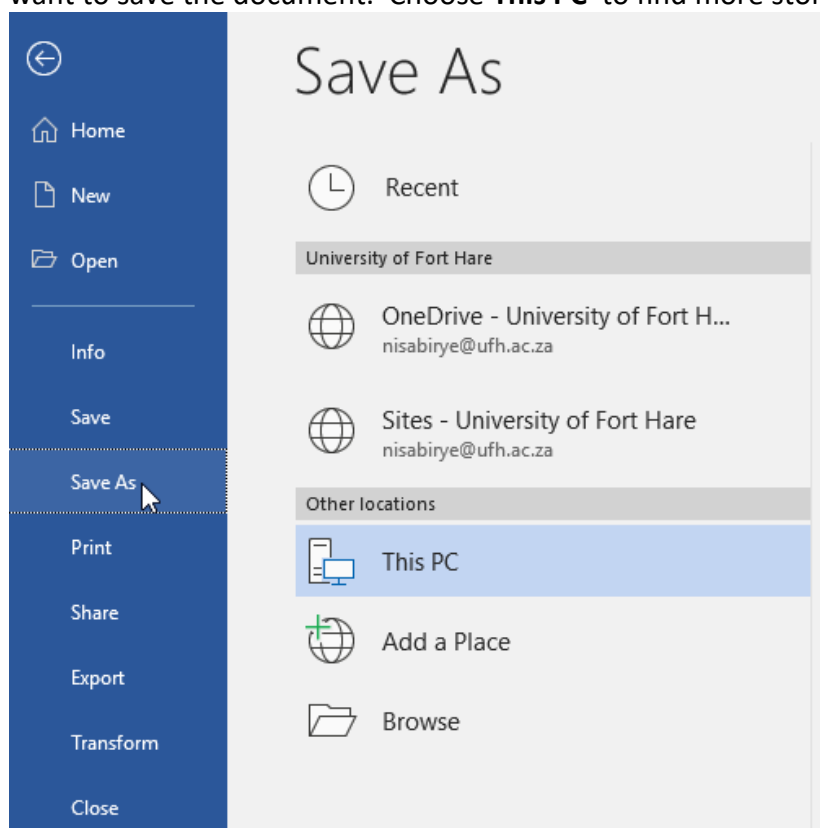
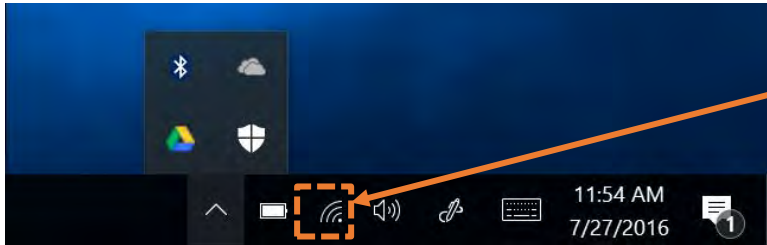


Figure 14:How to save a file

## 6. Connecting to the Internet

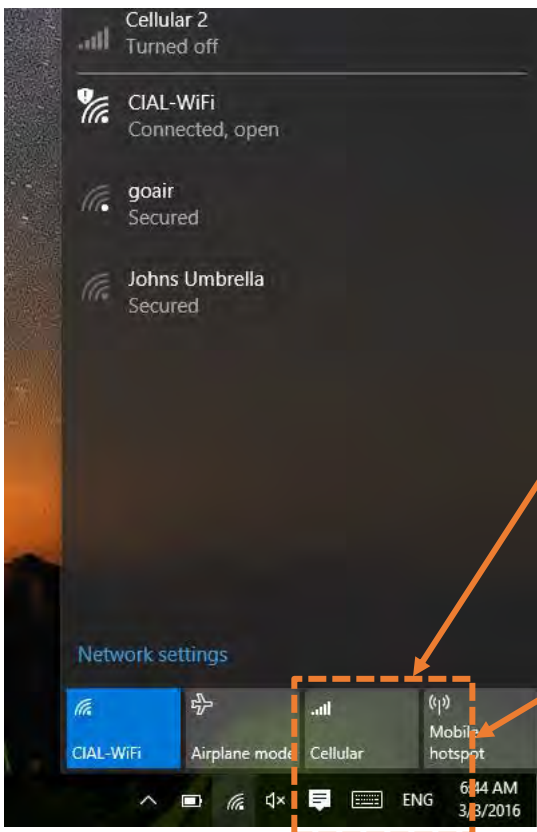
There are two steps to follow to access the Internet. Firstly, you should establish a connection, secondly you should launch your web browser. These steps are described below.

## 6.1. Establishing an Internet connection



1. Click the networks icon from the system tray. The system tray can be found on the bottom right corner of your screen.

Figure 15: The networks icon on the system tray



2. Click the 'Cellular' Button to turn on the mobile data. When you are not using the Internet, remember to turn off the mobile data so that your data is not wasted.

3. When you are not using the Internet, remember to turn off the mobile data so that your data is not wasted. When the button is blue, this means that data is on and you are using up your monthly data allocation.

4. Refer to the instructions on your Vodacom Sim Starter Pack to activate the SIM card.

Figure 16: Turning on cellular data

## 6.2. Launching your web browser

The default web browser on your laptop is Microsoft Edge.



On your laptop, you might also have another browser called Google Chrome.



Your web browser, like most apps on your laptop, can be launched following the steps outlined in 4.2.

