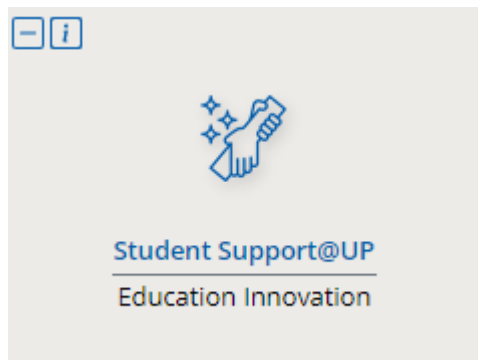


STUDENT SUPPORT@UP HOW TO GUIDE



Reaching out to the Academi Success Coaches has been made more efficient and effective by using a new system called Student Support@UP. The platform allows students to interact with the Academic Success Coaches faster and receive timely responses to their queries. The platform also helps students book consultations based on their availability and have access to view the progress of their respective inquiries or queries.

Here is a HOW-TO guideline to assist in navigating the new system:



UP STUDENT PORTAL STUDENT GOVERNANCE STUDENT MATTERS STUDENT ADMINISTRATION ACADEMIC SUPPORT POLICIES RESOURCES

u29330336

▼ MY VIEW ▼ MY COLLABORATION SPACES

HOW TO CLEAR BROWSER CACHE LOG A SUPPORT CALL TELEPHONE DIRECTORY HELP

WELCOME TO YOUR DASHBOARD

ADD / REMOVE PORTLETS CUSTOMISE PORTLETS RESET LAYOUT COLLAPSE

University of Pretoria launches one-of-a-kind UP Alumni Online Mall that will raise funds for ...

UP Alumni Online Mall allows UP's alumni community to shop at discounted rates from leading brands.

READ MORE

News Read more >

Announcements Read more >

Calendar Read more >

Invitation to Participate in U.S. Update on re-opening of UP Main Dates (Google Web)

11:06 AM 2024/02/21



Support@UP

Please **sign in** using your UP student email address (for example: u01234567@tuks.co.za) and UP Portal password (as if you were signing into your Portal again.)

Microsoft

Sign in

Email, phone, or Skype

No account? [Create one!](#)

Can't access your account?

Back Next

Microsoft

Enter password

Password

[Forgot my password](#)

Sign in

Microsoft

Sign in

Email, phone, or Skype

No account? [Create one!](#)

Can't access your account?

Back Next

Microsoft

Enter password

Password

[Forgot my password](#)

Sign in

Make it today instead



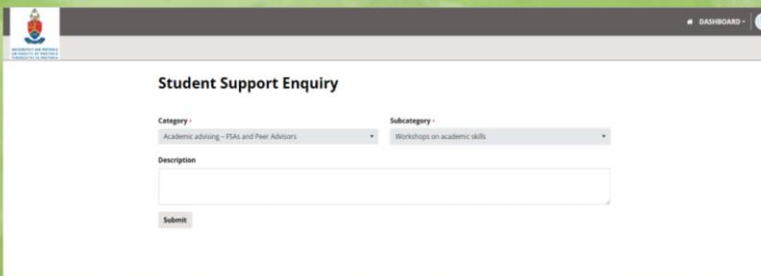
Support@UP

After you have signed in this **home page** will appear with 6 tile options for you to click on:



Support@UP

If you click the first tile: **Student Support Enquiry**.
The following page will appear with drop down options for you to select from:



Support@UP

Drop down options being:

- Academic advising – Academic Success Coaches (ASC) and Peer Advisors
- Academic Skills Workshop
- Exclusions and appeals
- Readmissions
- Dismissals / Exclusions
- Mental health
- Module inquiries
- Financial Aid
- Career Services
- Student Nutrition and Progress Programme (SNAPP) – Basic food allowance
- Disability – (Disability Unit)
- Student Health Services
- STARS Mentorship programme for first year students
- Student Accommodation and Residence
- Student IT support



Support@UP

If you select:

Academic advising – Academic Success Coaches (ASC) and Peer Advisors

Here are what options you can select from for more specific help:

- Academic skills coaching (Time-management, Goal setting, Study methods etc)
- Credits
- Curriculum planning/Module choice (based on yearbook)
- Degree choice (based on yearbook)
- Educational plan
- Exam entrance inquiry
- Exam preparation skills
- Exclusions/Dismissals
- Exemption from campus activities
- General information
- Goal setting skills
- Information on criteria to another plan
- Information on summer/winter schools
- Referred by Peer Advisor
- Referred by Psychologist
- Referred by a mentor
- Stress management skills
- Study methods/skills
- Support with personal challenge
- Time management skills
- UPO inquiry
- Writing skills



Support@UP



If you click the first tile: **Activities**.
The following page will appear with all your set activities that need to be done:

University of Pretoria | My Dashboard | Activities

Activities

Email - CRM0147233 Created on: 2023-09-15

Dear: **Peer Adviser**

Are you a first year student at UP looking for support from a mentor (former UP student, then did their studies elsewhere) or a coordinator (UP student)? We have a mentorship program where you help each other.

Subject: **UP**

In Progress Completed

Email - Late Coming CRM0173003 Created on: 2023-09-12

Dear: **Peer Adviser**

Please see the attached information regarding:

Subject: **Miss Marissa Mwanetsi**
Miss Marissa Mwanetsi
1st Year Student

For 1st Year students:
Email: marissamwanetsi@up.ac.za
Appointments: [View Appointment Page](#)
Phone: 011 309 1000

Faculty of Engineering, Built Environment and Information Technology
Room 202, 2nd Engineering
University of Pretoria, Pretoria, South Africa
Phone: 011 309 1000

Make today matter
[www.up.ac.za](#)



Support@UP



If you click the first tile: **Cases**.
The following page will appear with the status (complete, in progress) of all your interactions performed on the platform:

University of Pretoria | My Dashboard | Cases

Cases

Byles - Academic advising - FSAs and Peer Advisers In Progress

Ticket: **CR0120687903** Created on: 2023-09-15 Owner: Peaches@up.ac.za | 121229-Engineering
Reach Portal App 2 - Dashboard

Description: **UP**

Byles - Student IT support In Progress

Ticket: **CR01156428108** Created on: 2023-09-12 Owner: Tshaph@up.ac.za | 121229-Engineering
Reach Portal App 1 - Dashboard

Byles - Student IT support In Progress

Ticket: **CR01117872760** Created on: 2023-09-12 Owner: Peaches@up.ac.za | 121229-Engineering
Reach Portal App 1 - Dashboard

Byles - Academic advising - FSAs and Peer Advisers In Progress

Ticket: **CR01156428108** Created on: 2023-09-12 Owner: DOLLY Apoll

Description: **UP**

Make today matter
[www.up.ac.za](#)



Support@UP



If you click the first tile: **To Dos**.
The following page will appear with tasks you will need to complete and tick off as you go to ensure you FLY@UP:

University of Pretoria / My Dashboard / To Dos

To Dos

Add new record

academic planning Open	Created: 2023-09-20 Due: 2023-09-20
Academic Tutorial Assignment	

University of Pretoria / My Dashboard / To Dos

To Dos

Add new record

academic planning Open	Created: 2023-09-20 Due: 2023-09-20
academic planning discussed on 11/10/2023 and handed in to ISA	
Academic Tutorial Marked as Complete	

