



Accessing PeopleSoft Self Service for Students

1. **Important: Changing your password**

The password assigned to you initially as an applicant to UCT is a temporary password. It will only allow a total of five logins to UCT systems. You **MUST** change your password and maintain it yourself. Assistance is not provided for lost initial passwords

Instructions regarding password changing, and setting up your own lost password helps are available at:

<http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=1572>

2. **Error Messages when Attempting to Access PeopleSoft:**

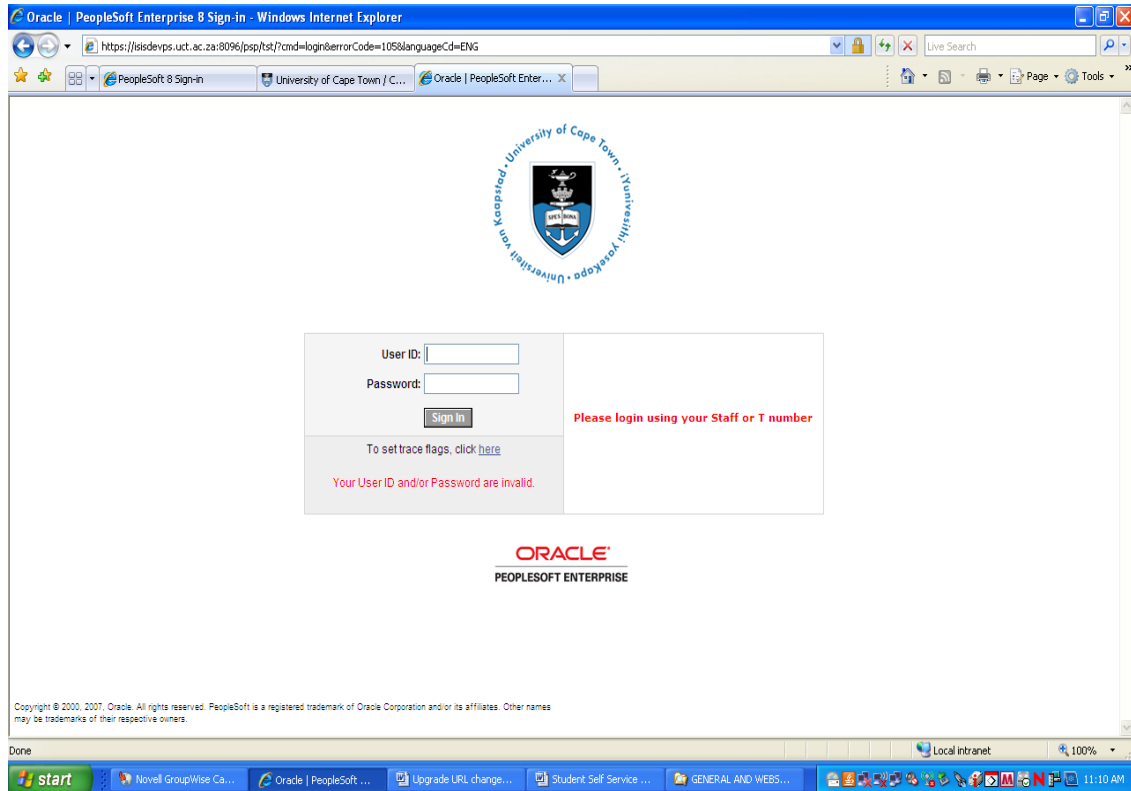
You may receive an error message when you attempt to log in to PeopleSoft. This is usually for one of four reasons:

1. You have used an incorrect user ID and/or password (you must use your UCT main campus network user ID and password. **This is not the same as a GSB user ID and password**)
2. You do not yet have a PeopleSoft self service user account.
3. Your PeopleSoft self service user account has been locked. This is typically related to your not being a current applicant or registered student, or your fee account being in arrears, but there are other reasons for an account being locked
4. There is a technical problem, either with the UCT network, or the PeopleSoft system

The following section deals with the error messages that you will receive and what you need to do.

Invalid User ID and/or Password:

In cases 1 and 2 above, you will encounter the following error:



What to do:

Incorrect user ID:

Your used ID is your UCT student number. This is a 9-character alphanumeric format, with six alpha characters followed by three numeric characters. This number is on your student card, and on most correspondence to you from UCT.

