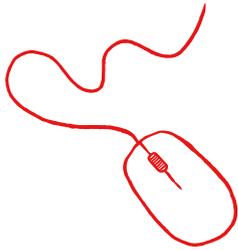


MAKERERE



UNIVERSITY



HOW A NEW MAKERERE STAFF MEMBER CAN SET UP THEIR ICT SERVICES

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<https://dicts.mak.ac.ug>
<https://answers.mak.ac.ug>



@Makerere
@MakerereAR
@DICTSMakerere



Dear new staff,

Welcome to Makerere University!

Congratulations on your appointment! As Uganda's premier institution, we leverage ICT to drive excellence in teaching, learning and research. This guide will help you set up essential ICT services and adopt cybersecurity best practices to ensure a seamless and secure experience.

Uganda Vision 2040, identified ICT as a key enabler for national development. To ease your work at Makerere, a number of systems and processes have been automated and this document guides a new staff on how they can set up their ICT services at Makerere University.

After receiving your appointment letter from the HR office at the main building, these are the steps you should take.

Step 1 Visit the Human Resource Directorate (HRD) Office

- Go to the HRD Office in Central Teaching Facility 1, Frank Kalimuzo Building Level 4.
- You will be guided to the records division



Step 2 Present your appointment & assumption of duties letter.



Step 3 The HR team will create your Electronic Human Resource Management System (eHRMS) Account.



Step 4 Activation of eHRMS Account and University Email Address

- Upon creation of the eHRMS account.
- A University email address will be created with the nomenclature firstname.lastname@mak.ac.ug.
- e.g arthur.opio@mak.ac.ug



Step 5

You can thereafter test your login credentials by logging into the University webmail interface:

<https://webmail.mak.ac.ug>





Step 6 Access Critical Services

Your email address will enable you have access to these services:

1. Staff mailing lists:

1. We have two lists, the general staff and academic mailing lists that are majorly accessed by all staff and academic staff respectively.
2. Your college or department may have their own lists as well and the administrator of that list will add you to those lists.
3. Go to lists.mak.ac.ug
4. Choose the list you want to subscribe to.
5. You will see a summary about the list. Go to the subscription section, input your University email address. The moderators will receive a notification and you will be approved.
6. **Note: You can't receive already moderated (previous) emails, you will only get new ones.**



2. Biometric access:

To set up biometric access.

1. Visit the offices of the Directorate for ICT Support (DICTS) at the College of Computing and Information Sciences (CoCIS) Building Block A, ground floor.
2. Present your **appointment letter** and your picture will be taken and you will be given access.
3. You **can clock in and out** using any device located within and outside Makerere.

4. Makerere University E-Learning Environment (MUELE) (For Academic Staff):

1. You can do self-signing.
2. Visit the link: <https://muele.mak.ac.ug>
3. When you scroll down on the page to a section "Accessing MUELE", the first link you get is to download a brochure on how to create a MUELE account and to enrol into a course. Click that link or

3. Academic Management Information System (ACMIS):

1. To get access, you must fill a form (see attached form).
2. Your supervisor will define your roles and what you will be able to access.
3. Proceed with this form to **Senate Building room 215** or send an email ar.support@mak.ac.ug. The Head, AR-ICT and the team will grant you access. **Ensure the form is signed and stamped.**
4. Once access is given, you will get an email or phone notification with your **One Time Password (OTP)**. Ensure you follow through immediately to activate your account. If the password expires, use the forgot password option, an OTP will be sent to your email and phone number that's provided on the system.



4. Proceed to the Log in section at the top right corner. A page will open up. Since you have no account, go to the section, "Is this your first time there?" Click "Create new account".
5. Ensure you follow the instructions, every section marked red, must be filled. Your username is unique to you e.g aopio, input your University email address eg. arthur.opio@mak.ac.ug and follow through with the other details, then click "Create my new account".

6. Once that is done, you will get a notification in your Makerere email address (arthur.opio@mak.ac.ug) and you can always follow through from there. If you ever forget your MUELE password, please use the forgot password option. We are working on integrating all these services to avoid multiple passwords.



5. Library Services

1. Visit mulib.mak.ac.ug
2. Go to the section of signup
3. It will redirect you myloft
4. Input your Full name, University email address. Insert the password and confirm it. Click the section to agree to the terms of service. You will thereafter have access.
5. Your University email address has immense benefits and you can access journals through the Library services that aren't easily accessible.
6. For quick support, write an email to university.librarian@mak.ac.ug



6. MakAIR

- a. To connect to MakAIR SSID - WiFi access point:
 - i. Input your University email address(e.g arthur.opio@mak.ac.ug) and password (The password I use to log into webmail.mak.ac.ug) e.g Cyber@2025



7. Eduroam

You can learn more about Eduroam here:

<https://dicts.mak.ac.ug/index.php/articles/eduroam-and-access-metro-eduroam-network> one key thing: Wherever you are like in Mukono, Nakawa, Acacia and another country that supports Eduroam, you can use the internet without having to sign in again.



