

## 1. What is my NSFAS status?

Please log in on your MyNSFAS account to check your status ([www.nsfas.org.za](http://www.nsfas.org.za)).

## 2. I forgot my password for my MyNSFAS account. What should I do?

Click on the 'Forgot password' link:

### NSFAS online application

Login    Create account    **Forgot password**

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**Forgot your password?**  
Recover your account in seconds.


ID number

I still have access to my:

Contact number

Email address

None of the above

I'm not a robot  reCAPTCHA  
Privacy - Terms

**Send code**

Follow the steps provided by NSFAS.

## 3. Do I have to pay for registration if my NSFAS funds were approved?

No, you do not have to pay for registration if your NSFAS funds are approved. Please note that Financial Aid will allocate your NSFAS funding on the UFS system, which will lift the registration pre-payment block for you to register without making any payment. Once the allocation is done, you will receive an SMS message to notify you.

## 4. I am funded by NSFAS – what should I do next?

The Financial Aid office at the UFS requests complete funded lists from NSFAS on a regular basis. Validation checks are done and a NSFAS allocation is made to qualifying students on the UFS system. Once the allocation is made, Financial Aid will inform the students via an SMS message. Please note that approximately five hours after allocation of the NSFAS funds, the registration prepayment block will lift automatically. You are now ready to register.

**5. I am a NSFAS-funded student but did not receive an SMS from Financial Aid to confirm that my allocation was done. What should I do if I still need to register?**

- Please be patient.
- Make sure that your cellphone number is correct on the University's system. If you need to correct your number, please visit Student Academic Services.
- However, if your funding has been approved by NSFAS for 2 weeks and you have not received the SMS, please visit the Financial Aid station/help desk.

**6. I did not receive the NSFAS allocation SMS from the UFS, and the period for registration given to me when accepting the offer for admission has passed. Can I still register?**

Please continue with online registration once you have received the SMS confirming your allocation.

**7. I am a NSFAS student and I have outstanding fees. Will I be allowed to register?**

The university is aware of your situation and will take the amount payable by NSFAS into consideration when you want to register. Please note that you will have to contact the **Student Finance** division.

**8. I paid my own registration fees and received NSFAS thereafter. Can I get a refund?**

Yes. However, you will have to apply for a refund. Financial Aid will communicate to all NSFAS students when refund requests may be submitted for registration fees paid. Any fees not paid by NSFAS (for example, fines, doctor's fees, etc.) will be deducted from the amount paid and only the balance will be refunded. All refund requests for NSFAS students must be submitted to Financial Aid. Please note that a closing date for the submission of refund requests will be applicable.

**9. When will I receive my first NSFAS allowances?**

The NSFAS allowance payment process will depend on NSFAS and if a third party service provider will be used for the payments. Please contact the UFS Financial Aid office for more information relating to your allowance payments:

Bloemfontein campus: [FinAidenquiriesBfn@ufs.ac.za](mailto:FinAidenquiriesBfn@ufs.ac.za)

South campus: [FinAidenquiriesSouth@ufs.ac.za](mailto:FinAidenquiriesSouth@ufs.ac.za)

Qwaqwa campus: [FinAidQwa@ufs.ac.za](mailto:FinAidQwa@ufs.ac.za)

Contact number: 051 401 9111 (option 3)

## 10. What NSFAS allowances do I qualify for?

Accommodation type	Allowances Type				
	Learning Materials Allowances	Living Allowances	Personal Care Allowances	Accommodation Allowances	Transport Allowances
University managed and catered	R5,460	n/a	n/a	Capped metros R66,500 capped other areas R57 500	n/a
University managed and catering	R5,460	R16,500.00	n/a	Capped R50 000 metros and R41 000 other areas	n/a
Living with relatives (not in private accommodation)	R5,460	R16,500.00	n/a	n/a	R7,875
Private off campus accredited accommodation	R5,460	R16,500.00	n/a	Capped to R50,000 metros and 41 000 other area Region(with lease agreement)	n/a

## 11. How will NSFAS allowances be paid?

The NSFAS allowance payment process will depend on NSFAS and if a third party service provider will be used for the payments. Please contact the UFS Financial Aid office for more information relating to your allowance payments:

Bloemfontein campus: [FinAidenquiriesBfn@ufs.ac.za](mailto:FinAidenquiriesBfn@ufs.ac.za)

South campus: [FinAidenquiriesSouth@ufs.ac.za](mailto:FinAidenquiriesSouth@ufs.ac.za)

Qwaqwa campus: [FinAidQwa@ufs.ac.za](mailto:FinAidQwa@ufs.ac.za)

Contact number: 051 401 9111 (option 3)

NSFAS private accommodation allowance will be paid to the **landlord**.

## 12. I did not obtain my higher certificate last year and have to repeat some modules. Will I qualify for NSFAS?

You may still qualify for NSFAS funding however please note that you will be using your extra year provided through the N+1 period to repeat your modules.

