# WELCOMING GUIDE

## Table of Contents

1. Welcome ................................................................................................................. 2
2. Registration .............................................................................................................. 2
3. Access to CST .......................................................................................................... 2
4. Student Cards (M, PhD, Postdoc) ........................................................................... 3
5. Student Accounts (M, PhD, Postdoc) ..................................................................... 3
6. Internet & Wi-Fi ....................................................................................................... 3
7. Register-me! Wi-Fi ................................................................................................... 3
8. Student Email .......................................................................................................... 4
9. Inetkey .................................................................................................................. 4
10. Printing .................................................................................................................. 4
11. SUN User Admin ................................................................................................... 6
12. IT Hub .................................................................................................................. 6
13. Library .................................................................................................................. 7
14. Campus map ......................................................................................................... 7
1 Welcome
We look forward to welcome you to the Centre for Complex Systems in Transition. CST is the hub of the Stellenbosch University NRF Flagship Initiative, and was established in 2015. The CST is a research and training centre that draws together researchers, students and practitioners interested in complexity thinking, sustainability and transdisciplinarity.

For general Stellenbosch University campus information visit:
http://www.sun.ac.za/english/welcome/Pages/Postgraduate-and-international-students.aspx

Contact CST: cstenquiries@sun.ac.za
Web: www.sun.ac.za/cst
Telephone: +27 (0) 21 808 4321

Physical address:
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19 Jonkershoek Road
Stellenbosch
South Africa
7600

Mailing address:
Centre for Complex Systems in Transition (CST)
University of Stellenbosch
Private Bag X1
Matieland 7602
South Africa

2 Registration
Students can register themselves by using any computer with internet access. Following this link for the postgraduate registrations process:
https://www0.sun.ac.za/international/prospective-students/full-degree-postgraduate/i-have-applied-i-have-been-accepted-2/postgraduate-registration-process.html

Postdoctoral researchers should contact their study leader and the Postgraduate International Office (PGIO) for registration assistance: https://www0.sun.ac.za/international/postdocs.html

3 Access to CST
- Students should request their study leader (http://www.sun.ac.za/cst/people/core-staff/) to authorise access to the STIAS gate for parking and the CST Stables building (Maria Mouton – STIAS).
- Visitors to CST may be issued a CST visitors card. Study leaders or permanent staff can issue visitors cards by signing it in and out of the visitors card register.
4 Student Cards (M, PhD, Postdoc)
Each person who registers for the first time as a student is given a student card (photo identity card) at a cost of R80 per student card. The student card is an electronic magnetic card, which identifies you as a student. Without your student card you will not be allowed to gain access to the CST building or IT services. It is therefore important that you look after your student card. Returning students keep the student cards they were given the first time they registered and they are required to bring their student cards with them each concurrent time that they register so that the year can be renewed.

You may use your student card to:

- gain access to STIAS complex parking area, CST building and the JS Gericke Library;
- use photocopiers for printing and scanning.

A specific condition attached to the use of your student card is that you accept liability for all financial transactions concluded with the card until it expires. If you require or lose your student card, you may have a new card activated at the IT Hub against payment of the required amount of R80.

5 Student Accounts (M, PhD, Postdoc)
Through the www.mymaties.com or http://my.sun.ac.za/ portal you can access all the services related to research, studies, admin & support and accounts and bursaries (http://midtier.sun.ac.za/html-navbar/home.html)

To gain access to some of the options you will have to Sign in through the SU Single Sign-on page: https://sso-prod.sun.ac.za/cas/login?service=http%3A%2F%2Flearn.sun.ac.za%2Flogin%2Findex.php

6 Internet & Wi-Fi
To access the internet you need a valid student number and password. Connect to the internet through either plugging the LAN cables at the CST Stables workstations to your laptop/desktop or you need to register your device for network usage by selecting the RegisterMe! Wi-Fi option from the wireless network menu on your device.

After registering your device through the RegisterMe! Wi-Fi option (see 7) you will be enabled to connect to the MatiesWifi option. After connecting to the MatiesWifi option (or LAN cable) you will have access to the intranet or university websites.

To enable browsing the internet you need to log into your account with your student number and password to the INETKEY function at this link: https://inetkey.sun.ac.za/

If you have issues connecting to the internet follow this link or visit the IT hub on campus: https://stbsp01.stb.sun.ac.za/innov/it/it-help/Wiki%20Pages/Student%20Private%20Computer.aspx

7 Register-me! Wi-Fi
You need to register your device for gaining access to the Stellenbosch University Network and to make use of the MatiesWifi. Download the instruction RegisterMe! Wi-Fi manual or guide here: https://stbsp01.stb.sun.ac.za/innov/it/it-help/Wiki%20Documents/Manuals/Self-Registration%20Self-Help%20guide.pdf
8 Student Email
You can access and setup your sun.ac.za email and webmail account here:

http://stbweb01.stb.sun.ac.za/webmail/

If you have issues with your webmail or email account visit this link:

https://stbsp01.stb.sun.ac.za/innov/it/it-help/Wiki%20Pages/Student%20E-Mail.aspx

