

## Contents

1. Introduction .....	2
2. Frequently Asked Questions .....	2
2.1. How do I login? Do I have an account? .....	2
2.2. I have forgotten my password; how can I recover it? .....	3
2.3. I want to access my modules; where can I find them? .....	4
2.4. I have heard that assignments can be submitted through myVista; how can I submit mine? .....	5
2.5. How can I contact my lecturer or tutor on myVista? .....	6
2.6. Can I send messages to my colleagues through myVista? .....	6
2.7. What is a discussion forum? .....	7
2.8. What do I need to do to participate in discussion forums? .....	8
2.9. We have our own discussion group; how does it fit into myVista? .....	8
2.10. What is the benefit of having our discussions or interactions through myVista? .....	8
myVista support.....	8

## 1. Introduction

**myVista** is an internet-based learning management system that is meant to facilitate the teaching and learning process from wherever you maybe and at whatever time you feel the craving for a wholesome learning experience with enhanced interactions with lecturers, tutors and other students.

The purpose of this little handbook is to address some of the key questions you have concerning **myVista**.

## 2. Frequently Asked Questions

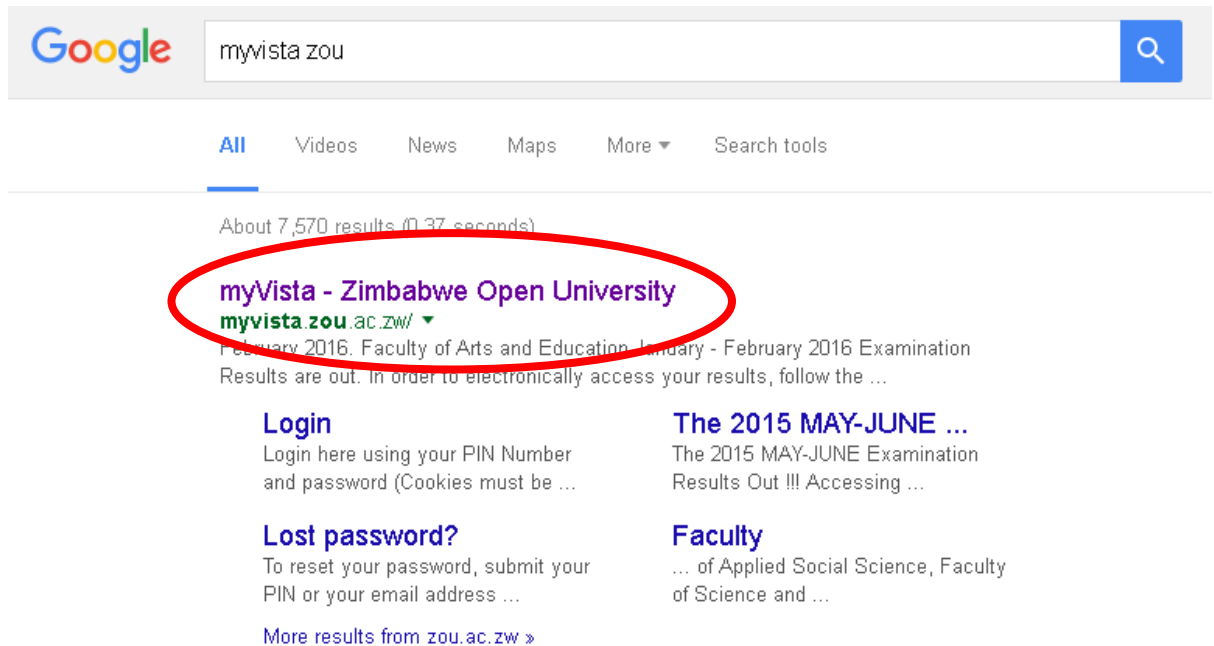
### 2.1. How do I login? Do I have an account?


Every student of the Zimbabwe Open University (ZOU) has an account immediately upon registration. The accounts are automatically created once you are issued with your Personal Identification Number (PIN). You can access myVista in the following ways:

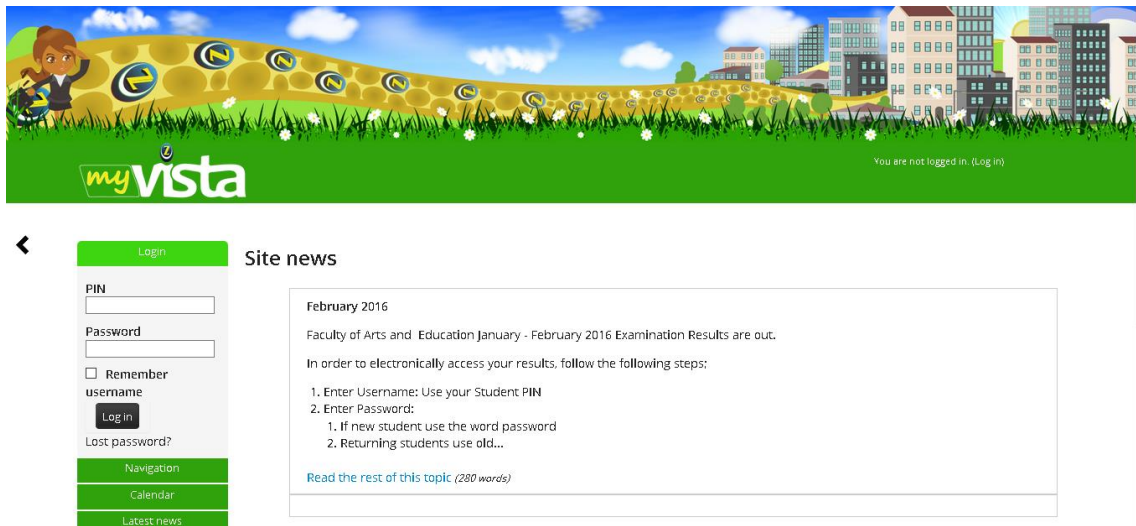
- In your browser (Internet Explorer, Firefox, Opera, Chrome, e.t.c) type in [www.myvista.zou.ac.zw](http://www.myvista.zou.ac.zw) in the address bar.
- Alternatively visit the ZOU website at [www.zou.ac.zw](http://www.zou.ac.zw), then click on the myVista link.

The screenshot shows the Zimbabwe Open University website. At the top, there is a banner with the slogan "Learning While You Earn" and the ZOU logo. Below the banner is a navigation menu with links: Home, About Us, MyVista, Library, Faculties, Regional Campuses, News & Events, Ask ZOU, Vacancies, and Staff Mail. A red arrow points to the "MyVista" link. Below the navigation menu is a large blue banner with the text "VISION To Become a World Class Open and Distance Learning University" and the ZOU logo. To the right of the banner is a "News & Events" section with links for News Release, Articles, Events, Newsletters, ZOU in Pictures, and ZOU on Thursday. Below that is a "Research & Community Outreach" section with links for Centre for Professional Development (CPD), ZOU Institutional Repository, International Research Conference (IRC), African Council for Distance Education, and E-Journal. At the bottom, there are three columns: "Current Students" with links for April-May 2016 Examination Time Table, MyVista, Online resources, Library, and Registration; "Prospective Students" with links for Programmes on offer (August 2016 Intake), Apply online, Application form, Admissions, and Fees Structure; and "University Calendar" with links for Normal Registration Period (All Students) and Late Registration Period (All students).

- c) Another option is to use Google to search for “myVista ZOU” then click on the link that follows:



Once you get to myVista, type in your PIN and password in the spaces provided. If you are logging in for the first time, the default password is the word **password**. After entering your PIN and Password click on the  button or press the enter key on the keyboard. Please change your password to something you can easily remember after login.



## 2.2. I have forgotten my password; how can I recover it?

Do not worry, you can recover your password in one of two ways

- a) Send an email to [myvista@zou.ac.zw](mailto:myvista@zou.ac.zw) requesting a password reset. Please include your PIN and Phone number(s) in the email with the subject “Password reset”.

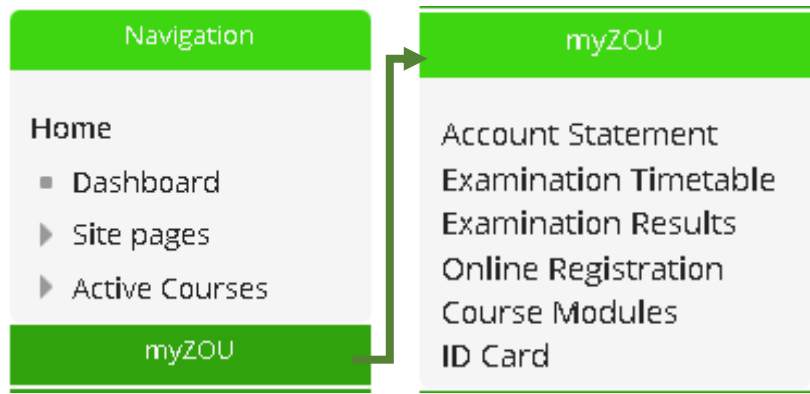
b) If you supplied your email address as part of the registration process, you can use the automated password recovery feature on myVista.

i. On the myVista home page, on the Login block, click on the **Lost password?** link.

ii. Next, you will be expected to enter either your PIN or Email  
 iii. After entering either the PIN or Email, myVista will automatically send you an email with reset instructions

### 2.3. I want to access my modules; where can I find them?

Once logged in you can see all your registered courses. To the left your **Navigation** block will be expanded.