## 13. Does NSFAS pay private accommodation deposits?

No, NSFAS does not pay private accommodation deposits or residence deposits.

14. How do I apply for private accommodation?

Please visit [www.ufs.ac.za](http://www.ufs.ac.za) for a complete guide:

Click on Students

Click on Financial Aid

### **15. How will the accredited private accommodation work?**

If your landlord is not accredited, please refer him/her to the Department of Housing and Residence Affairs. No payments will be made to landlords who are not accredited.

### **16. Will NSFAS pay all my fees?**

NSFAS does not pay for the following:

- Outstanding balances
- Fines
- Doctor's fees
- Breakage costs
- Fridge rental, etc.

### **17. I am funded by NSFAS but will study a course that is not funded by NSFAS. What should I do?**

Your NSFAS funding is subject to you registering for a NSFAS-funded course. If you want to register for a course that is not funded by NSFAS, you will be unfunded.

If you want to register for a course that is not funded by NSFAS, you will have to find another source of funding and pay your own registration fees.

Courses not funded by NSFAS is for example bridging courses such as University Access Programmes / University Preparation Programmes, Postgraduate studies, etc.

Please note that NSFAS-funded students who are registered or would like to register for courses **not funded** by NSFAS, will be handled as follows:

- Students must make the minimum required registration payment to register.
- NSFAS funding for students will be cancelled or not allocated if they are registered or open for courses not funded by NSFAS.
- If students have registered with NSFAS funding, they will be deregistered and requested to make the minimum payment before being registered again.

### **18. When will my landlord receive my private accommodation payment?**

The payment of all private accommodation allowance will be paid directly to private accommodation **service providers**.

You must apply online for your private accommodation. It is compulsory to upload your rental agreement, proof of home address, affidavit from landlord confirming that you are not immediate family members and that the landlord is not a UFS staff member.

If your private accommodation application is approved by the 25th of a month your landlord will receive payment from your move in date up to date during the first week of the following month and thereafter your landlord will receive monthly payments until November.

**19. How will I know if my private accommodation application status has changed?**

You will immediately receive an email on your *ufs4life email* address when your status change.

**20. What should I do if my private accommodation application is incomplete?**

Please log in on your Student Self Service. The reasons for your incomplete application will be listed under your private accommodation application. Please correct the application and resubmit. Please do not resubmit if the application was not corrected. Please visit the website for clear explanations on the reasons for incomplete applications if you are unsure what is expected from you.

**Please note that no payment will be made before your private accommodation application is approved.**

**21. When is the closing date for NSFAS private accommodation applications?**

The closing date for applications for private accommodation will be confirmed soon.

**22. I qualify for NSFAS transport allowance. What do I do to receive this allowance?**

NSFAS students who qualify for transport allowance will receive an sms message to complete an online application on the student self-service once the process commence.

The closing date for the application will be confirmed soon.

**❖ Merit Awards**

**23. Do I have to apply for a merit award?**

You do not have to apply for a merit award. The system will identify qualifying students and you will receive an SMS message to inform you of the amount you qualify for.

**24. How do you determine who qualifies for a merit award?**

Please visit [www.ufs.ac.za](http://www.ufs.ac.za) for complete information regarding the merit award.

Click on Students

Click on Financial Aid

**25. Can I use my merit award to register?**

Yes, you can use your merit award to pay for registration or a part of your registration fee, depending on the amount received.

**26. For how long will my merit award be valid?**

The merit award will be valid for five years.

### **27. When will my merit award be paid?**

The merit award payment will be done after registration.

### **28. Is the merit award refundable?**

- NSFAS students cannot receive a refund on the merit award, since NSFAS is the last resort of funding and will only pay what the student needs.
- When a student has another bursary, it will depend on the donor.
- If the tuition fee account has been paid in full by the student, parents or guardian, then any possible credit may be refundable.

### **29. I was a final-year student and received a merit award. Do I have access to the funds?**

You have to register again for a qualifying course in order for the merit award to be paid to your tuition fee account. The merit award is valid for five years.

## **❖ Financial Aid**

### **30. I am in need of funding. What should I do?**

Please visit [www.ufs.ac.za](http://www.ufs.ac.za) for bursary information:

Click on Students

Click on Financial Aid

### **31. Where do I find Student Academic Services?**

You can visit Student Academic Services at the following venues:

Bloemfontein Campus: George du Toit Administration Building, First Floor

Qwaqwa Campus: Administration Building, Ground Floor

### **32. Where do I find Financial Aid?**

You can visit Financial Aid at the following venues:

Bloemfontein Campus: George du Toit Administration Building, First Floor

Qwaqwa Campus: Administration Building, Ground Floor, Room 17

### **33. Where do I find Student Finance?**

You can visit Student Finance at the following venues:

Bloemfontein Campus: George du Toit Administration Building, First Floor

Qwaqwa Campus: Administration Building, Ground Floor