



## Quick Reference Guide

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

Last updated: 22.12.2021

**NOTE:** The turnaround time for processing pre-registration requests is 3-to-5 working days once we receive all the required documents.

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

##### Immigration documents

**If you are travelling to South Africa and completing your studies/research in-person:**

- Passport bio page
- Relevant visa endorsed for UCT (i.e. study visa, endorsed for study at UCT or visitors' visa endorsed for research)
- 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)

**If you are completing your studies/research remotely, 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 OR
- Letter from your UCT enrolling faculty office or academic supervisor confirming that you will be registering remotely and intend on travelling to South Africa at a later date.
- You can submit the completed and signed IAPO fillable form in place of the letters from your UCT enrolling faculty. The form is available: <http://www.international.uct.ac.za/your-time-uct>
- **You will be required to upload these documents in a single PDF attachment.**

**NOTE:** Asylum Seekers, Refugees, Permanent Residents & those with SA IDs must submit original certified copies of their respective immigration permit. Only certified copies, certified by a Commissioner of Oaths, at a Police Station, or by a Notary will be accepted. Students' who hold this immigration status are exempt from needing to submit their passport bio page and proof of medical aid cover.

##### Proof of payment documents accepted

Initial fees must be paid prior to your course registration dates communicated by your enrolling UCT faculty office. More information on the required initial fee payments and deadline dates, see:

<http://www.international.uct.ac.za/pre-registration-faqs>

If you are charged UCT tuition fees or receive UCT funding for studies/ postdoctoral research, submit the following documents to obtain fees clearance before you enroll in your programme:

- We strongly recommend payment via credit card (<https://payonline.uct.ac.za/>) In comparison to the EFT into the bank account, the credit card payment will reflect immediately on your student fee account.
- If you choose to pay via EFT into the University of Cape Town's bank account, we will require a bank receipt confirming tuition fees deposited into the bank account. The payment must be reflected in the bank account before you can be pre-registered. Payments made from international bank accounts must be made at least 14-days in advance to allow sufficient time for the funds to be cleared.
- Scholarship/ Bursary award letter
- Proof of UCT administered scholarship/bursary (award letter must be endorsed by the Postgraduate Funding Office)
- Proof of postdoctoral research fellowship (award letter must be endorsed by the Postgraduate Funding Office)

**ACCOUNT DETAILS**

Standard Bank, Rondebosch; Branch Code: 025009, Account No: 07 148 0234, Swift Address: SBZAZAJJ.  
The student's name/alphanumeric applicant number must be quoted on the transfer.

**NOTE:** A letter of sponsorship is not accepted in lieu of payment.

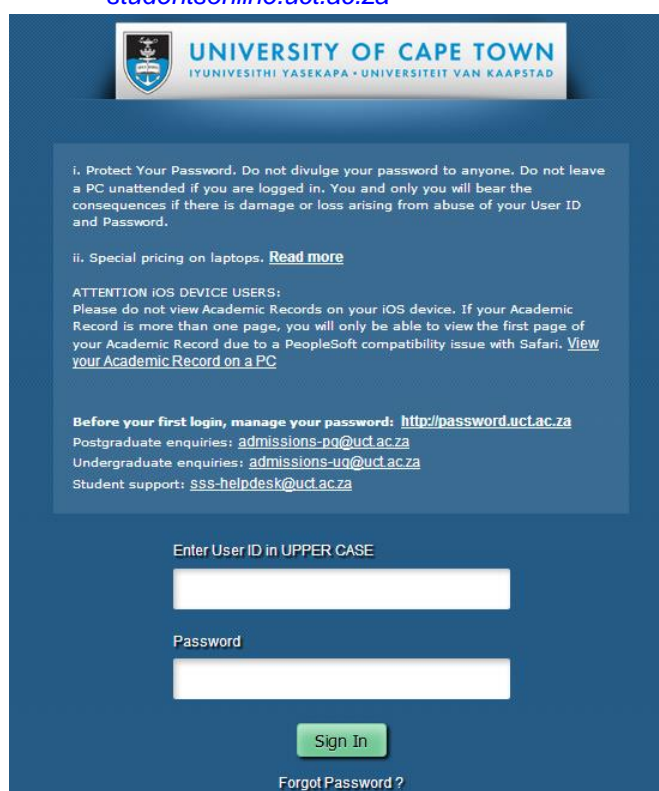
- For those registering for programmes with the Graduate School of Business, please consult the GSB directly for more on the required initial fee payments and relevant dates: [info@gsb.uct.ac.za](mailto:info@gsb.uct.ac.za)

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

**NOTE:** The turn around time for processing the pre-registration immigration and fee service requests is 3-5 working days, once we receive all the required documentation.

