



SERVICE REQUEST MANAGEMENT **USER MANUAL**

2025



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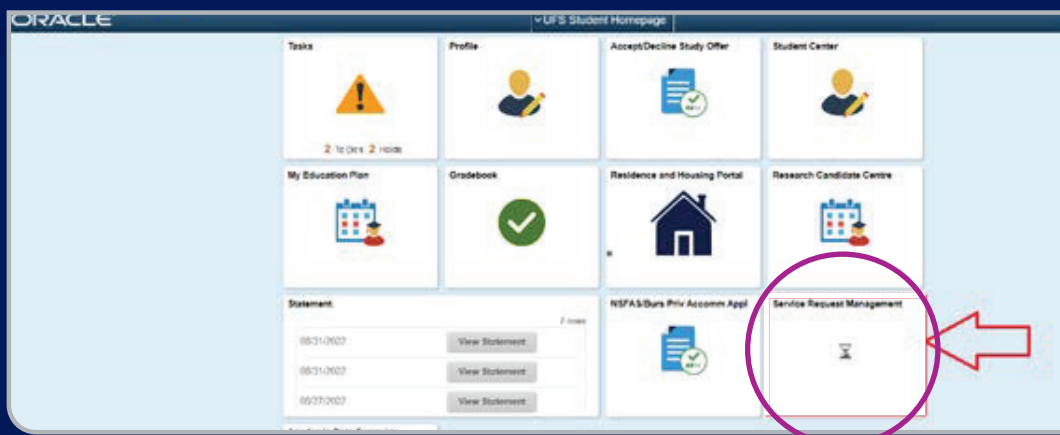
How to access and use your Service Request Management

LOGIN

Navigate to the login page using the below link:
<https://pssa.ufs.ac.za/psp/csprd/?cmd=login&languageCd=ENG&>

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' section. A red circle highlights the 'Create New Request' button. The page includes a menu on the left and a table of 'My Service Requests'.

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

STEP 2

The screenshot shows the 'Select a Request Category' page. The 'Registration' category is selected. The page includes a menu on the left and a table of 'My Service Requests'.

STEP 3

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

The screenshot shows the 'Select a Request Category' page with annotations A, B, and C. Annotation A points to the 'Academic Institution' dropdown menu. Annotation B points to the 'Registration' category. Annotation C points to the 'Next >' button.

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

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.

STEP 4

The screenshot shows the 'Select a Request Type' page. The 'Request for Registration' option is selected. The page includes a menu on the left and a table of 'My Service Requests'.

STEP 5

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

Select a Request Type

Request Type

☐ Request for Registration

☐ Request Change to Registration

Next >

Cancel Previous

STEP 6

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.

Dear Admin|

Please find attached necessary documentation for registration request.

File Attachments

Attachments Audit

Attached File View Add Attachment

Submit Cancel

File Attachment

Choose File No file chosen

Upload Cancel

STEP 7

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

My Service Requests

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 8

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

Select a Request Type

Request Type

☐ Request for Registration

☒ Request Change to Registration

Next >

Cancel Previous