VIEW UPDATE CHANGE INFORMATION

STUDENTS CAN VIEW THEIR INFORMATION ON THE UP PORTAL

Students can view their information on the UP Portal at **www.up.ac.za/portalstudent**

You will be able to view your **academic, financial, personal, admissions** and **residence** information.

Registered UP students can sign on with their normal Portal **User ID** and **Password**.

If you are a first-time user of the UP Portal, click on **New User** and enter your **EMPL ID** (student number) (u00000000) as **Username**. Type in your I**D/passport number** as **Password** and click on **Proceed**.

Please visit **www.up.ac.za/portalhelp** for **step-by-step instructions** on how to set up your UP Portal password.

CHANGING YOUR PHONE AND/OR CELLPHONE NUMBER

Students can change their **phone number** and **cellphone number** on the **UP Portal**, or at the Student Service Centre.

CHANGING YOUR POSTAL OR PERMANENT PHYSICAL ADDRESS

Students **cannot change their postal or permanent physical addresses on the UP Portal**. If you wish to change your registered address, kindly send an **email** request to the Student Service Centre at **ssc@up.ac.za**.

Your email should contain the **complete address** that you would like updated as well as your **student number** and **ID/Passport number**. Please take note that it is compulsory to supply the University with your **permanent physical address** (domicilium address). You can also supply a **second**, **postal address** if your postal address differs from your permanent physical address.

CHANGING YOUR EMAIL ADDRESS

The email address of an enrolled student or alumnus cannot be changed by a staff member of the University of Pretoria. **This must be done by students and alumni themselves on the UP Portal**.

When a student registers, an email address is automatically created for him/her. The email address will always be: **ustudentnumber@tuks.co.za (**small letter "u" before student number), and the password will be the **ID number of the student**. You will have to create an alias to redirect your emails if you prefer it not to be sent to the Tuks address. To create an alias to redirect your mail, you must **log onto the Portal**. Follow the email settings link — there is a help file to assist.

If you require assistance in this regard, please contact **IT Help Desk** at: **+27 (0)12 420 3837** or send an **email** to **studenthelp@it.up.ac.za**

CHANGING THE EMAIL ADDRESS FOR YOUR STUDENT ACCOUNT TO BE EMAILED TO

Students are responsible for changing the email address to which your student account should be emailed. Click on **My UP Login**, go to **Student Service Centre**, select **Personal and Contact information**, and click on "**update account email address**".

Unfortunately, **no third party** (e.g. sponsor) may request a change of email address without the student's consent.

UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

Make today matter