#ChooseUL

UNIVERSITY OF LIMPOPO

INFORMATION AND COMMUNICATION TECHNOLOGY



UL 65
1959 - 2024

Student Migration to MyTurf FAQ Document

Purpose: This FAQ document is intended to support students during the migration from the Keyaka and Yamina domains to the new MyTurf domain. It consolidates key questions and answers related to email, local domain login, system access, and support services.

The migration is part of the university's digital transformation and ICT modernization strategy, ensuring secure, streamlined, and student-centered technology services.

University of Limpopo @ULVarsity

ANTICIPATED FREQUENTLY ASKED QUESTIONS (FAQS)

1. What is the student migration project about?

The migration involves transitioning all students from the outdated Keyaka and Yamina domains to the new MyTurf domain. This includes:

- Migrating student email accounts to @myturf.ul.ac.za
- Moving domain login for lab computers and Wi-Fi to MyTurf
- Enabling Single Sign-On (SSO) across major university systems
- Enforcing Multi-Factor Authentication (MFA) for enhanced security

2. Why is the university doing this?

The project is aligned with the University of Limpopo's ICT strategy to:

- Enhance cybersecurity
- Improve user experience and accessibility
- Reduce technical complexity and password fatigue
- Support digital transformation and academic excellence

3. Which systems will be affected?

After the migration, students will use their MyTurf credentials to access:

- Email (new address: @myturf.ul.ac.za)
- Computer labs (local domain login)
- Eduroam campus Wi-Fi

4. What is Single Sign-On (SSO)?

SSO allows you to use one username and password to access all major university platforms. No more remembering different credentials for each service.

5. What is Multi-Factor Authentication (MFA)?

MFA is a security feature that requires you to verify your identity using a second method (e.g., code sent to your phone) when logging in. It protects your account from unauthorized access.

6. What happens to my current Keyaka email account?

You will be required to manually download your existing emails and OneDrive files from your Keyaka account and upload them to your new @myturf.ul.ac.za account. Step-by-step instructions on how to do this will be provided to ensure a smooth transition. **All official university communication will be sent to your MyTurf email account starting from 7 July 2025 (the beginning of the second semester). The Keyaka email system will no longer be used and will be fully decommissioned in September 2025. Students will have until the end of August to move any important data.**

7. Will my data be safe during the migration?

While the university will ensure your new MyTurf account is properly set up, **you are responsible for backing up and migrating your own data** from your Keyaka OneDrive and mailbox. Support and guidance will be provided through instructional materials and support staff.

8. Do I need to create a new password?

You will receive a default password to access your MyTurf account for the first time. This password will be based on your identity or passport number along with other biographical information. You will be required to change it immediately after your first login.

9. Where can I go for help if I have issues logging in?

You can get support from:

- **IT Walk-in Offices:** R-Block Labs, Maths Building Labs, MBI Lab & Languages Labs
- **Call Centre:** 015 268 3608
- **Self-Service Portal**: https://sits.ul.ac.za

10. Will this affect my access to lab computers?

Yes. Once the migration is complete, lab PCs will only accept MyTurf domain credentials. Please activate your MyTurf account to continue using lab facilities.

11. What if I forget my new MyTurf password?

You can reset it yourself via the Microsoft 365 self-service password reset portal or request assistance at the support offices.

12. What is the benefit of this migration to me as a student?

- One password for all major systems
- Stronger protection against cyber threats
- Easier access to learning and academic resources
- Aligned with future-ready university ICT services
- Access to Eduroam Wi-Fi at UL and other institutions worldwide using MyTurf credentials

13. When will this migration happen?

The migration will take place from **30 June to 4 July 2025.** During this period, student accounts, email, and domain services will be moved to the new MyTurf environment.

Preparations - including system configuration, account provisioning, and communication are already underway. Students will receive step-by-step guidance and updates leading up to and during the migration week.

14. Will I need to update settings on my devices?

Yes. You may need to remove the old email profile and Wi-Fi connection and reconfigure them using the new MyTurf credentials. Step-by-step guides will be provided.

15. Will there be training or awareness sessions?

Yes. Online materials, demo videos, and in-person help desks will be available throughout the rollout period to assist you with the migration.

16. What if I'm a postgraduate student who brings my own device (BYOD)?

You will also need to activate and use your MyTurf credentials for Eduroam Wi-Fi, online resources, and systems like Blackboard and Library databases access. All support channels apply to you as well.

17. In-Person Support

Support team will be on campus on Saturday 5th July and Sunday 6th for those who need helping hand to get up to speed as the semester commences.

