



## Leave of Absence Service Request Upload

### ❖ Part 1: Creating a Service Request for your Leave of Absence application

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

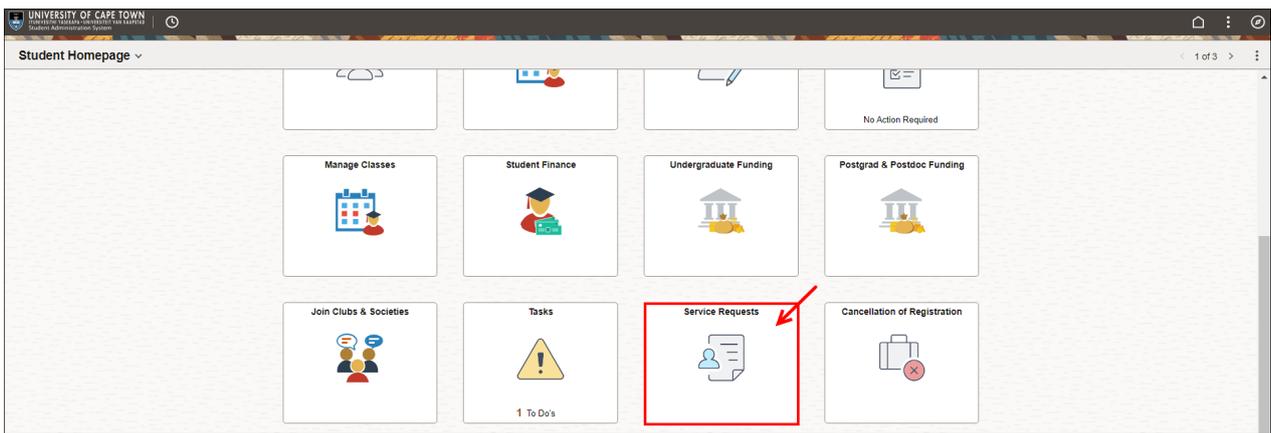
User ID

Password

**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

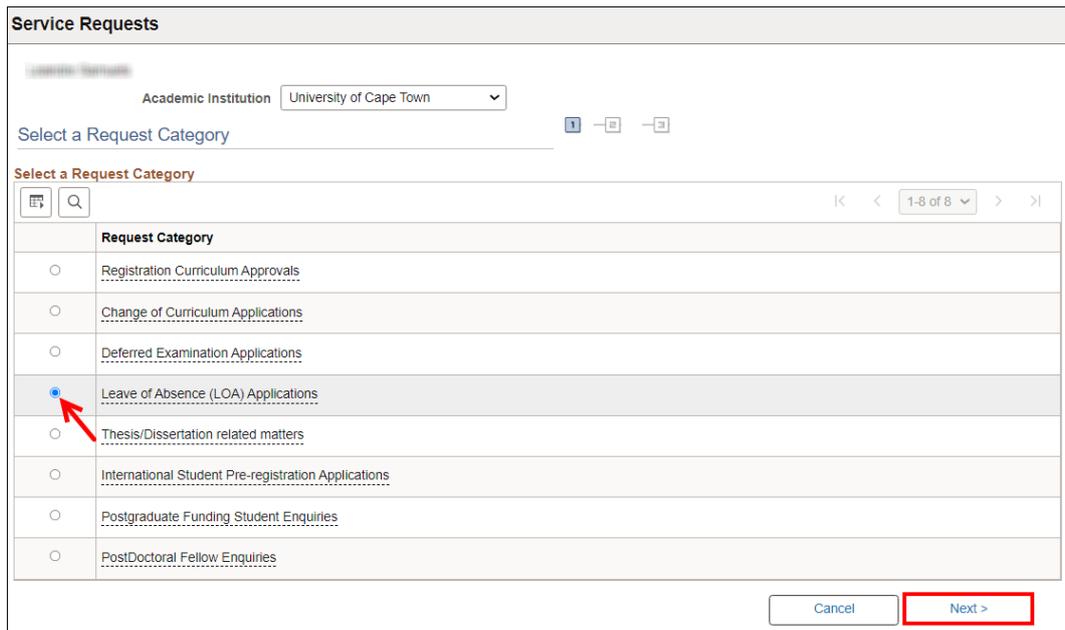
My Service Requests

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

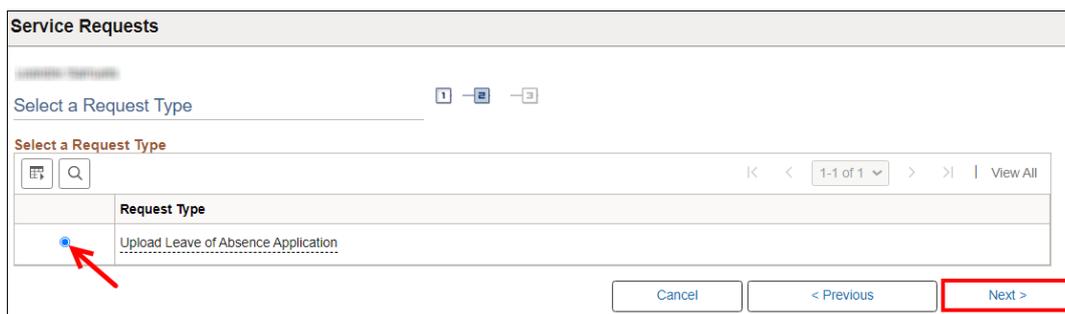
Select a Request Category

Select a Request Category

Request Category
<input type="radio"/> Registration Curriculum Approvals
<input type="radio"/> Change of Curriculum Applications
<input type="radio"/> Deferred Examination Applications
<input checked="" type="radio"/> Leave of Absence (LOA) Applications
<input type="radio"/> Thesis/Dissertation related matters
<input 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 Leave of Absence (LOA) Applications.
- Click the **Next** button once the tick box has been selected.