9 Inetkey
To enable browsing the internet you need to log into your account with your student number and password to the INETKEY function at this link: https://inetkey.sun.ac.za/

If you have issues connecting to the internet follow this link or visit the IT hub on campus:

https://stbsp01.stb.sun.ac.za/innov/it/it-help/Wiki%20Pages/Student%20Internet.aspx

10 Printing
Please see below printing setup and instructions for the Safecom system. You need to swipe your SUN card at the printer to log in and print/scan/copy what you would like. You need to swipe your student card on the Safecom sticker at the printer to access your print log. If you don’t have your student card with you, just type in your SU username and password to access the Safecom print log.

**Printing Setup Instructions: Win8**

Press the Windows key and the R at the same time, to show the run command line.

In the Run window, enter the following address: `\stbsc05.stb.sun.ac.za\STB_PRINT_Q01`
Print credits VIEW or LOAD

http://www.sun.ac.za/useradm

Instructions

Click "Sign on" and then enter your student number and password when prompted.

On the left is a list of different links; to add printing credits select the link Load printing money from student account. Select the amount to load onto your account from the drop-down list and then click the Load button on the right hand side of the screen.

Note: Due to the problems with the printing systems during peak times requests will no longer be loaded directly. Instead your request will be submitted and loaded in the background and you will receive an e-mail when the request has been completed.

Outstanding Load Printing Money Requests: Shows the requests you have submitted but are still being loaded or has encountered an error.

All printing money not used by the end of the academic year will be refunded to your account.

Pending print jobs VIEW or DELETE

http://stbprint.stb.sun.ac.za/safecom

Instructions:

To delete your print job/s select the Documents link. Mark the printing job/s you want to delete by clicking on the box to the left of each job, then click on the Delete button near the top right portion of the screen. Select OK when prompted and the job will be deleted instantly.

To view your print transactions select the Transactions link; this shows the date, time and total cost of each job.

Note: You can only delete jobs that are not currently being printed; jobs in the process of being printed cannot be deleted.

Printing cost per page

http://www0.sun.ac.za/itservices/usersupport/safecom.htm
How to print

Select the print function from your application.

Ensure the proper print options (double-sided or one-sided) are selected for your print job. (The default setting on print server is double-sided).

Press the "Print" or "OK" button etc to send your print job to the campus print server.

Wait for a pop-up message that will notify you that your print job has been processed on the server for printing later.

Go to the nearest library SAFECOM printer and swipe your SU Student Card to print your document.

How to print on ONE sided

Select Print

Click on Properties (Top left corner of the print box)

Click Finishing

Un-check: Print both sides

Select OK

Select OK

If you have issues with printing follow this link:


11 SUN User Admin

The SUN user admin link is a user self-help administration service that allows users to perform administrative tasks including:

- change password
- change email display name
- manage spam filtering
- view internet usage
- load & view printer credits
- re-activate usernames
- assign alternative cost centres to your internet and printing accounts

If you work on certain projects with CST you might be able to use an alternative cost centre to your personal account for internet and printing services. Ask your study leader about this possibility.

12 IT Hub

If you have any IT problems phone the IT service desk at 021-8084367, or email help@sun.ac.za or log a call online at: https://iheat.sun.ac.za/webheat/

Physically visit the IT hub see number 28 on the campus map or their webpage:

https://stbsp01.stb.sun.ac.za/innov/it/it-help/Wiki%20Pages/STUDENT%20SERVICES.aspx
For more information follow this link:
https://stbsp01.stb.sun.ac.za/innov/it-it-help/Wiki%20Pages/IT%20Service%20Centre.aspx

13 Library
Visit the library website at http://library.sun.ac.za/

For specific information regarding using the library or any research related information make use of the library guides: http://libguides.sun.ac.za/

14 Campus map
Find the campus map below:
PGIO is located in the RW Wilcocks Building: number 71 on the map.

PGIO located on the RW Wilcocks Building: number 71 on the map.

CHECK IN WITH US:
www.sun.ac.za/international
PGIOStellenboschUniversity
@pgioSU
### SUPPORT SERVICES

1. Administration, Block A
2. Administration, Block B
3. Administration, Block C
4. JS Gerardie Library
5. Neelie Student Centre
6. Campus Security
7. Centre for Student Recruitment
8. Centre for Student Counselling and Development: Reception (CSCD)
9. CSCD: Office for Students with Special Learning Needs ( Disabilities); Den Bosch
10. CSCD: Unit for Psychotherapeutic and Support Services
11. Centre for Teaching and Learning
12-14. Division for Student Affairs
15. Language Centre: Reading Lab and Language Enrichment Courses
16. Campus Health Services
17. Maties Sport
18. Coetzenburg Centre
19. Old Conservatoire
20. SU Art Gallery
21. Eben Dönges Centre (Sasol Art Museum)
22. Centre for Learning Technology
23. Language Centre (Writing Lab)
24. WAT, 115 Banghoek Road
25. Matei Community Services, Lukhoff School
26. SU Vehicle Fleet
27. Legal Aid Clinic
28. IT Hub (Help Centre)
29. TAS-IT
30. Purchasing and Provision Services
31. Facilities Management
32. Information Technology

