

ACTIVATE YOUR UNIVERSITY OF PRETORIA PORTAL PASSWORD

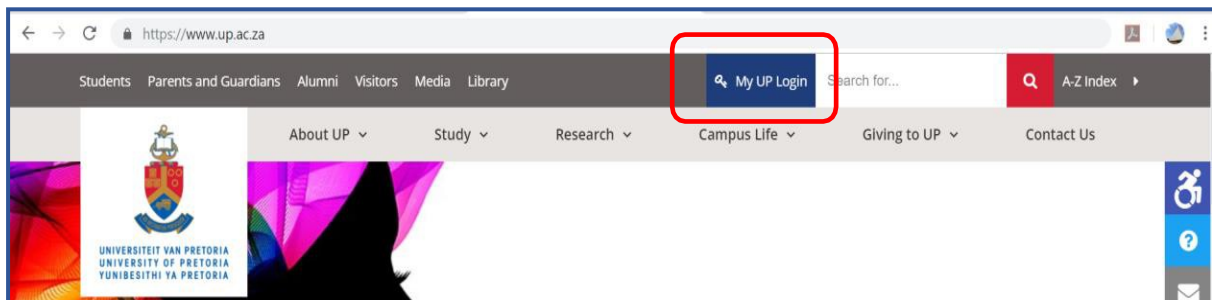
1 ACCESS YOUR UP STUDENT PORTAL

Background

In order for persons who are Students, Staff, Alumni or authorised Guests to access UP systems, they will 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 Students – so that they are guided into their “**Student Centre**”.

Step 1: Go to UP’s website at www.up.ac.za



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

UP WEB | LIBRARY | UP GOOGLE | TUKS GOOGLE

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LOGIN

Please log in with your "p" or "u" username.
For example, Username: u01234567 or p12345678

[New user](#)

u20416254

.....|

SUBMIT

[Change password](#) | [Lost \(forgotten\) password](#)

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.

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Password Self Service

New user

*** Username**
Please enter your username for example u12345678 or p12345678

*** National ID / Passport**
Please enter your ZAR ID number for example 9010105006082 or Passsport number for example AE12345678

[Proceed](#) [Cancel](#)

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

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Password Self Service

New user

*** Username**
Please enter your username for example u12345678 or p12345678

*** National ID / Passport**
Please enter your ZAR ID number for example 9010105006082 or Passsport number for example AE12345678

(The data shown here included asterisks to mask the SA National ID used)

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

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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**

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)*


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Password Self Service

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?

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

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Set Challenge Questions

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Answer all selected questions

In what city or town did your mother and father meet?

Give the last 5 characters in your driving licence no.

What is the name of the first boy or girl that you kissed?

Save

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

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Password Self Service

Menu

- Logon to UP Portal
- I'm a new user
- I lost my password
- I want to setup
- I want to change

Information

Challenge questions set successfully. Click OK to return to the UP Portal login page.

OK

Step 9: You should be returned to the LOGIN page used earlier (or you could navigate from 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 login page for the University of Pretoria. At the top, there are social media icons for Facebook, Twitter, Instagram, YouTube, Google+, and LinkedIn. To the right, there is a link for "LOG A SUPPORT CALL" with icons for a phone, email, and a help icon. Below this is a navigation bar with links for "UP WEB", "LIBRARY", "UP GOOGLE", and "TUKS GOOGLE".

On the left side, the University of Pretoria crest is displayed above the text: "UNIVERSITEIT VAN PRETORIA", "UNIVERSITY OF PRETORIA", and "YUNIBESITHI YA PRETORIA".

The main content area is titled "LOGIN". It contains the following text: "Please log in with your 'p' or 'u' username. For example, Username: u01234567 or p12345678". Below this is a "New user" button with a red plus icon. There are two input fields: the first contains the username "u20416254" and the second contains masked password characters ".....". A blue "SUBMIT" button is located below the password field. At the bottom of the login form, there are two links: "Change password" and "Lost (forgotten) password".

