Quick Reference Guide

Leave of Absence Service Request Upload

Date Created: 11 July 2019

Lesson 1: Submitting your Leave of Absence Service Request

- Login to the **PeopleSoft Student Administration Self Service:**
 *studentsonline.uct.ac.za*

- Enter your student number in the **Enter User ID in UPPER CASE** field e.g. **XXXYYY001**
- Enter your UCT password in the **Password** field
- Click on the **Sign In** button
- The **Student Homepage** appears

- Click on the **NavBar** Icon
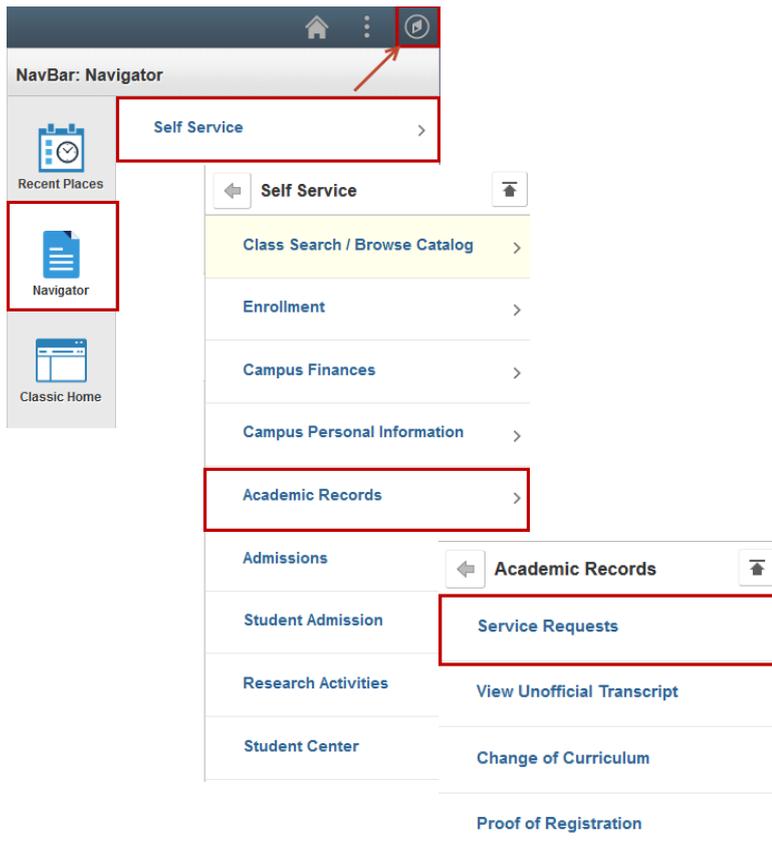
- Click on the **Navigator** category
- Click on the **Self-Service** category
- Click on the **Academic Records** category
- Click on the **Service Requests** category
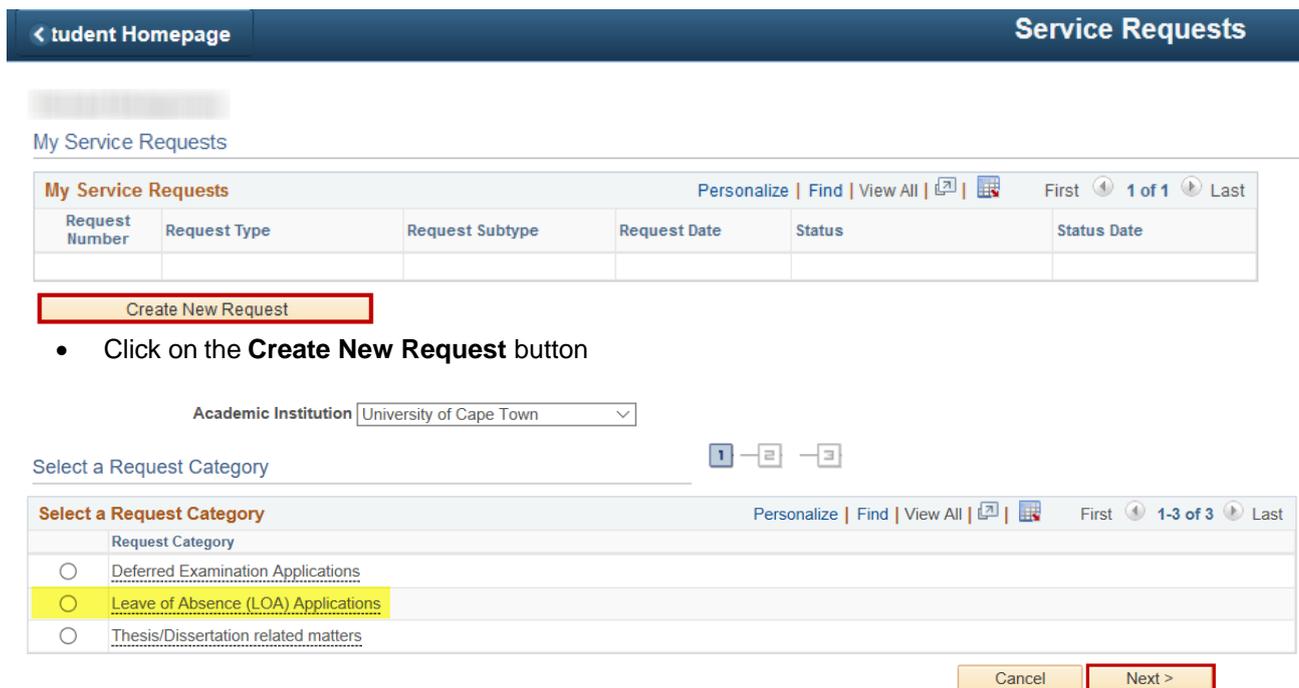
- Click on the **Create New Request** button

