

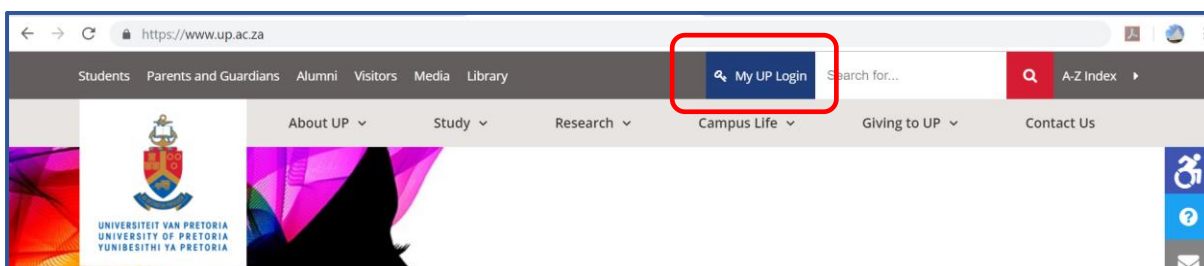
# ACTIVATING YOUR UNIVERSITY OF PRETORIA PORTAL PASSWORD

## Background

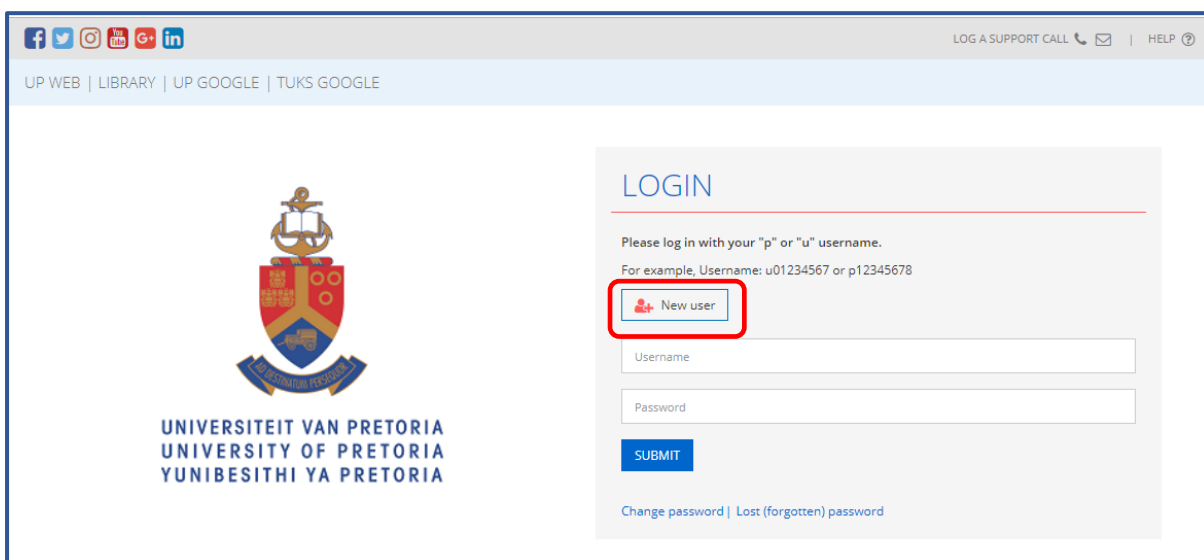
In order for persons who are Study Applicants, Students, Staff, Alumni or authorised Guests to access UP systems, they will (at some stage) need to **first** complete the process described below to activate their UP Portal and create their UP Portal **password**.

The first 9 or so steps are common for all roles, but steps 10 through 13 are specifically for new Study Applicants – so that they are guided into their “**Student Centre**”.

