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1) OVERVIEW OF ICAS
ICAS (Integrated Campus Administration System) is a Management Information System designed specifically for education institutions to optimise workflow and cooperation between all departments. ICAS, coupled with its ease-of-use and flexibility, is a decisive factor in linking the administration core to the campus community. ICAS incorporates user-friendly graphical interfaces and data integration. ICAS is developed in consultation with a network of education administrators. All versions of ICAS have been thoroughly tested and successfully implemented across a wide spectrum of institutions.

The Learners Online system is fully web-enabled, providing the opportunity to harness the potential of the internet by establishing a vital link between the campus administration and the student community. Students use this communication gateway to enjoy the advantages of online registration, timetables, account enquiries, reports and results, and assignment submission. ICAS offers users a complete solution for all their administration needs. ICAS is continuously being improved to meet stringent industry demands and standards.

A) ICAS AS AN INTEGRATED SOLUTION
• A complete integration solution for programme managers as well as main campus coordination in education
• Linking of the administration core to the campus in one integrated database.
• Up-to-date, accurate and reliable information and reporting
• Integration of major campus functions and processes into one system

B) ICAS ALSO INCORPORATES
• Automated timetabling technology
• Staff and student performance evaluation
• Account and budget controls
• Customisable reporting options
• Industry standard security
The system comprises of a fully-integrated, advanced set of modules. The comprehensive array of modules covers every aspect of campus administration. The system is divided into two groups, the Core Modules, which is the fundamental starting point and the Supplementary Modules which can be added as required.
2) DATA WAREHOUSING

The Data Warehousing solution is based on a MS Windows Terminal Services platform allowing users of ICAS to logon to a secure Windows platform. Authentication takes place via a terminal service session using secure and individual username and password protection is authenticated via the HEADOFFICE domain used by PC Training & Business College.

Once the user is logged in, an ICAS script executes allowing the user access to the ICAS administration system. The user is then prompted to provide a username and password to login to the actual ICAS system and capture data. The physical server is housed via Afrihost at the Internet Solutions Data Centre in Johannesburg. A system backup of the system is performed on a daily basis via a solution called Attix 5 which is stored offsite. An alternate server is based in the Durban Internet Solutions Data centre. In the case of a server crash, the backup server kicks in with no user downtime, as the backup server is creates a live mirror image of the database in real time. Protection against a virus or hacker attack is prevented using a Linux Proxy Server Firewall system which filters all bidirectional data.

A) SECURITY FEATURES

The SSODs are connected to the Main Campus by using on-demand router-to-router VPN connections. The routers running Linux Open VPN that uses the local Internet connection to gain access to the Internet, and then a router-to-router VPN connection is made across the Internet via the Open VPN solution.

The following illustration shows the server that provides on-demand branch office connections:

B) CONNECTING TO ICAS

All users to ICAS will have a username and password for access to Windows and ICAS issued by the system Administrator. This access and control of usage of the system, by user, is the responsibility of the appointed system Administrator.

i) How connect with Remote Desktop Connection

![Remote Desktop Connection](image)
1. Click on start
2. Select all programs
3. Select accessories
4. Select Remote Desktop Connection
5. Right click and send as shortcut to desktop
6. Double click shortcut
7. Enter the following IP Address: icas.pctbc.co.za
8. Click on connect
9. A username and password will be requested, please ensure you type in the username as follows:

   **ii) Windows Logon**
   The user is required to enter the username as issued by the System Administrator. Note that the username is case sensitive and must have the Domain Prefix (e.g. HEADOFFICE\Username). The user must then enter their assigned password which will also work with their relevant email address or

   This new password to be entered by the user and must meet the following rules:
   - Must be 8 characters (cannot be 7, 9,10)
   - Must contain 1 capital letter (e.g. T)
   - Must contain 1 number ( e.g. 5)
   - Must contain 1 special character (e.g $)
   - **Your new password cannot be your name, ICAS, password or any previous passwords**

   **iii) ICAS Logon**
   Every time a user logs on to ICAS the following “Windows User Logon” screen will appear and the username and password must be entered into the relevant boxes. Entering the username into “User name” field and entering the password in the “Password” field. Please note that your ICAS Username may be different from your Domain Username.