- Select the **Leave of Absence (LOA) Applications** button
- Click on the **Next** button

Select a Request Type

Select a Request Type	Personalize | Find | View All | 🗗 | 🔢	First ◀ 1 of 1 ▶ Last
Request Type		
○ Upload Leave of Absence Application		

Cancel < Previous Next >

- Select the Upload **Leave of Absence Application** button
- Click on the **Next** button

Select a Request Subtype

Select a Request Subtype			1 of 1 ▶ Last
Request Subtype			
○ Upload Humanities LOA Application			

Message

Service Request Submission (21000,1788)

If you receive any error messages or cannot complete this process, please urgently email a screenshot and your student number to Student Systems Support via sss-helpdesk@uct.ac.za

OK

- A service request message will appear to advise you of what process to follow if you experience any system error.
- Click on the **OK** button

Select a Request Subtype

Select a Request Subtype	Personalize | Find | View All | 🗗 | 🔢	First ◀ 1 of 1 ▶ Last
Request Subtype		
◉ Upload Humanities LOA Application		

Cancel < Previous Next >

- Select the **Upload Leave of Absence Application** button for your respective faculty
- Click on the **Next** button

My Request Detail

Category	Leave of Absence (LOA) Applications	Type	Upload Leave of Absence Application
Subtype	Upload Humanities LOA Application	Request Date	11/07/2019
Status	Received		

Comment

▼ File Attachments	Personalize | Find | 🗗 | 🔢	First ◀ 1 of 1 ▶ Last

Attachments	Audit	📰▶

| Attached File	View	Add Attachment	
	View	Add Attachment	−

Submit   Cancel

- Click on the **Add Attachment** hyperlink **to upload your Leave of Absence application**

▶ **Note**   Save the appropriate **Leave of Absence form**, followed by any supporting documents as a single PDF, and submit on PeopleSoft self-service using a service request. **You will be required to upload these forms in a single PDF attachment.**

