

Procedure for students to gain access to Narga services

During lockdown alert level 1

12 March 2021

During national lockdown alert level 1 COVID-19 regulations, students are invited back onto campus, some for class, tutorials or practicals. Should you be one of these students and in the Faculty of Science or AgriScience, you have to follow the following procedure in order to either gain access to NARGA, or access to printing services hosted by NARGA (not in the computer labs).

PLEASE NOTE:

- NARGA are closed to general access.
- NARGA are only open for face-to-face classes communicated to you by your lecturer.
- NARGA are only open for students that have challenges with their technology equipment, data, or power issues, with a motivated reason.

Follow the procedure below to gain access to NARGA or to the printing services.

Step 1 – Motivation

Only students that provided a sound motivation will be permitted to use NARGA. Students are asked to work at their place of residence as far as possible.

For access to NARGA – go to step 2

For access to PRINTING services – go to step 3

Step 2 – Log a call to gain access to NARGA

You have to log a call on the NARGA service desk to gain access to Narga.

- Go to the NARGA website (<http://narga.sun.ac.za/>)
- Click on NARGA Service Desk

NARGA Home

Hello! Welcome to the NARGA website.

Please use the navigation on the left for help [getting setup](#) in the NARGA environment, [getting help](#) or simply for a quick reference to some [frequently asked questions](#).

You can also use the search at the top right to search the entire site.

Clickable links are the dark purple text sections.

Where to get Help

If you need help with any NARGA related issues, please log a call on the [NARGA Service Desk](#)

- Or click on this link: <https://servicedesk.sun.ac.za/jira/plugins/servlet/theme/portal/11>
- Click on Access to NARGA during lockdown
 - Access to NARGA during Lockdown...
 - Only for students permitted to return to campus
- Fill out the form and motivate clearly.
 - Write a motivation stating the following:
 - State the duration you need to work in NARGA
 - Motivate why you need to work in NARGA, include one or more of the following reasons (no other reason will be excepted):
 - Broken Equipment (You must log a call at the IT HUB and add the call number to this call)
 - IT HUB Service Desk
 - (<https://servicedesk.sun.ac.za/jira/plugins/servlet/theme/portal/6/group/24>)
 - No data
 - No power
 - No equipment
- Create your call
- A NARGA staff member will get back to you ASAP and provide you with access to NARGA.
- Operating hours: Weekdays 8:00 to 22:00; Saturdays 8:00 – 17:00
- You will receive the following reply to your request:
 - Please read these instructions thoroughly, as not following any one of these rules can result in immediate removal of access to NARGA.
 - Every day you make use of NARGA or make use of campus facilities the higher health health-check must be completed. <https://healthcheck.higherhealth.ac.za/>
 - Upon entering NARGA the attendance register must be completed, when you log in.
 - Mask must be worn at all times.
 - Please take care to sanitize yourself and your working surface.
 - Please take care only to use the computers without the “do not sit here” poster.
 - NARGA staff’s instructions must always be followed.
- Please indicate that you agree to these conditions for access to be granted.



Step 3 – Log a call to gain access to PRINTING services

You have to log a call on the NARGA service desk to gain access to PRINTING services.

- Go to the NARGA website (<http://narga.sun.ac.za/>)

- Click on NARGA Service Desk

NARGA Home

Hello! Welcome to the NARGA website.

Please use the navigation on the left for help **getting setup** in the NARGA environment, **getting help** or simply for a quick reference to some **frequently asked questions**.

You can also use the search at the top right to search the entire site.

Clickable links are the dark purple text sections.

Where to get Help

- If you need help with any NARGA related issues, please log a call on the **NARGA Service Desk**
- Or click on this link: <https://servicedesk.sun.ac.za/jira/plugins/servlet/theme/portal/11>

- Click on Access to PRINTING during lockdown

Access to PRINTING during Lockdown...

- Only printing not computers
- Fill out the form and motivate.
 - Write a motivation in the call on why you need to gain access to printing.
- Create your call
- A NARGA staff member will get back to you ASAP on where you can gain access to the PRINTERS.

Step 4 – Adhere to COVID-19 regulations and health and safety measures

It is important that you adhere to the COVID-19 Health and Safety measures put in place for the safety of each individual using the area.

