

Creating PGFO Service Requests

The student step-by-step guide

For any postgraduate funding queries, please use the appropriate service request channel instead of the generic email addresses. This infographic provides instructions on how to log in to PeopleSoft and submit a Postgraduate Funding Office (PGFO) Service Request.

For a step by step user guide, use this document [click for redirect]

- Postgraduate Funding Office (PGFO)
- PG Student



Login to PeopleSoft Website

Stage 1

1 Student

Visit UCT Website

Visit the official UCT Website at www.uct.ac.za

Platform: UCT Website

2 Student

Select the "Students" Tab

Click the Student Tab at the top of the main page of the UCT website

3 Student

Choose "Student" Option

Scroll down and select I am a "Student" from the drop-down menu

4 Student

Select "PeopleSoft"

Select And I want "To Access PeopleSoft" in the second drop-down list

Platform: PeopleSoft

5 Student

PeopleSoft Login Portal

The PeopleSoft Login page is now open on your screen. You will see two fields to enter your unique Student ID and Password

6 Student

Enter Student ID and Password

Enter Student User ID in field using *UPPER CASE*, then enter your UCT Password in the password field. Finally, click the "Sign in" button to open the Student Homepage

7 Student

Student Homepage

You have successfully opened the Student Homepage

Platform: PeopleSoft - Student Home Page

Create a Service Request

Stage 2

8 Student

Click Service Request and Create New

Find the "Service Request" tile then click "Create New Request"

9 Student

Select the Request Category

Select "PGFO Funding Service Requests" listed in the Request Category then click "Next"

10 Student

Select your "Request Type"

A list of Request Types will display. Click on "View All" to view all request types available. Select the Request Type that is applicable for the service you are requesting. Finally, click Next

11 Student

Select your "Request Sub-Type"

NOTE: Each Request Type has multiple sub-types. Click the arrow in the left corner to scroll through options or select "View All" to see them all

"Next"
Click on Next once the request subtype is selected

"Previous"
Click on Previous to go back to the previous screen

12A PGFO

Arrive on "My Request Detail" Screen

The Request Detail screen will show:

- You can add your comments in the comment box
- Attach files to the Service Request by clicking the "Add Attachment" hyperlink (option to add application forms or supporting docs)
- Option to remove attachment by clicking the "-" icon
- Click the "Submit" button to submit the service request

Platform: PeopleSoft - My Request Detail Page

13 PGFO

Submission received by PGFO

Service Request are assigned directly to staff members in the PGFO who are best equipped to respond to them - they will receive a system notification

14 PGFO

PGFO process the Service Request

Once the Service Request is submitted it will be received by the Postgraduate Funding Office for processing

15 Student

PGFO change the status of the Request

1. Received: You have submitted the Service Request and it has been received by the PGFO.
2. Assigned: The Service Request has been reviewed and is assigned to an advisor in the PGFO for review.
3. Rejected: The request has been reviewed and rejected by the advisor in the PGFO. A comment will be added and you need to submit a new Service Request.
4. Reviewed: The request has been reviewed and moved forward to the next reviewer in PGFO.
5. Enrolled: Data is captured and you are officially enrolled.

Optional

Track the Status of your Service Request

Track the status of your request under "My Service Requests" by clicking the Service Request tile. Status and Status Date will show. You will also receive email notifications. Review comments box for PGFO feedback.

C Student

SAVE

Click Save

Click the "save" button once the service request is updated

B Student

My Request Detail page will display

This screen will allow you to Add Comment, Update Last Comment, View attachments and Add attachment to the service request.

A Student

Make updates to your Service Request

If you need to make updates to the Service Request, click on the "Request Type" Hyperlink

Modify your Service Request

Optional