**Step 1:** Go to UP’s website at [www.up.ac.za](http://www.up.ac.za)

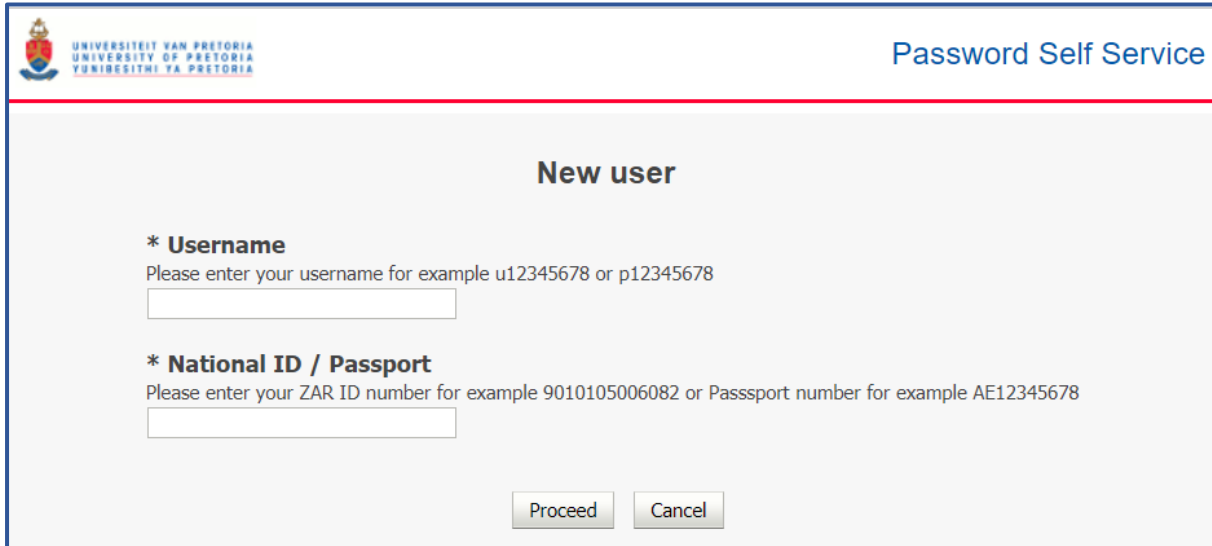


**Step 2:** Click on the link titled “**My UP Login**”. You will be taken to the UP Login page.



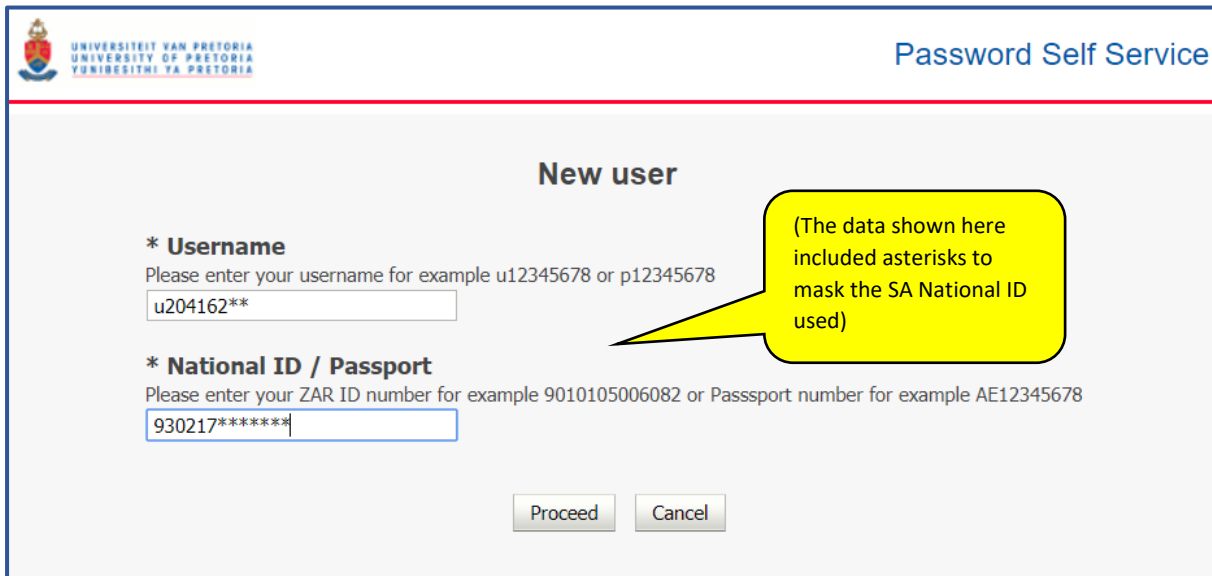
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**Step 3:** (As a first-time user of the UP Portal) Click on the button labelled “New user” which will take you to this function