- Click on the **Browse** button to locate the file
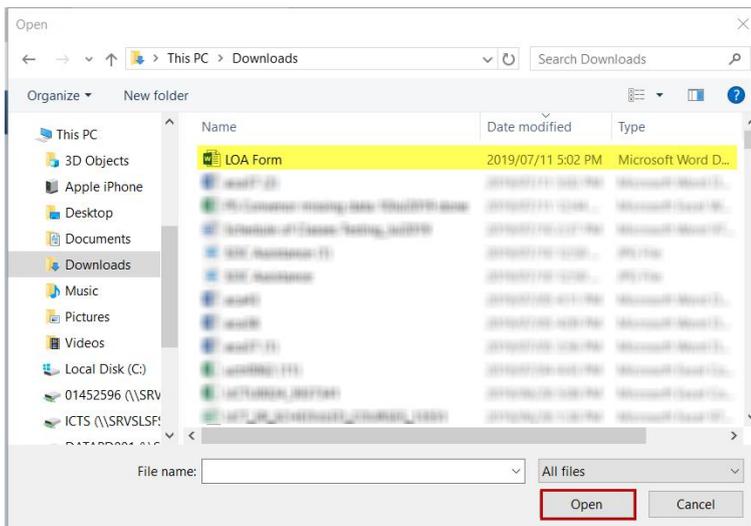
- Select your **Leave of Absence Application Form (i.e. the single PDF containing the Leave of Absence form and any supporting documentation)**
- Click on the **Open** button
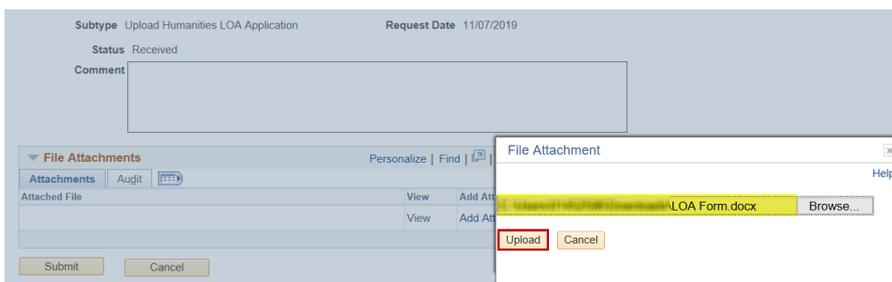
- Click on the **Upload** button

My Request Detail

Category Leave of Absence (LOA) Applications		**Type** Upload Leave of Absence Application	
Subtype Upload Humanities LOA Application		**Request Date** 11/07/2019	
Status Received			

Comment

▼ **File Attachments**   Personalize | Find | 🔲 | 🔣   First ◄ **1 of 1** ► Last

Attachments	Audit	🔲		
Attached File		**Description**	**View**	
LOA_Form.docx		LOA_Form.docx	View	⊟
				⊞

Submit   Cancel

- To review your document, click on the **View** button
- Click on the **Submit** button

My Service Requests

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
24980	Upload Leave of Absence Application	Upload Humanities LOA Application	11/07/2019	Received	11/07/2019

Create New Request

- 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.

My Service Requests

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
24980	Upload Leave of Absence Application	Upload Humanities LOA Application	11/07/2019	Pending	11/07/2019

- Check your service request **Status** column timeously, as the application status may change to either **Pending or Incomplete**
  - A Pending status indicates that your application has been sent to your Faculty Manager for review.

An Incomplete LOA application Status

My Service Requests

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
24980	Upload Leave of Absence Application	Upload Humanities LOA Application	11/07/2019	Incomplete	11/07/2019

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

My Service Requests

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
24980	Upload Leave of Absence Application	Upload Humanities LOA Application	11/07/2019	Incomplete	11/07/2019

- Click on the **Upload Leave of Absence Appeal Application** hyperlink to view the administrator's comments and upload the corrected appeal documentation.

My Request Detail

University of Cape Town

Category	Leave of Absence (LOA) Applications	Request Number	24980	
Type	Upload Leave of Absence Application	Request Date	11/07/2019	
Subtype	Upload Humanities LOA Application	Status	Incomplete	

Status Date	Comment	By
11/07/2019	Dear Student, Please add the additional Medical Certificate. Regards	Staff
11/07/2019		Stefano Paulo

Add Comment   Update Last Comment

▼ File Attachments

Attachments | Audit

Attached File	Description	View	
LOA_Form.docx	LOA_Form.docx	View	−
			+

Save   Cancel

- The comment/s will be displayed in the comment field

Stef Paulo
My Request Detail

University of Cape Town

Category Leave of Absence (LOA) Applications		**Request Number**	24980
Type Upload Leave of Absence Application		**Request Date**	11/07/2019
Subtype Upload Humanities LOA Application		**Status**	Incomplete

