



**SEFAKO MAKGATHO
HEALTH SCIENCES UNIVERSITY**

**SIGNING IN AND TROUBLE SHOOTING
FOR ONLINE PROTOCOL SUBMISSION USING
Infonetica[®]**

Follow these steps to assist in trouble shooting the problem and to resolve the issue:

1.	Are you registered on the IT network of SMU?	3
2.	Signing in / Login	3
3.	Has your login password expired?	3
4.	Has the Browser history been cleared?	4
4.1	Clearing the browser history in Google Chrome.....	4
4.2	Clearing the browser history on Mozilla Fox	5
4.3	Clearing the browser history on Microsoft Edge (Windows 10).....	6
4.4	Internet Explorer	7
5.	Is there still a problem with signing in after all previously outlined attempts to resolve the issue? ...	7

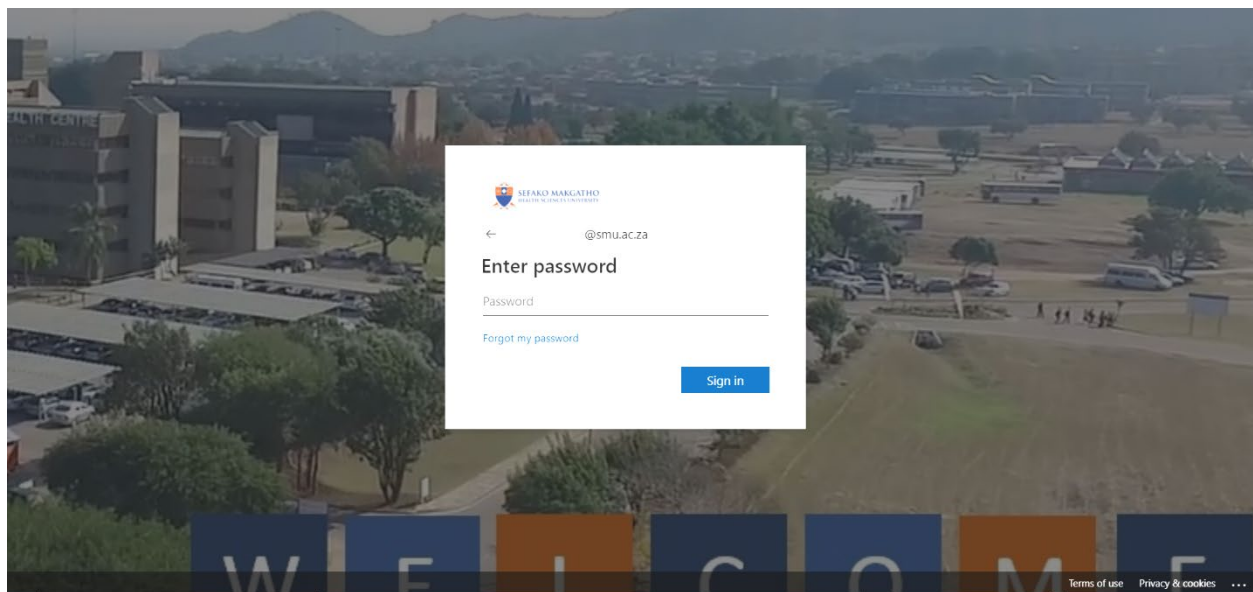
1. Are you registered on the IT network of SMU?

The URL for Infonetica Single-Sign-On at SMU is <https://ethicsforms.smu.ac.za>

Please login using your name.surname@smu.ac.za email address and password. If problems are experienced, kindly confirm that your email address is active by contacting the IT helpdesk to activate your email credentials.