The screenshot shows the 'Password Self Service' interface for a 'New user'. It features the University of Pretoria logo and name in three languages (Afrikaans, English, and isiXhosa) at the top left. The title 'Password Self Service' is at the top right. The main heading is 'New user'. There are two required fields: '\* Username' with a placeholder text 'Please enter your username for example u12345678 or p12345678' and an empty input box; and '\* National ID / Passport' with a placeholder text 'Please enter your ZAR ID number for example 9010105006082 or Passsport number for example AE12345678' and an empty input box. At the bottom, there are 'Proceed' and 'Cancel' buttons.


**Step 4:** Enter your Username which would have been communicated to you and SA National ID (or passport)



This screenshot shows the same 'New user' registration form as in Step 3, but with data entered. The 'Username' field contains 'u204162\*\*' and the 'National ID / Passport' field contains '930217\*\*\*\*\*'. A yellow callout bubble points to the asterisks in both fields, containing the text: '(The data shown here included asterisks to mask the SA National ID used)'. The 'Proceed' and 'Cancel' buttons are still visible at the bottom.

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**Step 5:** You are then presented with the criteria that your proposed password must meet. Capture your proposed password (twice) ... and click "Proceed".



UNIVERSITEIT VAN PRETORIA  
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YUNIBESITHI YA PRETORIA

Password Self Service

## New user - Set password

**Password Policy**  
The minimum total number of characters in the password must be: **8**  
The maximum total number of characters in the password must not exceed: **25**  
The minimum number of numeric characters in the password must be: **1**  
The minimum number of alphabetic characters (upper or lower case) in the password must be: **2**  
The minimum number of upper case alphabetic characters in the password must be: **1**  
The minimum number of lower case alphabetic characters in the password must be: **1**  
The maximum age of the password (in days) is: **60**  
The number of previous passwords not allowed: **1**  
You will be warned after (days) has passed: **1**

**Username**  
u20416254

**EMPLID**  
20416254


**\* New password**

**\* Confirm new password**

## ACTIVATING YOUR UNIVERSITY OF PRETORIA PORTAL PASSWORD

**Step 6:** Once your Password has been created, you will be requested to set up the answers to at least three “**Challenge Questions**” that you select. Decide which 3 (or more) questions you want to select against which you will store your responses.

- *By providing answers to these Challenge Questions it facilitates a self-service mechanism for you to reset your password at a later date should you have forgotten your password – thereby avoiding you having to call our ITHelpDesk (if a Staff member or Guest) or the UP Student Help Desk (if Applicant or Student)*

