



International Academic Programme Office (IAPO): Pre-Registration Service Request Upload

All international students and researchers are required to apply for pre-registration before registering for their programmes. You are pre-registered when the Immigration and Fee Holds have both been lifted from your student record.

Submit an Immigration and Fee Service Request to apply for the Holds to be lifted.

For more information on the documents required for pre-registration can be found on the International Academic Programmes Office's [website](#).

For a list of frequently asked questions, you may find it on the following [webpage](#).

❖ Part 1: Creating a Service Request for your pre-registration documents

- Login to the [PeopleSoft Student Administration Self Service](#):

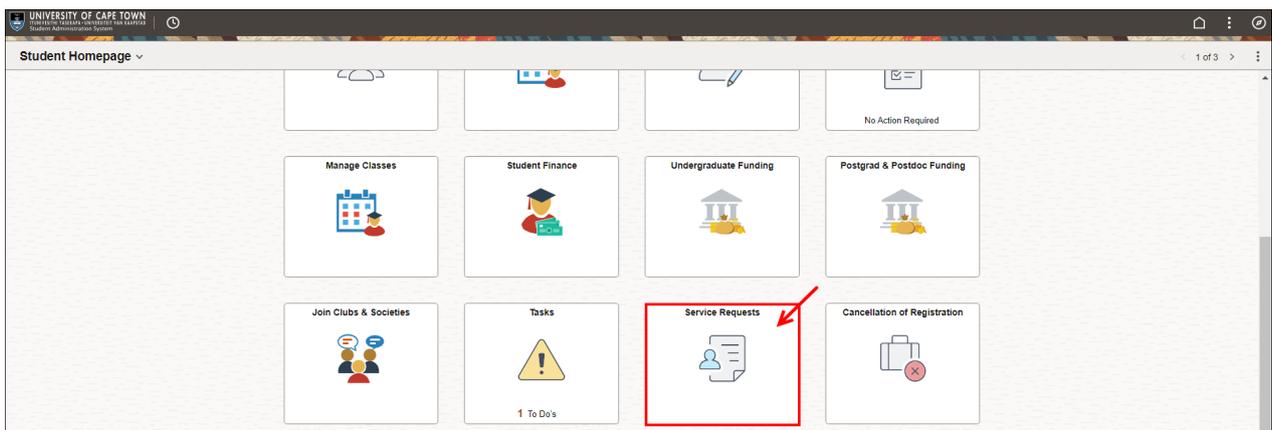
User ID
[Text Field]

Password
[Text Field]

Sign In

Enable Screen Reader Mode
[Forgot Password ?](#)

- Enter your user ID/Student number in upper case in the **User ID** field. E.g., **XXXYYY001**
- Enter your UCT password into the **Password** field.
- Select the **Sign In** button



- Select the **Service Requests** tile on the Student Homepage

Service Requests

My Service Requests

My Service Requests

1-10 of 10 | View All

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date

Create New Request

- Click the **Create New Request** button.

Service Requests

Academic Institution University of Cape Town

Select a Request Category

Select a Request Category

1-8 of 8

Request Category
<input type="radio"/> Registration Curriculum Approvals
<input type="radio"/> Change of Curriculum Applications
<input type="radio"/> Deferred Examination Applications
<input type="radio"/> Leave of Absence (LOA) Applications
<input type="radio"/> Thesis/Dissertation related matters
<input checked="" type="radio"/> International Student Pre-registration Applications
<input type="radio"/> Postgraduate Funding Student Enquiries
<input type="radio"/> PostDoctoral Fellow Enquiries

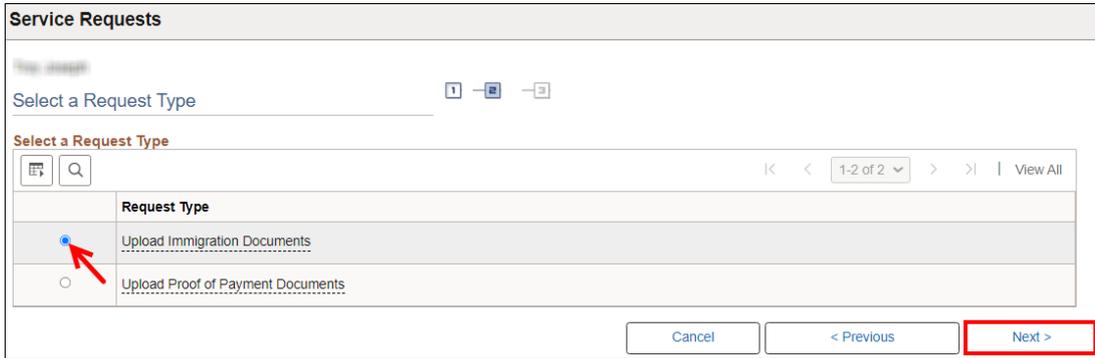
Cancel Next >

- Select the **tick box** for International Student Pre-registration Applications
- Click the **Next** button once the tick box has been selected.