Below the **Navigation** block, is the **myZOU** block. Click on the myZOU block to expand it. The myZOU block grants you access to a number of features as indicated in the diagram.

One of these options is the **Course Modules** . Click on Course modules to gain access to all the modules for your program. You can then either view or download your modules from here.



#### View / Download Course Modules

Search


1	BEDM101 - COMMUNICATION SKILLS	<a href="#">View</a>	<a href="#">Download</a>
2	BEDM102 - MANAGING SCHOOLS	<a href="#">View</a>	<a href="#">Download</a>
3	BEDM103 - EDUCATIONAL LEADERSHIP AND SUPER	<a href="#">View</a>	<a href="#">Download</a>
4	BEDM104 - EDUCATIONAL PLANNING AND DEVELOP	<a href="#">View</a>	<a href="#">Download</a>

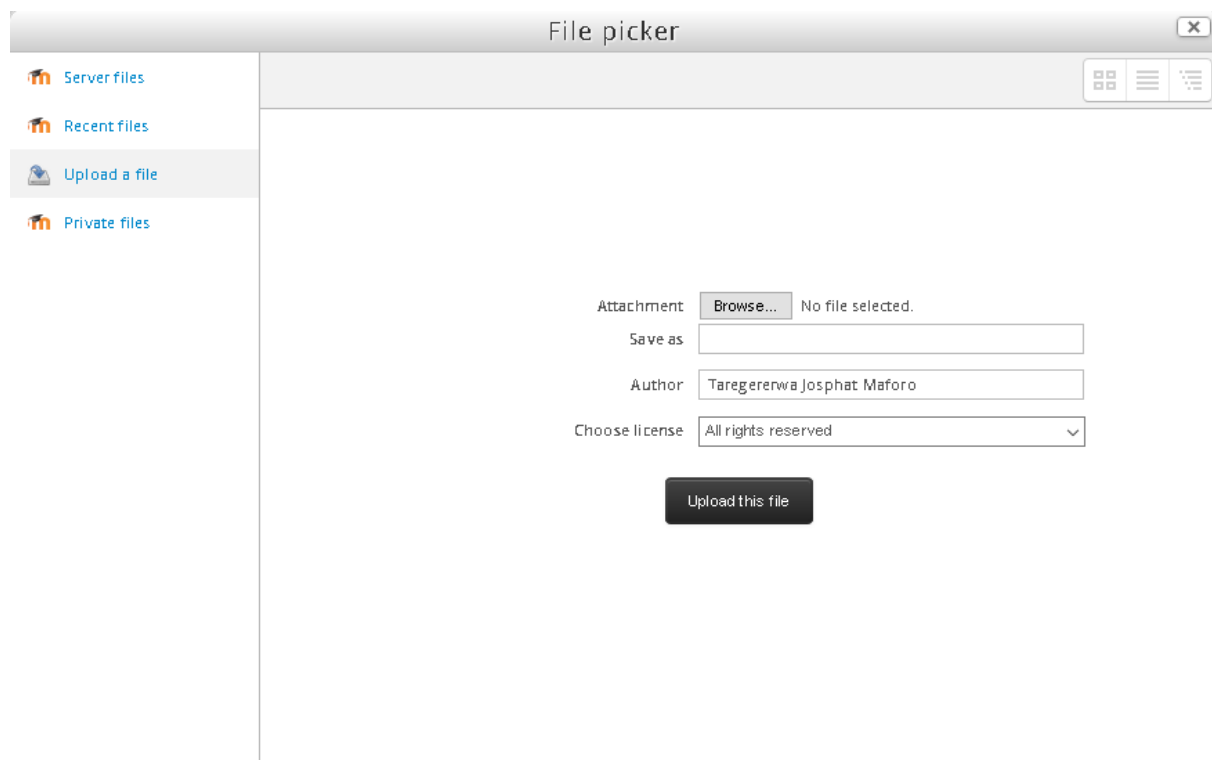
## 2.4. I have heard that assignments can be submitted through myVista; how can I submit mine?