## 7. Launching your browser to access your Office 365 account

The ECDoE provides each educator with an Office 365 account. This account gives you access to your own official Email address as well as all the Microsoft Office apps. Please use the email address provided with your office 365 account for all correspondence that relates to your work. This includes correspondence with fellow educators, parents, district officials and with the Department. Also note that the Department will expect you to check your e-mail occasionally for important notices.

### 7.1. Follow the steps below to access the Office 365 Portal:

- Open your web browser using the Instructions in 4.2. The web browsers on your laptop include Microsoft Edge and Google Chrome.
- The address bar is a field in the web browser where you can enter the URL of the website you wish to visit. A URL is a unique website address such as [Http://www.Google.com](http://www.Google.com)
- To access your Office 365 account, type the following address in the address bar of your browser, as illustrated in Figure 17: <https://portal.office.com> then press the Enter key

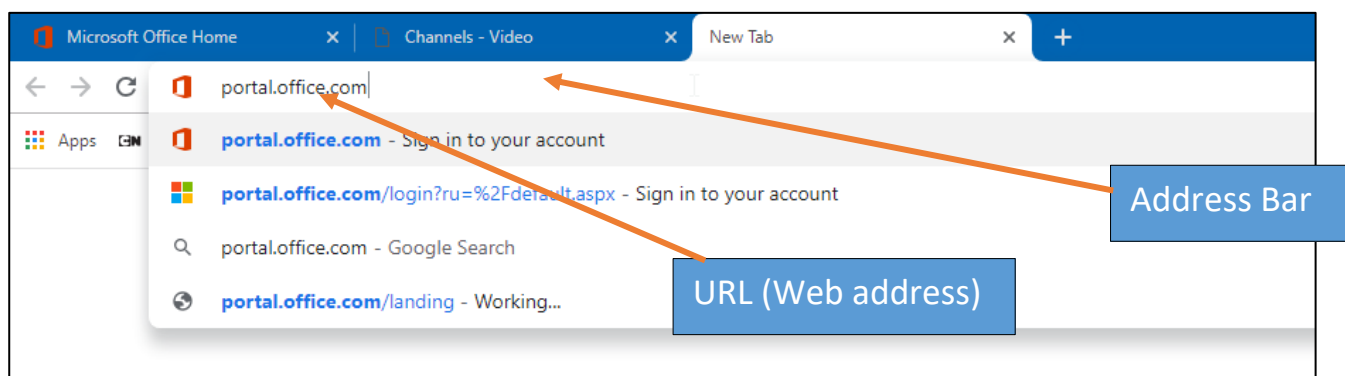


Figure 17: Entering the URL (Web address) in the address bar.

- You will be redirected to a page allowing you to logon to your e-mail account

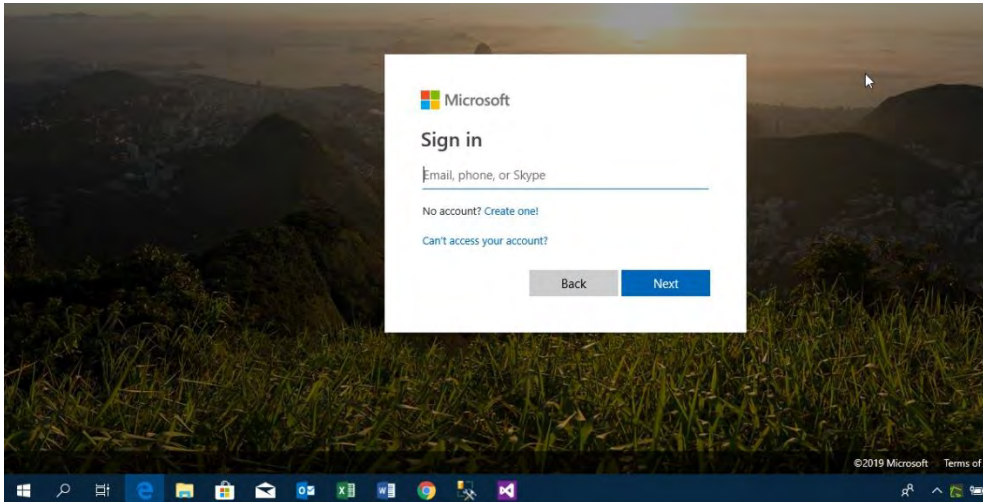


Figure 18: Login page for ECDOE Office 365 account

- Your ECDOE email address is composed as follows:  
[PersalNumber@ECDOE.gov.za](mailto:PersalNumber@ECDOE.gov.za) For example, if your persal number is 12345, your username/email address will be [12345@ECDOE.gov.za](mailto:12345@ECDOE.gov.za)
- Your temporary password will be **Temp@Pass1**
- Enter your email address and temporary password and Click “Sign In”

## 7.2. Configuring your Office 365 account for password recovery

When you sign in for the first time you will be required to provide some additional information as illustrated in Figure 19:

