

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:** <u>https://studentsonline.uct.ac.za/</u>

	UNIVERSITY OF CAPE TOWN
. Protect Yo a PC unatte consequence and Passwo	our Password. Do not divulge your password to anyone. Do not leave ended if you are logged in. You and only you will bear the ces if there is damage or loss arising from abuse of your User ID rd.
i. Special p	ricing on laptops. <u>Read more</u>
ATTENTION Please do r Record is m your Acader Your Acader	iOS DEVICE USERS: not view Academic Records on your iOS device. If your Academic nore than one page, you will only be able to view the first page of mic Record due to a PeopleSoft compatibility issue with Safari. <u>View</u> <u>mic Record on a PC</u>
Sefore you Postgradua Jndergradu Student sup	r first login, manage your password: <u>http://password.uct.ac.za</u> te enquiries: <u>admissions-po@uct.ac.za</u> ate enquiries: <u>admissions-uq@uct.ac.za</u> oport: <u>SSS-helpdesk@uct.ac.za</u>
	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



• Click on the Service Requests tile

Ctudent H	lomepage			\$	Service Requests
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My Service	e Requests		Persona	alize Find View All 💷 🔜	First 🕚 1 of 1 🕑 Las
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	ernational Student Pre-registr	ation Applications			
				Cancel	Next >
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• Se	lect the internati	onal Student Pre-Re	gistration Ap	plications button	
• Cli	ck on the Next bu	utton			
Select	t Request Type	page appears			

Select a	International Student Service Requests International Student Pre-registration Applications Please note – You must create and submit both the Immigration and Proo of Payment Request Types that follow. Each request must be accompanie 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. International Student Pre-registration Applications	f d
► N Select a	ote It is very important the you r Request Type	Cancel Next > ead the note in the pop-up message box. Personalize Find View All [2] [3] First (1-2 of 2 () Last

- 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

Upload Immigration Documents Upload Proof of Payment Documents

Click on the **OK** button •

Request Type



Select a Re	quest Type	1-2-3			
Select a Re	quest Type	Personali	ze Find View All	🔁 📑 🛛 First 🕢	1-2 of 2 Last
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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.

Status	Received					
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• Click on the Browse button to locate the file

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• Click on the **Open** button



• Click on the Upload button

My Request Detail

Category International Student Pre-registration Applications		tration Applications	Туре	Upload Immigra	tion Docume	nts	
Subtype	None	R	equest Date	22/12/2020			
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Submit	Cancel	the View button					

• To review your document, click on the View button

• Click on the Submit button

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Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
4709	0 Upload Immigration Docume	nts	22/12/2020	Received	22/12/2020

• 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.

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My Service F	lequests		Personaliz	e Find View All 💷 🔣	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

- 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

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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

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

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My Service Requests							
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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 an upload the required documentation.



My Request D	etail							
University of Cap	oe Town							
Category	International Stud Applications	ent Pre-registration	Request I	Number	47	7092		
Туре	Upload Proof of P	ayment Documents	Reque	st Date	22/12/20	20		
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- 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

University of Cap	ie Town									
Category	International Student Pre Applications	e-registration	Reques	t Number	47	092				
Туре	Upload Proof of Paymen	t Documents	Req	uest Date	22/12/202	20				
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Click on the
 Add a New Row icon to add the correct documentation

Sales (Server)										
My Request D	etail									
University of Cap	e Town									
Category	International Stu Applications	ident Pre-registratio	on	Reque	st Number		47092			
Туре	Upload Proof of	Payment Documer	nts	Re	quest Date	22/12/2	2020			
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Save	Cancel									

• Click on the Save button

My Service Requests									
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Request Number	Request Type	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.