



SERVICE REQUEST MANAGEMENT **USER MANUAL**

2025



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How to access and use your Service Request Management

LOGIN

Navigate to the login page using the below link:

<https://myapplication.ufs.ac.za>

ORACLE[®] PeopleSoft

User ID

Password

Select a Language

English

Sign In

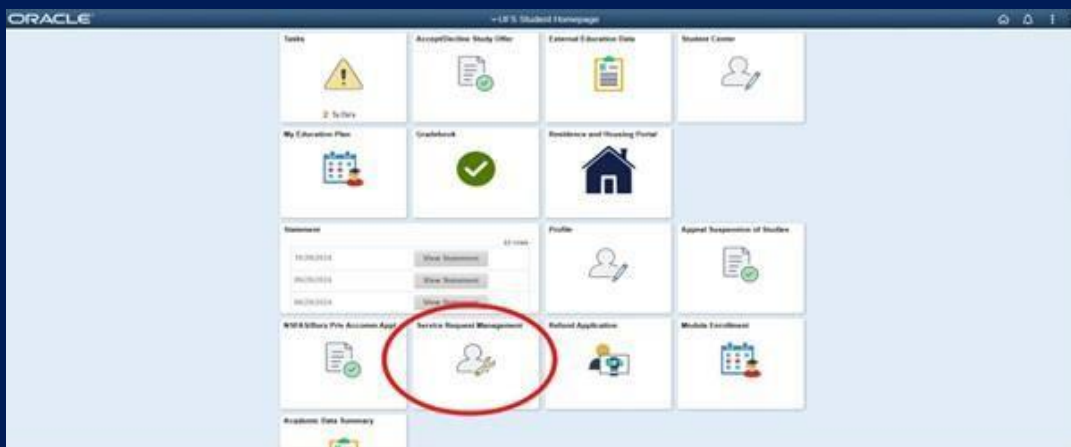
☐ Enable Screen Reader Mode

[Set Trace Flags](#)

Enter Username & Password:

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

SELECT S.R.M



STEP 1

By clicking on the '**Service Request Management**' tile the user can now create a new request.

The screenshot shows the 'UFS Student Homepage' with a 'Service Requests' header. On the left is a 'Menu' with various options. The main area is titled 'My Service Requests' and contains a table with columns: Request Number, Request Type, Request Subtype, Request Date, Status, and Status Date. Below the table is a yellow button labeled 'Create New Request', which is circled in red.

STEP 2

By clicking on the '**Create New Request**' button the user is now ready to create and submit the service request.

The screenshot shows the 'UFS Student Homepage' with a 'Service Requests' header. On the left is a 'Menu' with various options. The main area is titled 'My Service Requests' and contains a table with columns: Request Number, Request Type, Request Subtype, Request Date, Status, and Status Date. Below the table is a yellow button labeled 'Create New Request', which is circled in red.

STEP 3

To create a '**New Service Request**', follow below steps:

The screenshot shows the 'UFS Student Homepage' with a 'Service Requests' header. On the left is a 'Menu' with various options. The main area is titled 'My Service Requests' and contains a table with columns: Request Number, Request Type, Request Subtype, Request Date, Status, and Status Date. Below the table is a yellow button labeled 'Create New Request', which is circled in red.

- A** Select academic institution.
- B** Select request category.
- C** Click on the next button to proceed.

STEP 4

By clicking on the '**Next**' button, the user will be directed to the 'Request Type' page. On this page the user can select the type of request.

The screenshot shows the 'UFS Student Homepage' with a 'Service Requests' header. On the left is a 'Menu' with various options. The main area is titled 'My Service Requests' and contains a table with columns: Request Number, Request Type, Request Subtype, Request Date, Status, and Status Date. Below the table is a yellow button labeled 'Create New Request', which is circled in red.

STEP 5

After selecting the request type, the user can proceed by clicking the 'Next' button.

UFS Student Homepage

Service Requests

Menu

Search:

Select a Request Type

Select a Request Type

Request Type

☐ Request Change to Registration

☐ Request for Registration

Cancel < Previous Next >

By clicking on 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 the 'Submit' button.

STEP 6

Comment

Normal - Font - Size - B I U S

Dear Admin

Please find attached necessary documentation.

File Attachments

Attachments Audit

Attached File View Add Attachment

View Add Attachment

Submit Cancel

STEP 7

Once the user has submitted the request, the progress can be tracked by clicking on the submitted request.

UFS Student Homepage

Service Requests

Menu

Search:

My Service Requests

My Service Requests

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
1813	Request for Registration		12/10/2024	Pending Review	12/10/2024

Create New Request

Once the user is done with the the registration request, 'Request Change to Registration' can be selected, following the same steps.

STEP 8

UFS Student Homepage

Service Requests

Menu

Search:

Select a Request Type

Select a Request Type

Request Type

☐ Request Change to Registration

☐ Request for Registration

Cancel < Previous Next >