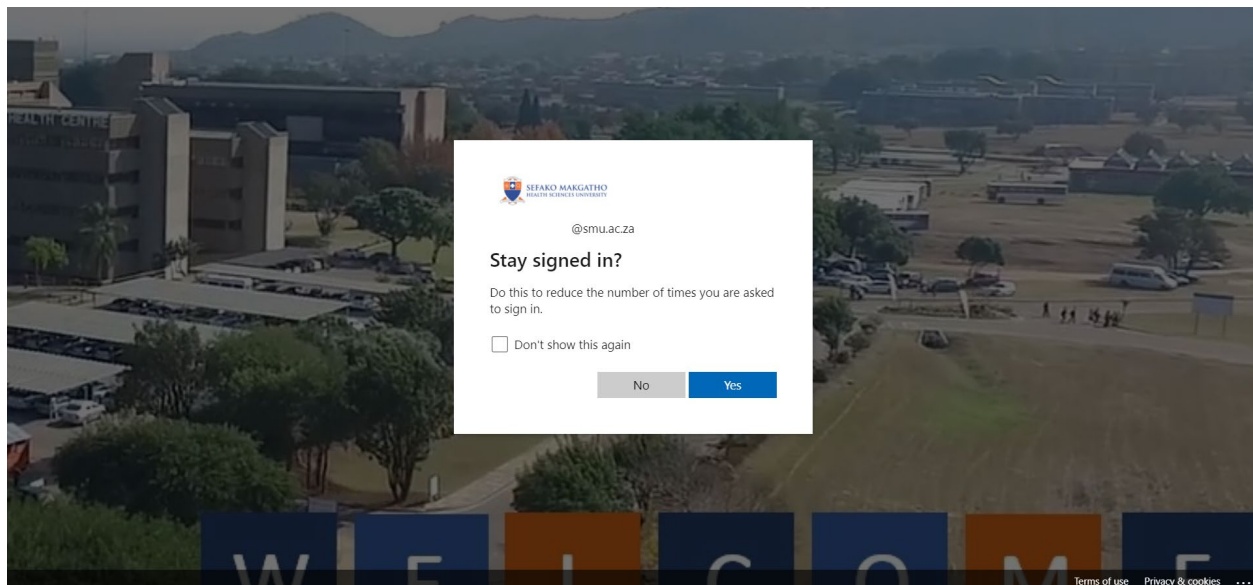
2. Signing in / Login

To login, please use your name.surname@smu.ac.za address (smu.ac.za domain) to access the system. Please note that the domain name must be used to sign-in to authenticate as a registered user at SMU. Other email addresses (e.g. gmail) may not be used to sign-in, but can be used for email correspondence later in updated profile information.



3. Has your login password expired?

If the password has expired, please update the password using the link entitled 'Forgotten Password'. An email with a link to change the password will be sent to the registered email address.



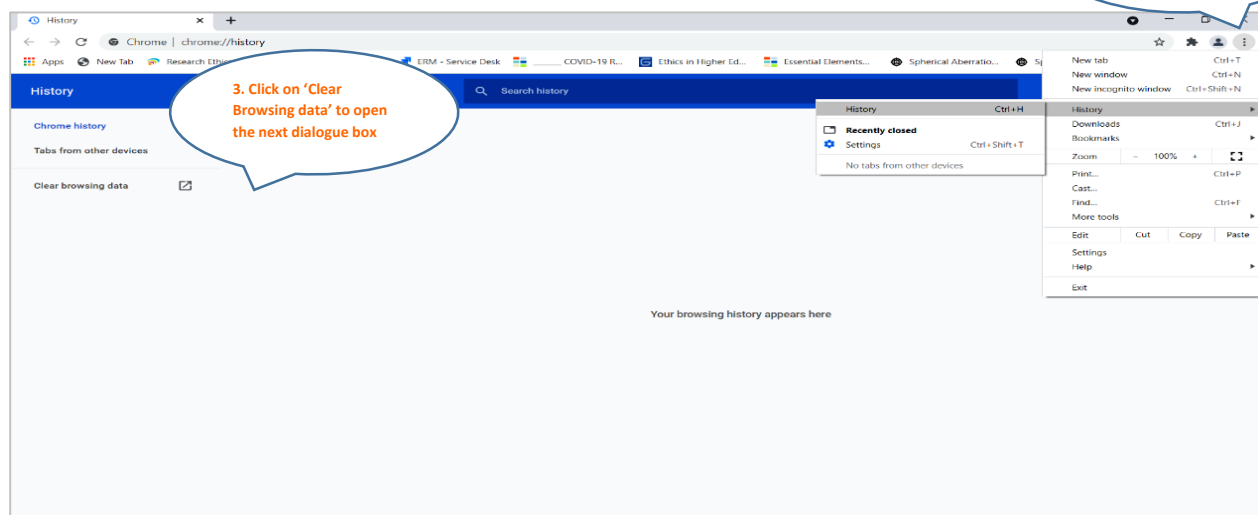
4. Has the Browser history been cleared?

