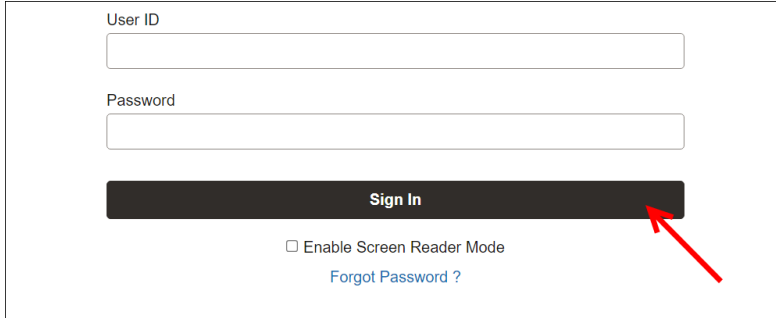


Leave of Absence Service Request Upload

❖ Part 1: Creating a Service Request for your Leave of Absence application

- Login to the [PeopleSoft Student Administration Self Service](#):



User ID

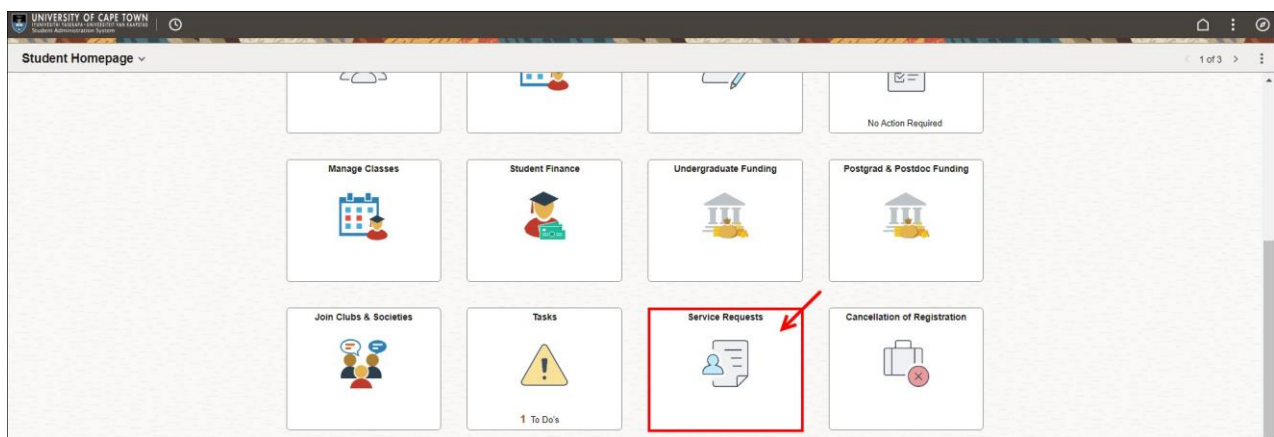
Password

Sign In

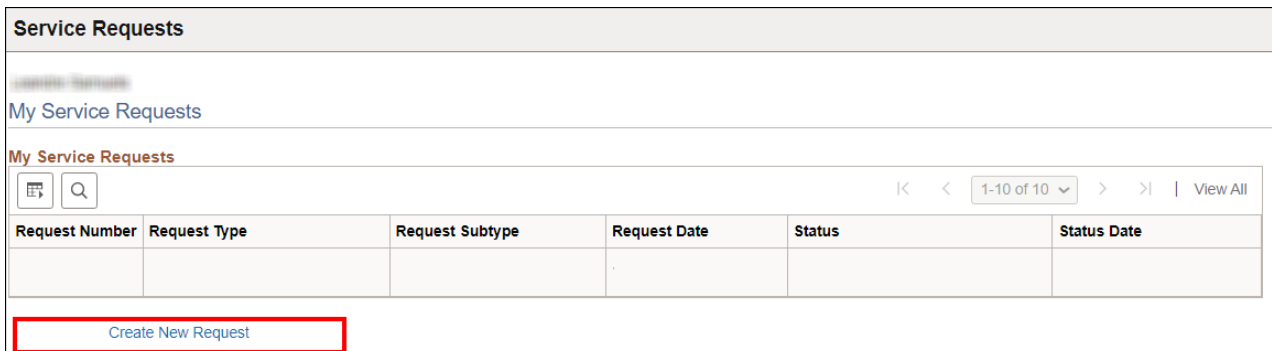
☐ Enable Screen Reader Mode

[Forgot Password ?](#)