### SPORTS FACILITIES

33. Danie Craven Stadium
34. Coetzenburg Athletics Stadium
35. Coetzenburg Tennis Courts
36. FSO Club House and Hockey Fields
37. Netball Courts
38. Swimming Pool
39. SU Gymnasium
40. Tennis Courts (Residences)
41. Old Mutual Sports Centre (squash courts)
42. Tennis Courts
43. Heidehof Rugby Fields

### ACADEMIC BUILDINGS

44. Food Science
45. PO Sauer
46. Electrical/Electronic Engineering
47. Civil Engineering
48. Mechanical/Mechatronic/Industrial Engineering
49. Process Engineering
50. Knowledge Centre
51. Engineering, General
52. Africa Centre for HIV and AIDS Management
53. JC Smuts – Biological Sciences
54. De Beers – Chemistry
55. Mike de Vries
56. Chemistry – first-years
57. Inorganic Chemistry
58. CGW Schumann
59. Van der Steldt
60. Accounting and Statistics
61. JS Marais
62. Polymer Science
63. Visual Arts
64. JH Neethling
65. AI Perold
66. Merensky
67. Mathematical Sciences and Industrial Psychology
68. Nursery
69. Natural Sciences
70. Chamber of Mines
71. RW Wilcock
72. Old Main Building
73. HB Thom Theatre
74. CL Marais Library
75. Journalism
76. GG Cillili
77. Arts and Social Sciences
78. Lombardi
79. Konservatorium (UniversityChoir)
80. Theological Seminary
81. Paul van der Bijl Laboratories
82. Agronomy
83. Welgevallen Experimental Farm
84. Sport Science

### WOMEN’S RESIDENCES

85. Monica
86. Harmonie
87. Heemstede
88. Huis ten Bosch
89. Lydia
90. Minerva
91. Nerina
92. Erica
93. Nemesia
94. Serruria
95. Timie Louw Dining Hall; amaMaties hub
96. Sonop (Huis van Niekerk)
97. Irene
98. Eendrag
99. Helshoogte
100. Simonsberg
101. Huis Visser
102. Huis Marais
103. Dagbreek
104. Majuba
105. Wilgenhof
106. Heiderberg

### MEN’S RESIDENCES

107. Huis Neethling
108. Metanoia
109. Russel Botman House; amaMaties hub
110. Academia
111. Concordia
112. Goldfield
113. Huis McDonald

### UNIVERSITY FLATS AND HOUSES

114. Lobelia
115. Crozierhof
116. Huis de Villiers
117. Waldenhof

### LISTEN, LIVE AND LEARN

118. LLL village

### CLUSTER HUBS

- amaMaties
- LLL houses
- Wimbledon hub

### Faculties (in colour) and departments

- Nursing
- Natural Sciences
- Chamber of Mines
- RW Wilcock
- Old Main Building
- HB Thom Theatre
- CL Marais Library
- Journalism
- GG Cillili
- Arts and Social Sciences
- Lombardi
- Konservatorium (UniversityChoir)
- Theological Seminary
- Paul van der Bijl Laboratories
- Agronomy
- Welgevallen Experimental Farm
- Sport Science
- MONICA
- Harmonie
- Heemstede
- Huis ten Bosch
- Minerva
- Nerina
- Erica
- Nemesia
- Serruria
- Timie Louw Dining Hall; amaMaties hub
- Sonop (Huis van Niekerk)
- Irene
- Eendrag
- Helshoogte
- Simonsberg
- Huis Visser
- Huis Marais
- Dagbreek
- Majuba
- Wilgenhof
- Heiderberg
- Huis Neethling
- Metanoia
- Russel Botman House; amaMaties hub
- Academia
- Concordia
- Goldfield
- Huis McDonald
- Lobelia
- Crozierhof
- Huis de Villiers
- Waldenhof
- LLL village
- amaMaties
- Wimbledon hub

### Departments

- Accounting
- African Languages
- Afrikaans
- Agricultural Economics

### AGRICULTURAL SCIENCES

- 44, 45, 53, 55, 61, 64, 78, 81–83

### ARTS AND SOCIAL SCIENCES

- 63, 70, 71, 73, 75, 77, 79

### ECONOMIC AND MANAGEMENT SCIENCES

- 52, 58–60, 67

### EDUCATION

- 76, 84

### ENGINEERING

- 47–51

### LAW

- 72

### SCIENCE

- 51, 53–57, 59, 62, 65, 66, 67, 70

### THEOLOGY

- 80

### SUPPORT SERVICES

- www.sun.ac.za/international
- PGIO Stellenbosch University
- @pgioSU