Password Self Service

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### Set Challenge Questions

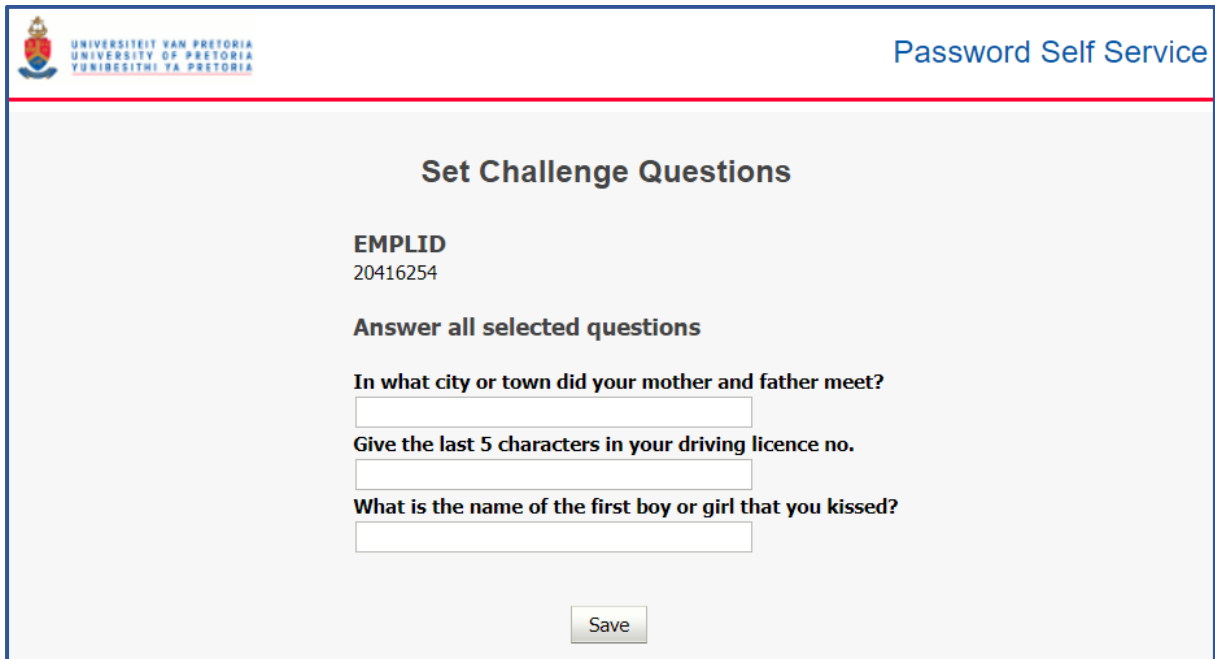
Please select at least 3 questions

**EMPLID**  
20416254

- What is your oldest sibling's middle name?
- In what city or town did your mother and father meet?
- What was the last name of your third grade teacher?
- What was the name of your first stuffed animal?
- What is your mother's maiden name?
- What was the name of your first pet?
- What is the middle name of your youngest child?
- What is the name of your favourite childhood friend?
- What is your maternal grandmother's maiden name?
- What was your favourite place to visit as a child?
- What was the first job position that you held?
- At what venue was your wedding reception held?
- Give the last 5 characters in your driving licence no.
- What is the name of your favourite teacher?
- What was your favourite game as a child?
- What's the name of the 1st nursery school you attended?
- What is the name of the first boy or girl that you kissed?
- What is the name of the street where you lived age 5?
- What was the name of your first boyfriend or girlfriend?
- What is your oldest cousin's first and last name?

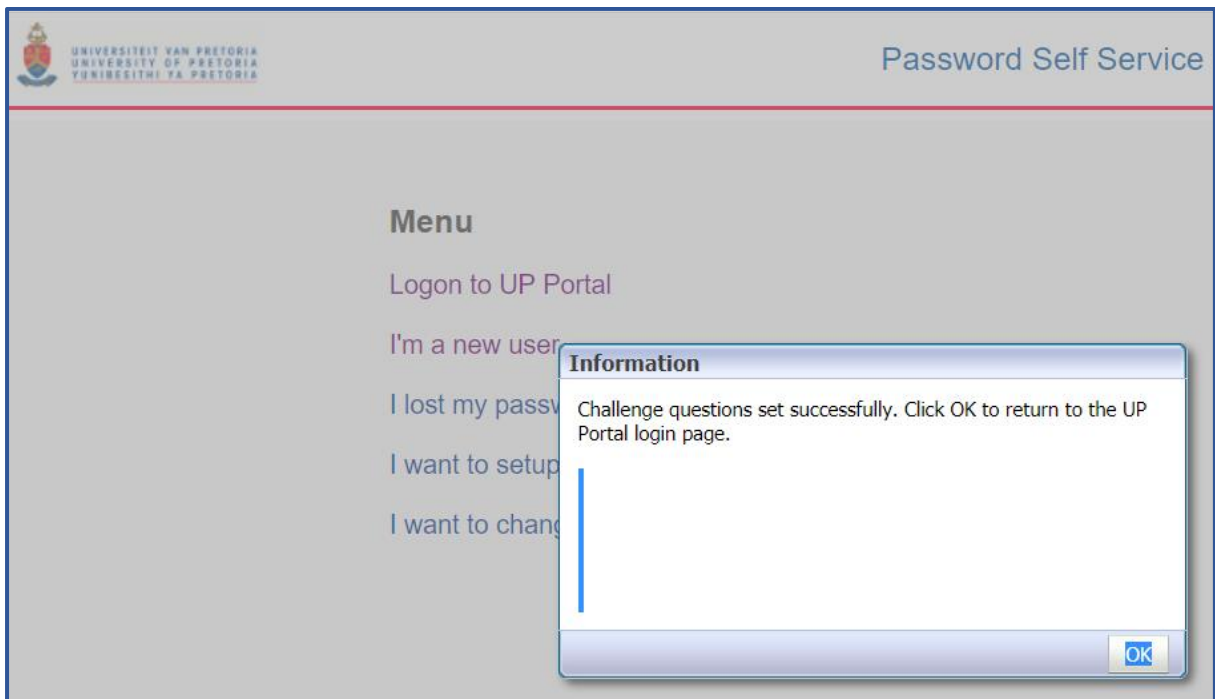
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**Step 7:** Enter your responses to the selected “Challenge questions” and click “Save”