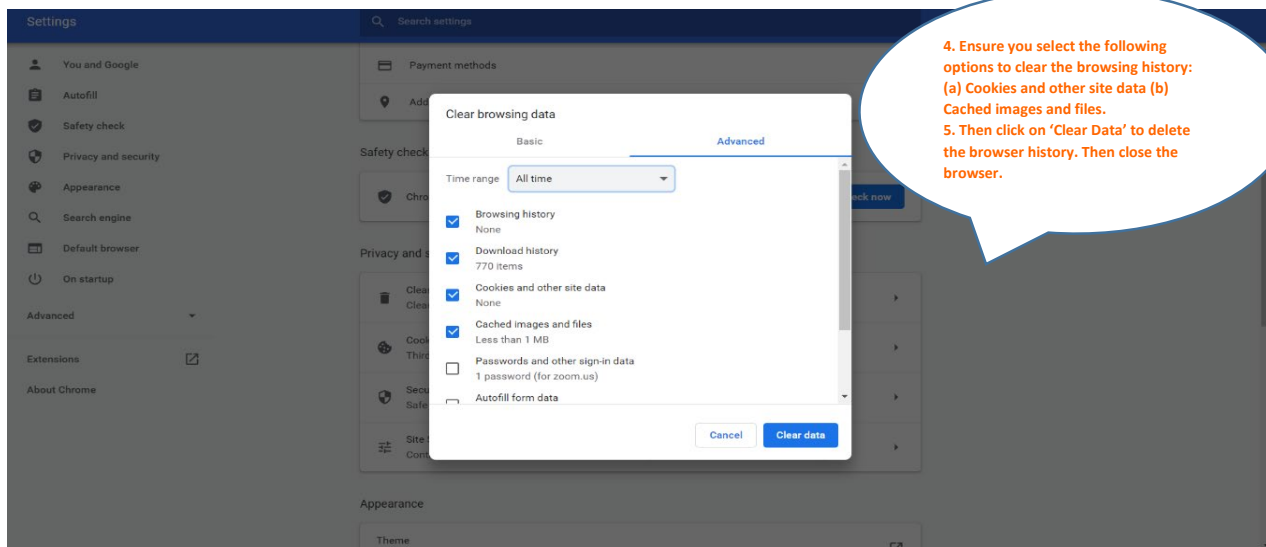
The browser may save the last website or page that was visited in the cache or save cookies from the site for easy access at a later stage. This could prevent you from logging into the system. First try to clear the browser history and thereafter the browser may also be restarted. Included below are some screenshots of various browsers – the system works best using Google Chrome, Mozilla Firefox and/or Microsoft Edge. Unfortunately, Safari and Internet Explorer is not supported by Infonetica®.

