

# **Quick Reference Guide**

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

Last updated: 17.06.2021

## **DOCUMENT REQUIREMENTS for immigration and fee clearance.**

## Immigration documents

Required immigration documents if you are traveling to South Africa for studies/research OR if you hold a valid visa for studies at UCT:

- Passport bio page
- Relevant visa endorsed for UCT (i.e. study visa, endorsed for study at UCT or visitors' visa endorsed for research)
- Entry stamp confirming date of most recent entry into South Africa, if travelled here
- Medical aid cover from a South African medical aid scheme, valid for the full duration of the visa and study programme, renewed annually (specifically for holders of study visas who reside in South Africa)

Required immigration documents if you are enrolling in a UCT programme or completing research from outside of South Africa:

- Passport bio page
- Letter from your UCT enrolling faculty office or academic supervisor confirming that you will be completing your studies and/or research from outside of South Africa for this academic year.

### You will be required to upload these documents in a single PDF attachment.

## Note:

 Students who hold valid asylum seeker or refugee permits for South Africa are exempt from needing to submit visa and medical aid information.

## **Proof of payment documents**

Required documents for fees clearance

- Bank receipt confirming tuition fees deposited or credit card payment. More information on the required initial fee payments and deadline dates.
- Payment should be made into the University of Cape Town's bank account at Standard Bank. Rondebosch; Branch Code: 025009, Account No: 07 148 0234, Swift Address: SBZAZAJJ. The student name/alphanumeric applicant number must be quoted on the transfer.
- Scholarship/Bursarv award letter (stamped by UCT Postgraduate Funding Office for Postgraduate awardees). Including postdoctoral fellowship award letter (in the case of postdoctoral fellows)
- NOTE: A letter of sponsorship is not accepted in lieu of payment
- For those registering for programmes with the Graduate School of Business, please consult the • GSB directly for more on the required initial fee payments and relevant dates: info@gsb.uct.ac.za

## You will be required to upload these documents in a single PDF attachment.

## Note: Postdoctoral Research Fellows are required to submit the fellowship award letter to facilitate preregistration fee clearance.

Initial fees must be paid prior to the course registration dates communicated by the respective faculty offices. Students should allow 14-days for fee payment to be cleared and reflect in UCT's bank account. Only once the funds are reflected will the fee clearance be processed.



#### The turn around time for processing the pre-registration service requests is 3-5 working days. During peak periods, leading up to the start of each semester, the turn -around times may be longer.



## Lesson 1: Submitting your IAPO Service Request

• Login to the **PeopleSoft Student Administration Self Service**: *studentsonline.uct.ac.za* 

	UNIVERSITY OF CAPE TOWN
i. Protect Yo a PC unatte consequence and Passwo	our Password. Do not divulge your password to anyone. Do not leav ended if you are logged in. You and only you will bear the es if there is damage or loss arising from abuse of your User ID rd.
ii. Special p	ricing on laptops. <u>Read more</u>
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<b>Before you</b> Postgradua Undergradu Student suj	r first login, manage your password: <u>http://password.uct.ac.za</u> te enquiries: <u>admissions-pq@uct.ac.za</u> iate 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

- Enter your student number in the Enter User ID (also known as your CAMPUS ID or Applicant number) 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



Service Requests

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- guide for details on the support documents required for each request type).
- Select the relevant request type
- Click on the **OK** button •



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		View	Add Attachment

- Comments can be added in the **Comment** box
- Click on the Add Attachment hyperlink to upload your documents (see *Document Requirements* section at the end of this guide for details on the support documents required for each request type).

▶ Note

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

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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

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• Click on the Submit button

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• 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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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 to monitor updates.

## Note

## Your status can change to the following:

**RECEIVED** – this means that the service request was submitted and received **INCOMPLETE** – this means that the supporting documentation is incomplete and more or other documents are required. You will be able to upload the outstanding documents by adding them to the same service request, when in this status.

**REJECTED/ DECLINED** – this means that the service request is rejected because the supporting documentation is missing or incorrect. You will need to submit a new service request.

**ACCEPTED** – this means that the required supporting documentation was submitted and accepted. Once both service requests, for immigration documents and proof of fee payment, is accepted, you will be pre-registered and cleared for online registration.

## An Incomplete Status

My Service Re	equests				
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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
47087	Upload Immigration Documents		11/12/2020	Accepted	21/12/2020
47086	Upload Immigration Documents		10/12/2020	Declined	11/12/2020
47079	Upload Proof of Payment Documents		09/12/2020	Received	09/12/2020

- An **Incomplete** status indicates that your application has outstanding documentation which is required before your application can be accepted.
- Click on the request type hyperlink to view the administrator's comments and upload the corrected appeal documentation.



University of Cap	e Town			
Category	International Student Pre-registration	Request Nur	nber 47092	
	Applications			
Туре	Upload Proof of Payment Documents	Request	Date 22/12/2020	
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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	e Town						
Category	International Student Pre-registre Applications	ation	Request	Number	47092		
Туре	Upload Proof of Payment Docum	nents	Reque	est Date	22/12/2020		
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- Click on the 🔳 Add a New Row icon to add the correct documentation
- Re-submit the additional documents and continue to monitor your service request status.
- If status is marked declined, a new service request needs to be submitted



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Category International Student Pre-regist Applications			stration	Request Number	47092		
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Request Number	Request Type		Request Subtype	Request Date	Status		Status Date
47092	Upload Proof of Pa	ayment		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 notification that the pre-registration process has been completed.



When the immigration and fee service requests are accepted, the IAPO holds are removed from your record and you can proceed with online registration.