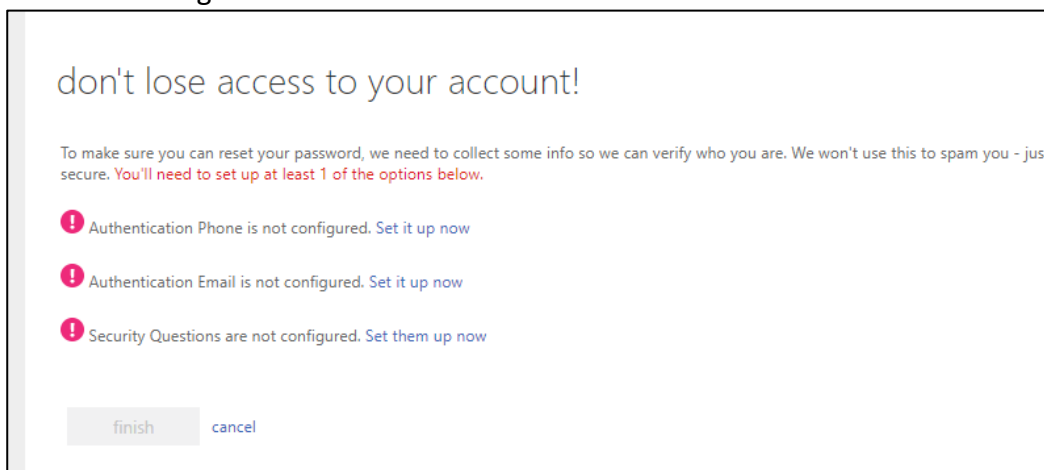


Figure 19: Set up additional information



The setup information in Figure 19 is important because it allows you to recover your password if you forget it. If you forget your password and have set up your phone number, an SMS will be sent to you or a call will be made to you to initiate the password reset process. Alternatively, if you have added a secondary Email address, you will receive password reset instructions using the Email address you provided. The third option for recovering a lost password is to set up security questions and answers. If your password is lost, you can reset it by answering the security questions that you set up. These steps are very important as people often forget their passwords. Click on **'Set it up now'** to set up 1 or more of the above password reset methods.

You are now ready to use your Office 365 apps. Most of these apps have been downloaded on the laptop provided by the ECDoE but can also be downloaded on your own personal laptop or mobile phone.

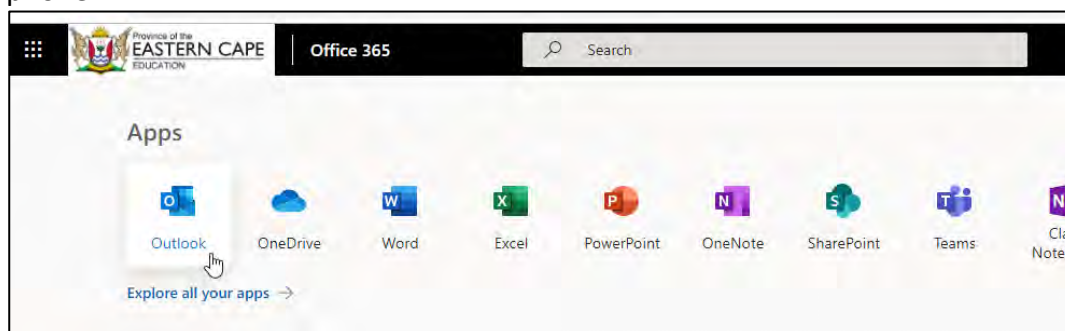


Figure 20: Office 365 apps



## 8. Accessing your ECDoE Email account

### 8.1. Setting up your ECDoE email account using the Office 365 portal

You can view your Emails directly from the Office 365 portal, but you must first be signed in to the portal. To sign in to the portal, follow the instructions outlined in 7.1.

After you have signed in successfully, you will see the landing page depicted below. Follow the instructions described in the next section to access your Emails.

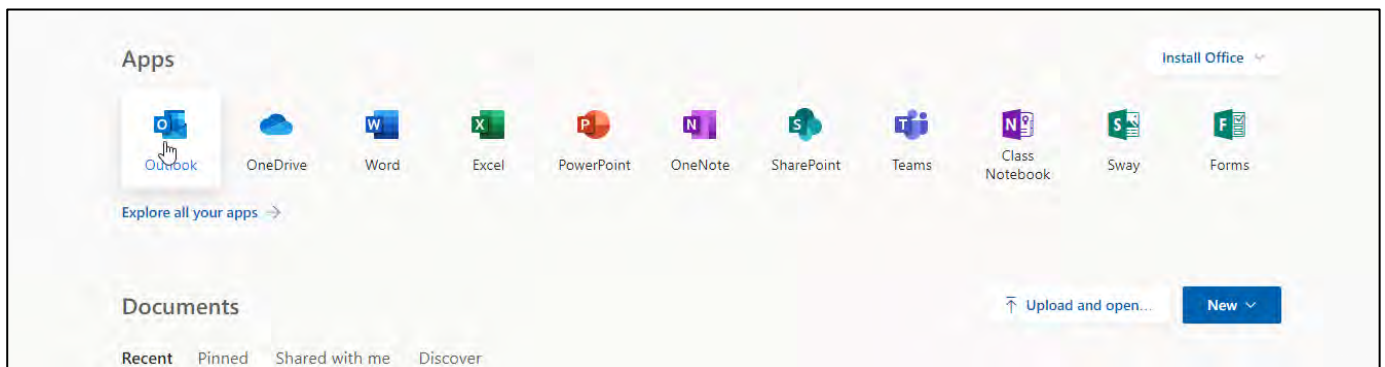


Figure 21: Office 365 Landing page

**Step 1:** Click on the Outlook app. This will initiate the Email setup process as depicted in figure 22 below. Click on the arrow circled in the arrow on the right-hand side of the welcome message to continue.