Step 10: As a Student, you have completed Steps 1 through 9 and have entered your Username and Password, then you should have landed on what is labelled as the “**UP STUDENT 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 swap to the STUDENT portal*

The screenshot shows the UP Student Portal interface. At the top, there are social media icons (Facebook, Twitter, Instagram, YouTube, Google+, LinkedIn) and a 'LOG A SUPPORT CALL' button. The user is identified as 'Ms. EH Dippenaar' with 'EMPLID: 25000056'. A search bar is present with the text 'Search the UP Intranet'. Below the search bar, there are two dropdown menus: 'MY VIEW' and 'MY COLLABORATION SPACES'. The main navigation includes 'HOME', 'POLICIES', and 'COMMUNICATIONS'. There are also options to 'ADD / REMOVE PORTLETS', 'CUSTOMISE PORTLETS', 'RESET PORTAL LAYOUT', and 'COLLAPSE ALL PORTLETS'. The main content area displays several portlets: 'UP Agreements', 'Financials (FSCM) and Enterprise Re', 'Apply for Parking', 'Student Centre', 'TuksSport', and 'Human Resources Management System'. The 'Student Centre' portlet is highlighted with a red box and contains a table with columns 'Course', 'Term', and 'Status', showing 'CHS 110' for '2020 - S1' with a status of 'Enrolled'. To the right, there is a 'CORONAVIRUS UPDATES' banner and an 'ANNOUNCEMENTS' section with three items.

On the “UP Student” Portal, you should see a number of smaller “portlets” (e.g. UP Agreements; Student Centre, 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**”.

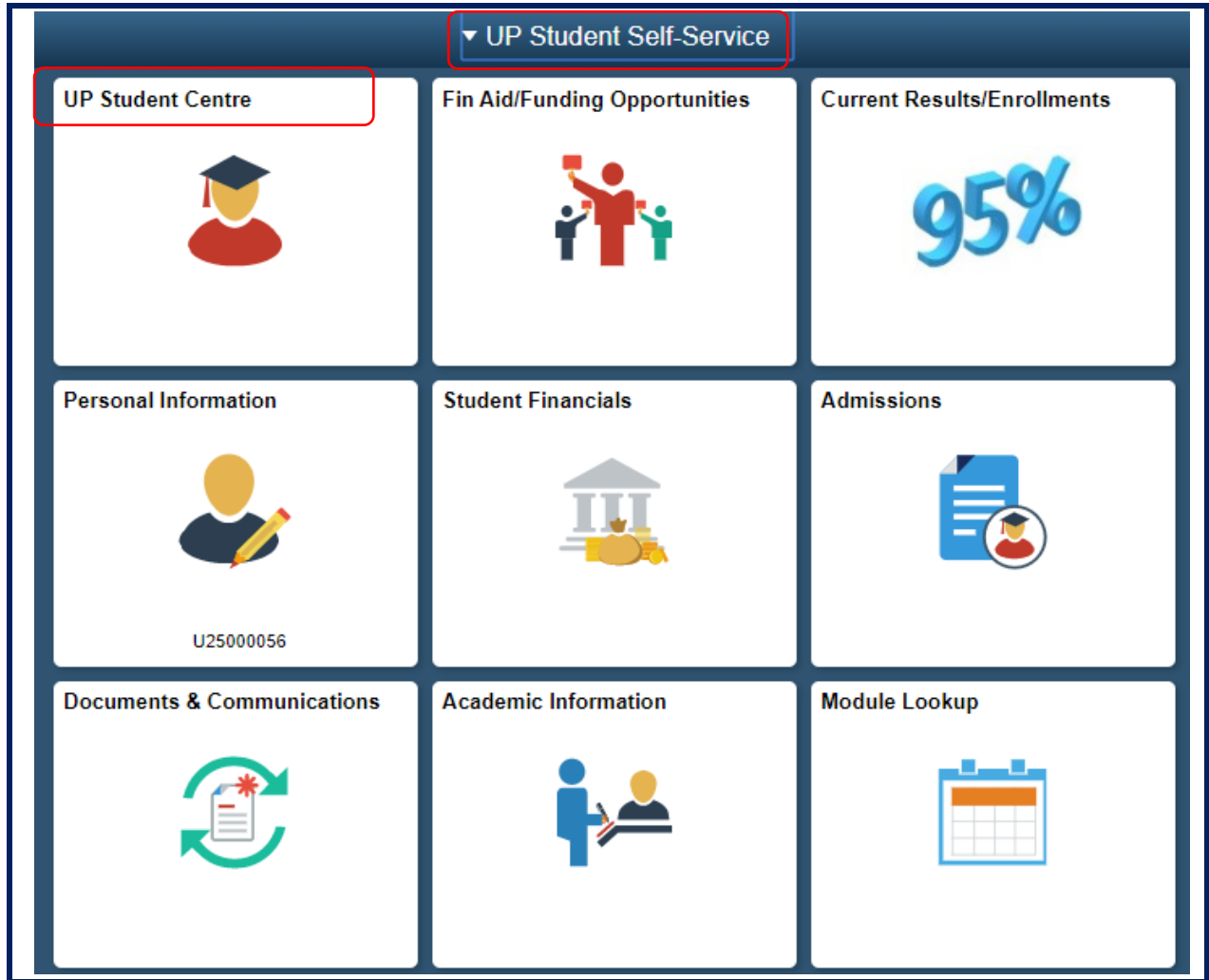
Step 11: Click on the hyperlink labelled “[Student Centre](#)”, or on the green “GO” button.