- 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



Service Requests

Log out: [username]

[My Service Requests](#)

My Service Requests

1-10 of 10 | View All

| Request Number | Request Type | Request Subtype | Request Date | Status | Status Date |
|----------------|--------------|-----------------|--------------|--------|-------------|
| | | | | | |

[Create New Request](#)

- Click the **Create New Request** button

Service Requests

Academic Institution: University of Cape Town

Select a Request Category

Select a Request Category

| Request Category |
|---|
| <input type="radio"/> Registration Curriculum Approvals |
| <input type="radio"/> Change of Curriculum Applications |
| <input type="radio"/> Deferred Examination Applications |
| <input checked="" type="radio"/> Leave of Absence (LOA) Applications |
| <input type="radio"/> Thesis/Dissertation related matters |
| <input type="radio"/> International Student Pre-registration Applications |
| <input type="radio"/> Postgraduate Funding Student Enquiries |
| <input type="radio"/> PostDoctoral Fellow Enquiries |

Cancel Next >

- Select the **tick box** for Leave of Absence (LOA) Applications.
- Click the **Next** button once the tick box has been selected.

Service Requests

Select a Request Type

Select a Request Type

| Request Type |
|--|
| <input checked="" type="radio"/> Upload Leave of Absence Application |

Cancel < Previous Next >

- Select the **tick box** for Upload Leave of Absence Application.
- Click the **Next** button once the tick box has been selected.

Service Requests

Select a Request Subtype

Select a Request Subtype

| Request Subtype |
|--|
| <input checked="" type="radio"/> Upload Humanities LOA Application |

Cancel < Previous Next >

- Select the **tick box** for your relevant faculties **service request subtype**.
- 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 Save the Appropriate Leave of Absence form, followed by any supporting documents as a **single PDF**, and submit the form/document via a service request. You will be **required** to upload these forms/documents in a **single PDF attachment**.

Create Service Requests

[Go Back to Dashboard](#)

My Request Detail

| | | | |
|----------|-------------------------------------|--------------|-------------------------------------|
| Category | Leave of Absence (LOA) Applications | Type | Upload Leave of Absence Application |
| Subtype | Upload Humanities LOA Application | Request Date | 23/10/2024 |
| Status | Submission received | | |
| Comment | <div></div> | | |

File Attachments

1-1 of 1

Attachments

Audit

| Attached File | View | Add Attachment |
|---------------|------|----------------|
| | View | Add Attachment |

Submit

Cancel

- Click the **Add Attachment** button to upload your Leave of Absence application.

File Attachment

Choose File

No file chosen

Upload

Cancel

- 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



Note The Leave of Absence application form may be obtained on the [UCT Student Administrative Forms website](#).

Create Service Requests

Upload Leave of Absence Application

My Request Detail

Category Leave of Absence (LOA) Applications **Type** Upload Leave of Absence Application
Subtype Upload Humanities LOA Application **Request Date** 28/10/2024
Status Submission received
Comment Please review my attached Leave of Absence Application.

File Attachments

| Attached File | Description | View |
|----------------------------------|----------------------------------|------|
| Leave_of_Absence_Application.pdf | Leave_of_Absence_Application.pdf | View |

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

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

| Service Requests | | | | | |
|---|-------------------------------------|-----------------------------------|--------------|---------------------|-------------|
| Upload Leave of Absence Application | | | | | |
| My Service Requests | | | | | |
| My Service Requests | | | | | |
| <div> <div> <div></div> <div></div> </div> <div>1-11 of 11</div> <div>View All</div> </div> | | | | | |
| Request Number | Request Type | Request Subtype | Request Date | Status | Status Date |
| 270115 | Upload Leave of Absence Application | Upload Humanities LOA Application | 23/10/2024 | Submission received | 23/10/2024 |

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

❖ Part 2: Reviewing your Leave of Absence Service Request 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**.

| Service Requests | | | | | |
|-------------------------------------|---|-----------------------------------|--------------|----------------------------|-------------|
| My Service Requests | | | | | |
| My Service Requests | | | | | |
| | | 1-11 of 11 > View All | | | |
| Request Number | Request Type | Request Subtype | Request Date | Status | Status Date |
| 270115 | Upload Leave of Absence Application | Upload Humanities LOA Application | 23/10/2024 | Submission being processed | 23/10/2024 |