**Lesson 1: Submitting your IAPO Service Request**

- Login to the **PeopleSoft Student Administration Self Service:**  
[studentsonline.uct.ac.za](http://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](mailto:admissions-pg@uct.ac.za)  
Undergraduate enquiries: [admissions-ug@uct.ac.za](mailto:admissions-ug@uct.ac.za)  
Student support: [sss-helpdesk@uct.ac.za](mailto:sss-helpdesk@uct.ac.za)

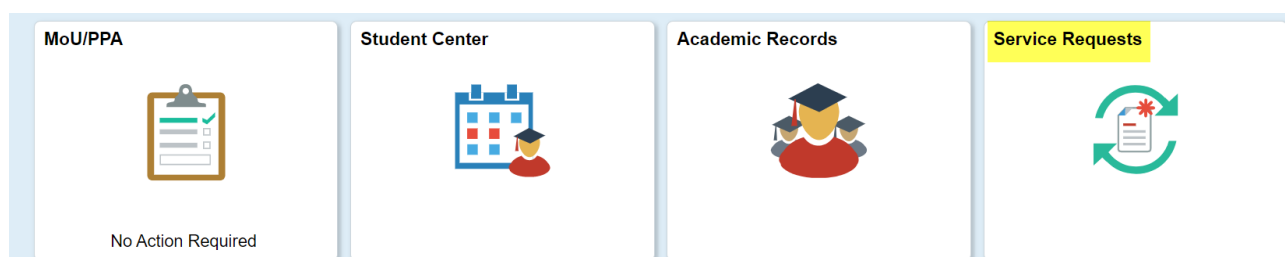
Enter User ID in UPPER CASE

Password


**Sign In**

[Forgot Password ?](#)

- Enter your student number in the **Enter User ID (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




**MoU/PPA**




No Action Required


**Student Center**



**Academic Records**



**Service Requests**



- Click on the **Service Requests** tile

[← Student Homepage](#) **Service Requests**

My Service Requests

My Service Requests						Personalize   Find   View All   [Print]   [Refresh]	First 1 of 1 Last
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date		

Create New Request

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

Form Fields

Academic Institution: University of Cape Town

Select a Request Category

Select a Request Category		Personalize   Find   View All   [Print]   [Refresh]	First 1-5 of 5 Last
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 checked="" type="radio"/>	International Student Pre-registration Applications		

Cancel

Next >

- 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.

Select a Request Type		Personalize   Find   View All   [Print]   [Refresh]	First 1-5 of 5 Last
Request Type			
<input type="radio"/>	Upload Immigration Documents		
<input type="radio"/>	Upload Proof of Payment Documents		
<input checked="" type="radio"/>	International Student Pre-registration Applications		

Cancel Next >

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

Form Fields

Select a Request Type

Select a Request Type		Personalize   Find   View All   [Print]   [Refresh]	First 1-2 of 2 Last
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

Select a Request Type

1 2 3

Select a Request Type Personalize | Find | View All | [Print] [Refresh] 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 | [Print] [Refresh] First 1 of 1 Last

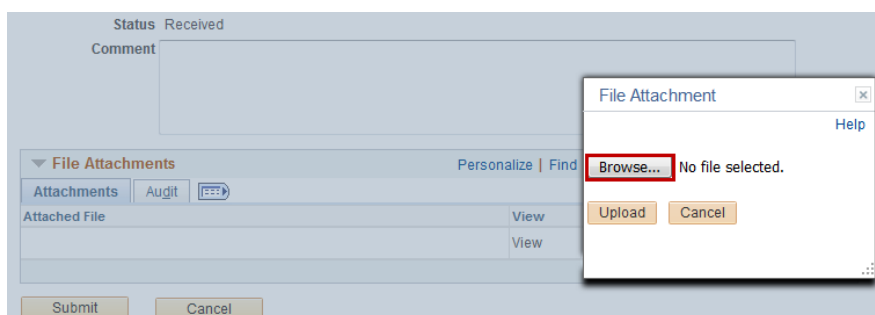
Attachments Audit [Add]

