

# ***SERVICE REQUEST MANAGEMENT***

## **USER** MANUAL

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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&>

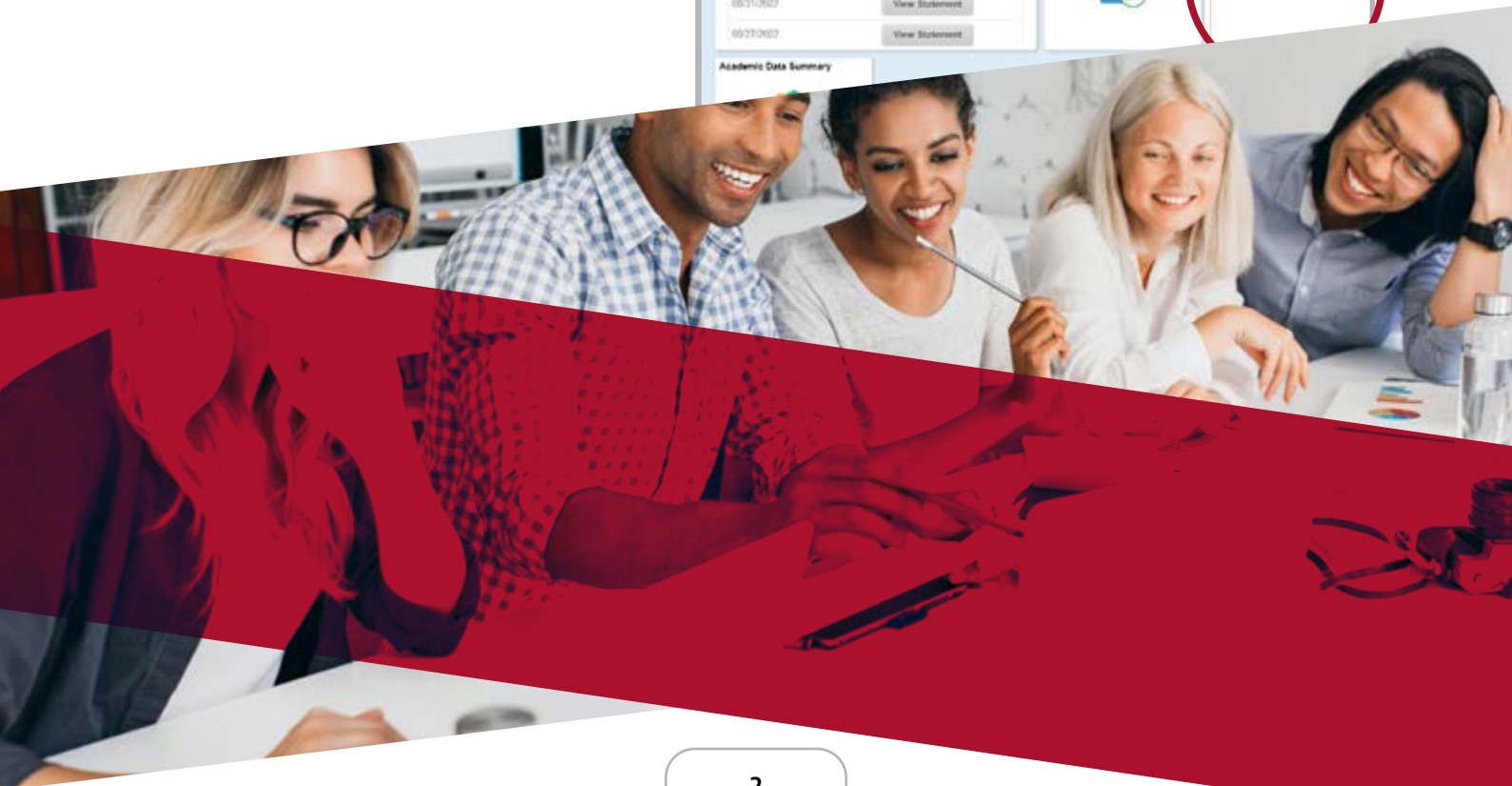
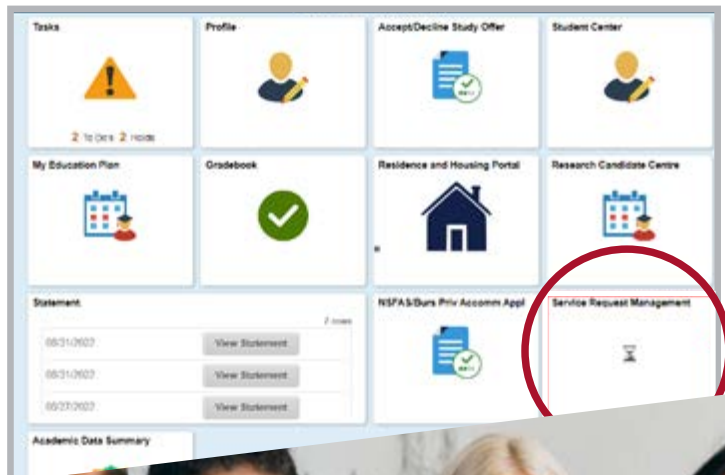
The image shows the Oracle PeopleSoft login interface. At the top, the Oracle PeopleSoft logo is displayed. Below it, there are input fields for 'User ID' (containing '20175') and 'Password' (masked with asterisks). A 'Select a Language' dropdown menu is set to 'English'. A green 'Sign In' button is located below the password field. At the bottom, there are links for 'Enable Screen Reader Mode' and 'Set Trace Flags'.

