

2024

SERVICE REQUEST MANAGEMENT USER MANUAL



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VISION **130**
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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&>

ORACLE
PEOPLESOFT

User ID
20175

Password

Select a Language
English

Sign In

Enable Screen Reader Mode

Set Trace Flags

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Enter
Username and
Password:

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

SELECT S.R.M

ORACLE

UF S Student Homepage

Tasks

Profile

Accept/Decline Study Offer

Student Center

My Education Plan

Gradebook

Residence and Housing Portal

Research Candidate Centre

Statement

NSFA&Durs Priv Accessm Appl

Service Request Management

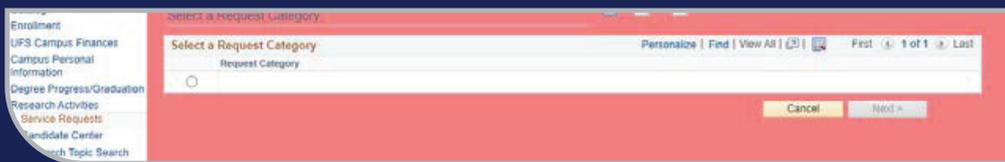
STEP 1

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



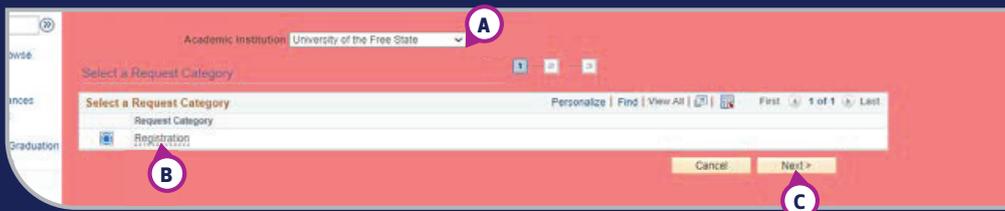
STEP 2

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



STEP 3

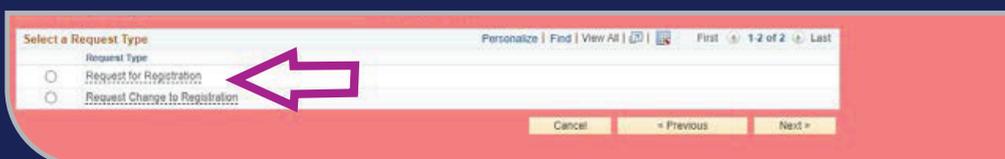
To create a **'New Service Request'**, follow below steps:



- 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.



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

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

Dear Admin|

Please find attached necessary documentation for registration request.

File Attachments

Attachments | Audit

Attached File View Add Attachment

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

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

STEP 8

Select a Request Type

Request Type

Request for Registration

Request Change to Registration

Cancel < Previous Next >