Status Date	Comment	By
11/07/2019	Dear Student, Please add the additional Medical Certificate. Regards	Staff
11/07/2019		Stefano Paulo

Add Comment	Update Last Comment

▼ **File Attachments**   Personalize | Find | 🔲 | 🔢   First ◀ 1 of 1 ▶ Last

Attachments	Audit	📇

Attached File	Description	View	
LOA_Form.docx	LOA_Form.docx	View	➖
			➕

Save	Cancel

- Click on the Add **Comment button to update a note advising that you have uploaded the corrected document/s.** Browse and Upload the correct document/s

My Request Detail

University of Cape Town

Category Leave of Absence (LOA) Applications		**Request Number**	24980
Type Upload Leave of Absence Application		**Request Date**	11/07/2019
Subtype Upload Humanities LOA Application		**Status**	Incomplete

Status Date	Comment	By
11/07/2019	Dear Student, Please add the additional Medical Certificate. Regards	Staff
11/07/2019		Stefano Paulo

Add Comment	Update Last Comment

Enter Comment Below

Please find my updated documents Uploaded

▼ **File Attachments**   Personalize | Find | 🔲 | 🔢   First ◀ 1 of 1 ▶ Last

Attachments	Audit	📇

Attached File	Description	View	
LOA_Form.docx	LOA_Form.docx	View	➖
			➕

Save	Cancel

- Click on the ➕ **Add a New Row** icon to add the correct documentation

My Request Detail

University of Cape Town

Category	Leave of Absence (LOA) Applications	**Request Number**	24980
Type	Upload Leave of Absence Application	**Request Date**	11/07/2019
Subtype	Upload Humanities LOA Application	**Status**	Incomplete

Status Date	Comment	By
11/07/2019	Dear Student, Please add the additional Medical Certificate. Regards	Staff
11/07/2019		Stefano Paulo

[Add Comment]   [Update Last Comment]

Enter Comment Below

Please find my updated documents Uploaded

▼ File Attachments	Personalize	Find	🗗	🖩	First ◀ 1-2 of 2 ▶ Last

Attachments | Audit | ▦▸

Attached File	Description	View	
LOA_Form.docx	LOA_Form.docx	View	⊟
Medical_Certificate.docx	Medical_Certificate.docx	View	⊟
			⊞

[Save]   [Cancel]

- Click on the **Save** button

My Service Requests

My Service Requests			Personalize	Find	View All	🗗	🖩		First ◀ 1 of 1 ▶ Last	
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
24980	Upload Leave of Absence Application	Upload Humanities LOA Application	11/07/2019	Acknowledged	11/07/2019

▶ **Note**   **Once your Leave of Absence appeal application has been saved with the updated documentation and comment, the status will be updated to Acknowledged.**
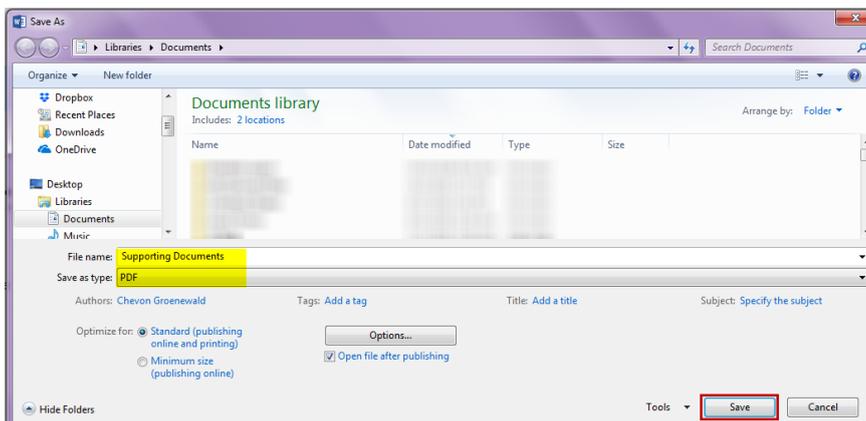
Lesson 2: Creating a Single PDF