4.1 Clearing the browser history in Google Chrome



1. Click on option to open settings panel.
2. Click on History

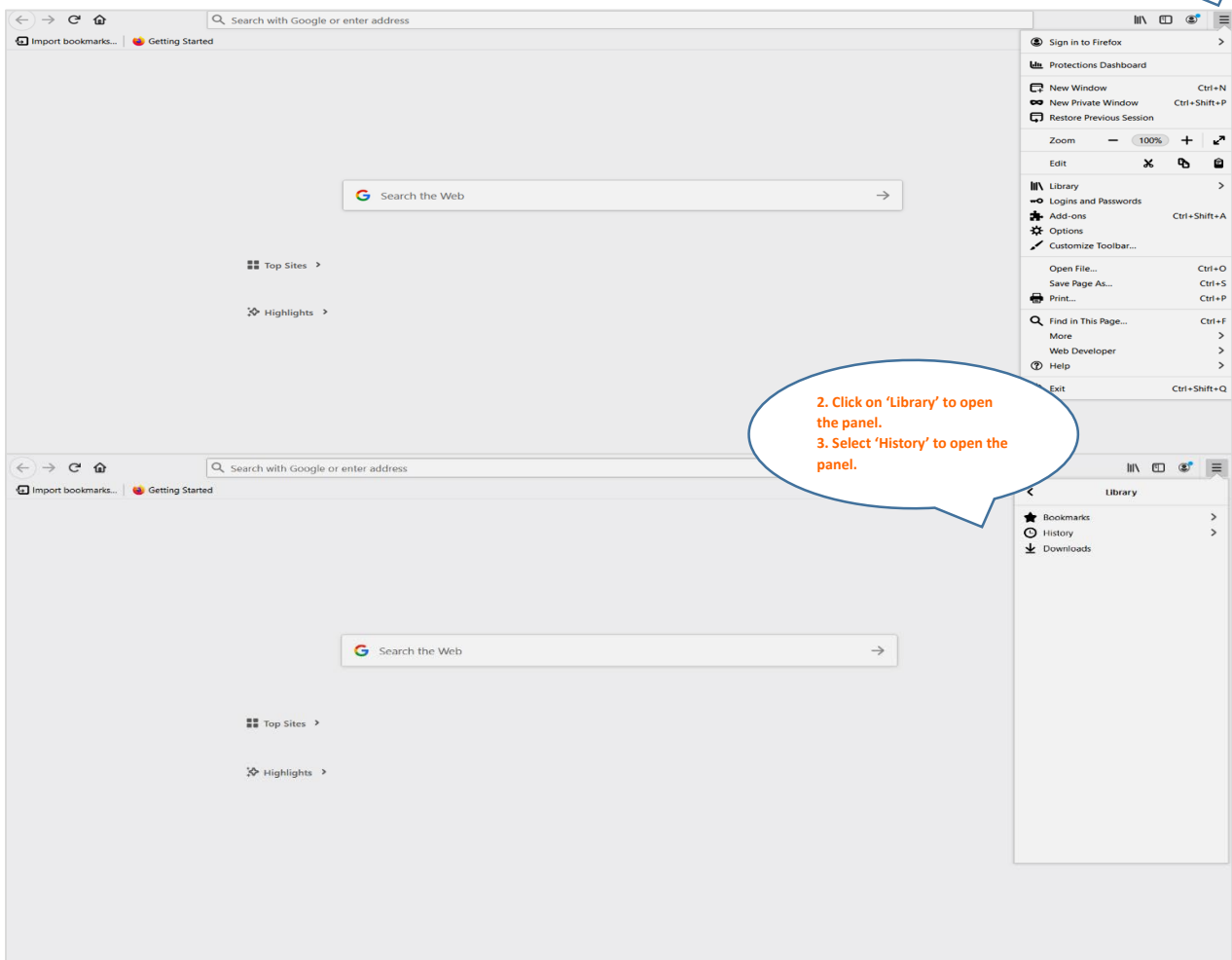




4.2 Clearing the browser history on Mozilla Fox



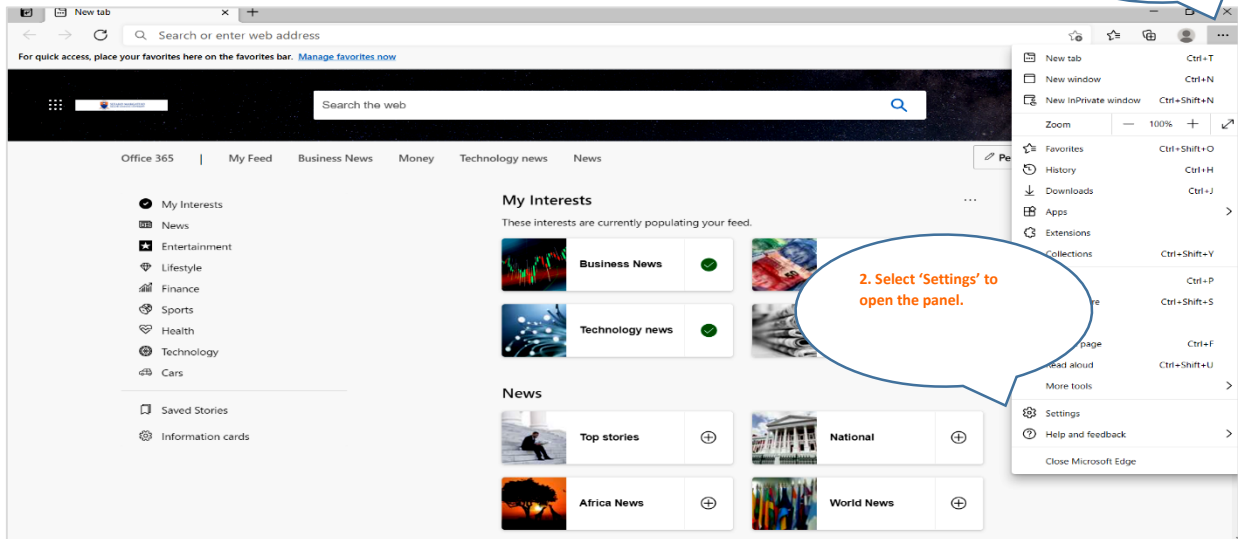
1. Click on options to open the settings panel and select 'Library'.



