International Academic Programme Office (IAPO): Pre-Registration Service Request Upload

All international students and researchers are required to apply for pre-registration before registering for their programmes. You are pre-registered when the Immigration and Fee Holds have both been lifted from your student record.

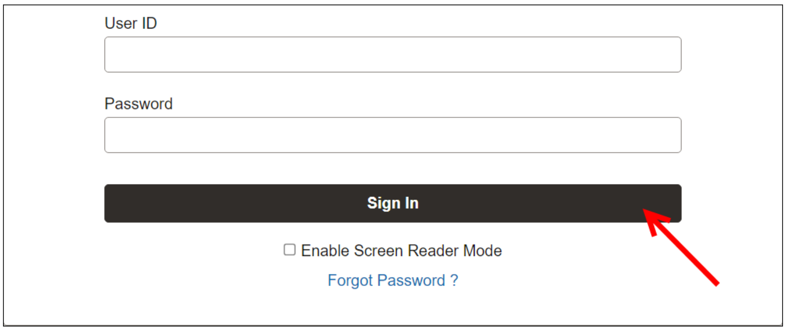
Submit an Immigration and Fee Service Request to apply for the Holds to be lifted.

For more information on the documents required for pre-registration can be found on the International Academic Programmes Office's website.

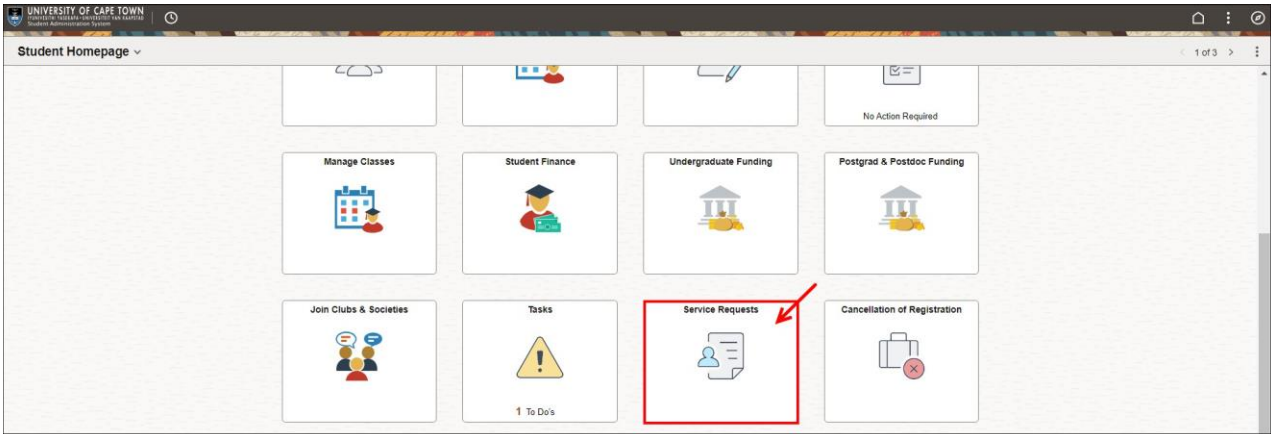
For a list of frequently asked questions, you may find it on the following webpage.

❖ Part 1: Creating a Service Request for your pre-registration documents

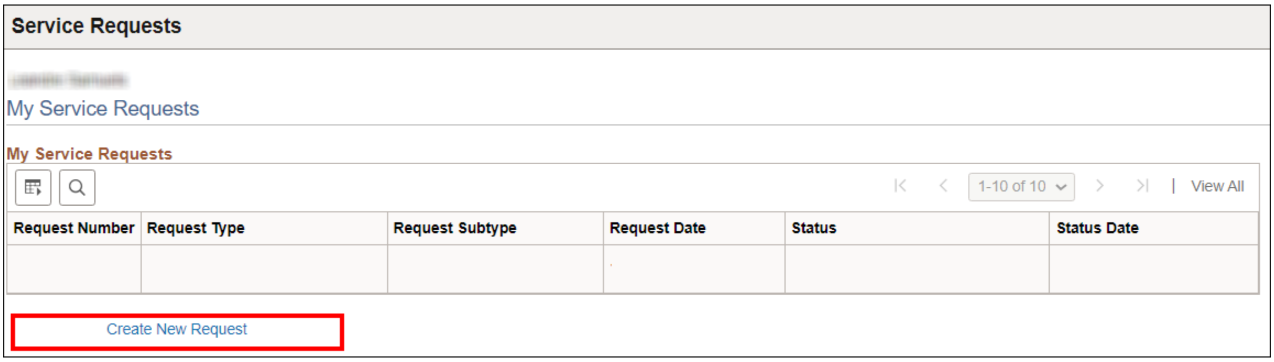
- Login to the PeopleSoft Student Administration Self Service:



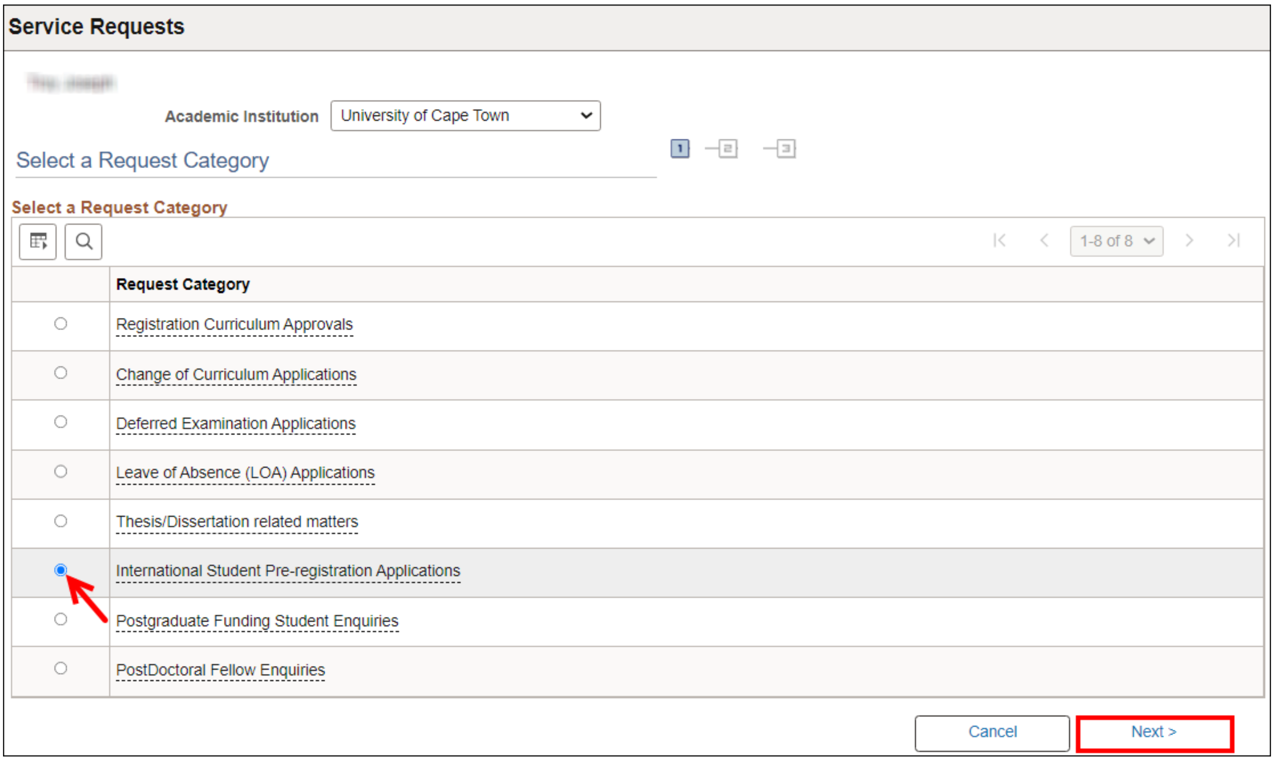
- Enter your user ID/Student number in upper case in the **User ID** field. E.g., **XXXYYY001**
- Enter your UCT password into the **Password** field.
- Select the **Sign In** button



