information technology

guidelines on how to use the internet at stellenbosch university

CONTACT US

Need more information?

› Call the Service Centre at 021 808 4367
› Send an email to help@sun.ac.za
› www.sun.ac.za/it (click on user support)

Internet at Stellenbosch University is a paid service.

To use the internet on the university's network, you must have:

› a valid username and password (you may only use your own username and password)

› NXInetkey installed on your pc

Information on how to register a username, install NXInetkey, set up your browser and internet tariffs, can be found on the IT wiki at www.sun.ac.za/studentIT.

GUIDELINES FOR USAGE OF NXInetkey AND THE INTERNET

› **Install the latest NXInetkey.** Information Technology takes no responsibility for non-standard inetkeys (eg Pynetkey etc)

› **ALL traffic to and from your pc will be charged to your account.** If you make use of torrent programmes you will be charged for all traffic that is generated from your pc or received by your pc which includes downloads.

› If your settings for **programme updates** is set to automatically update, you will be charged for data even though you're not aware of the updates. Rather set it so manual so you can decide for yourself when you'd like to update the your software.

› Make sure your **proxy settings** are correct. If you add http://www.sun.ac.za/sunproxy.pac to your lan settings you will not pay for certain websites. If it's not added, you'll pay for all traffic (local SU sites included!)

› IT hosts selected **software and updates** locally at http://support.sun.ac.za. If you make use of these (and your proxy is set up correctly) you can access it for free.

› **Update your antivirus software regularly.** If your pc is infected it could lead to excess internet traffic for which you're charged unknowingly.

› Make 100% sure your NXInetkey is closed when you leave your pc. **NXInetkey won't automatically close** when you log off or when you minimize. Click on Disconnect and close the programme, otherwise someone else might make use of your account.

› Regularly **check your internet account.** You can do this on the NXInetkey screen or by going to www.sun.ac.za/useradm.

› If you spot any irregular patterns or sudden increase of traffic you can **query the usage at a cost of R200-00.** This must be done within two weeks.

› Information Technology accepts no responsibility for any **incorrect settings of configurations on your pc** which leads to excess traffic to and from your pc and internet account as logged by NXInetkey.