Attached File	View	Add Attachment
	View	<b>Add Attachment</b>

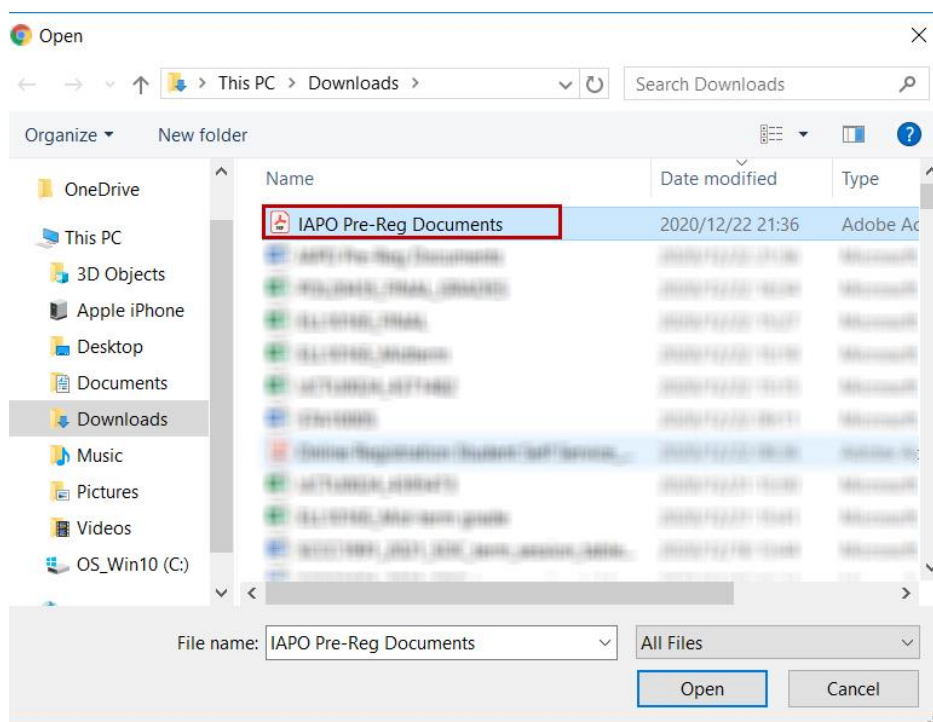
**Submit** Cancel

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

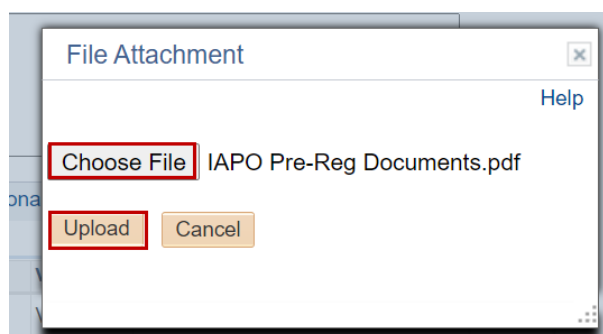
**NOTE:** Save your documents as a single PDF and add attachment.



- 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 / Services

My Service Requests

My Service Requests						Personalize	Find	View All	Print	Grid	First	1 of 1	Last
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date								
47090	<a href="#">Upload Immigration Documents</a>		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 / Services

My Service Requests

My Service Requests						Personalize	Find	View All	Print	Grid	First	1-2 of 2	Last
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date								
47091	<a href="#">Upload Immigration Documents</a>		22/12/2020	Pending	22/12/2020								
47090	<a href="#">Upload Immigration Documents</a>		22/12/2020	Received	22/12/2020								

Create New Request

- 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 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 request types are accepted (i.e., immigration documents and proof of fee payment) you will be pre-registered and cleared for online registration.

### An Incomplete Status

My Service Requests

My Service Requests						1-5 of 5	View All
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date		
47089	<a href="#">Upload Immigration Documents</a>		22/12/2020	Incomplete	28/12/2020		
47087	<a href="#">Upload Immigration Documents</a>		11/12/2020	Accepted	21/12/2020		
47086	<a href="#">Upload Immigration Documents</a>		10/12/2020	Declined	11/12/2020		
47079	<a href="#">Upload Proof of Payment Documents</a>		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 outstanding documents.

Home / My Request

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

Home / My Request

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 Add a New Row icon to add the **additional** documents
- Click on the Save button
- Once your service request has been saved, the status will be updated to Acknowledged.
- **Continue to monitor your service request status for updates. If there are no further outstanding documents, your service request status will be changed to accepted.**



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 notification that the pre-registration process has been completed.

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