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

| Service Requests | | | | | |
|--|-------------------------------------|-----------------------------------|--------------|-----------------------|-------------|
| My Service Requests | | | | | |
| My Service Requests | | | | | |
| <div> <div> <div></div> <div></div> </div> <div> <div></div> <div></div> </div> </div> <div> <div></div> <div></div> </div> <div> <div></div> <div></div> </div> | | | | | |
| Request Number | Request Type | Request Subtype | Request Date | Status | Status Date |
| 270115 | Upload Leave of Absence Application | Upload Humanities LOA Application | 23/10/2024 | Submission Incomplete | 23/10/2024 |

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

| Service Requests | | | | | |
|--|-------------------------------------|-----------------------------------|--------------|---------------------|-------------|
| My Service Requests | | | | | |
| My Service Requests | | | | | |
| <div> <div> <div></div> <div></div> </div> <div>1-11 of 11</div> <div> <div><</div> <div>></div> <div>View All</div> </div> </div> | | | | | |
| Request Number | Request Type | Request Subtype | Request Date | Status | Status Date |
| 270115 | Upload Leave of Absence Application | Upload Humanities LOA Application | 23/10/2024 | Submission declined | 23/10/2024 |

- 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 | | | | | |
| <div> <div> <div></div> <div></div> </div> <div>1-6 of 6</div> <div> <div>></div> <div>> </div> </div> </div> <div>View All</div> | | | | | |
| 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.

❖ Part 3: Updating your Incomplete service request

Service Requests

My Service Requests

My Service Requests

< > 1-11 of 11 > > | View All

| Request Number | Request Type | Request Subtype | Request Date | Status | Status Date |
|----------------|-------------------------------------|-----------------------------------|--------------|-----------------------|-------------|
| 270115 | Upload Leave of Absence Application | Upload Humanities LOA Application | 23/10/2024 | Submission incomplete | 23/10/2024 |

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

Update Service Requests

My Request Detail

University of Cape Town

| | | | |
|-----------------|-------------------------------------|-----------------------|-----------------------|
| Category | Leave of Absence (LOA) Applications | Request Number | 270115 |
| Type | Upload Leave of Absence Application | Request Date | 23/10/2024 |
| Subtype | Upload Humanities LOA Application | Status | Submission incomplete |

| Status Date | Comment | By |
|-------------|---------|-------|
| 23/10/2024 | Test | Staff |

File Attachments

1-1 of 1

| Attached File | Description | View |
|----------------------------------|---|---|
| Leave_of_Absence_Application.pdf | <input type="text" value="Leave_of_Absence_Application.pdf"/> | View <input type="button" value="X"/> |

- 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.

Update Service Requests

My Request Detail

University of Cape Town

| | | | |
|-----------------|-------------------------------------|-----------------------|-----------------------|
| Category | Leave of Absence (LOA) Applications | Request Number | 270115 |
| Type | Upload Leave of Absence Application | Request Date | 23/10/2024 |
| Subtype | Upload Humanities LOA Application | Status | Submission incomplete |

| Status Date | Comment | By |
|-------------|---------|-------|
| 23/10/2024 | Test | Staff |

Add Comment
Update Last Comment

Enter Comment Below
I have attached the corrected documents

File Attachments

1-1 of 1

| Attached File | Description | View |
|----------------------------------|----------------------------------|------|
| Leave_of_Absence_Application.pdf | Leave_of_Absence_Application.pdf | View |

+

Save
Cancel

- 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

| Service Requests | | | | | |
|----------------------------------|-------------------------------------|-----------------------------------|--------------|--------------------------------|-------------|
| My Service Requests | | | | | |
| My Service Requests | | | | | |
| <div> 1-11 of 11 View All </div> | | | | | |
| Request Number | Request Type | Request Subtype | Request Date | Status | Status Date |
| 270115 | Upload Leave of Absence Application | Upload Humanities LOA Application | 23/10/2024 | Subsequent submission received | 23/10/2024 |

- Once your Leave of Absence appeal application has been saved with the updated documentation and comment, the status will be updated to **Subsequent submission received**.