   ![User Logon Screen](image)

   This new password to be entered by the user and must meet the following rules:
   - Must be 8 characters (cannot be 7, 9,10)
   - Must contain 1 capital letter (e.g. T)
   - Must contain 1 number ( e.g. 5)
   - Must contain 1 special character (e.g $)
   - **Your new password cannot be your name, ICAS, password or any previous passwords**

   Before you click on “Login”, make sure that the database is **ICASDATA_on_pct_database**. If you don’t see this option click on advanced and select from the drop down list.

   **iv) Password Expiry**
   This setting forces the user to change his/her password after 30 days. This is to increase the security of the system.

   **v) Log Report**
The log report tracks all changes that were made to the student’s details / records and who made them. The log report is a list of all the relevant facts relating to that student. This report can be used to track changes to a student’s details, should fraud be suspected.

vi) User Access
The system provides a centralised mechanism for managing and implementing access control by ensuring the consistent configuration of access rights. User administration in regards to security is strengthened by maintaining user profiles. To request additional User Access privileges, a support ticket must be logged and the relevant documentation filled in and signed.

iv) Forgotten Username Password
Users will be charged an administration fee of R250 for a forgotten username or password. We urge all users to write down their Usernames and Password on a secure password storage tool.
3) The Integrated Campus Administration System – The Various Modules

A) APPLICATIONS AND ENQUIRIES
An integrated contact management system to control the student relationship from prospect stage to enrolment:

- Enquiry number
- Student name and surname
- Student contact numbers (home / work and cellphone)
- Postal address
- Last school attended
- Company employed
- Position held at company
- Years of experience at company
- Campus at which enquiry took place
- The source that generated the enquiry
- Qualification enquired about
- Student method (part time / full time)
- Enquiry Date
- Contact method
- Comments
- Follow up strategy (telephonic, postal, e-mail, etc)
- Career Advisor

Provided you have been granted access to capture enquiries the enquiries icon will be available.

By clicking on the enquiries icon, the following screens will appear:

By clicking on the new enquiry icon, the following screen appears:
By clicking on the new button, you will be able to start capturing the enquirer’s details. Note the mandatory fields highlighted in pink must be completed before you click on the save button. The save button will not be available until all mandatory fields have been completed.

By selecting the search icon , you will be able to search an enquiry that has already been captured on ICAS. This could be details of an existing enquirer who is enquiring about another course. This could also be an enquiry at any other campus.

When selecting the Follow Ups icon , you will be able to see all enquiries that have been followed up and those that have not been followed up as yet. This can be generated for a specific date range.
If you would like to view reports, click on the Reports icon to view enquiries captured by a specific user, you need to click the Reports icon. Here you are able to generate the following reports within a specific date range:

- Enquiries captured by a specific Counsellor (the person that captured the enquiries)
- Enquiries by Campus
- All Terminated Enquiries, also by campus / Counsellor

The following is an example of a report that can be generated from the report generator:
B) REGISTRATION MODULE

This system allows users to quickly enter details and record the student’s biological, academic and financial information of the students, providing easy access to all information. The following are some of the fields that are available for capturing and reporting of student information:

- Student name and surname
- Student identity number
- Student contact numbers (home / work and cellphone)
- Residential address and postal addresses
- Date of birth
- Home language
- E-mail address
- Religion
- Nationality
- Marital status
- Student photo
- Proof of identity check
- Gender
- Race
- Student account payer details
- Records of School and other tertiary qualifications
- Student registration details by year, semester and modules
- Student medical information
By clicking on the new button, you will be able to capture a new registration. Once this button is selected, the following appears:

When entering the student’s surname, ICAS will check if this student is not already registered i.e. this could be at another campus. Once the surname is entered a search is performed and all students with the same surname will appear.
If the student name appears you can select the name (meaning that the student is already on the database). This can be verified by checking the ID number that is displayed. By clicking on the Use Student Details tab, the student’s information that was already captured will appear.

If the student does not appear as part of the list generated, click on New Student where you will be required to complete the student’s information.

The following needs to be taken into consideration regarding new registrations:

- ICAS registers a student based on the South African ID number entered. If the South African ID number is correctly entered, then no student can be duplicated as a registration on ICAS. Foreign students can be registered by clicking on the ID Number Type drop down and selecting other. This will allow you to enter any other ID number. You cannot leave this field blank as you will not be able to save the registration.