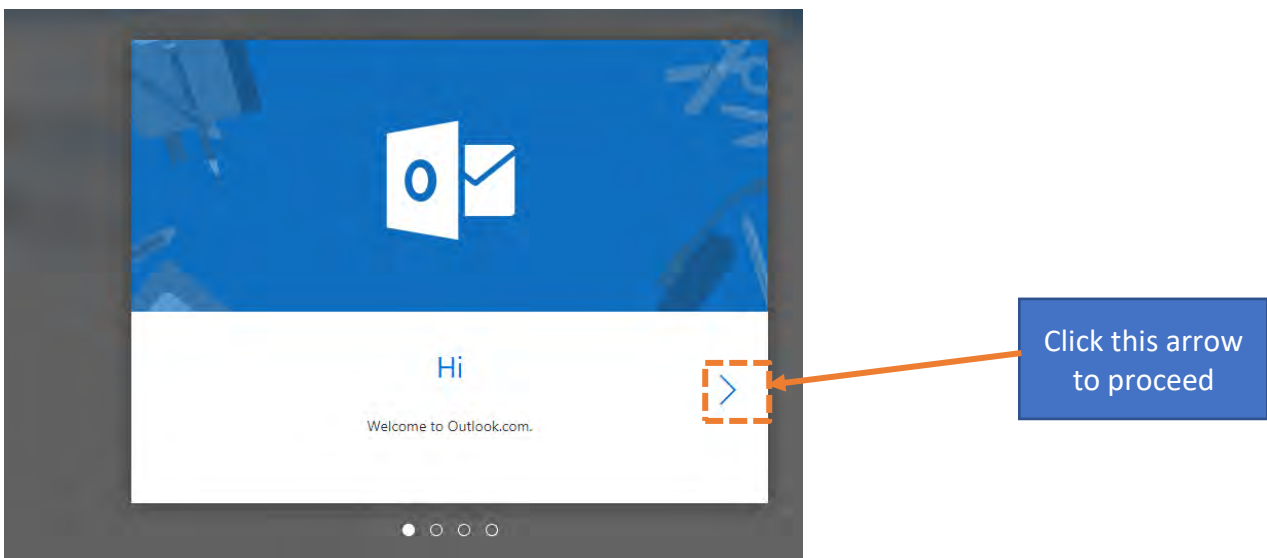


Figure 22: Email setup welcome screen

**Step 2:** Select the default language (English-South Africa), and set the time zone to (UTC +02:00) Harare, Pretoria. The language and time zone can be selected from the drop down lists as illustrated in figure 23 below. Once you have set the language and time zone, click the forward arrow to proceed.

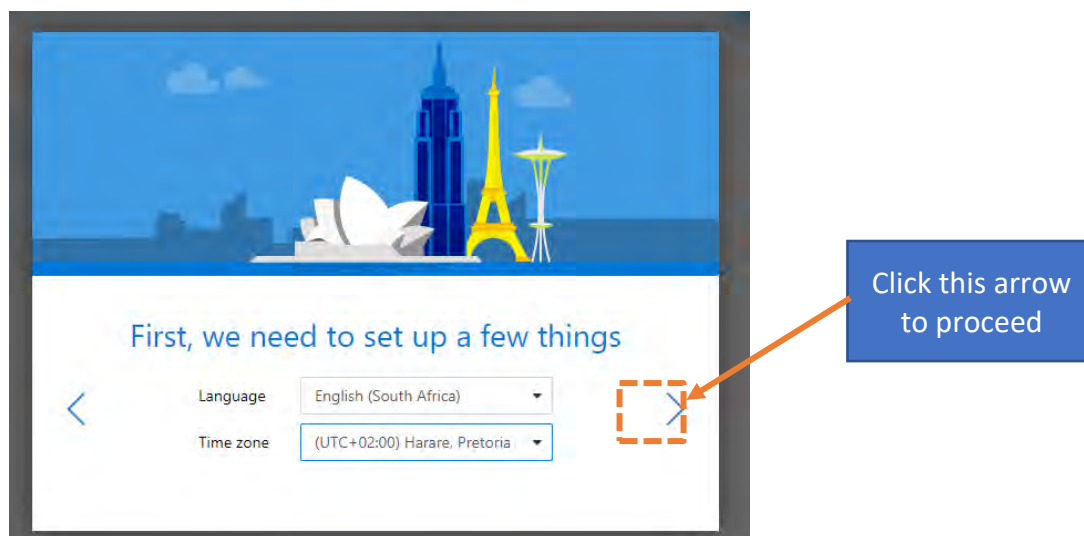


Figure 23: Set up language and time zone

**Step 3:** Choose a theme

The themes allow you to customise your mailbox to your own personal taste. Preview a theme by clicking on any one of the theme icons displayed below. Once you are happy, click on the forward arrow to proceed.

