SERVICE REQUEST MANAGEMENT

USER MANUAL

Inspiring excellence, transforming lives through quality, impact, and care.

UNIVERSITY OF THE
FREE STATE
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VRYSTAAT
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STEP 1

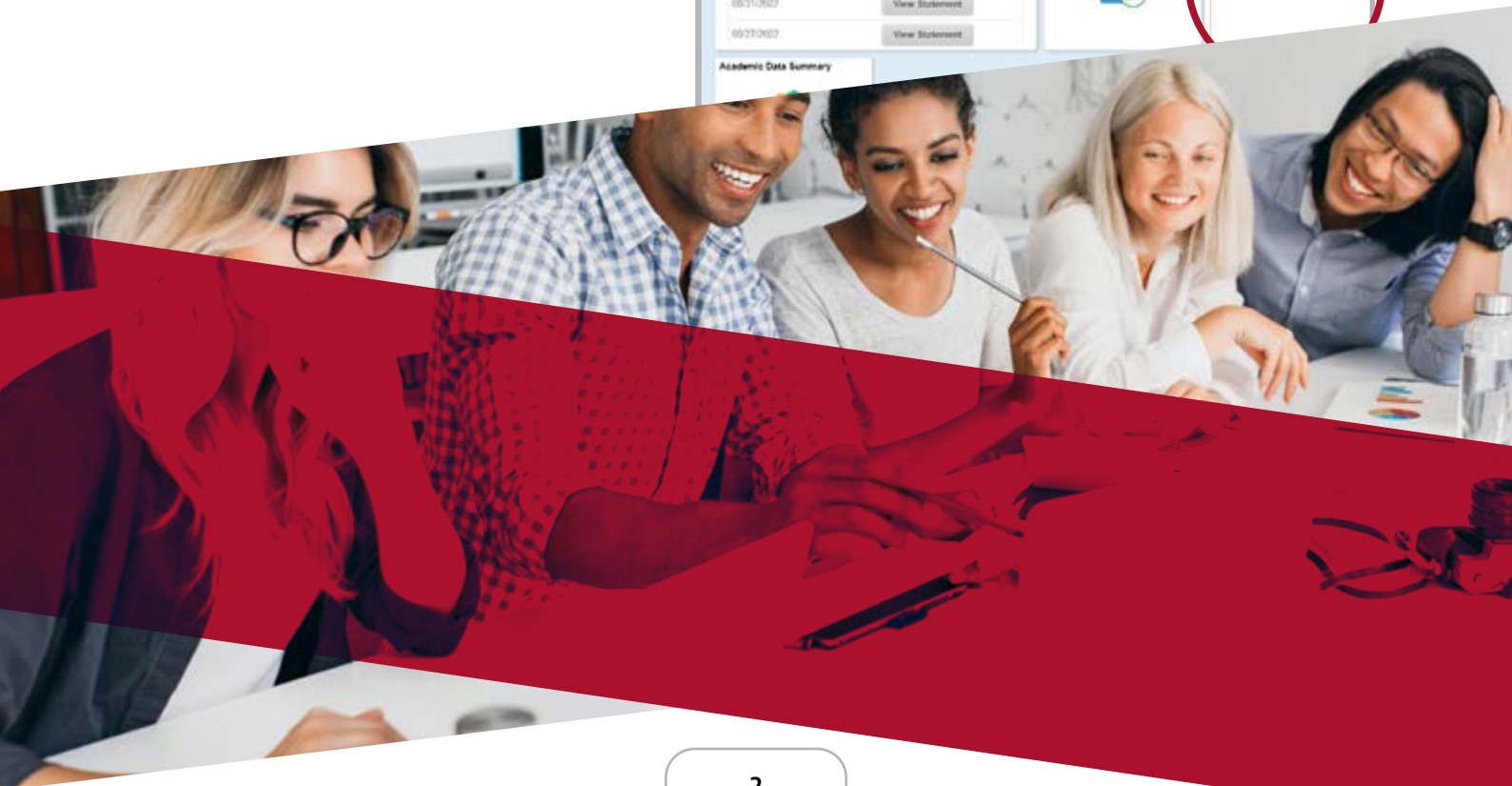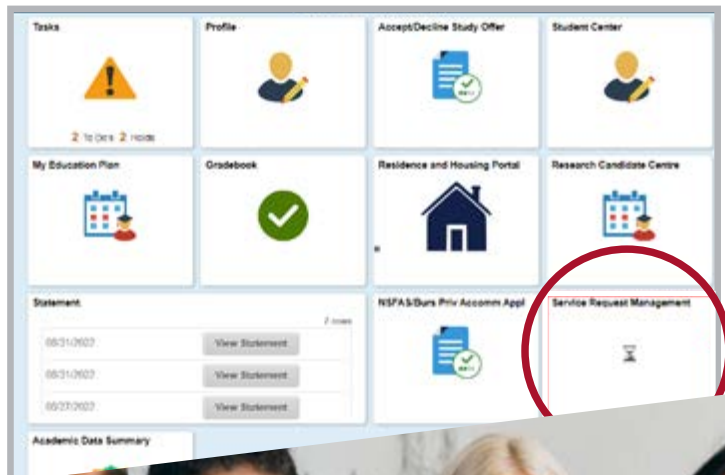User must navigate to the login page using below link:
https://pssa.ufs.ac.za/psp/csprd/?cmd=login&languageCd=ENG&
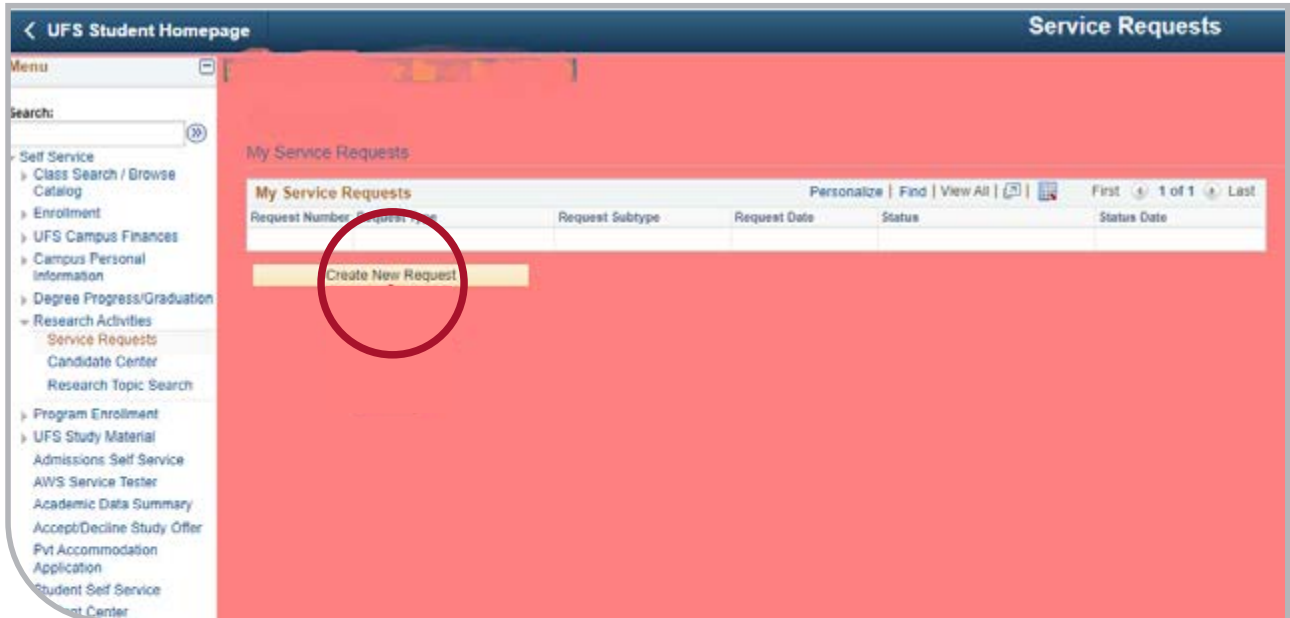