## STEP 2

Enter Username and Password:

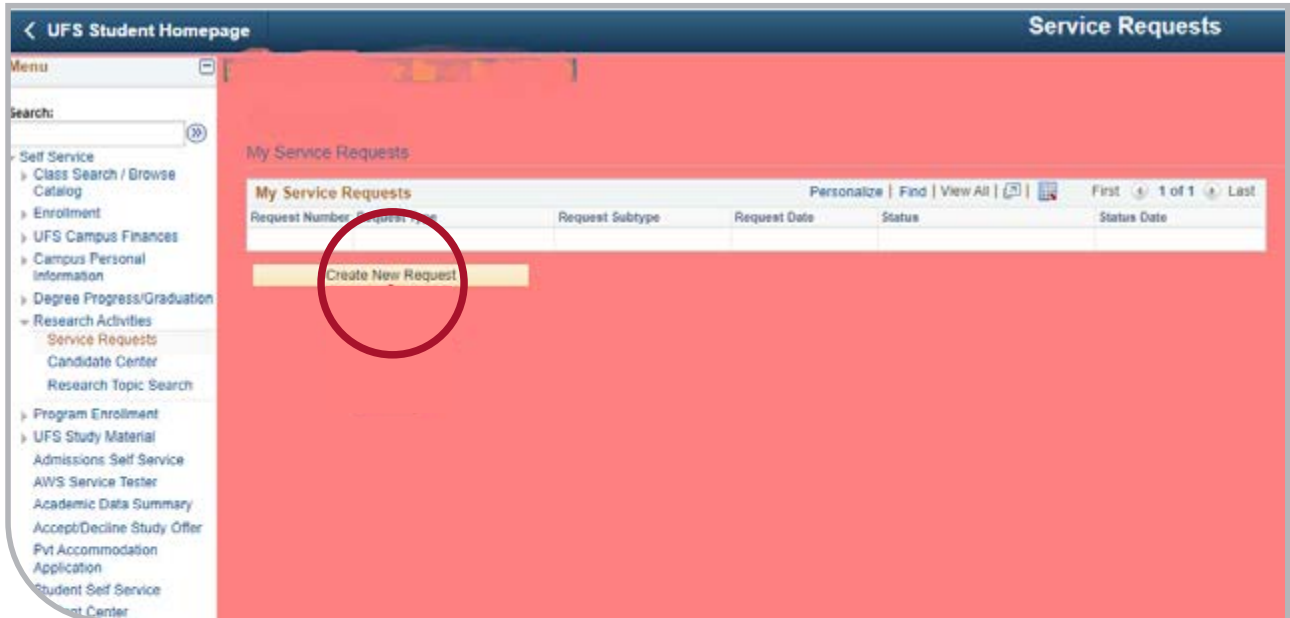
## STEP 3

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.



To create a New Service Request, follow below steps:

## STEP 6

- A** Select Academic Institution.
- B** Select Request Category
- C** Click on the next button to proceed



## STEP 7

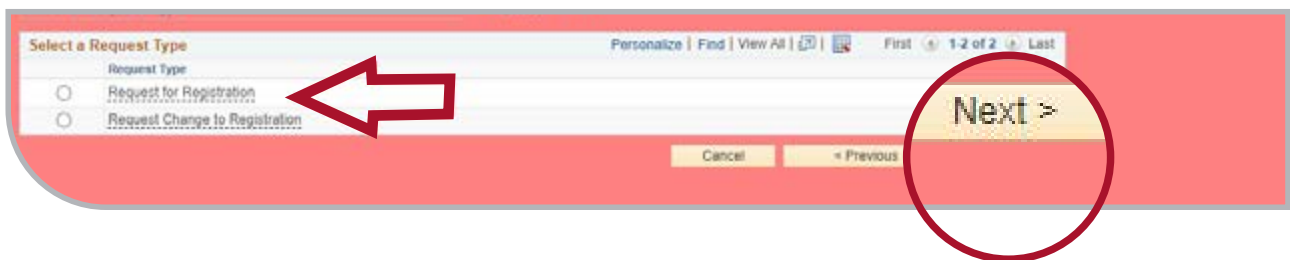
On click of the **“Next”** button, user will be directed to the Request Type page. On this page the user can select the type of request.