Note You must create and submit **BOTH** the **Immigration and Proof of Payment Types**. Each request must be accompanied by the required documentation. You will only be pre-registered only when **BOTH requests are Received and Accepted**. After you are successfully pre-registered, you can proceed with registration of your courses.

❖ Upload Immigration Documents / Upload Proof of Payment

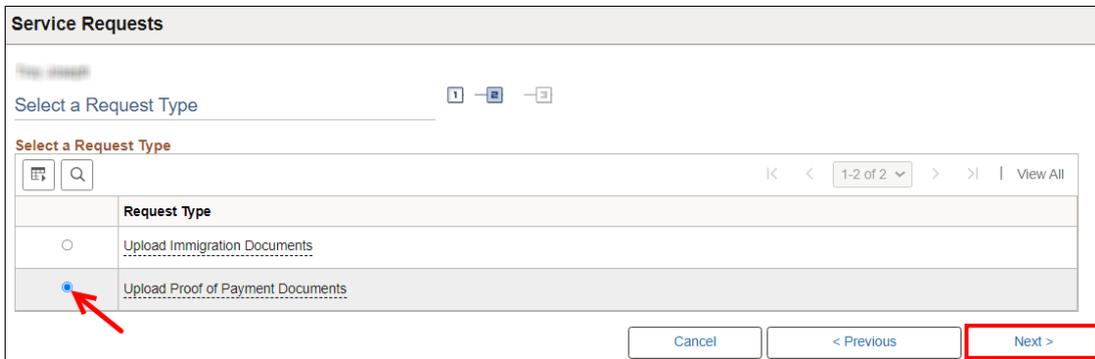


The screenshot shows the 'Service Requests' interface. At the top, there is a search bar and a 'Select a Request Type' dropdown. Below this, a table lists two request types: 'Upload Immigration Documents' and 'Upload Proof of Payment Documents'. The first option is selected, indicated by a blue dot and a red arrow. At the bottom right, the 'Next >' button is highlighted with a red box.

Request Type
<input checked="" type="radio"/> Upload Immigration Documents
<input type="radio"/> Upload Proof of Payment Documents

- Select the **tick box** for Upload immigration Documents.
- Click the **Next** button once the tick box has been selected.

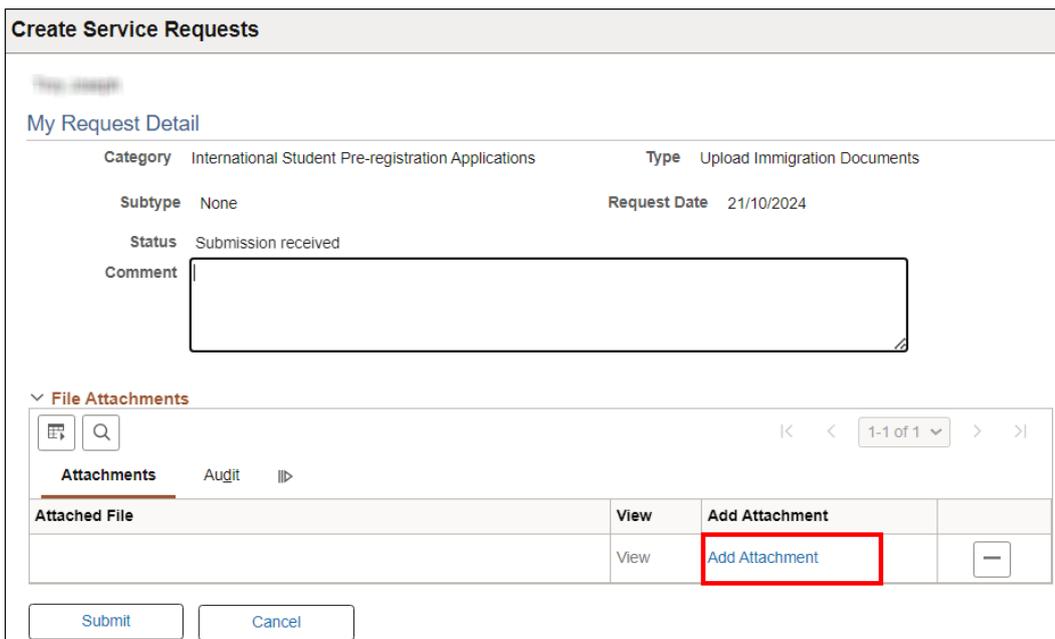
OR



The screenshot shows the 'Service Requests' interface. The table lists two request types: 'Upload Immigration Documents' and 'Upload Proof of Payment Documents'. The second option is selected, indicated by a blue dot and a red arrow. At the bottom right, the 'Next >' button is highlighted with a red box.

Request Type
<input type="radio"/> Upload Immigration Documents
<input checked="" type="radio"/> Upload Proof of Payment Documents

- Select the **tick box** for Upload Proof of Payment Documents
- Click the **Next** button once the tick box has been selected.