Yes, assignments can be accessed and submitted through myVista. After login, you can access all your active courses. To get to an assignment, select the course whose assignment you wish to view. On the course page you will see assignment 1 and assignment 2 for the semester.

For example, to access the first assignment click on  [assignment 1](#) . To make an assignment submission, click 



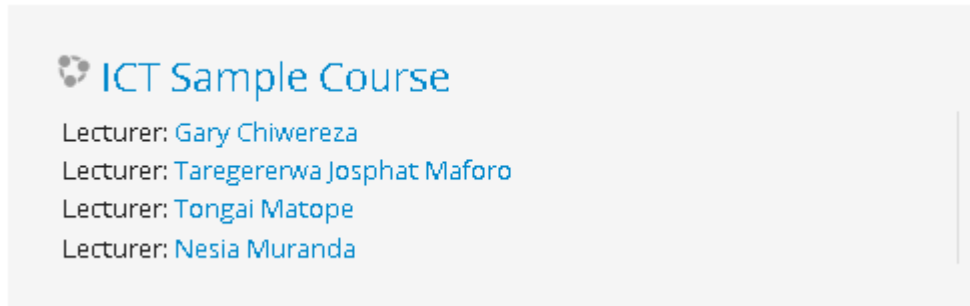
You can drag and drop a file to attach it, or click  to reveal the File Picker.



Select  [Upload a file](#) , then browse and upload your assignment.

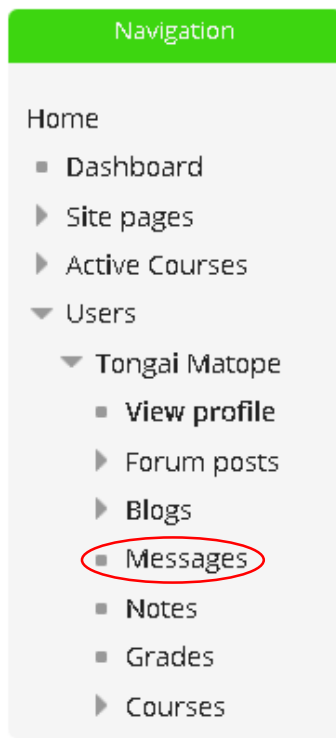
## 2.5. How can I contact my lecturer or tutor on myVista?

When logged on, a list of course for which you are registered appears as active courses. For each of the courses, a lecturer or lectures are listed.

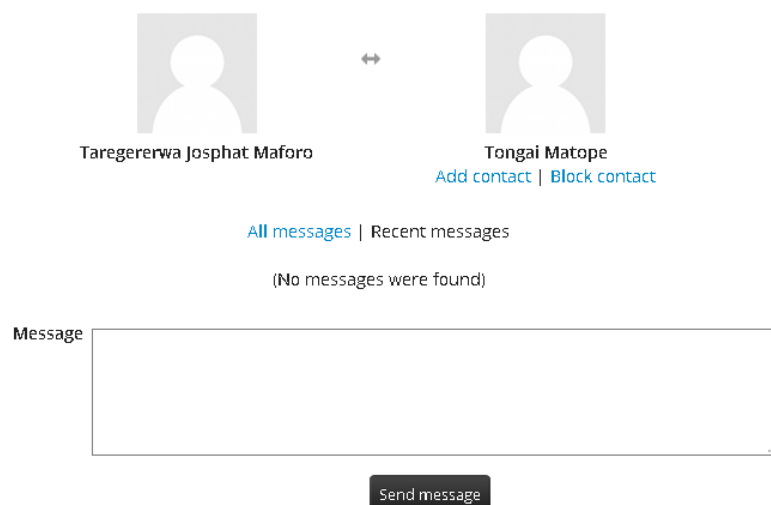


Click on the name of the lecturer you wish to contact.

When the lecturer's profile comes up, move to the Navigation block



In the Navigation block, Users section where the lecturer's name appears, click on **Messages**




In the Message box, type your message for the Lecturer. The lecturer will instantly receive your message

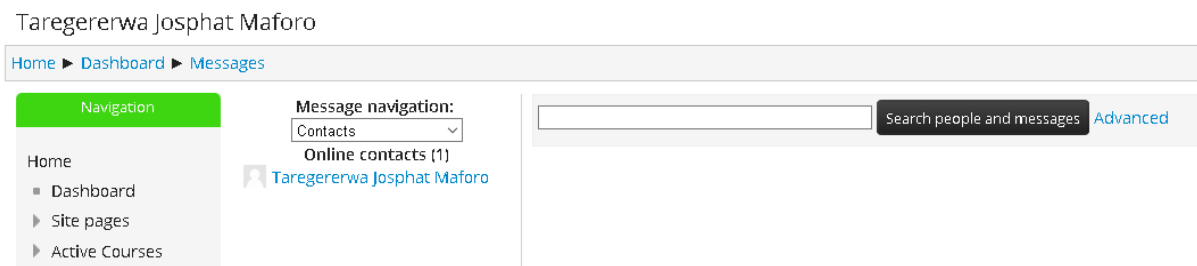
## 2.6. Can I send messages to my colleagues through myVista?