The screenshot shows a web interface titled "Select a Request Type". It has a header with "Personalize | Find | View All | First 1 of 2 Last". Below the header, there are two radio buttons under the label "Request Type": "Request for Registration" and "Request Change to Registration". A red arrow points to the "Request for Registration" radio button. At the bottom, there are three buttons: "Cancel", "< Previous", and "Next >".

## STEP 8

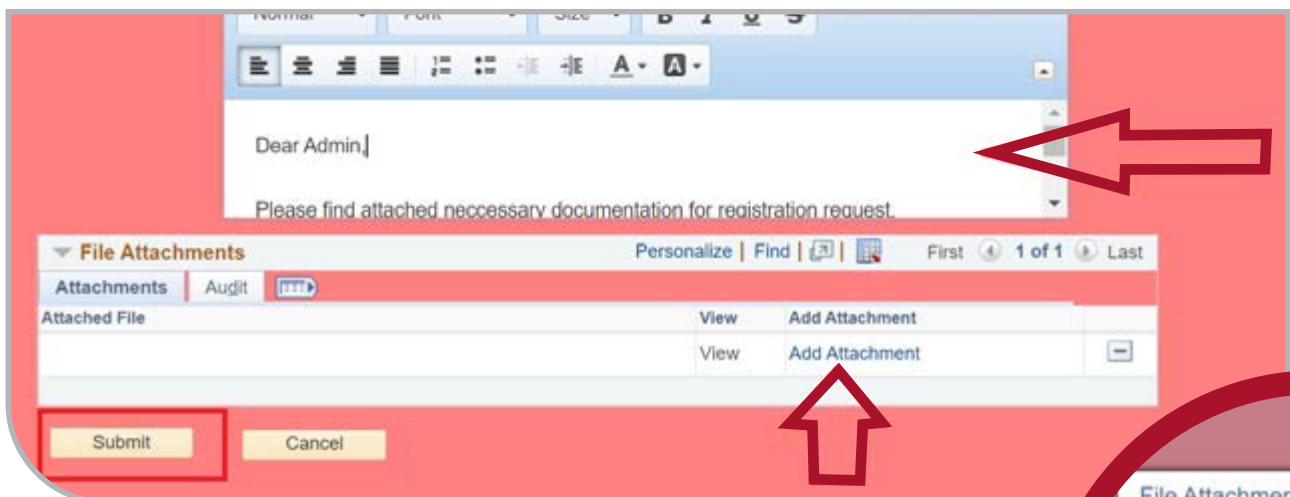
After selecting the Request Type, the user can proceed by clicking **Next** button.



This screenshot is identical to the one in Step 7, showing the "Select a Request Type" page. In this step, a red circle highlights the "Next >" button at the bottom right of the page.

## 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.

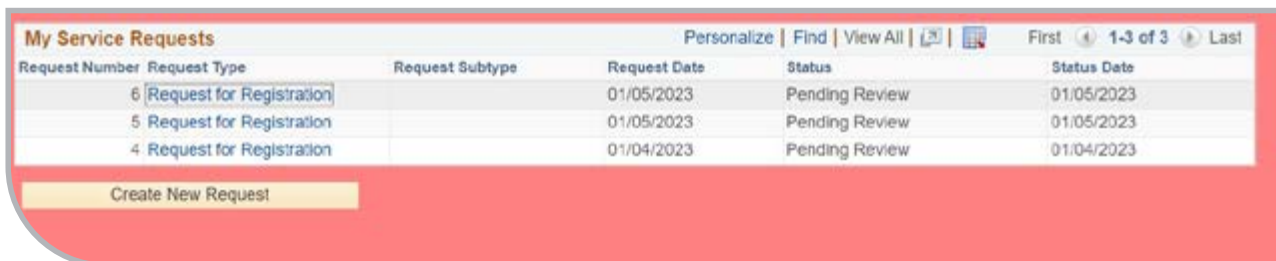


The screenshot shows the "My Request Detail" page. It has a header with "Personalize | Find | First 1 of 1 Last". Below the header, there is a text area with the content "Dear Admin|" and "Please find attached necessary documentation for registration request.". Below the text area, there is a section titled "File Attachments" with a table. The table has two columns: "Attached File" and "View". There are two rows in the table, each with a "View" link and an "Add Attachment" link. At the bottom, there are two buttons: "Submit" and "Cancel". A red arrow points to the "Submit" button.



## 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
<input type="radio"/> Request for Registration
<input checked="" type="radio"/> Request Change to Registration

Cancel < Previous Next >



For further assistance contact Student Service Centre **051 401 9111** or **studentadmin@ufs.ac.za**