The screenshot shows the 'Password Self Service' interface. At the top left is the University of Pretoria logo and name in three languages. At the top right is the text 'Password Self Service'. The main heading is 'Set Challenge Questions'. Below this, the user's EMPLID is shown as '20416254'. The instruction is 'Answer all selected questions'. There are three questions, each with a text input field: 'In what city or town did your mother and father meet?', 'Give the last 5 characters in your driving licence no.', and 'What is the name of the first boy or girl that you kissed?'. A 'Save' button is located at the bottom center.

**Step 8:** You should receive confirmation once your set up of challenge questions has been completed. Click “OK”.

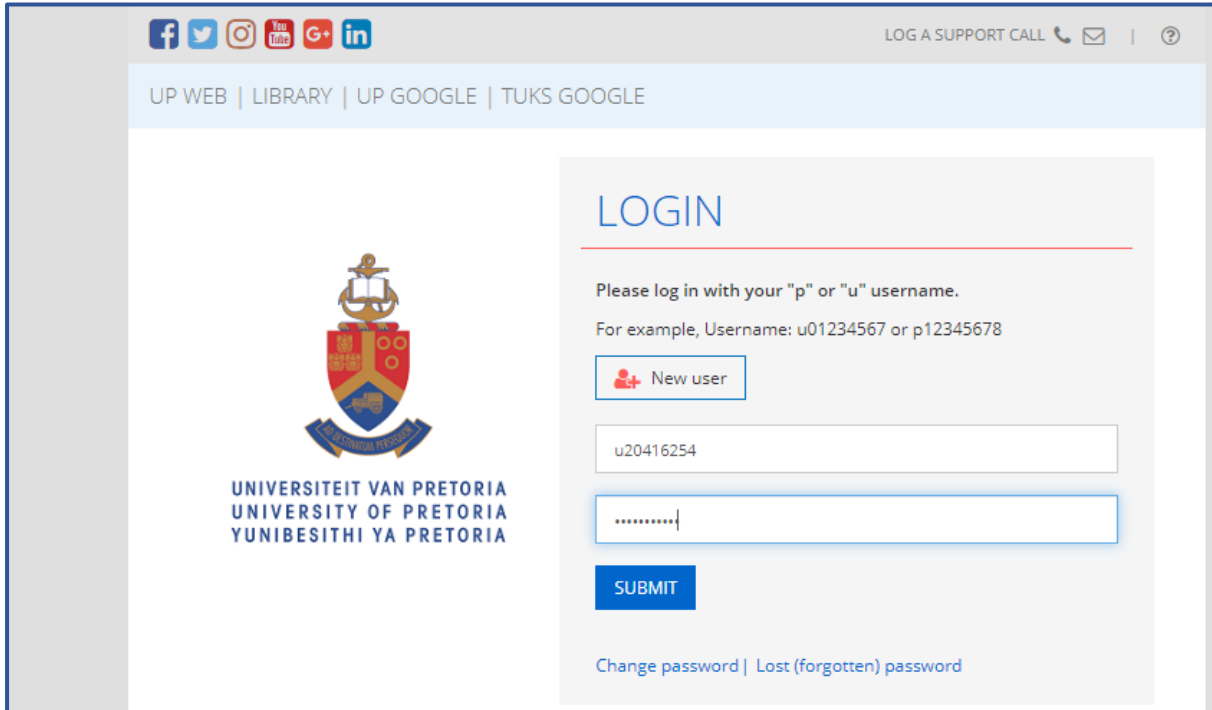


The screenshot shows the 'Password Self Service' menu. The menu items are: 'Ligon to UP Portal', 'I'm a new user', 'I lost my passw', 'I want to setup', and 'I want to chang'. An 'Information' dialog box is overlaid on the menu, containing the text: 'Challenge questions set successfully. Click OK to return to the UP Portal login page.' and an 'OK' button.