- Select the **Service Requests** tile on the Student Homepage



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

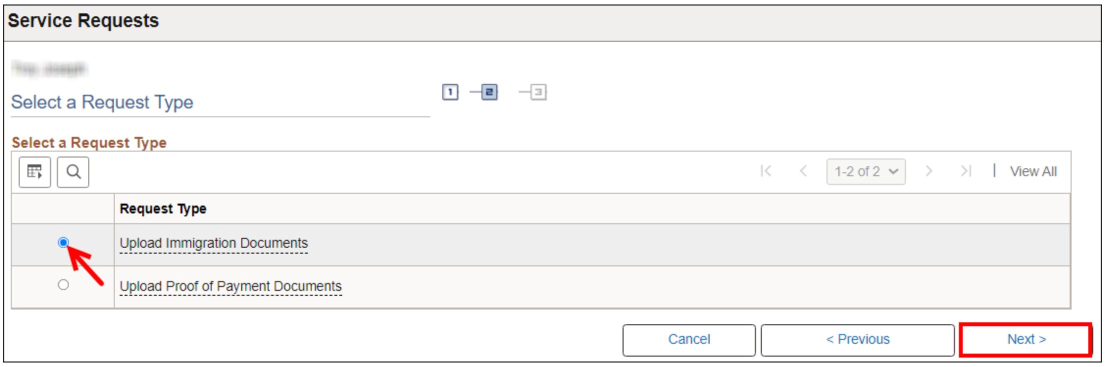


- Select the **tick box** for International Student Pre-registration Applications
- Click the **Next** button once the tick box has been selected.

Note If the Next button does not appear, reduce your browser zoom to +/- 80%

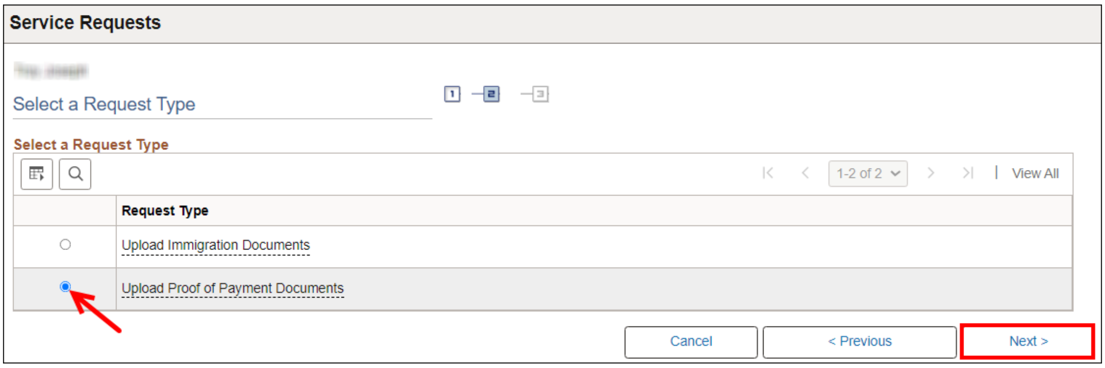
Note You **must create and submit BOTH the Immigration and Proof of Payment Types**. Each request must be accompanied by the required documentation. You will only be pre-registered only when **BOTH requests are Received and Accepted**. After you are successfully pre-registered, you can proceed with registration of your courses.

❖ Upload Immigration Documents / Upload Proof of Payment

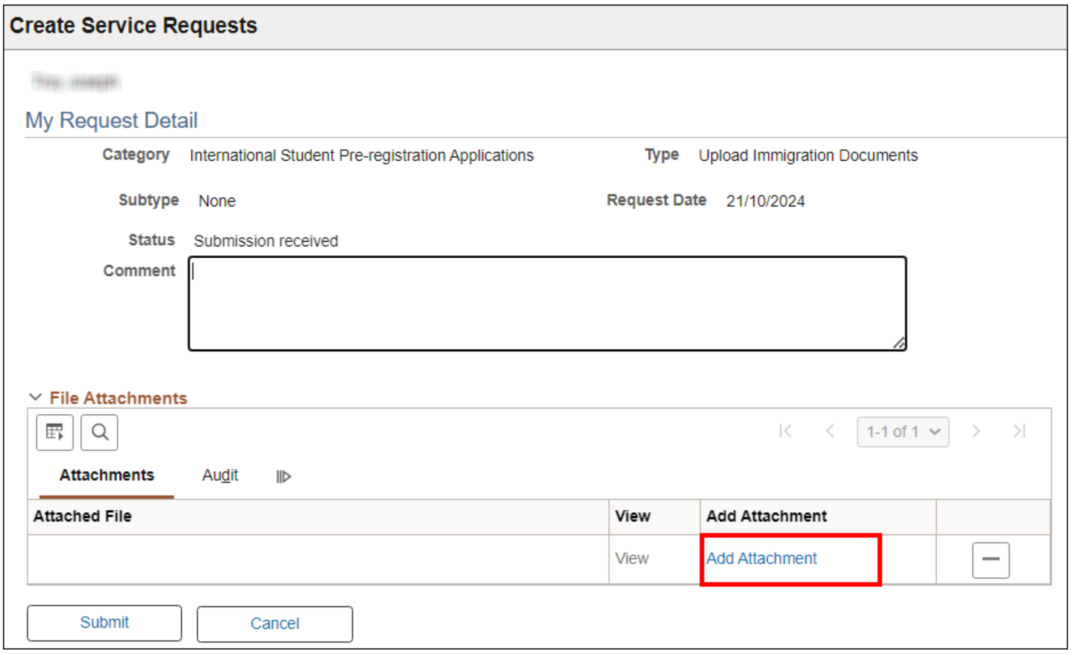


- Select the **tick box** for Upload immigration Documents.
- Click the **Next** button once the tick box has been selected.