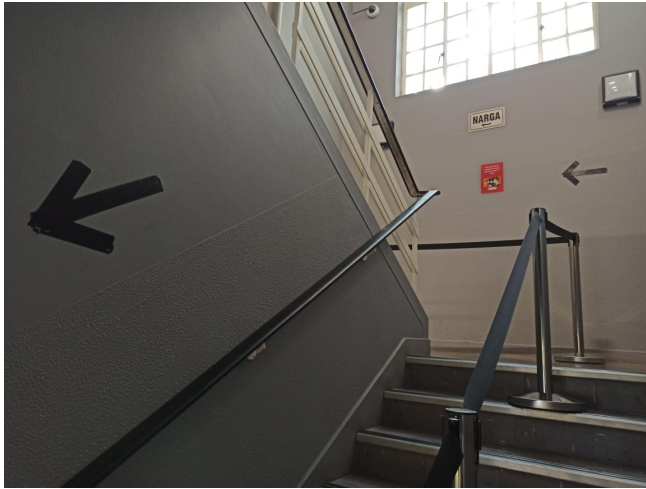
Access to NARGA

When you have been granted access to NARGA, your card will be activated for the downstairs aluminium main doors as well as the upstairs doors to the Open Area (NARGA Room 2088).

- When you enter NARGA through the main door, sanitise your hands at the mobile sanitising station.



- Walk up the stairs following the arrows. Enter in the **right lane**.



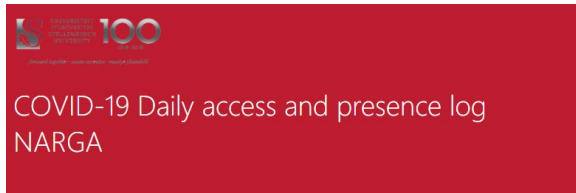
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- Keep in the right lane. Stand on the social distancing lines as indicated.



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- Sanitise your hands again.
- Spray under your shoes, if you feel it necessary.



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- Go to your Computer and fill out the presence log.



* Required

1
Name *

2
Surname *

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- Take an alcohol wipe at the entrance and wipe down the computer, mouse and keyboard.
- Dispose of the alcohol wipe in the wall bins provided.

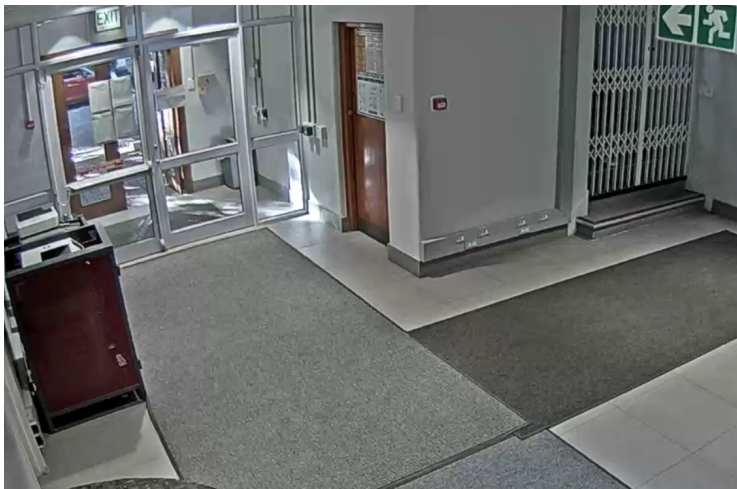
Access to PRINTING

When you have been granted access to PRINTING @NARGA, your card will be activated for the downstairs aluminium main doors (you will not have access to NARGA).

- When you enter NARGA through the main door, sanitise your hands at the mobile sanitising station.



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- Station A. Use the printers in the lobby



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- Station B. Use the printers upstairs with a computer.



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- At the printer there is a sanitising station with hand sanitiser, alcohol wipes and a wall bin.
- Sanitise your hands
- Take an alcohol wipe and wipe down the area where you want to touch the printer.
- Dispose of the wipe in the wall bin.

If a student fails to adhere to these policies, the access to the computer user area will be revoked and the student will be referred to a disciplinary committee.