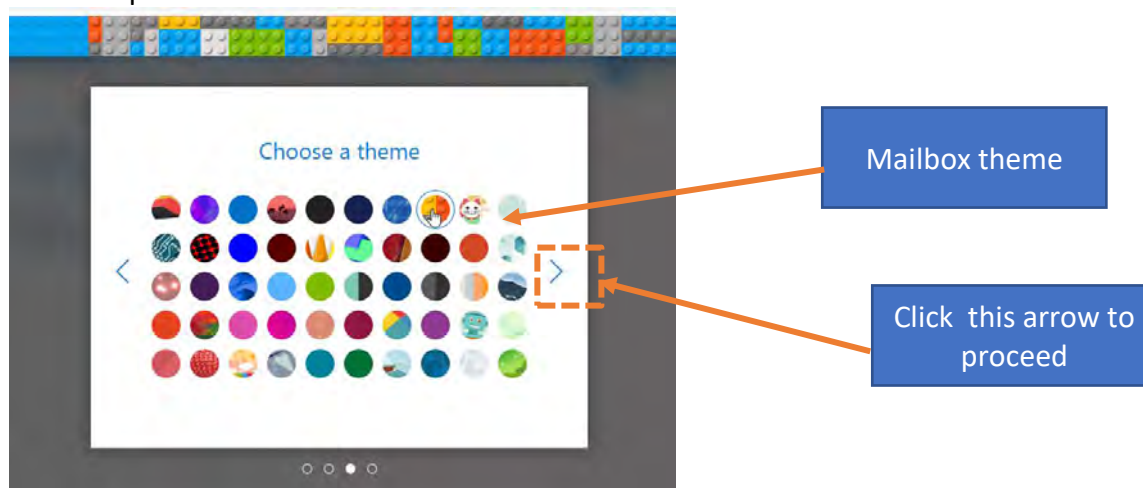


Figure 24: Mailbox themes

**Step 4: Add your signature**

You can create a signature that will be added by default to every Email you send from your official Email address. A professional Email signature typically consists of your full name, professional affiliation (Eg. Your school), your position or post and any contact information which you wish to share.

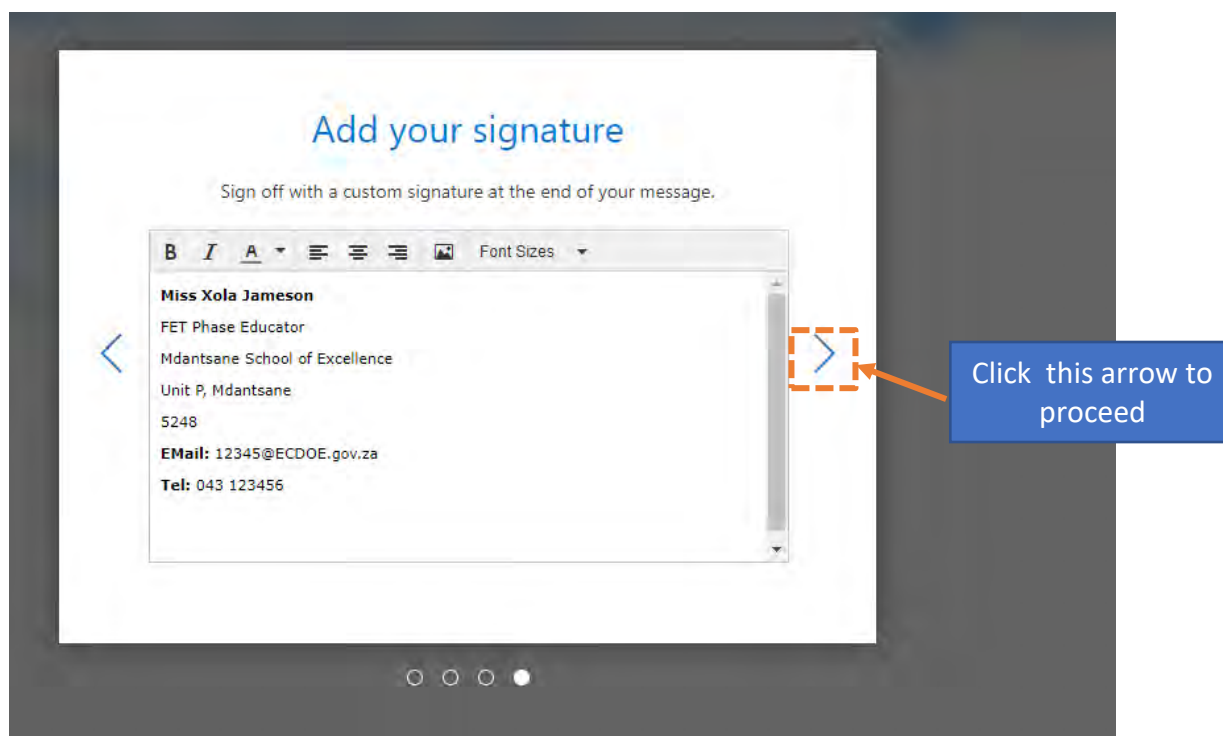


Figure 25: Custom Email Signature

**Step 5:** Confirmation that your Email account has been set up

The message in Figure 26 depicted below confirms that your mailbox has been set up successfully. The steps that follow will guided you on how to send and view Emails. Click '**Get Started**' to proceed to your mailbox.