## ACTIVATING YOUR UNIVERSITY OF PRETORIA PORTAL PASSWORD

**Step 9:** You should then be returned to the LOGIN page used earlier (or you could navigate from [www.up.ac.za](http://www.up.ac.za) to “My UP Login”).

Enter your Username plus the Password that you have just created ..... And click “Submit”.



The screenshot shows the University of Pretoria login page. At the top, there are social media icons for Facebook, Twitter, Instagram, YouTube, Google+, and LinkedIn. To the right, there are links for "LOG A SUPPORT CALL", a phone icon, an envelope icon, and a help icon. Below this is a navigation bar with links for "UP WEB", "LIBRARY", "UP GOOGLE", and "TUKS GOOGLE". The main content area features the University of Pretoria crest on the left, with the text "UNIVERSITEIT VAN PRETORIA", "UNIVERSITY OF PRETORIA", and "YUNIBESITHI YA PRETORIA" below it. On the right, there is a "LOGIN" section with the heading "LOGIN" and a red underline. Below the heading, it says "Please log in with your 'p' or 'u' username. For example, Username: u01234567 or p12345678". There is a "New user" button with a red plus icon. Below that is a text input field containing "u20416254". Underneath is a password input field with a masked password ".....". A blue "SUBMIT" button is positioned below the password field. At the bottom of the login section, there are links for "Change password" and "Lost (forgotten) password".

You should then be directed to whatever Portal is appropriate to your Role at UP, e.g. either

- Study Applicant
- Student
- Staff Member
- Alumnus
- Guest

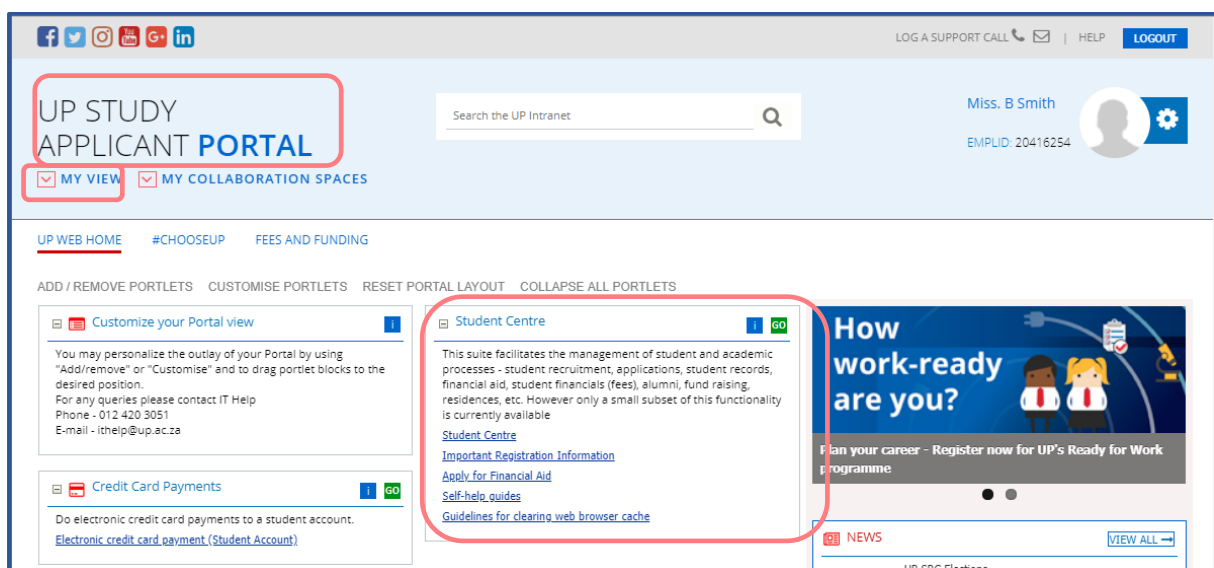
If you have multiple Roles, you can toggle between the relevant Portals using the “MY VIEW” drop down.