Yes, definitely! You can use MyVista to interact with your colleagues. When you login to MyVista, click on the Messages block to expand it. It will immediately inform you if you have any messages.

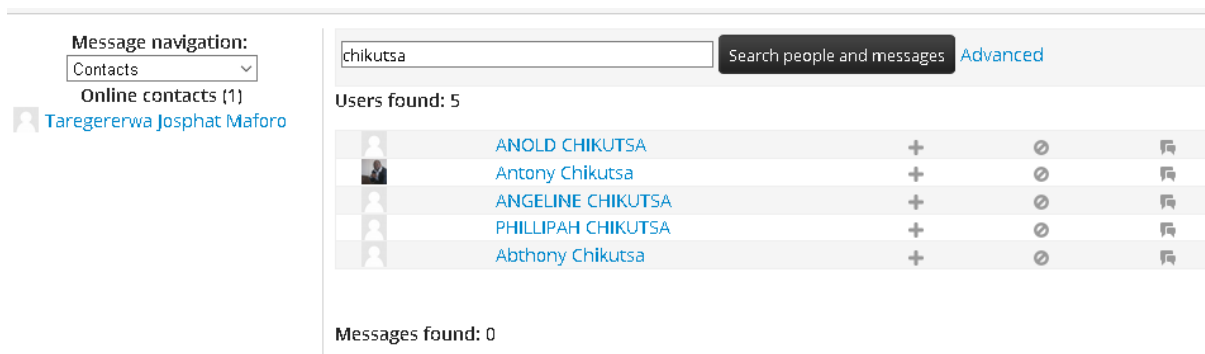



In this case there are no messages. However, since you want to send a message, click on **Messages** as circled in the diagram.


On the Messages page, you can then search for the name of your colleague. Type the name or surname then click on 




After searching for a colleague by name or surname, a list appears with all the students and lecturers matching the search as shown below




The  will add the selected student/lecturer to your contacts if you wish to be communicating with him/her regularly.


The  enables you to block a student or lecturer.

Finally, the  allows you to view previous chats with a contact and additionally send a message to the contact.



## 2.7. What is a discussion forum?

A discussion forum is a platform on myVista students can scrutinise and collaboratively work on specific key areas of the course which are, in some cases, difficult to comprehend. A discussion forum is usually set up by the lecturer and is represented by the icon  on the course page on myVista.

## 2.8. What do I need to do to participate in discussion forums?

To participate in a discussion forum, click on the forum icon. 

Add a new discussion topic

Discussion	Started by	Replies	Last post
<a href="#">Behaviourism</a>	 Taregererwa Josphat Maforo	0	Taregererwa Josphat Maforo Wed, 20 Apr 2016, 4:07 PM 

You will then be able to see all the discussions posted and an indication as to when it was posted and by whom.

Clicking on the discussion, for example [Behaviourism](#) , grants you access to the discussions taking place on this topic. You can always post your reply to any contribution in the discussion.

## 2.9. We have our own discussion group; how does it fit into myVista?

The types of discussions you usually have in your clique can still be continued on myVista. Each of you can still post their ideas on a specific subject from wherever they will be and whenever they can. Others can respond or make their own contributions in the same way. With the assistance of a lecturer or tutor, a general discussion forum can be set up. Let's say there is something that needs clarification on Pythagoras theorem, as a student you can post your question and your peers will assist you to gain a better understanding. The lecturer or tutor will come in as a moderator in case assistance is needed.

## 2.10. What is the benefit of having our discussions or interactions through myVista?

myVista gives you a robust support framework ranging from peers to qualified lecturers. Carrying out your discussions through myVista ensures accurate feedback from the lecturers who are more than willing to assist you as you endeavour to attain your VISION. As they moderate some of the discussions, they can equip you with skills of how to approach certain types of questions whilst you prepare for your exams, and even when you are working on your assignment submissions.

## myVista support

For any enquiries or queries relating to accessing myVista, please contact us on [myvista@zou.ac.zw](mailto:myvista@zou.ac.zw). Should you be unsatisfied with the level of interaction in any of the course, please feel free to inform us.