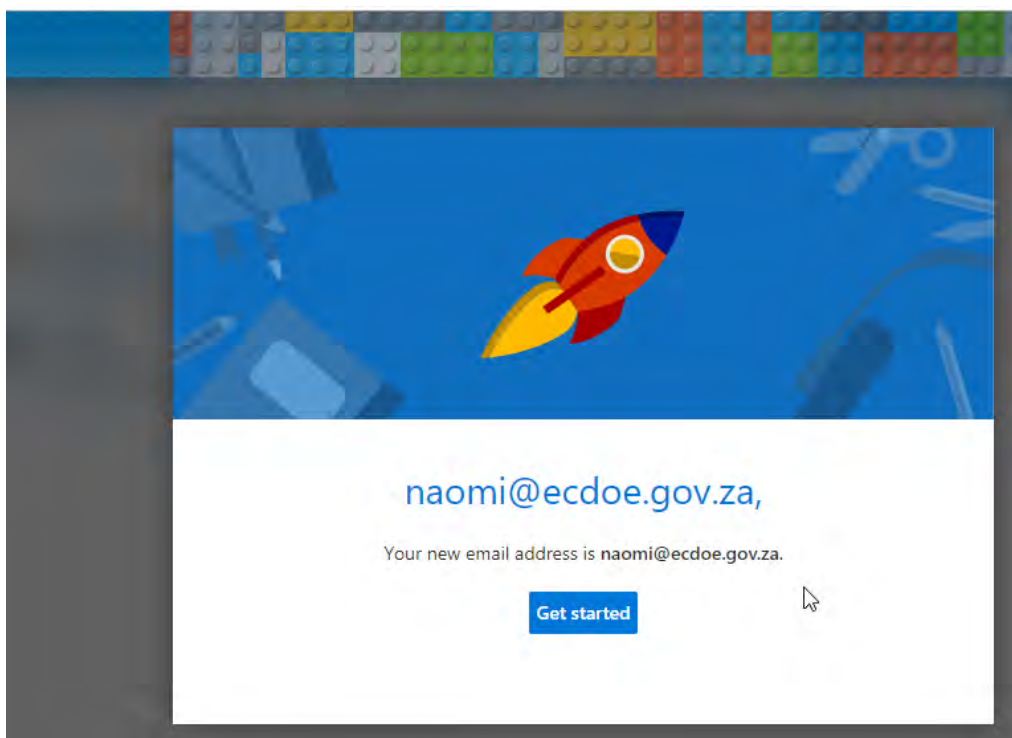


Figure 26: Mail box set up confirmation

## 8.2. Navigating your mailbox

Your mailbox is divided into 3 sections; the folder list, the message list and the message content sections. The folder list shows different folders contained in your mailbox. These folders include your Inbox, Sent Items, Junk Mail, Outbox and Drafts. These folders are briefly explained below:

- **Inbox:** All incoming messages
- **Sent Items:** Messages that you have sent to other parties
- **Drafts:** Messages that you have drafted but have not sent
- **Outbox:** Messages that you have tried to send but were never transmitted. These messages may not have been sent for reasons such as Internet connectivity problems, incorrect recipient address or because you have exceeded the storage space in your mailbox.
- **Junk Email:** These are Email messages that have been flagged by your mail server as unsolicited advertising messages or messages that may be potentially harmful.