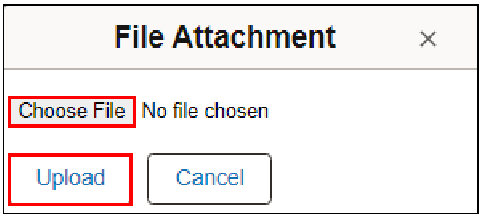
OR



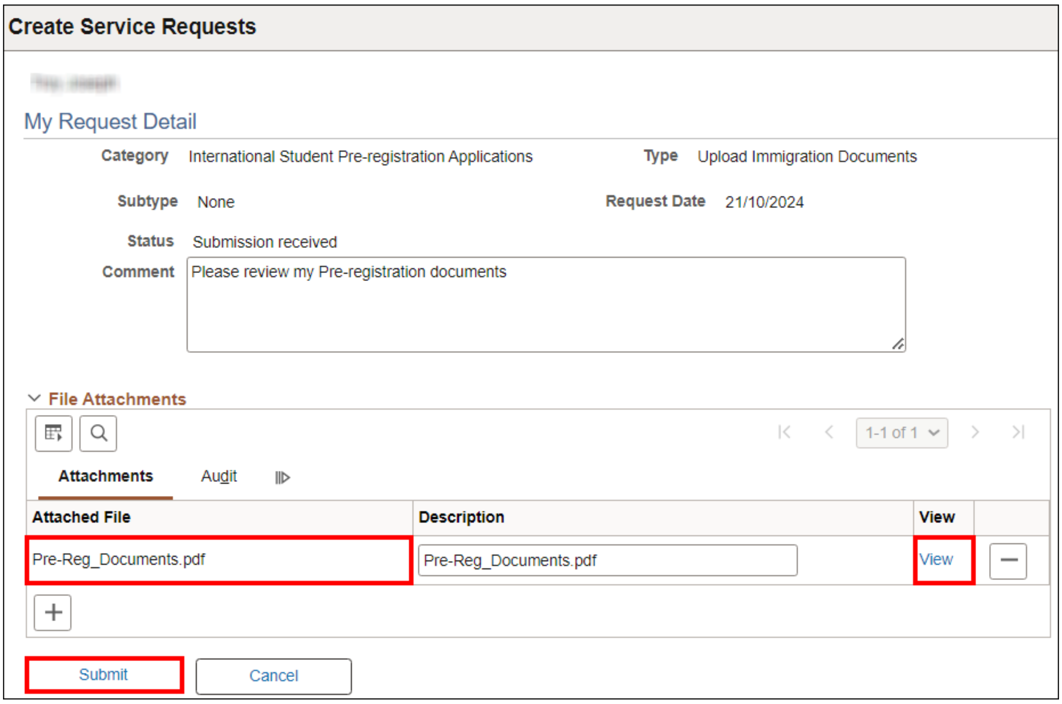
- Select the **tick box** for Upload Proof of Payment Documents
- Click the **Next** button once the tick box has been selected.



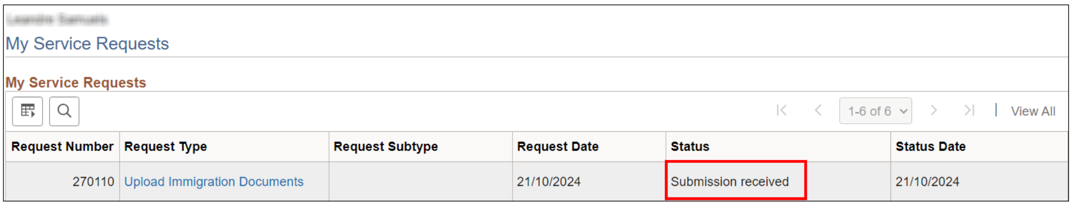
- Click on the **Add Attachment** button to upload your documents.