Save all files in a PDF format
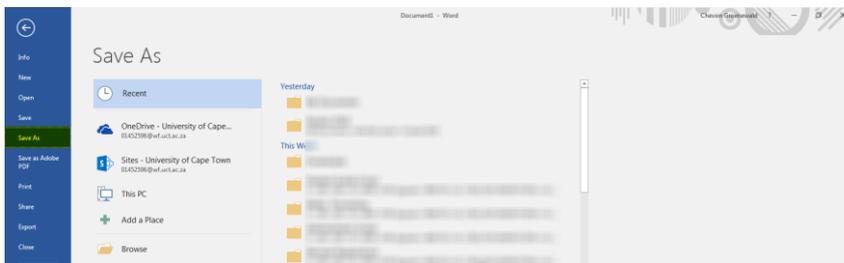
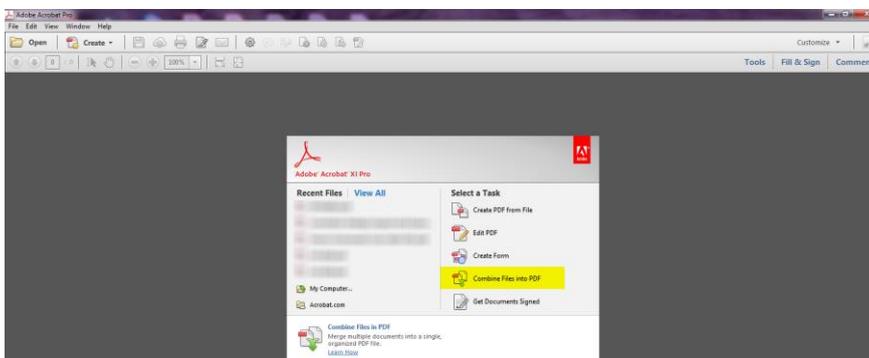- Select the **Save As** option on the word document
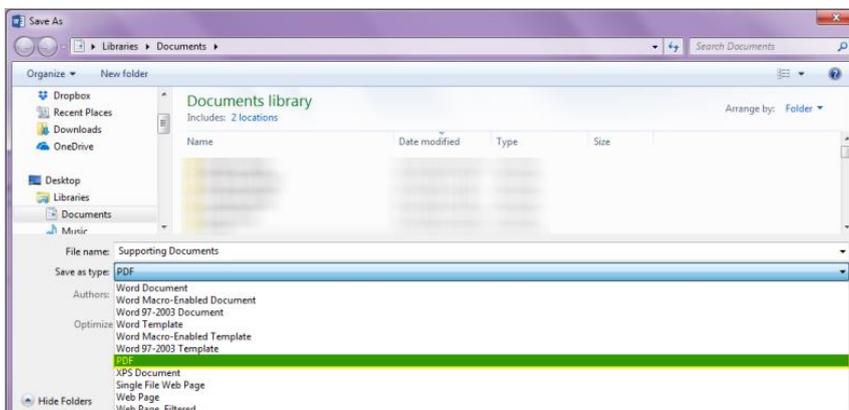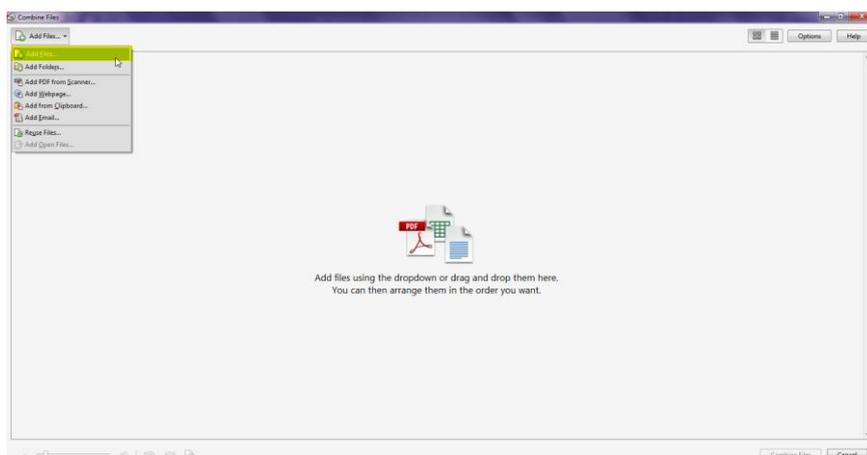

