

## FAQ's pertaining to Registration 2021

### 1) Colleges

#### a. Postgrad registration queries

- i. How to register – students must go to <https://sc.ukzn.ac.za>
- ii. Registration PIN for 1<sup>st</sup> years and Gap year students – An SMS will be sent to the mobile number and on personal email address.

Acceptance letter from the school – A student need to fill a form accessible on <http://saa.ukzn.ac.za/Status-Check-Accept-Offer.aspx> and make a payment of R250 to the STD Bank to accept the offer.

- iii. International Office – to handle queries related to international students. x
- iv. Updating contact details (Cellphone No & Personal email address) to receive registration PIN – Student must contact their colleges to update contact details.

#### b. Undergraduate registration queries

- i. How to register – students must go to <https://sc.ukzn.ac.za>
- ii. Registration PIN for 1<sup>st</sup> years and Gap year students – An SMS will be sent to the mobile number and on personal email address.
- iii. My module to register does not appear on the list = Please contact your college.
- iv. How do I acceptance the Offer– students are advised after receiving the acceptance letter from their Colleges to make an online payment or go to the nearest Standard bank.
- v. Should I register for Residence?

#### c. NSFAS queries

- i. CLMS
- ii. No response from NSFAS = Speak to the college NSFAS consultant
- iii. NSFAS has not processed payment for my registration = Contact College NSFAS consultant.

#### d. Online Counselling

- i. Unable to register. Please provide us with the link to do online counselling.

### 2) Student Academic Affairs:

#### a. Academic Record

- i. Unable to see the result to proceed with registration = Contact SAA

#### b. Confirming Student acceptance

- i. Unable to see if the student has been accepted = Contact SAA

### 3) Fees:

#### a. Unblocking of Holds

- i. Cannot continue with registration due to holds = Contact Student fees

#### b. Acceptance offer

- i. Student want to accept an offer = Contact student Fee to give a directive

#### c. Online payment

- i. Student would like to do an Online payment = Contact Student Fees for guidance.

- d. Balance queries:
  - i. Student would like to know how much he is owing = Contact Student fees
- 4) Student Support:
  - a. Disabled accounts
    - i. Unable to login = Account blocked to VPN and Wi-Fi abuse
  - b. Expired account (Unregistered students)
    - i. Unable to login = Account expired due to non-registration for academic year
  - c. Permission to enable expired account (Registrar or Mark Tuffs)
    - i. Unable to login to do registration = Get a permission from the Registrar or Mike Tuffs to allow account activation
  - d. Default LAN password:
    - i. Stu@DDMMYYYY (this is complicated for first year students, should be made simple but meet minimum requirements)

- 5) Staff support:
  - a. Expired login account
    - i. Cannot login with Staff login = Staff to send an email to [ICSupport@ukzn.ac.za](mailto:ICSupport@ukzn.ac.za) or call 031 260 4000
  - b. ITS password:
    - i. Cannot logon to ITS = Contact ICS in person but first send email to [ICSupport@ukzn.ac.za](mailto:ICSupport@ukzn.ac.za) or call 031 260 4000
  - c. SMS password
    - i. Cannot logon to SMS = Contact ICS in person but first send email to [ICSupport@ukzn.ac.za](mailto:ICSupport@ukzn.ac.za) or call 031 260 4000
  - d. Hardware support:
    - i. Make an appointment to come to the workshop by send email to [ICSupport@ukzn.ac.za](mailto:ICSupport@ukzn.ac.za) or call 031 260 4000

[westvillefees@ukzn.ac.za](mailto:westvillefees@ukzn.ac.za)  
[howardfees@ukzn.ac.za](mailto:howardfees@ukzn.ac.za)  
[edgewoodfees@ukzn.ac.za](mailto:edgewoodfees@ukzn.ac.za)  
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