1. To connect to Eduroam SSID - WiFi access point:
2. Input your University email address(e.g arthur.opio@mak.ac.ug) and password (The password I use to log into webmail.mak.ac.ug)
3. If your phone version does not allow you to connect, download the “**GetEduroam**” app. Download it from Google Play Store. The guidelines are in this link:<https://answers.mak.ac.ug/network-connectivity/how-connect-eduroam-using-geteduroam-application>



Other resources:

ICT policies: <https://policies.mak.ac.ug/sites/default/files/policies/ICT%20POLICY%20%28APRIL%202016-2020%29.pdf>

As you embark on your journey with us, we'd like to highlight the importance of our [ICT Policy](#), a framework designed to ensure the secure, ethical, and effective use of information and communication technologies across our institution.

This policy outlines guidelines for safeguarding university data, responsibly utilizing ICT resources (including networks, devices, and software), and maintaining compliance with legal and ethical standards. It emphasizes cybersecurity, privacy, intellectual property rights, and the responsible use of digital tools to support teaching, research, and administrative excellence.

We encourage you to familiarize yourself with the policy to:

- a. **Protect sensitive institutional and personal data.**
- b. **Understand acceptable use of email, internet, and shared resources.**
- c. **Uphold accountability in your digital interactions.**
- d. **Foster a culture of innovation while mitigating risks.**

By adhering to these guidelines, you contribute to a secure, collaborative, and technologically empowered environment that aligns with Makerere's mission as a leading academic institution. Should you have questions or require clarification, training on cybersecurity our ICT Directorate is here to assist.

Together, let's leverage technology to drive excellence while upholding the integrity of our university community.

Welcome aboard, and thank you for your commitment to these standards!



Cybersecurity Toolkit Version 1:

<https://answers.mak.ac.ug/security/introducing-makerere-university-cybersecurity-toolkit>

Empowering a Secure Digital Environment at Makerere University

As part of our commitment to safeguarding institutional and personal data, the Makerere University Cybersecurity Toolkit serves as a practical guide to strengthen your cybersecurity awareness and practices. Below are key areas from the toolkit to integrate into your daily work:

Password Management & Authentication

1. Create strong, unique passwords
2. Enable two-factor authentication (2FA) for your accounts
3. Our university systems like ACMIS provide for two factor authentication(phone number or email) while loading marks, making changes on any data within the system and every transaction is logged.
4. Never share credentials or reuse passwords across platforms. This habit is costly and whatever happens within your account, you are ultimately responsible.
5. Do not use public wifi, only use MakAIR and Eduroam. To connect, use your **University email address and password.**

Phishing & Social Engineering Awareness

- o Recognize suspicious emails, links, or requests for sensitive information.
- o Verify unexpected communications through official channels before responding.

Safe Browsing & Digital Hygiene

- o Avoid downloading unauthorized software or visiting untrusted websites on university networks.
- o Log out of systems after use and lock devices when unattended.

Incident Reporting Protocols

- o Immediately report breaches, lost devices, or suspicious activity to the ICT Security Team log a ticket via support.mak.ac.ug or send an email via ictsupport@mak.ac.ug

"Cybersecurity is a shared responsibility. Every member of the Makerere community plays a critical role in defending our digital ecosystem."

Let's stay vigilant, informed, and proactive in the face of evolving cyber threats.

MAKERERE

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Website: www.makerere.ac.ug



UNIVERSITY

Tel: + 256-41-531343, 531437
Fax: +256-414-4534125/4541771
Email: ar.support@mak.ac.ug

OFFICE OF THE ACADEMIC REGISTRAR

User Access Rights Request Form for ACMIS System

This form should be completed when requesting authorization for access to the ACMIS System

User Details

First Name	
Last Name	
Title (Mr, Mrs, Dr. Assoc Prof, Prof)	
Email Address (<i>Makerere Email Address</i>)	
Telephone Number (<i>E.G +256-123-456789</i>)	
College/ School.	
Dept	
Programs:	
Designation (Lecturer/HoD/Dean/ Results coordinators)	
Date:	

Access Approval Levels (I) – Unit/College Head

Access Authorized by (Names)	Designation	Signature
User Roles of Applicant: <ul style="list-style-type: none">• Students' Results upload• Viewing/ Edit students' Bio-data and Results lists• Viewing Program curriculum•		

Access Approval Levels (III) – AR-ICT DIVISION

Access Authorized by (Names)	Date	Signature

This application should be returned to 215 Level 2 Senate Building for approval of access.