

SERVICE REQUEST MANAGEMENT **USER MANUAL**



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VISION **130**
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UNIVERSITY OF THE
FREE STATE
UNIVERSITEIT VAN DIE
VRYSTAAT
YUNIVESITHI YA
FREISTATA



HOW TO ACCESS AND USE YOUR SERVICE REQUEST MANAGEMENT

STEP 1

Click **HERE** to open the PeopleSoft Campus Solutions student portal.

https://pssa.ufs.ac.za/psp/csprd/EMPLOYEE/HRMS/c/SA_LEARNER_SERVICES.SSS_STUDENT_CENTER.GBL?cmd=login&languageCd=ENG&

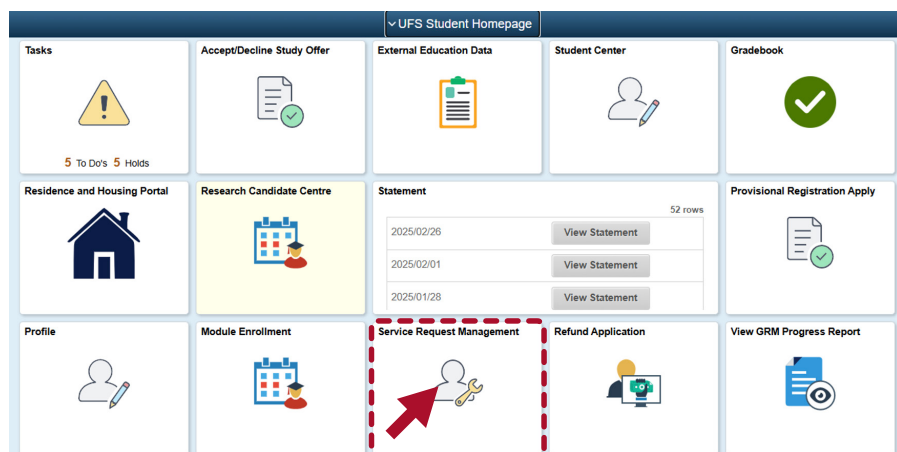


STEP 2

Log in using your student details: Student number and password.

STEP 3

Once logged in, you will see a tile titled **'Service Request Management'** on the home page. Click on the tile to navigate to the task.



STEP 4

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. 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 with a dashed blue line.

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

STEP 5

The screenshot shows the 'Select a Request Category' form. It has a header 'Select a Request Category' and a sub-header 'Select a Request Category'. Below is a dropdown menu for 'Request Category'. At the bottom right are 'Cancel' and 'Next >' buttons.

STEP 6

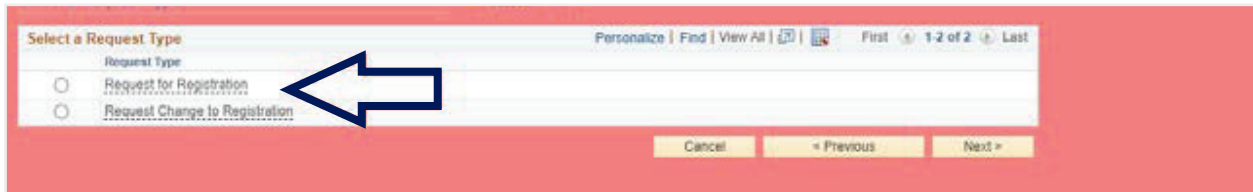
To create a **'New Service Request'** just follow these steps:

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

The screenshot shows the 'Select a Request Category' form with three annotations: **A** points to the 'Academic Institution' dropdown menu (which is set to 'University of the Free State'), **B** points to the 'Request Category' dropdown menu (which has 'Registration' selected), and **C** points to the 'Next >' button.

STEP 7

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.



Select a Request Type

Personalize | Find | View All | First | 1-2 of 2 | Last

Request Type

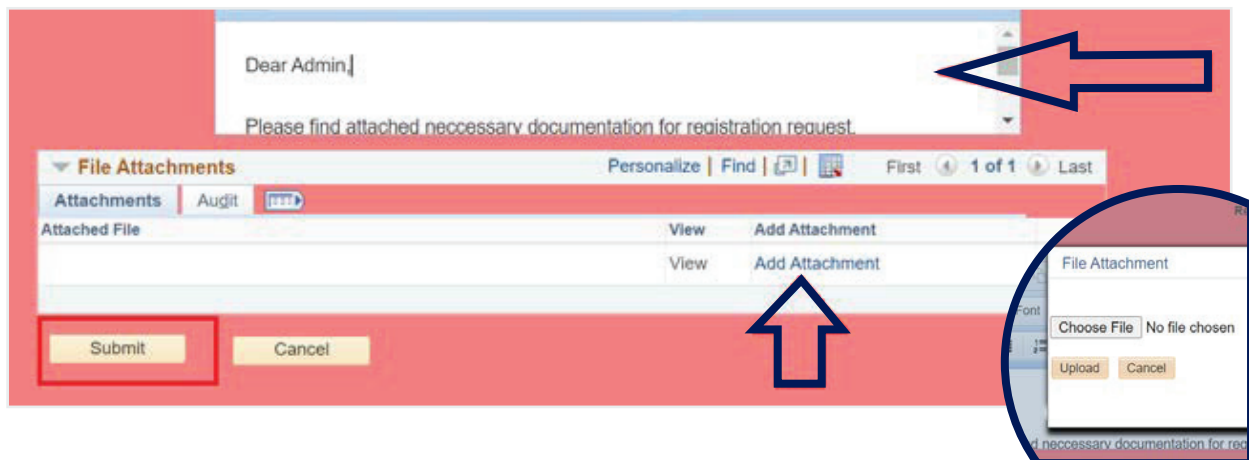
☐ Request for Registration

☐ Request Change to Registration

Cancel < Previous Next >

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 8



Dear Admin,

Please find attached necessary documentation for registration request.

File Attachments

Personalize | Find | View All | First | 1 of 1 | Last

Attachments | Audit | [Add]

Attached File View Add Attachment

View Add Attachment

Submit Cancel

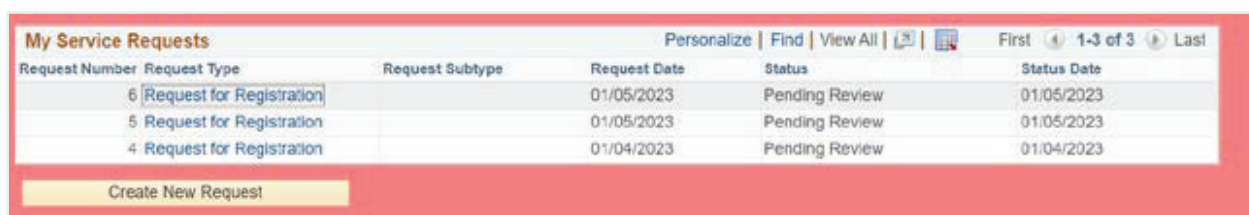
File Attachment

Choose File No file chosen

Upload Cancel

STEP 9

Once the user has submitted the request, the progress can be tracked by clicking on 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 10

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

Personalize | Find | View All | First | 1-2 of 2 | Last

Request Type	
☐	Request for Registration
☒	Request Change to Registration

Cancel < Previous Next >