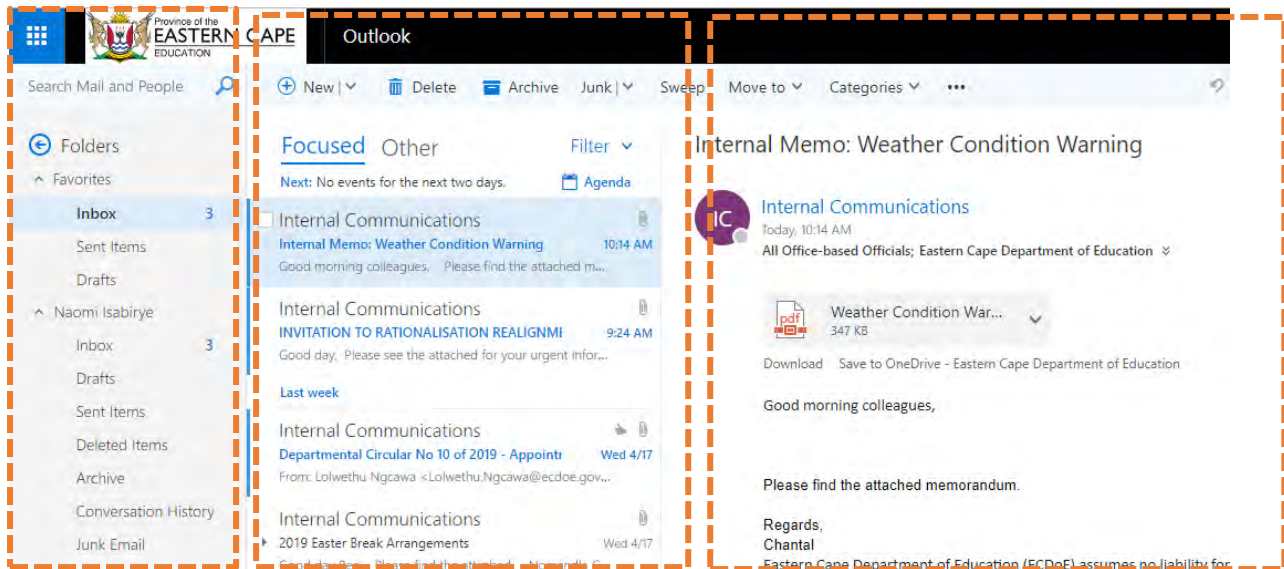


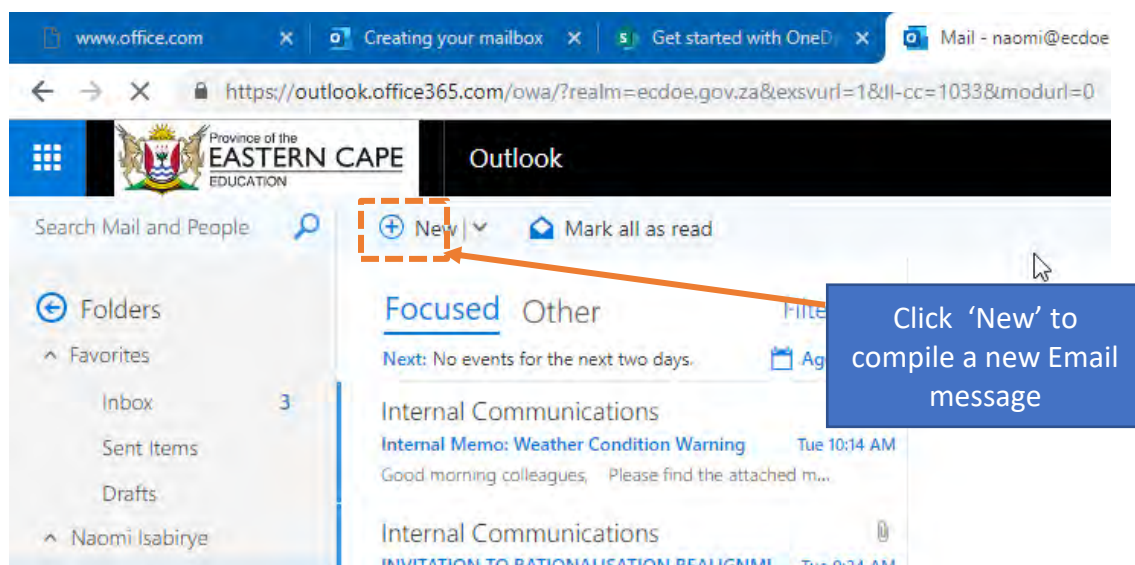
Figure 27: Layout of Outlook mailbox

### 8.3. Sending a message

To send a message follow the steps outlined below:

**Step 1:** Click **'New'** as illustrated below





**Step 2:** Enter the email address of the person you are sending a message to

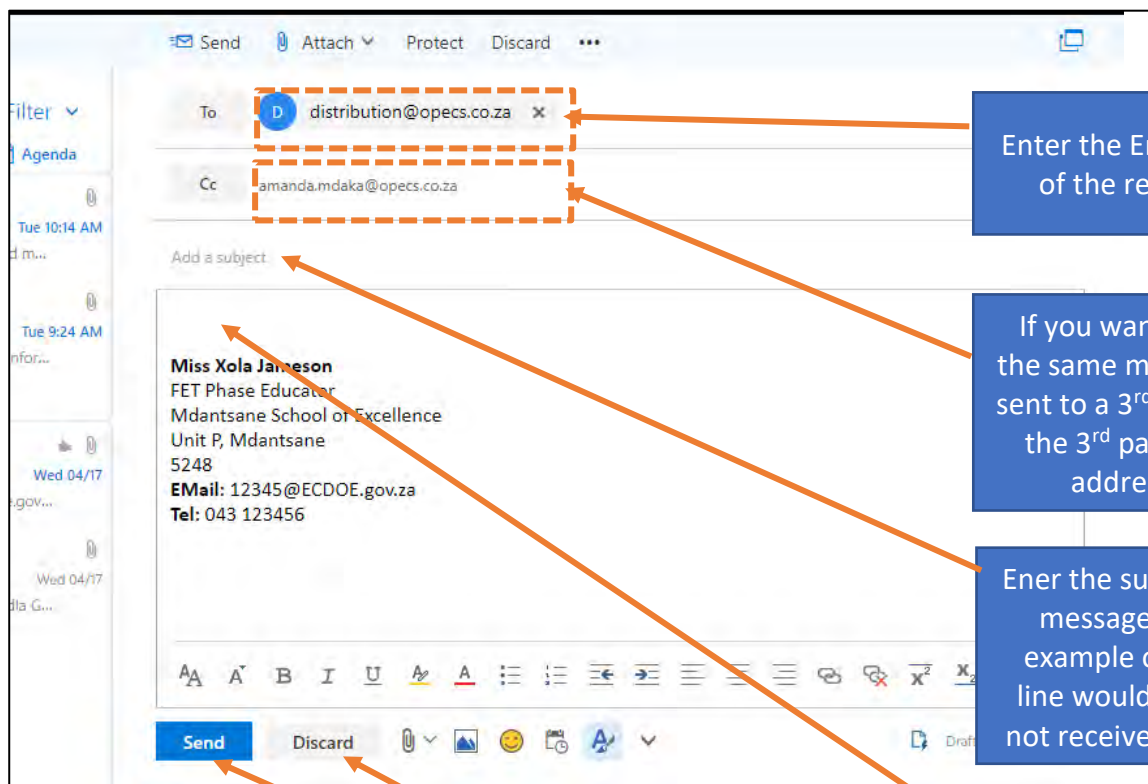
You can enter more than one Email address if you want to send the same message to more than one person. Each Email address should be separated by a semi colon (;).

**Step 3:** Enter the subject of the message

The subject will be displayed in the message list. It gives the recipient an idea of what the Email is about. Although the subject is not a compulsory field to enter, it is still important because it draws the attention of the recipient to the contents of your message. **Try and use meaningful subject lines that reflect your Email contents concisely and accurately.**

Step 4: Type in the message in the area below the subject, above your signature as depicted in Figure 28. Click **'Send'** to transmit the message. If you change your mind and no longer wish to send the message, click **'Discard'**.





