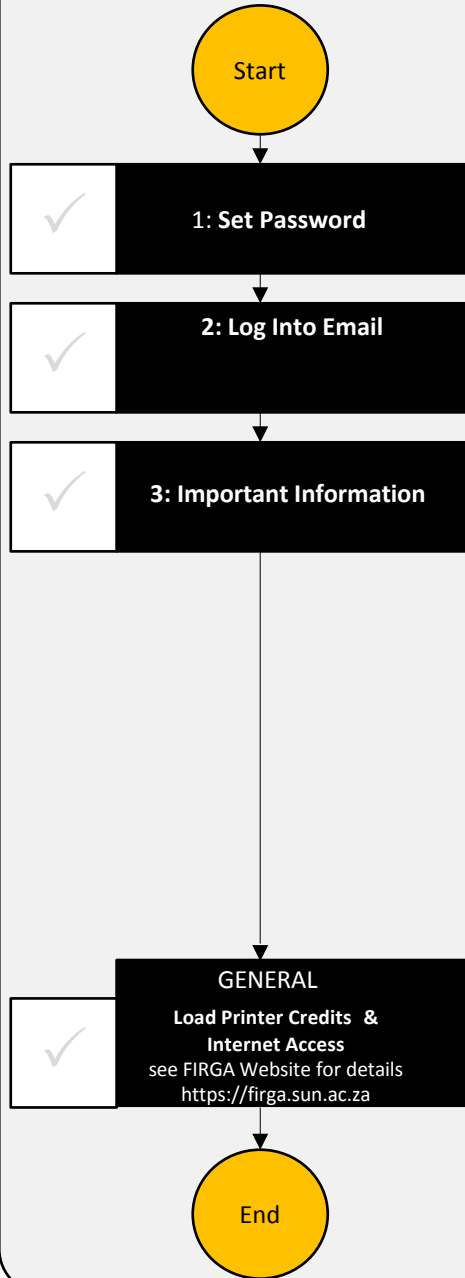




Overview



1: Set Password

Ensure that you have your student number and the password that was sent to you. If you've forgotten or haven't received these credentials you can retrieve them if you know your ID number. If you don't have either ask one of the admin personnel to assist you.

The PC you're sitting at should already be signed on to Windows. (If not, use **engguest** password will be displayed on the screen).

On the Desktop open the Internet browser and go to <https://my.sun.ac.za> select "**Undergraduate**" then "**Manage Password**" select "change current password"

If you HAVE your received password

Enter your Student Number and Password. After you have logged on, click on **Change Password** and follow the instructions to set your new password.

If you DO NOT have your password click on

Forgot Password:

Enter your Student Number and click Proceed

Pay attention to the password rules and answer the password reminder questions at the bottom of the page. (See below)

Click Submit when done.

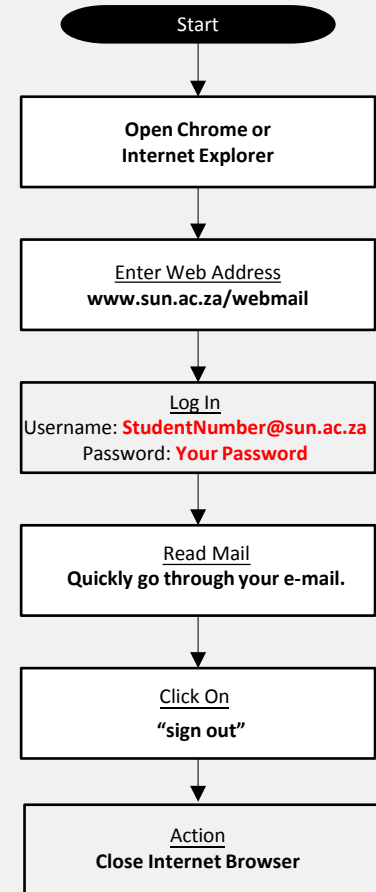
If a GREEN block is displayed after you have clicked Update, all of your passwords have been successfully synchronised and you may continue to the next step. If a RED block is displayed ask one of the admin personnel to assist you.

DO NOT LOG OFF the pc once you have set your password but close the browser before continuing to the next step.

Password Rules

- You may **not use** any of your **previous 10** passwords.
- You may **not use** your **name, surname** or **student number**.
 - Password must be at **least 14 characters** long.
 - Password must contain at **least one character** each from **3 of the following 4 categories**:
 - Numbers (0–9)
 - Lower Case Letters (a–z)
 - Upper Case Letters (A–Z)
 - Special Characters (!@#%&*)

2: E-Mail Log In



3: Important Information

Website:

<https://firga.sun.ac.za>

Software Repository:

<http://firgasoftware.sun.ac.za>

Helpdesk:

<http://firgahelpdesk.sun.ac.za>

General Information

FIRGA is an acronym for 'Fakulteit Ingenieurswese Rekenaar Gebruikers Area' and is divided into 4 main areas, 1 x 24h General use Open Area (M1002) and 3 x Electronic Classrooms of varying sizes (M2002, M2004, M3002).

Room M1002 is available for general use 24 hours a day. Scheduled classes take place in all other rooms from 8-5 during weekdays.

Rooms (M2002, M2004 & M3002) can be used when scheduled classes are done.

For links and general help visit <https://firga.sun.ac.za>
*Please familiarise yourself with rules and regulations under the **About** page*

*HOW DO I ACCESS THE INTERNET?
HOW DO I LOAD PRINTER CREDITS?
HOW DO I REGISTER MY OWN DEVICE ON THE NETWORK?*

Visit **my.sun.ac.za** for links and access to all student services. Here you will find your timetable and all study and administrative services.

FIRGA: How to guides

<http://firga.sun.ac.za/help-faq>

IT: How to guides

<https://servicedesk.sun.ac.za/kb/display/ITHUB/How-to-guides>

Wi-Fi connectivity and to register your device

<https://www.sun.ac.za/wifi>

Password Multi-Factor Authentication Instructions

<https://servicedesk.sun.ac.za/kb/display/ITHUB/MFA>

Load Printing Quota

Students must request printing quota on SUNStudent by going to the Student Portal <https://student.sun.ac.za>, follow the Request menu on the left, then click on the Raise Request to raise a Printing Quota Service Request

<https://firga.sun.ac.za/wp-content/uploads/2024/01/Loading-Printer-Credits.pdf>