- Click on the **Choose File** button to choose your document/s
- Once you have chosen the file you want to upload, click the **Upload** button



- Add a **comment** in the **Comment Section** (e.g., “Please review my Pre-registration documents.”)
- Click the **View** button to review your attached document.
- Click on the **Submit** button.



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

❖ Part 2: Reviewing your Change of Curriculum Application Status

- Check your service request **Status** timeously, as the application status may change to either **Submission being processed** or **Incomplete** where the documentation is incomplete or additional information is required. If the application has been approved the status will be updated to **Reviewed** and **Accepted**.

My Service Requests

My Service Requests

1-6 of 6 | View All

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
270110	Upload Immigration Documents		21/10/2024	Submission being processed	21/10/2024

- A **Submission being processed** status indicates that your application has been sent to the administrator for review and processing.

My Service Requests

My Service Requests

1-6 of 6 | View All

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
270110	Upload Immigration Documents		21/10/2024	Submission incomplete	21/10/2024

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

My Service Requests

My Service Requests

1-7 of 7 | View All

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
270111	Upload Immigration Documents		21/10/2024	Submission declined	21/10/2024

- A **Submission declined** status indicates that your application is incorrect in some way, or incomplete and you will need to create a new Service Request with the outstanding information. The faculty will add a comment to the service request to indicate what you will be required to update.

My Service Requests

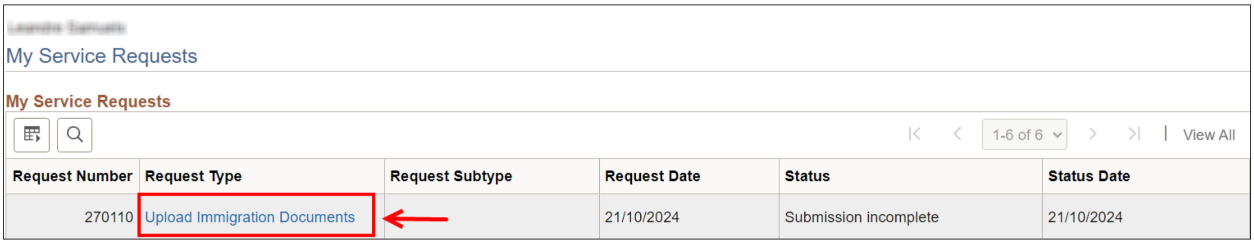
My Service Requests

1-6 of 6 | View All

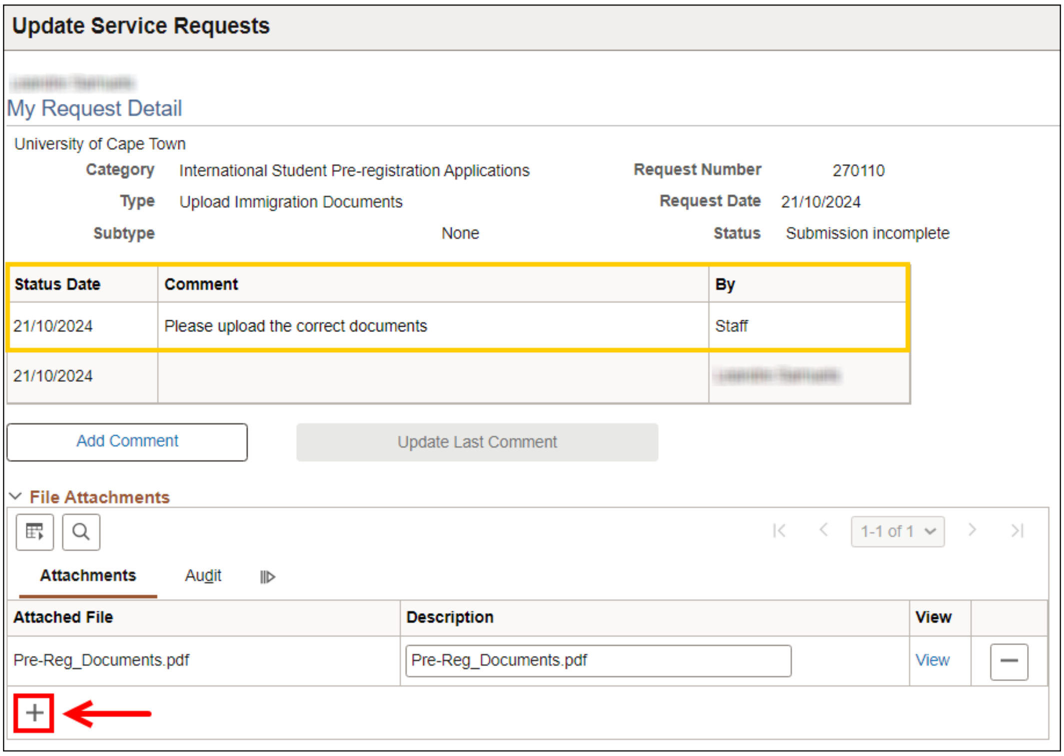
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
270110	Upload Immigration Documents		21/10/2024	Submission approved	21/10/2024