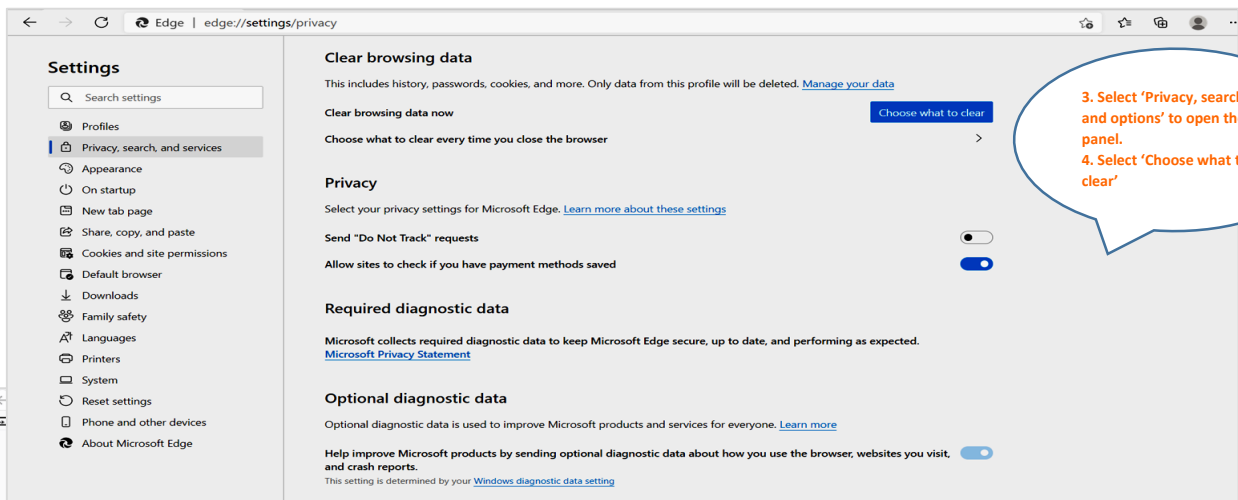
4.3 Clearing the browser history on Microsoft Edge (Windows 10)



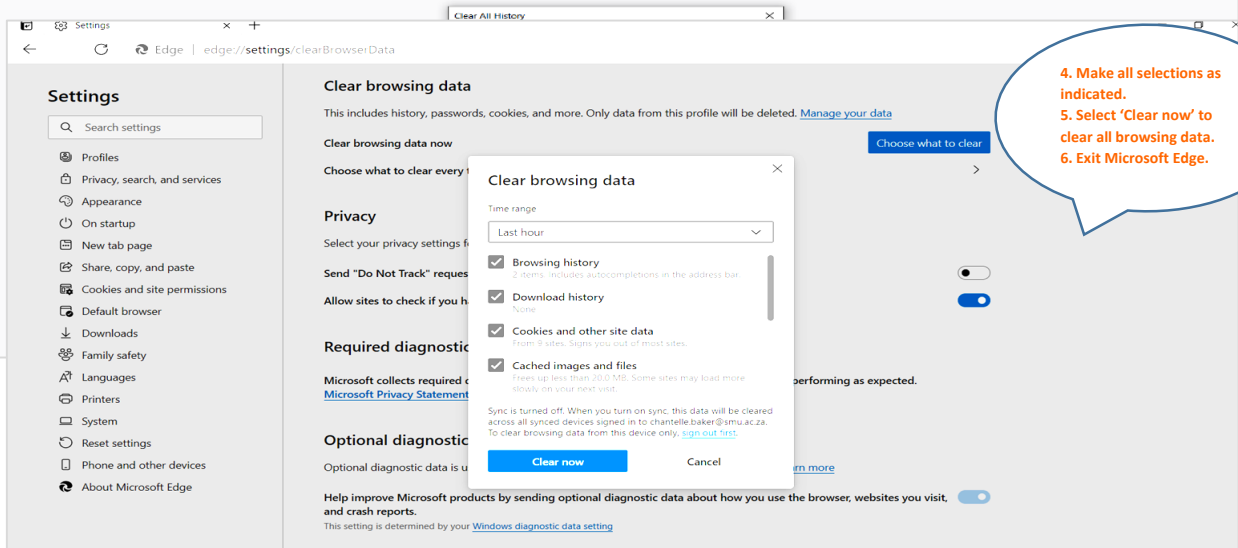
1. Click on options to open the settings panel