# ACTIVATING YOUR UNIVERSITY OF PRETORIA PORTAL PASSWORD

The steps that follow are specific for UP Study Applicants logging onto the UP Portal for the first time ....

**Step 10:** If as a Study Applicant, you have completed Steps 1 through 9 above and have entered your Username and Password, then you should have landed on what is labelled as the “**UP STUDY APPLICANT PORTAL**”

- *If you are also an UP staff member or also a student/alumnus, you may have landed on a different Portal, but if you click on the “MY VIEW” dropdown you can swop to the APPLICANT portal*

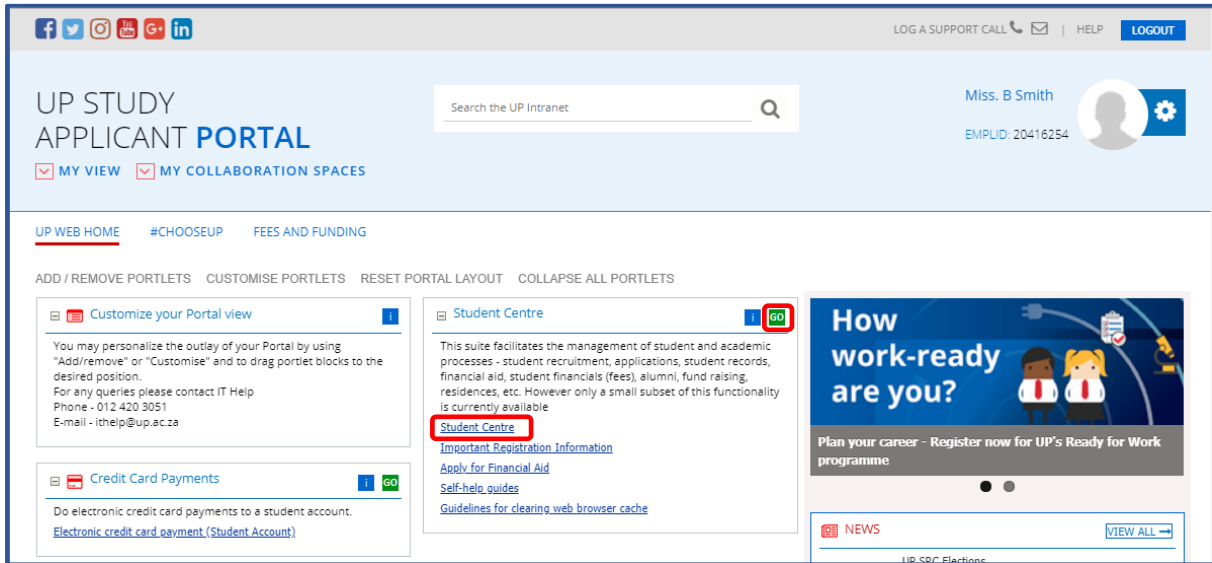


On the “Study Applicant” Portal, you should see a number of smaller “portlets” (e.g. Credit Card payments; Password Self Service, etc.) that will each give access to specific functions.

Note that one of the portlets is titled “**Student Centre**” - and within that portlet are various hyperlinks, one of which is also labelled as “**Student Centre**”.