- Select the **PDF** option from the drop-down list
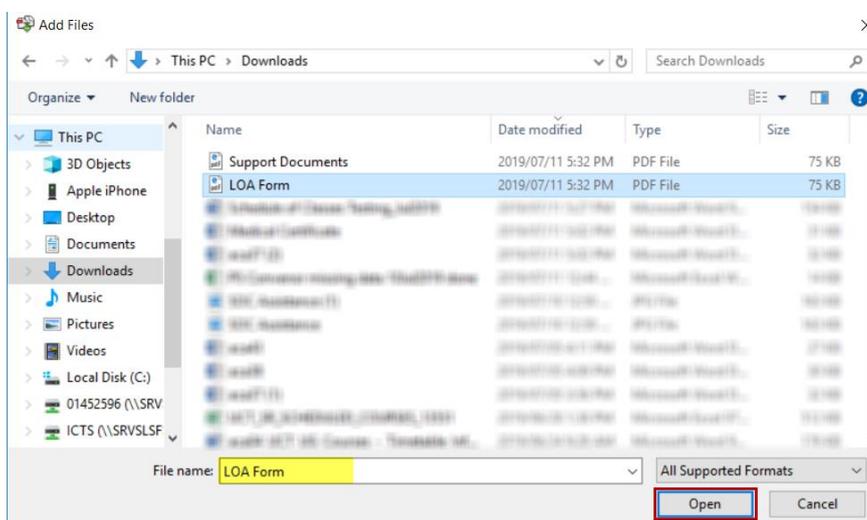

- Click on the **Save** button

Download Adobe Acrobat Pro

- **Open Adobe Acrobat Pro**
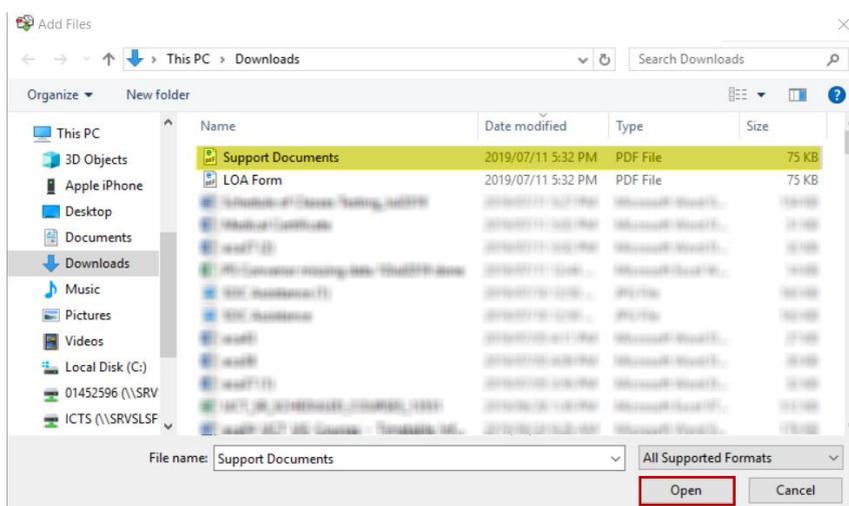- Select **Combine Files in PDF option**

