



Quick Reference Guide

International Academic Programme Office (IAPO) Pre-Registration Service Request Upload – Student Guide

Lesson 1: Submitting your IAPO Service Request

- Login to the **PeopleSoft Student Administration Self Service:**
<https://studentsonline.uct.ac.za/>

UNIVERSITY OF CAPE TOWN
IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD

i. Protect Your Password. Do not divulge your password to anyone. Do not leave a PC unattended if you are logged in. You and only you will bear the consequences if there is damage or loss arising from abuse of your User ID and Password.

ii. Special pricing on laptops. [Read more](#)

ATTENTION iOS DEVICE USERS:
Please do not view Academic Records on your iOS device. If your Academic Record is more than one page, you will only be able to view the first page of your Academic Record due to a PeopleSoft compatibility issue with Safari. [View your Academic Record on a PC](#)

Before your first login, manage your password: <http://password.uct.ac.za>
Postgraduate enquiries: admissions-pg@uct.ac.za
Undergraduate enquiries: admissions-ug@uct.ac.za
Student support: [ssss-helpdesk@uct.ac.za](mailto:sss-helpdesk@uct.ac.za)

Enter User ID in UPPER CASE

Password

Sign In

[Forgot Password?](#)

- Enter your student number in the **Enter User ID in UPPER CASE** field e.g. XXXYYY001
- Enter your UCT password in the **Password** field
- Click on the **Sign In** button
- The **Student Homepage** appears

MoU/PPA
No Action Required

Student Center

Academic Records

Service Requests

- Click on the **Service Requests** tile

Student Homepage Service Requests

My Service Requests

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
Create New Request					

- Click on the **Create New Request** button

Academic Institution: University of Cape Town

Select a Request Category

Request Category
<input type="radio"/> Change of Curriculum Applications
<input type="radio"/> Deferred Examination Applications
<input type="radio"/> Leave of Absence (LOA) Applications
<input type="radio"/> Thesis/Dissertation related matters
<input type="radio"/> International Student Pre-registration Applications

Cancel Next >

- Select the **International Student Pre-Registration Applications** button
- Click on the **Next** button

The **Select Request Type** page appears

Academic Institution: University of Cape Town

Select a Request Category

International Student Service Requests

International Student Pre-registration Applications

Please note – You must create and submit both the Immigration and Proof of Payment Request Types that follow. Each request must be accompanied by the required documentation. You will be pre-registered only when both requests are received and accepted. After you are successfully pre-registered you can proceed with registration of your courses.

Request Type
<input type="radio"/> Upload Immigration Documents
<input type="radio"/> Upload Proof of Payment Documents

Cancel Next >

Note

It is very important that you read the note in the pop-up message box.

Select a Request Type

Request Type
<input type="radio"/> Upload Immigration Documents
<input type="radio"/> Upload Proof of Payment Documents

Cancel < Previous Next >

- There are two request types that are available for selection **Upload Immigration Documents** and **Upload Proof of Payment Documents**
- Select the relevant request type
- Click on the **OK** button

Request / Requests

Select a Request Type



Select a Request Type Personalize | Find | View All |   First  1-2 of 2  Last

Request Type	
<input checked="" type="radio"/>	Upload Immigration Documents
<input type="radio"/>	Upload Proof of Payment Documents

[Cancel](#) [< Previous](#) [Next >](#)

- Select the **Upload Immigration Documents**
- Click on the **Next** button

My Request Detail

Category **International Student Pre-registration Applications** Type **Upload Immigration Documents**

Subtype None Request Date 22/12/2020

Status Received

Comment

File Attachments Personalize | Find |   First  1 of 1  Last

[Attachments](#) [Audit](#) 

Attached File	View	Add Attachment
	View	Add Attachment

[Submit](#) [Cancel](#)

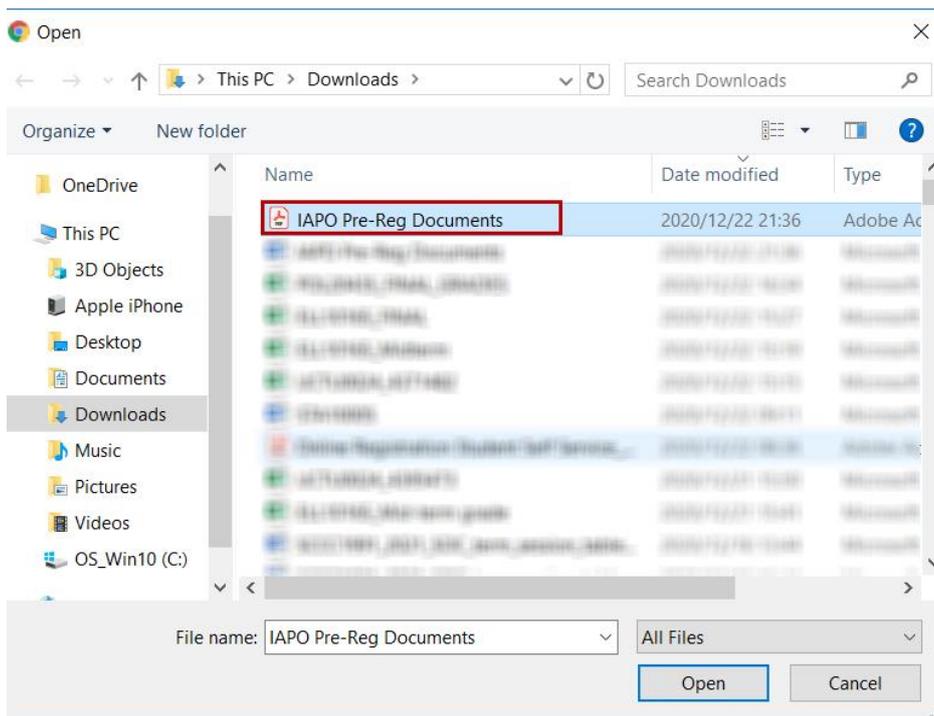
- Comments can be added in the **Comment** box
- Click on the **Add Attachment** hyperlink to upload your documents