STEP 2

Enter Username and Password:

STEP 3

Once the user has successfully logged in, the user must navigate to the
"Service Request Management" tile.

STEP 4

On click of the **"Service Request Management"** tile the user can now create new request.

STEP 5

On click of the Create New Request button the user is now ready to create and submit the service request.

STEP 6

To create a New Service Request, follow below steps:

A *Select Academic Institution.*

B *Select Request Category*
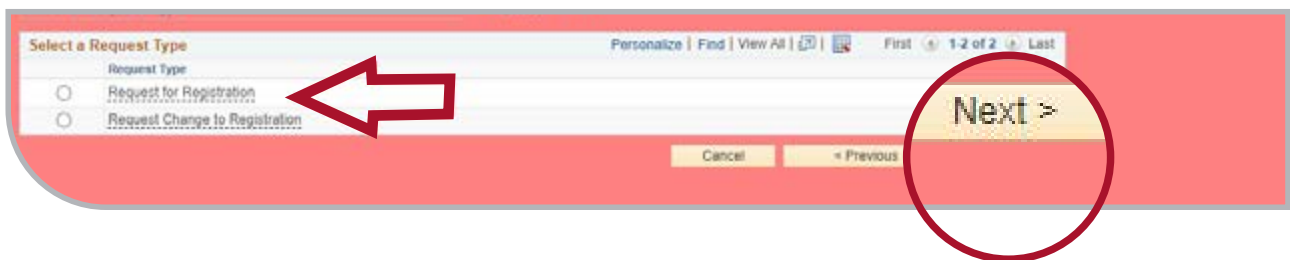
C *Click on the next button to proceed*

STEP 7

On click of the **"Next"** button, user will be directed to the Request Type page. On this page the user can select the type of request.