- ICAS issues a system generated student number to the new registration. This student number does not necessarily have to be in sequence with the student registered before or after. This student number is reserved for this student throughout the student’s life (ICAS student registration is based on the student’s ID Number) i.e. if the student comes back to the college (at any campus) after 5 years, the database will automatically detect the student when it does a search on the ID Number.

The following fields of information must be completed for each registration (note the different tabs):

i) Student’s Details Tab

![Image of the Student Details Tab]

ii) Education Tab

Complete the fields of information using the student’s qualification e.g. grade 12 result sheets. Note the tick box for Certificate Supplied for copies supplied.
iii) Registration Tab

1) The registration tab is used to assign modules to a student. First select the New Year icon.
2) Then select the campus of which the student will be studying.
3) Assign the relevant semesters and modules to the student.
4) Change the student status depending if the student is PENDING (Reg Fee Only) or REGISTER (Reg Fee & Deposit Paid).
iv) Reports from the Registration Module
In the Registration Module, click on the “Reports” tab and then click on “Student Lists and Counts”.

Select the year that the report will be generated for.

The Registration Reports window will open as below:
The following reports are available:

- **Summarized Qualification Count** – Shows the Number of Students Registered for a Module for the selected criteria. This report should be used by Cluster Directors, SSOD Managers, and Accounts Department Staff (for Student Statistic Reports).
- **Qualification List** – Shows a listing of each student registered for a module under the specified criteria. This report should be used by SSOD Managers and Lecturers.
- **Attendance Register** – Generates an attendance register for the selected criteria. This report should be used by Lecturers.

After selecting the criteria and generating a report, the below “Print Preview” will appear. Click on the print icon to print the report to your local printer.

C) ACCOUNTS

This module automates and consolidates all student financial activities and provides the primary link between the student financial data and the institution’s financial system (Pastel Evolution).

The Accounting Module:
The Accounts Receivable Tab:

i) Student Searcher
The student searcher is used to retrieve student accounting details. It requires a specific detail of the student to be entered in order to begin the search. The information that may be entered includes the student number that the student was assigned by the registration system, the student’s surname, first name, other number and identity number.

To begin the search, select the method of identification from the combo box at the bottom of the search screen and enter the relevant information into the search edit box next to it. Click on the “Search” button to search for the student that agrees with the description of the entered details.

If the name that emerges from the search is the required student, click on the “OK” button to retrieve the student’s details. If there is more than one name, select the required student and then click on the “OK” button. If the student required does not appear review the information that is being used for the search or alternatively the student has not yet been loaded on to ICAS.

The invoicing facility allows users to invoice students who have been registered as students. Courses / Qualification fees are setup in the academic structure and when a student is registered for a course, the amounts for this specific qualification is automatically allocated to the invoice screen. In addition to this, each line item with the amounts are depicted on the invoices.

Some of the other features that are available on the ICAS invoice are, Issuing of Discounts, changing of Payment Options, quantity, unit price and tax amounts.
ii) Student Account Enquiry

- Click on the “Account Receivable” Tab on the Toolbar
- Click on “Account Enquiry”
- The following window will be displayed:

```
Account Enquiry

<table>
<thead>
<tr>
<th>Account No</th>
<th>Name (Company/Individual)</th>
<th>ID Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACC/12345678</td>
<td>NDUVU, ZANDILE PRECIOUS MISS</td>
<td>911120010088</td>
</tr>
</tbody>
</table>
```

- Search for the student required with the student search function. Select the student you require by double-clicking on the desired student.
- Once the student has been located, click on the “Account Enquiry” button.
- This will display a print preview of the Student Account Enquiry and can be printed by clicking on the Print Icon.

iii) Processing an Invoice

- Click on the “Account Receivable” Tab on the Toolbar
- Click on “Invoices”
- The invoice window in below will appear.
· Type in the method that you will search for the student / account payer.
· Select the student you require by double – clicking on the desired student.
· The fee choice window will appear.
· Select the desired fee by double-clicking.
· You will then see the invoice window below:

· The details that you chose at fee choice will appear on the invoice window. (Under invoice lines).
· You will then need to process a proforma and then process the invoice.
• The invoice may then be printed through the print preview window that will pop up.

iv) Student Account Enquiry - Receipting

The receipting functions of the ICAS accounting system allow a student who has already been invoiced to be receipted. ICAS accommodates students to be receipted by the following methods: cash, Cheque, Credit card, Direct Deposit, Electronic Transfer, Money Order and Other. For each method various information boxes will appear (Explained below). ICAS also allows money to be allocated to various invoices.