Incorrect password:

If you are a registered student, your lab administrator can reset your network password. You should use the Password Self Service for Students to maintain your own password (see URL below).

If you are sure that you have used the correct ID and password (i.e. you managed to log into the UCT network and/or your UCT mail account with this student number and password), then your PeopleSoft user account may not yet have been created. These accounts are created on the basis of academic applications being received (applicants), or registration renewal being captured into PeopleSoft (registered students) and there may be an administrative delay in the Admissions Office or your Faculty Office. Applicants will receive self service login information via your acknowledgement of application letter from the admissions office.



Note

You do not have a separate PeopleSoft password. PeopleSoft authenticates you using your network password. You must maintain your network password. Visit the following URL to learn about password self service

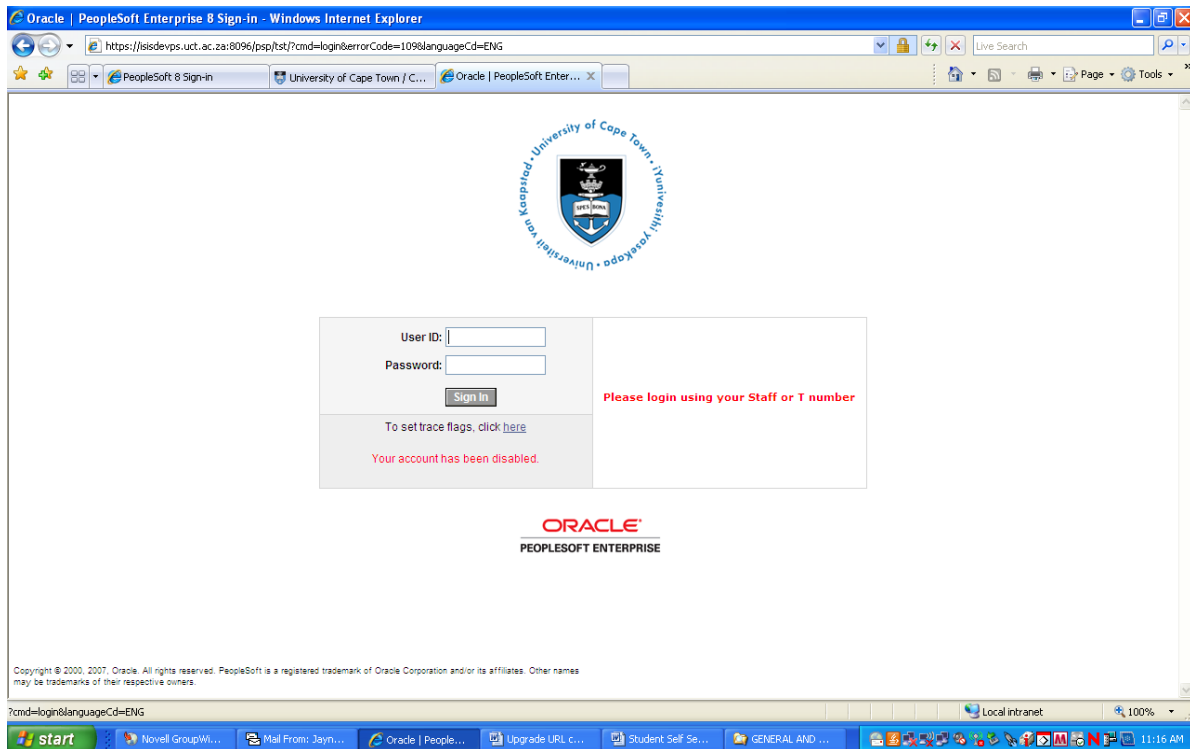
for students:

<http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=1572>

If you are a GSB student, this is not your GSB network password. This is a user ID and password for main campus ICT systems

Account Locked/Disabled

In case 3, you will encounter the following error:



Self Service accounts are disabled where a student's fee account is in arrears. Please contact the Fees Office in this regard. The Fees Office will authorise the re-enabling of your account once your Fee arrears are settled.

If you are currently neither a registered student nor an applicant, your account will be locked.

Technical Problem:

If you receive an error other than these two, or you are unable to access the PeopleSoft login page, it is likely that there is a technical error. These errors will be resolved as soon as possible.

If the PeopleSoft system is unavailable because of planned downtime, there will be a message to this effect on the login page.