- A **Submission approved** status indicates that your documents have been reviewed by an administrator.
- Please note that both your Upload Immigration Documents service request and Upload Proof of Payment service request will need to have the status **Submission approved** to be pre-registered and cleared for online registration.

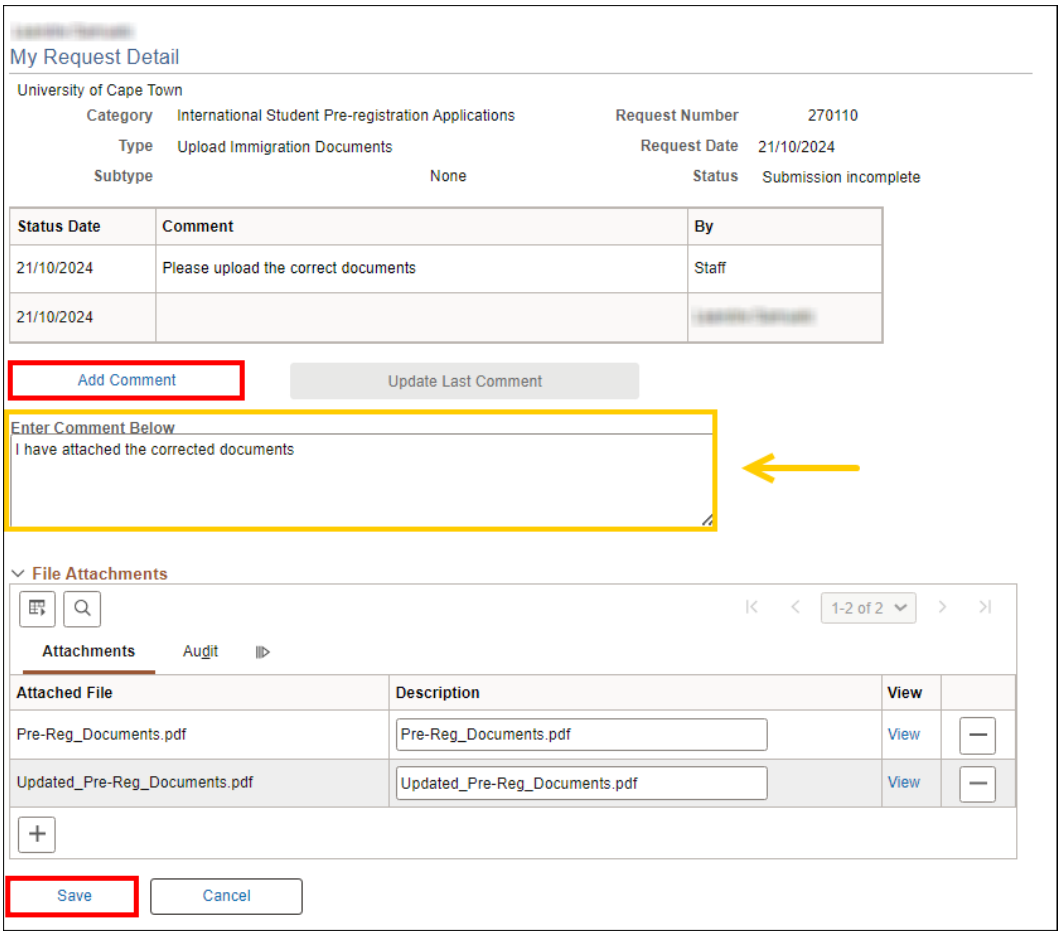
❖ Part 3: Updating your Incomplete service request



- Click on the Request Type hyperlink to view the administrator's comments an upload the required documentation.



- The administrators comment/s will be displayed in the comment field.
- Click on the **+ button** to add the correct/updated documentation.
- Browse and upload the correct document/s.



- Click on the **Add Comment button** to open the Comment field.
- Add a comment into the Comment field (e.g. "I have attached the corrected documents")
- Click the **Save** button

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