2. Select 'Settings' to open the panel.



3. Select 'Privacy, search and options' to open the panel.
4. Select 'Choose what to clear'



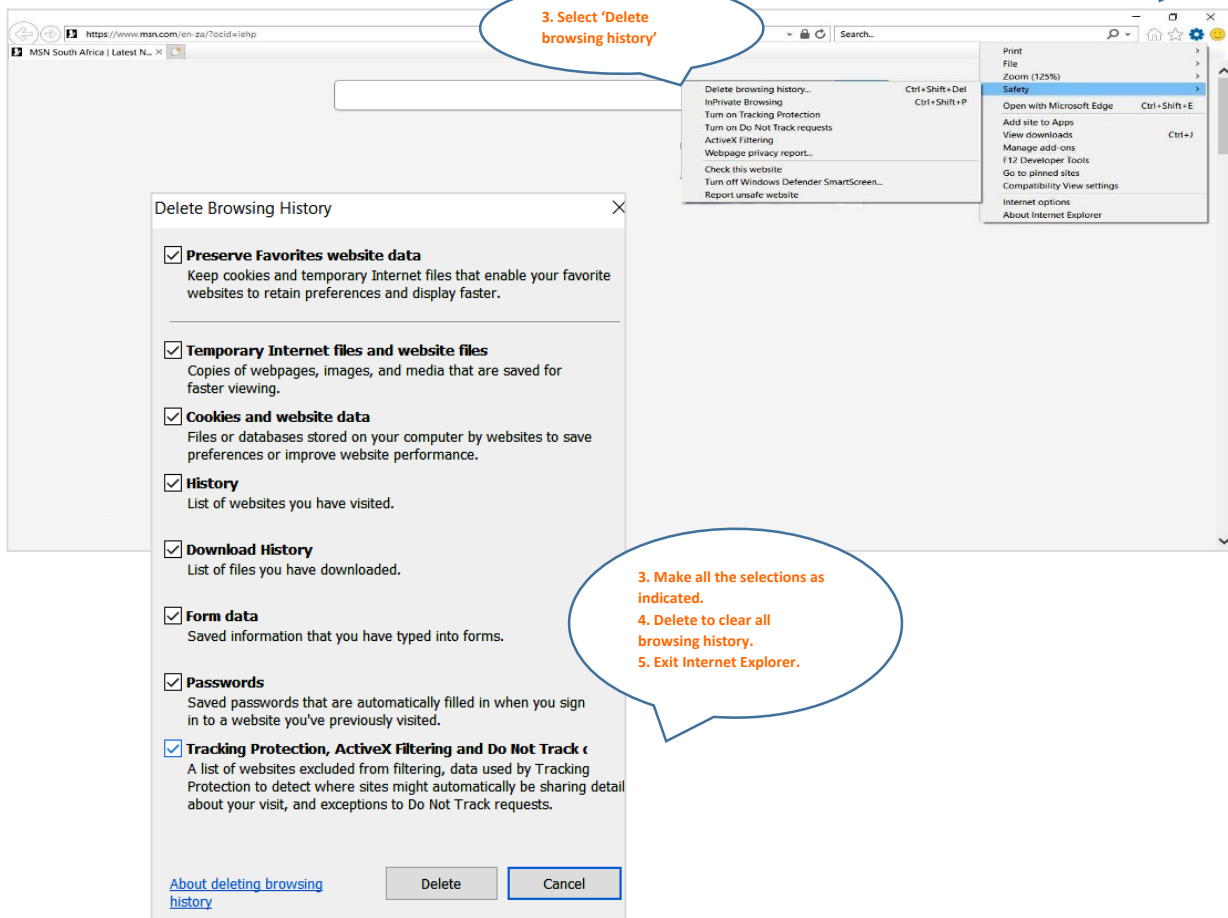
4. Make all selections as indicated.
5. Select 'Clear now' to clear all browsing data.
6. Exit Microsoft Edge.

4.4

Internet Explorer is no longer supported in Infonetica®



1. Select the 'Settings' panel to open the dropdown.
2. Click on 'Safety'



5. Is there still a problem with signing in after all previously outlined attempts to resolve the issue?

Please contact IT for assistance at IT.helpdesk@smu.ac.za or dial X3304/ X5050 for any problems. Kindly provide IT with your username/ IP Address and provide a full description of the error observed.