Select a Request Type — Personalize | Find | View All | 🔢 | 📊   First ④ 1-2 of 2 ④ Last

	Request Type
○	Request for Registration
○	Request Change to Registration

Cancel   < Previous   Next >

STEP 8
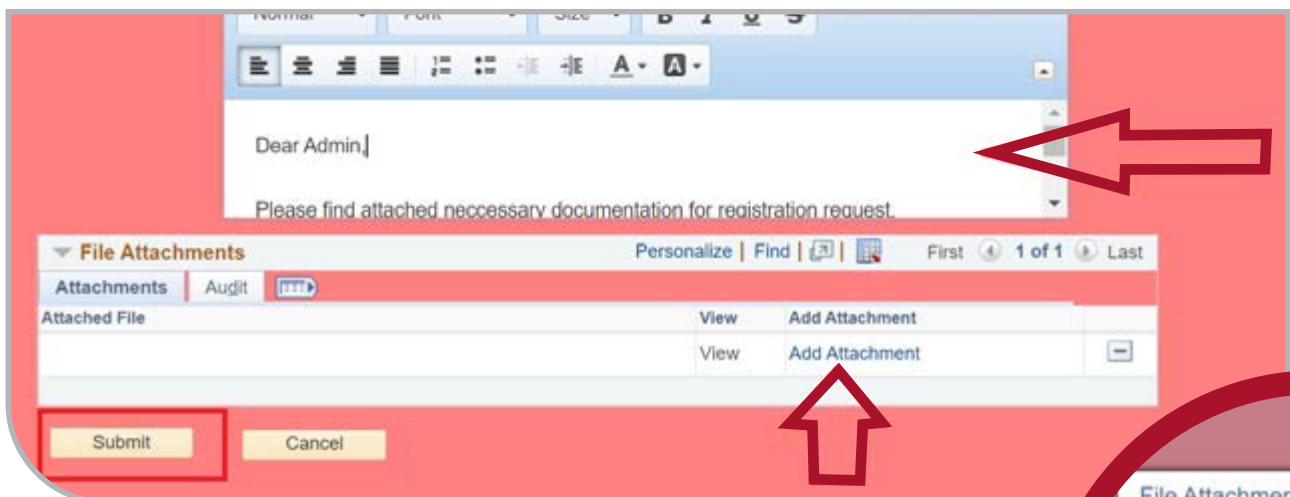
After selecting the Request Type, the user can proceed by clicking **Next** button.

Select a Request Type — Personalize | Find | View All | 🔢 | 📊   First ④ 1-2 of 2 ④ Last

	Request Type
○	Request for Registration
○	Request Change to Registration

Cancel   < Previous

Next >

STEP 9

On click of the **"Next"** button, the user will be directed to the My Request Detail page. On this page the user can Add comments and attach necessary documentation and submit the request by clicking submit button.
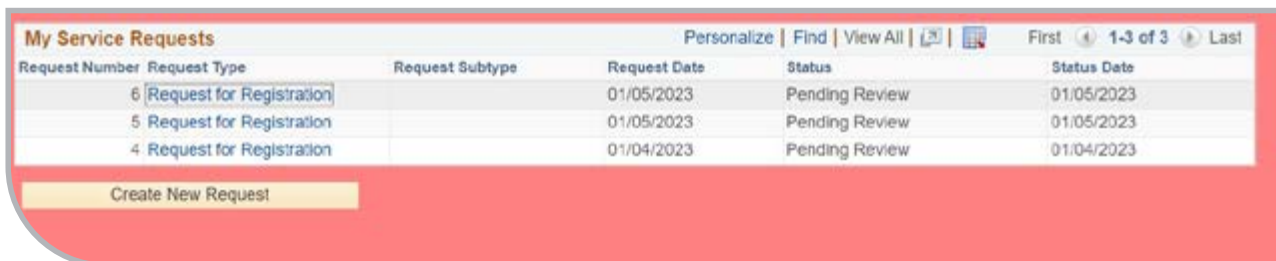
Normal ▾   Font ▾   Size ▾   **B** *I* U S

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Dear Admin,

Please find attached neccessary documentation for registration request.

▾ File Attachments — Personalize | Find | 🔢 | 📊   First ④ 1 of 1 ④ Last

Attachments	Audit	
Attached File	View	Add Attachment
	View	Add Attachment	⊟

Submit   Cancel

File Attachment

Choose File   No file chosen

Upload   Cancel

t neccessary documentation for re

STEP 10

Once the user has submitted the request, they can track the progress by click the submitted request.

My Service Requests			Personalize | Find | View All | 🔤 | 🔳		First ◀ 1-3 of 3 ▶ Last
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
6	Request for Registration		01/05/2023	Pending Review	01/05/2023
5	Request for Registration		01/05/2023	Pending Review	01/05/2023
4	Request for Registration		01/04/2023	Pending Review	01/04/2023

Create New Request

STEP 11

Once the user is done with the Registration request, the user can select **"Request change to Registration"**. And follow the same steps.

Select a Request Type 1 — 2 — 3

Select a Request Type	Personalize | Find | View All | 🔤 | 🔳	First ◀ 1-2 of 2 ▶ Last
	Request Type	
○	Request for Registration	
◉	Request Change to Registration	

Cancel   < Previous   Next >