The screenshot shows an email composition interface. At the top, there are buttons for 'Send', 'Attach', 'Protect', and 'Discard'. Below these, the 'To' field contains 'distribution@opecs.co.za' and the 'Cc' field contains 'amanda.mdaka@opecs.co.za'. The 'Subject' field is empty, with the placeholder text 'Add a subject'. The email body contains a signature for Miss Xola Jameson, FET Phase Educator at Mdantsane School of Excellence, with contact details. At the bottom, there is a rich text editor toolbar and two buttons: 'Send' and 'Discard'.

**Enter the Email address of the recipient(s)**

**If you want a copy of the same message to be sent to a 3<sup>rd</sup> party, enter the 3<sup>rd</sup> party's Email address here**

**Enter the subject of your message here. An example of a subject line would be: "I have not received a charger"**

**Type the Email message above your signature**

**Click 'Send' when you have filled in the Email addresses , subject and message.  
Click 'Discard' if you change your mind and no longer wish to send the message.**

Figure 28: Sending an Email

#### 8.4. Viewing your messages

Figure 27 shows the different sections of your mailbox. Review Figure 27 and then follow the steps outlined below to view your messages:

**Step 1:** Select a folder from the folders list. The contents of the folder will be displayed in the message list section as depicted in Figure 27.

**Step 2:** select a message from the displayed messages in the message list

**Step 3:** The contents of the message will be displayed in the message content section.

#### 8.5. Replying to your messages

When you have opened a specific message and would like to respond directly to the sender, you can do so by using the reply feature. The reply feature will allow you to compose a response. When you use the reply feature, it will include the same subject line that was used in the original message. The person who sent the message you are replying to will be set as the message recipient and the original message will be appended to your Email. Using the reply feature allows you to follow the conversation from the original message to all the subsequent responses.

##### 8.5.1. Using the 'Reply all' feature

The 'Reply all' feature is similar to the 'Reply' feature, but it sends the response to all the people that the original message was sent to. Be careful when using "Reply all" because you might unintentionally send a reply to many people that should not be receiving the message.

## 9. The Insight application



Opecs, on behalf of Vodacom, is responsible for change management. Change management involves facilitating the process of integrating a new way of doing things with the stakeholders concerned. **In this case, change management involves mobilising systems, processes and stakeholders to foster the process of integrating the use of laptops into the everyday functions of educators.**

The Insight app is a change management tool that is based fundamentally on improving two-way communication concerning the ICT rollout with the teachers.

The Insight app serves two broad functions:

- It enables direct communication (messaging) between OPECS and educators
- It enables the collection of data about the success or shortcomings of the rollout through logs, surveys and direct messages

The data collected serves to improve the service that OPECS plays as an agent of change management. Opecs encourages all teachers to use the insight app to:

- Access information and notices from the Department of Education
- Send feedback about their experiences through the course of the rollout (whether negative or positive)

The Insight app can be launched by double clicking the desktop icon on your computer. Follow the instructions outlined in section 4.2



Figure 29: Desktop Icon for Insight app.

The Insight app will be launching exciting new features regularly including interesting content, surveys and competitions. There will be prizes to be won, so sign on to Insight regularly.

## 10. Taking care of your laptop

The laptop is the property of the Eastern Cape Department of Education. You are responsible for safeguarding it while it is in your possession. The following tips will help you to protect your laptop from damage and ensure its longevity.

#### 10.1.1.Preserving your battery

Laptop batteries have a limited lifespan. Unplug your charger when your battery is fully charged. This will prolong the overall lifespan of your laptop's battery.

#### 10.1.2.Shut it down occasionally

If you close the laptop cover, your laptop will go into sleep mode. This means it has not shut down completely, but the screen has been turned off and the applications have been suspended. Sleep mode is convenient because it allows you to easily pick up where you left off, however, it is still necessary to shut down your laptop occasionally to allow the operating system to reboot. Some system features and programs will not function properly if you do not reboot occasionally.

#### 10.1.3.Keep it cool

Your laptop has a fan and air vents beneath it. When working on your laptop, ensure that it is placed on a level and solid surface such as a desk or table that will allow the cooling mechanism to function properly. Avoid working with your laptop on your lap or while in bed as this blocks the air vents causing it to overheat. Overheating can cause damage to the device or result in fires.

#### 10.1.4.Keep it clean

Avoid eating and drinking while using your laptop. Food crumbs and particles can get trapped in the gaps between the keys and cause damage to the device. Liquid spills on your laptop can also cause serious damage. Visit an electronics store to find out more about specific cloths, solutions and brushes that can be used to clean your laptop screen and keys.

#### 10.1.5.Protect it

Always carry your laptop in a good quality laptop bag to protect it from damage caused by accidental impact. If you have your laptop in your car, make sure it is kept in the boot and is not visible as it may attract the attention of thieves

## 11. Summation

ICTs are a powerful resource for individuals in any industry. Vodacom and Opecs are committed to providing the Eastern Cape Department of Education and its teachers with the support necessary to ensure that Education in the province benefits from the immense opportunities provided through ICTs. We wish you all the best in this exciting journey.

**FOR MORE INFORMATION ON THE  
FET PHASE DISTRIBUTION**

distribution@opecs.co.za · 063 696 9492

*Unlocking the potential of Eastern Cape  
schools through technology*