The screenshot shows the 'Create Service Requests' page. The 'My Request Detail' section displays the following information: Category: International Student Pre-registration Applications, Type: Upload Immigration Documents, Subtype: None, Request Date: 21/10/2024, Status: Submission received. Below this is a comment box. The 'File Attachments' section shows a table with one row: 'Attached File', 'View', 'Add Attachment'. The 'Add Attachment' button is highlighted with a red box. At the bottom, there are 'Submit' and 'Cancel' buttons.

Attached File	View	Add Attachment
	View	Add Attachment

- Click on the **Add Attachment** button to upload your documents.

File Attachment ×

Choose File No file chosen

Upload Cancel

- Click on the **Choose File** button to choose your document/s
- Once you have chosen the file you want to upload, click the **Upload** button

Create Service Requests

My Request Detail

Category International Student Pre-registration Applications Type Upload Immigration Documents

Subtype None Request Date 21/10/2024

Status Submission received

Comment

File Attachments

Attachments Audit

Attached File	Description	View	
Pre-Reg_Documents.pdf	Pre-Reg_Documents.pdf	View	-

+

Submit Cancel

- Add a **comment** in the **Comment Section** (e.g., “Please review my Pre-registration documents.”)
- Click the **View** button to review your attached document.
- Click on the **Submit** button.

My Service Requests

My Service Requests

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
270110	Upload Immigration Documents		21/10/2024	Submission received	21/10/2024

- The status column will indicate **Received**, which means that you have successfully created your **Upload Immigration Documents / Proof of Payment** service request, and a notification has been sent to the relevant administrator to process the request.



❖ Part 2: Reviewing your Change of Curriculum Application Status

- Check your service request **Status** timeously, as the application status may change to either **Submission being processed** or **Incomplete** where the documentation is incomplete or additional information is required. If the application has been approved the status will be updated to **Reviewed** and **Accepted**.

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
270110	Upload Immigration Documents		21/10/2024	Submission being processed	21/10/2024

- A **Submission being processed** status indicates that your application has been sent to the administrator for review and processing.

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
270110	Upload Immigration Documents		21/10/2024	Submission incomplete	21/10/2024

- A **Submission Incomplete** status indicates that your application has outstanding documentation which is required before your application can be assessed.

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
270111	Upload Immigration Documents		21/10/2024	Submission declined	21/10/2024

- A **Submission declined** status indicates that your application is incorrect in some way, or incomplete and you will need to create a new Service Request with the outstanding information. The faculty will add a comment to the service request to indicate what you will be required to update.

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
270110	Upload Immigration Documents		21/10/2024	Submission approved	21/10/2024

- A **Submission approved** status indicates that your documents have been reviewed by an administrator.
- Please note that both your Upload Immigration Documents service request and Upload Proof of Payment service request will need to have the status **Submission approved** to be pre-registered and cleared for online registration.

❖ Part 3: Updating your Incomplete service request

My Service Requests

My Service Requests

1-6 of 6 | View All

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
270110	Upload Immigration Documents		21/10/2024	Submission incomplete	21/10/2024

- Click on the Request Type hyperlink to view the administrator's comments and upload the required documentation.

Update Service Requests

My Request Detail

University of Cape Town

Category	International Student Pre-registration Applications	Request Number	270110
Type	Upload Immigration Documents	Request Date	21/10/2024
Subtype	None	Status	Submission incomplete

Status Date	Comment	By
21/10/2024	Please upload the correct documents	Staff
21/10/2024		

Add Comment Update Last Comment

File Attachments

1-1 of 1 | View All

Attached File	Description	View
Pre-Reg_Documents.pdf	Pre-Reg_Documents.pdf	View

+

- The administrator's comment/s will be displayed in the comment field.
- Click on the **+** button to add the correct/updated documentation.
- Browse and upload the correct document/s.

My Request Detail

University of Cape Town

Category	International Student Pre-registration Applications	Request Number	270110
Type	Upload Immigration Documents	Request Date	21/10/2024
Subtype	None	Status	Submission incomplete

Status Date	Comment	By
21/10/2024	Please upload the correct documents	Staff
21/10/2024		

[Add Comment](#) [Update Last Comment](#)

Enter Comment Below
I have attached the corrected documents

File Attachments

Attached File	Description	View
Pre-Reg_Documents.pdf	Pre-Reg_Documents.pdf	View
Updated_Pre-Reg_Documents.pdf	Updated_Pre-Reg_Documents.pdf	View

[Save](#) [Cancel](#)

- Click on the **Add Comment** button to open the Comment field.
- Add a comment into the Comment field (e.g. "I have attached the corrected documents")
- Click the **Save** button



Note Once your service request has been saved with the updated documentation and comment, the status will be updated to **Subsequent submission received**. When the service request has been Accepted you will receive an email notification that the pre-registration process was processed.