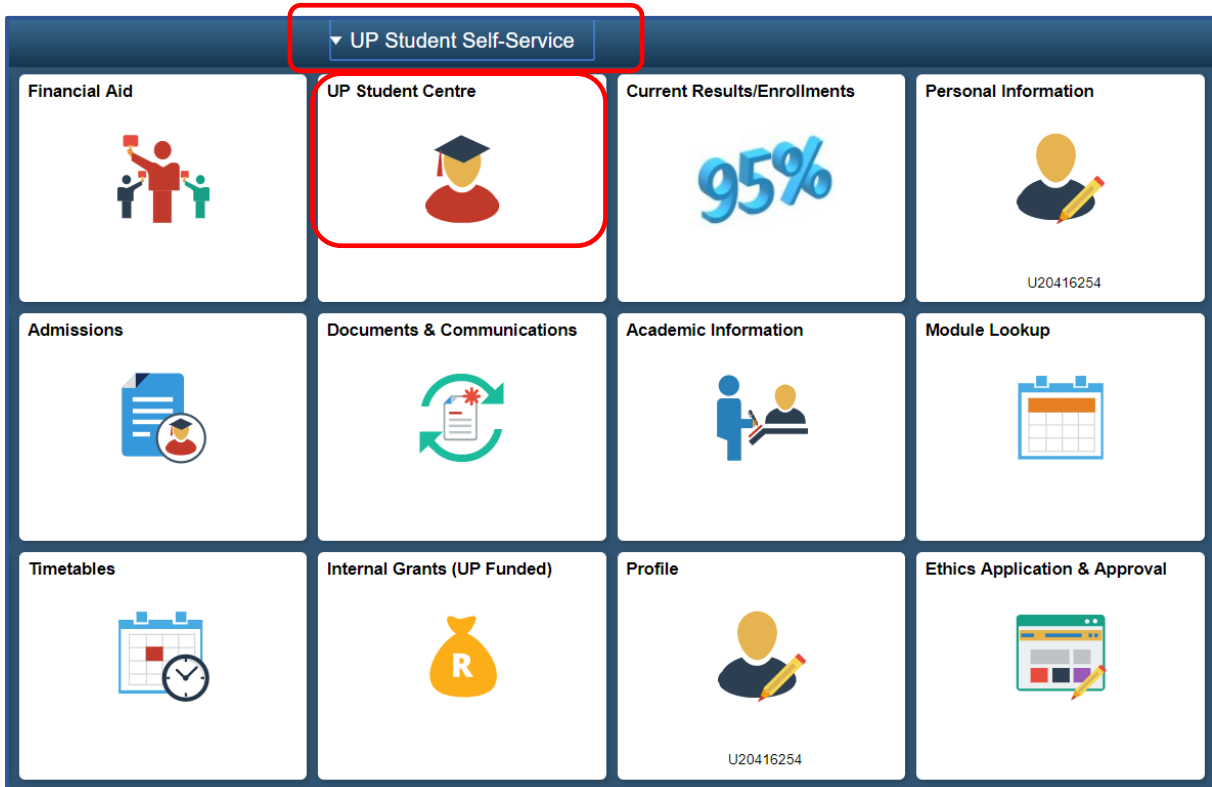
# ACTIVATING YOUR UNIVERSITY OF PRETORIA PORTAL PASSWORD

**Step 11:** Click on either on the hyperlink labelled as “[Student Centre](#)”, or on the green “GO” button.



This should open a screen with a collection of “tiles” – that all relate to a workspace collection titled “**UP Student Self-Service**”.

**Step 12:** Note the tile labelled “**UP Student Centre**” ...





# ACTIVATING YOUR UNIVERSITY OF PRETORIA PORTAL PASSWORD

**Step 13:** Clicking on this “UP Student Centre” tile, will take you to a collection of hyperlinks ....

The screenshot displays the UP Student Centre portal interface. On the left, there are several expandable categories: Academic Information, Finances, Admission, Residence, and Personal & Contact Information. The Admission category is highlighted with a red box and contains links for Admission Status and Online Contract. On the right, there are three expandable categories: Documents, Holds, and Milestones, followed by Communications and Comments. The Documents category is highlighted with a red box and contains a link for Upload Supporting Documentation. The Communications and Comments categories are also highlighted with red boxes and each contains a link for details.

Not all of these links will (initially) function for Study Applicants, but take note that:

- The “**Admission Status**” link will allow you to track the status of your Study Application
- The “**Upload Support Documents**” link will allow any document you ever wish to upload, or are requested to upload, to be processed
- The “**Communications**” link shows all system generated communications previously sent to you

## Notes:

- To return to the previous collection of tiles click the “Home” icon (top right)



- To log out, you can simply click on the “X” of the browser tab in which this information is being shown to close that Tab