• Click on the Receipt icon.

• You will arrive at the receipts window

• Search for the student. (Refer to student searcher.)

• The name of the student /account payer will appear. Double click on the account payer (the person who will be receipted)

• You will arrive at the receipt window.

• Process invoice and receipts for each student

• Generate following reports:
  o Statement of account
  o Account enquiry
  o Summary of all invoices processed for a specified period
  o Summary of all receipts processed for a specified period
  o Summary of journals processed for a specified period
  o Age analysis for a specified period
  o Cash flow forecast for the campus / faculty by year of study

v) Reports within the Accounting Module

The Accounts Module features a Report Generator (See below). To access it, Click on the Reports Tab, then click on Report Generator.
The following reports can be generated:

- **Tools – Age Analysis Student Linked Branches** - This report should be used by Cluster Directors, SSOD Managers, and Accounts Department Staff (for Student Aging Reports).

- **Statements – Deposit Slip** - This report should be used by Accounts Department Staff (for Student M65 Deposit Slips).

- **Receipt Summary** - This report should be used by Cluster Directors, SSOD Managers, and Accounts Department Staff (for Receipts Tracking).
D) RESULTS AND REQUIREMENTS MODULE

This system records the results of all examinations, assignments and tests for comprehensive student evaluation and weights the various assessments for different modules and semesters. The system also calculates and establishes whether the student passed, failed or qualifies for supplementary for any particular assessment.

i) Group Results: Allows the user to capture results for a group of students.

- In order to capture a student’s results, the user first needs to select the Branch, Qualification, Semester, Module, Assessment Group, Assessment and Assessment Date.
- A list will then be generated and the marks may be inputted under the Result column.
- Click on the save button to capture the results to the SQL Database.

ii) Reports under the Results and Requirements Module:
- Result sheets – Used by the Main Campus Certification Department.
- Examination statistics by qualification, semester, module, and campus – Used by Cluster Directors, SSOD Directors, Programme Directors and Programme Managers and Lecturers.
- Analysis – module symbol count by qualification, semester, module, and campus - Used by Cluster Directors, SSOD Directors, Programme Directors and Programme Managers and Lecturers.
• Analysis – module top student - Used by Cluster Directors, SSOD Directors, Programme Directors and Programme Managers and Lecturers.
• Supplementary results - Used by Cluster Directors, SSOD Directors, Programme Directors and Programme Managers and Lecturers.
• Exception reports e.g. no identity number, late submission, results not yet finalised etc - Used by Accounts Department Staff, SSOD Directors, Programme Directors and Programme Managers and Lecturers.
• Pass rates per module, qualification, campus and year on year - Used by Cluster Directors, SSOD Directors, Programme Directors and Programme Managers and Lecturers.
• Exam register – Used by Lecturers

iii) How to print an Assessment Results Report from ICAS for Exam Verification

1. Open the Results Module.

2. Click on Reports then Report Generator.

3. From the drop down list, choose Pivot – Assessment Results.

4. Fill in the criteria as per your requirements then click on the search button. The following fields should be left as all: Assessment Group, Assessments, Exam Group. This report must be done for each module separately.

5. A report will then be generated as per your criteria.
4) How to log a support ticket

1. Go to the website www.pcthelpdesk.co.za

2. Click on the “Open New Ticket” button.

3. Fill in as much information as possible in the available fields. Please only submit one issue per a ticket request.

4. You will be able to attach PDF Documents, Excel Documents and Word Documents with a maximum file size of 2MB.

5. You will then be required to enter the Captcha Text phrase in the text box image. This is a Security feature to prevent SPAM.

6. Please note that your ticket number will be emailed to you therefore if your email account is not functioning, please use a staff members account whom can receive email.