**Service Requests**

Select a Request Type

Select a Request Type

Request Type
<input checked="" type="radio"/> Upload Leave of Absence Application

Cancel < Previous Next >

- Select the **tick box** for Upload Leave of Absence Application.
- Click the **Next** button once the tick box has been selected.



**Service Requests**

Select a Request Subtype

Select a Request Subtype

Request Subtype
<input checked="" type="radio"/> Upload Humanities LOA Application

Cancel < Previous Next >

- Select the **tick box** for your relevant faculties **service request subtype**.
- Click the **Next** button once the tick box has been selected.



**Note** Save the Appropriate Leave of Absence form, followed by any supporting documents as a **single PDF**, and submit the form/document via a service request. You will be **required** to upload these forms/documents in a **single PDF attachment**.

**Create Service Requests**

**My Request Detail**

Category: Leave of Absence (LOA) Applications      Type: Upload Leave of Absence Application

Subtype: Upload Humanities LOA Application      Request Date: 23/10/2024

Status: Submission received

Comment:

File Attachments

Attached File	View	Add Attachment	
	View	Add Attachment	-

Submit      Cancel

- Click the **Add Attachment** button to upload your Leave of Absence application.

**File Attachment** [X]

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

 **Note** The Leave of Absence application form may be obtained on the [UCT Student Administrative Forms website](#).

**Create Service Requests**

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**My Request Detail**

**Category** Leave of Absence (LOA) Applications      **Type** Upload Leave of Absence Application

**Subtype** Upload Humanities LOA Application      **Request Date** 28/10/2024

**Status** Submission received

**Comment** Please review my attached Leave of Absence Application.

✍

File Attachments

Attachments    Audit    ▶

Attached File	Description	View
Leave_of_Absence_Application.pdf	Leave_of_Absence_Application.pdf	<a href="#">View</a> <input type="button" value="-"/>

+

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

**Service Requests**

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**My Service Requests**

My Service Requests

1-11 of 11 | View All

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
270115	<a href="#">Upload Leave of Absence Application</a>	Upload Humanities LOA Application	23/10/2024	Submission received	23/10/2024

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



## ❖ Part 2: Reviewing your Leave of Absence Service Request 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**.

Service Requests					
My Service Requests					
My Service Requests					
<div style="display: flex; justify-content: space-between; align-items: center;"> <span>1-11 of 11</span> <span>View All</span> </div>					
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
270115	Upload Leave of Absence Application	Upload Humanities LOA Application	23/10/2024	Submission being processed	23/10/2024

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

Service Requests					
My Service Requests					
My Service Requests					
<div style="display: flex; justify-content: space-between; align-items: center;"> <span>1-11 of 11</span> <span>View All</span> </div>					
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
270115	Upload Leave of Absence Application	Upload Humanities LOA Application	23/10/2024	Submission incomplete	23/10/2024

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

Service Requests					
My Service Requests					
My Service Requests					
<div style="display: flex; justify-content: space-between; align-items: center;"> <span>1-11 of 11</span> <span>View All</span> </div>					
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
270115	Upload Leave of Absence Application	Upload Humanities LOA Application	23/10/2024	Submission declined	23/10/2024

- 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.

Service Requests					
My Service Requests					
My Service Requests					
<div style="display: flex; justify-content: space-between; align-items: center;"> <span>1-6 of 6</span> <span>View All</span> </div>					
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.

### ❖ Part 3: Updating your Incomplete service request

Service Requests					
My Service Requests					
My Service Requests					
1-11 of 11   View All					
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
270115	<a href="#">Upload Leave of Absence Application</a>	Upload Humanities LOA Application	23/10/2024	Submission incomplete	23/10/2024

- 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	Leave of Absence (LOA) Applications	Request Number 270115
Type	Upload Leave of Absence Application	Request Date 23/10/2024
Subtype	Upload Humanities LOA Application	Status Submission incomplete
Status Date	Comment	By
23/10/2024	Test	Staff
<input type="button" value="Add Comment"/> <input type="button" value="Update Last Comment"/>		
File Attachments		
1-1 of 1   View All		
Attachments Audit		
Attached File	Description	View
Leave_of_Absence_Application.pdf	Leave_of_Absence_Application.pdf	<a href="#">View</a>
<input type="button" value="+"/>		
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		

- 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.

### Update Service Requests

[My Request Detail](#)

University of Cape Town

<b>Category</b> Leave of Absence (LOA) Applications	<b>Request Number</b> 270115
<b>Type</b> Upload Leave of Absence Application	<b>Request Date</b> 23/10/2024
<b>Subtype</b> Upload Humanities LOA Application	<b>Status</b> Submission incomplete

Status Date	Comment	By
23/10/2024	Test	Staff

Add Comment
Update Last Comment

**Enter Comment Below**

I have attached the corrected documents

**File Attachments**

Attachments
Audit
1-1 of 1

Attached File	Description	View	
Leave_of_Absence_Application.pdf	Leave_of_Absence_Application.pdf	<a href="#">View</a>	-

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

### Service Requests

[My Service Requests](#)

**My Service Requests**

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
270115	<a href="#">Upload Leave of Absence Application</a>	Upload Humanities LOA Application	23/10/2024	Subsequent submission received	23/10/2024

- Once your Leave of Absence appeal application has been saved with the updated documentation and comment, the status will be updated to **Subsequent submission received**.