UNIVERSITY OF NAIROBI
ICT CENTER
INTERNAL MEMO

FROM: DIRECTOR - ICT CENTRE   **DATE:** MARCH 16, 2020

TO: ALL STAFF   **REF:** UON/CA/ICTC/3/2

COVID-19 CLOSURE OF UNIVERSITY– OPPORTUNITIES FOR USING ONLINE COLLABORATION TOOLS FOR LEARNING AND WORK

Pursuant to the communication from the Vice-chancellor on the closure of the University as a measure to control possible spread of the corona virus. In order to minimize disruptions and enhance communication during the shutdown it was recommended that University of Nairobi adopt innovative online tools to conduct its core function of teaching, learning, and research where possible.

Below is a summary of tools that can be adopted during this time by the University to offer essential service and continuity of critical service delivery during the closure. ICT Center will be available to offer online guidance to the University community on how to use the tools through online support.

No.	Tool name	Description and requirements
1.	E-library	- The University of Nairobi Library subscribes to electronic resources that can be accessed off campus. - The resources can be accessed following the procedure given appendix I **Requirements** - University email account - Active Directory Account or Network Access Account
2.	University's G Suite email	- In addition to sending and receiving emails, there are additional features like G-Drive for sharing documents, calendars, chat, hangout meet, classroom, etc. - Available at https://mail.uonbi.ac.ke **Requirements** - University email account
3.	University's Email Chat	- Online chat tool available from the University email platform - Available at https://mail.uonbi.ac.ke **Requirements** - University email account
4.	University's Google Hangout Meet	- Online e-meeting/conferencing tool available from the University email platform - Upto 250 users per call/meeting - Can record meeting and save on G-Drive - Available at https://mail.uonbi.ac.ke

No.	Tool name	Description and requirements
		Requirements - University email account - The instructions on how to do this is given in **appendix II**
5.	Voice conference	- Meeting and discussion done online using voice conference on campus using VOIP or off campus using mobile phones. - The instructions on how to do this is given in **appendix III**
6.	University's Google Classroom	- Classroom helps students and teachers organize assignments, boost collaboration, and foster better communication - Available at https://mail.uonbi.ac.ke **Requirements** - University email account
7.	UoN e-Learning Platform	- Available at https://learning.uonbi.ac.ke/ - The main e-learning platform for UoN **Requirements** - Students access using same credentials used on SMIS portal
8.	Remote Access VPN	- Access the University Intranet (resources like online leave, USPAS, "blue" SMIS, EPMIS, etc) from home - Link available at https://vpn.uonbi.ac.ke/ **Requirements** - University Active Directory (AD) Account OR same credentials used to log into UoN Network
9.	UoN Helpdesk	- Lodge queries by sending email to *helpdeskmain@uonbi.ac.ke* - Team of ICT support officers will be online and ready to offer help - Also check online support page http://wiki.uonbi.ac.ke/ for latest updates/manuals

We also urge our staff and students not to hesitate in requesting for help online, on how to use the tools. An email can be sent to *helpdeskmain@uonbi.ac.ke* and a team of ICT User Support Officers will be online and ready to help.

MR. PAUL KARIUKI
DIRECTOR - ICT CENTRE (Ag)

APPENDIX I: ACCESSING UNIVERSITY OF NAIROBI LIBRARY ELECTRONIC INFORMATION RESOURCES DURING THE LOCK-DOWN (OFF CAMPUS ACCESS)

The University of Nairobi Library subscribes to electronic resources that can be accessed off campus. The resources can be accessed following the procedure given below:

Using VPN

Note: You will need an ***Active Directory Account*** or a ***Network Access Account*** *(same account used to log into the UoN Network)*

1. If you already have the any of the above credentials, go to step 3
2. To create a Network Access Account, do the following;
   a) Using the "student mail" link at the bottom of the UoN Homepage (https://mail2.uonbi.ac.ke/), create a UoN e-mail account using registration number and National ID/passport.
   b) Create a network access account on students email link (https://mail2.uonbi.ac.ke/) - use the email created in step 1 above.
   c) You will receive network access account details through the already created students email account.
3. Go to https://vpn.uonbi.ac.ke, or access the Library website and select **REMOTE ACCESS then select option 1 (**Remote access using VPN **)** to take you to the login page.
4. Select the link to UoN electronic resources.
5. For UoN staff, remote access is available by using the UoN Active Directory Account *(same account used to log into the UoN Network)*

Using Remotexs

Note: You will need a UoN email account. To create one, follow step 2 above.

1. Go to https://uonlibrary.remotexs.co/user/login , or access the Library website and select **REMOTE ACCESS, then select option 2**.(Remote access using Remotexs)
2. Click on register, then fill on the form provided (NB: ensure you use you UoN student email)
3. Wait for approval confirmation that will take 24 hours, thereafter you can go back to the login page and enter the username and password.
4. From the remotexs homepage, you can access all the electronic resources provided by the Library

Also check online support page http://wiki.uonbi.ac.ke/ for latest updates/manuals

APPENDIX II :HOW TO USE GOOGLE HANGOUTS/MEET

1) Go to: https://hangouts.google.com/ and log in by using your University of Nairobi email account and password.
2) Once logged in, please select "video call" to start the online meeting.
3) Hangouts will sync your Google calendar. Simply click the meeting you are going to attend.
4) After entering the meeting, please wait for other attendees to join the video call.
5) You can also invite people who are not on the meeting invites to join the video call. Please click "Invite more".
6) Please enter their email address. Then click "Invite".
7) After all people have joined the meeting, at the left corner, you can choose to share screen with attendees.
8) You can choose either to share your entre screen, the Google chrome, or other software/applications you open on the screen. Then click "Share".
9) Please then click "Present to everyone" to make sure everyone can focus on your screen in the largest window.
10)   Click the blue icon at the top left to start the group chat with all attendees in the video call when you feel like it.
11)   The group chat box will be shown on the right side of your screen:
12)   You can turn on/off the microphone and camera by clicking the icons.
13)   Please click the red icon to leave the meeting.

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APPENDIX III :HOW TO MAKE CONFERENCE CALLS ON VOIP AND MOBILE PHONES

A. How to Make a VOIP conference call

You can make a conference call with up to eight people (including you). To make a conference call, do the following:

1) Call the first person you want to invite to the conference call.
2) Press the **more** button.
3) Press the **Confrn** button. This starts the conference call.
4) Enter a new phone number to invite.
5) Press the **Confrn** button. This adds the person to the conference call.
6) Repeat steps 2 through 5 to add additional people to the conference call.

B. How to Make a Conference Call on an
   a. Android Phone

1) **Phone** the first person.
2) After the **call** connects press the Add **Call** icon.
3) Dial the second person.
4) Touch the Merge or Merge Calls icon.
5) Touch the End **Call** icon to end the **conference call**.

   b. IOS- iPhone

14)   Place a **call**.
15)   From the in-**call** menu, tap Add **Call**. While you dial the second number, the first **call** will be placed on hold.
16)   Once you have the other person on the line, tap Merge Calls to connect everyone.
17)   Repeat steps two and three to add other people to the **conference**.

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*The University can also be accessed through telephone line : **020-491-00000***