The screenshot shows the UP Student Portal interface. At the top, there are social media icons (Facebook, Twitter, Instagram, YouTube, Google+, LinkedIn) and a 'LOG A SUPPORT CALL' button. The main header includes the 'UP STUDENT PORTAL' logo, a search bar for the UP Intranet, and user information for Ms. EH Dippenaar (EMPLID: 25000056). Below the header, there are navigation links for 'HOME', 'POLICIES', and 'COMMUNICATIONS'. A secondary navigation bar includes 'ADD / REMOVE PORTLETS', 'CUSTOMISE PORTLETS', 'RESET PORTAL LAYOUT', and 'COLLAPSE ALL PORTLETS'. The main content area features three portlets: 'UP Agreements', 'Financials (FSCM) and Enterprise Re', and 'Student Centre'. The 'Student Centre' portlet is highlighted with a red box and contains a red box around the 'Student Centre' link. To the right of the portlets is a 'CORONAVIRUS UPDATES' banner with a 'Click here' link and a 'Provision for staff to work from home' section. Below the 'Student Centre' portlet, there is a table with the following data:

Course	Term	Status
CHS 110	2020 - S1	Enrolled

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”, click on this tile.



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

The screenshot displays the UP Student Centre interface with several expandable sections:

- Academic Information:** Student Academic Readiness Survey Report, View Current Enrollment/Results, Print Current Term Enrollments/Results, Print/View Academic Record, Exclusion Information, Registration/Module Changes, Previous academic history/results, Postgraduate Information, Credit List.
- Finances:** Account, Student Finances, Financial Aid, View Financial Aid, Apply for UP Financial Aid, View historic Fee adjustment grant.
- Admission:** Admission Status (highlighted), Online Contract, Internal Application, Capture External Tertiary Data.
- Residence:** Campus Residence.
- Personal & Contact Information:** Addresses, Demographic Data, Email Addresses, Emergency Contacts List, Names, Phones, Update account email address.
- Documents:** Upload Supporting Documentation (highlighted).
- Holds:** Entrance Req met for Regis, Financially unsuitable, Contr does not comply/leg req, Contr does not comply/leg req, details.
- To Do List:** An Agreement, An Agreement, An Agreement, An Agreement, An Agreement, Contract outstanding, Contract outstanding, details.
- Milestones:** No Milestones.
- Communications:** 03/11/2020 UP Verification Letter Modules, 03/09/2020 Waiting list with options, Placement -.

Not all of these links will (initially) function for you, 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