Note

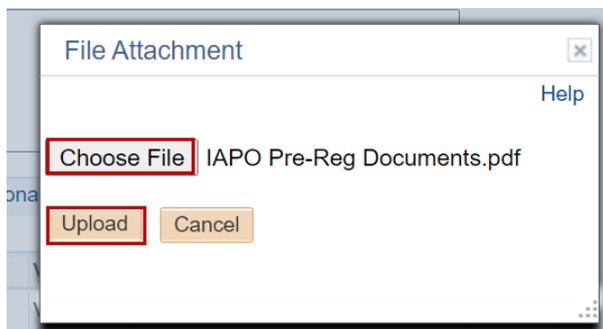
Save your documents as a single PDF and add attachment. **You will be required to upload these documents in a single PDF attachment.**



- Click on the **Browse** button to locate the file



- Click on the **Open** button



- Click on the **Upload** button

My Request Detail

Category International Student Pre-registration Applications **Type** Upload Immigration Documents

Subtype None **Request Date** 22/12/2020

Status Received

Comment

File Attachments			Personalize	Find	First	1 of 1	Last
Attached File	Description	View					
IAPO_Pre-Reg_Documents.pdf	IAPO_Pre-Reg_Documents.pdf	View					

- To review your document, click on the **View** button
- Click on the **Submit** button



Home / Requests

My Service Requests

My Service Requests						Personalize	Find	View All	Print	Calendar	First	1 of 1	Last
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date								
47090	Upload Immigration Documents		22/12/2020	Received	22/12/2020								

Create New Request

- The **Status** column will indicate **Received**, which means that you have successfully created your **Upload Immigration Documents** service request and a notification has been sent to the relevant administrator to process the request.

Home / Requests

My Service Requests

My Service Requests						Personalize	Find	View All	Print	Calendar	First	1-2 of 2	Last
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date								
47091	Upload Immigration Documents		22/12/2020	Pending	22/12/2020								
47090	Upload Immigration Documents		22/12/2020	Received	22/12/2020								

Create New Request

- Check your service request **Status** column timeously, as the application status may change to either **Pending or Incomplete**
 - A Pending status indicates that your application has been sent to Administrator for review and processing.

An Incomplete Status

Home / Requests

My Service Requests

My Service Requests						Personalize	Find	View All	Print	Calendar	First	1-3 of 3	Last
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date								
47092	Upload Proof of Payment Documents		22/12/2020	Incomplete	22/12/2020								
47091	Upload Immigration Documents		22/12/2020	Pending	22/12/2020								
47090	Upload Immigration Documents		22/12/2020	Received	22/12/2020								

Create New Request

- An **Incomplete** status indicates that your application has outstanding documentation which is required before your application can be assessed.

Home / Requests

My Service Requests

My Service Requests

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date								
47089	Upload Immigration Documents		22/12/2020	Incomplete	28/12/2020								

- Click on the request type hyperlink to view the administrator's comments and upload the required documentation.

My Request Detail

University of Cape Town

Category International Student Pre-registration Applications Request Number 47092

Type Upload Proof of Payment Documents Request Date 22/12/2020

Subtype None Status Incomplete

Status Date	Comment	By
		Staff

[Add Comment](#) [Update Last Comment](#)

Enter Comment Below

File Attachments Personalize | Find | First 1 of 1 Last

Attachments Audit

Attached File	View	Add Attachment
	View	Add Attachment

[Save](#) [Cancel](#)

- The comment/s will be displayed in the comment field
- Click on the **Add Comment** button to update a note advising that you have uploaded the **corrected document/s**. Browse and Upload the correct document/s

My Request Detail

University of Cape Town

Category International Student Pre-registration Applications Request Number 47092

Type Upload Proof of Payment Documents Request Date 22/12/2020

Subtype None Status Incomplete

Status Date	Comment	By
		Staff

[Add Comment](#) [Update Last Comment](#)

Enter Comment Below

Additional documents attached

File Attachments Personalize | Find | First 1 of 1 Last

Attachments Audit

Attached File	View	Add Attachment
	View	Add Attachment

[Save](#) [Cancel](#)

- Click on the  **Add a New Row** icon to add the correct documentation

My Request Detail

University of Cape Town

Category International Student Pre-registration Applications Request Number 47092

Type Upload Proof of Payment Documents Request Date 22/12/2020

Subtype None Status Incomplete

Status Date	Comment	By
		Staff

[Add Comment](#) [Update Last Comment](#)

Enter Comment Below

additional documents attached

File Attachments Personalize | Find | First 1 of 1 Last

Attachments Audit

Attached File	Description	View
IAPO_Pre-Reg_Documents.pdf	IAPO_Pre-Reg_Documents.pdf	View

[Save](#) [Cancel](#)

- Click on the **Save** button



My Service Requests

My Service Requests						Personalize	Find	View All			First	1-3 of 3	Last
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date								
47092	Upload Proof of Payment Documents		22/12/2020	Acknowledged	22/12/2020								

Note Once your service request has been saved with the updated documentation and comment, the status will be updated to Acknowledged. When the service request has been Accepted you will receive an email notification that the pre-registration process was processed.