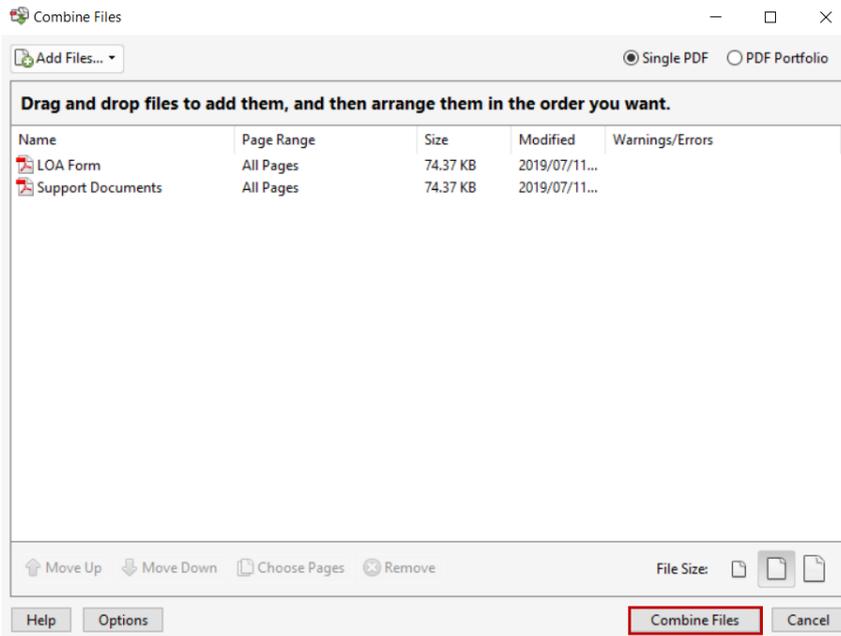- Click on the **Add File** option from the drop-down list

- Select your **Leave of Absence Application Form** as your first set of documents and click on the **Open** button
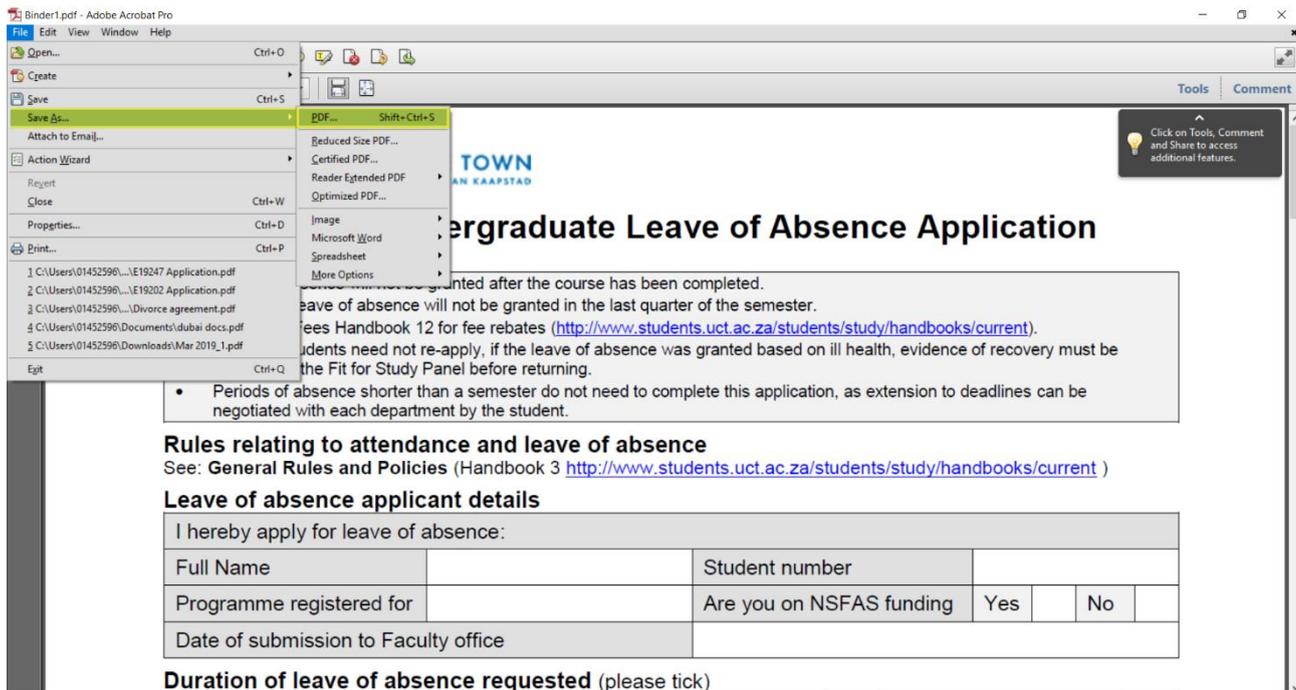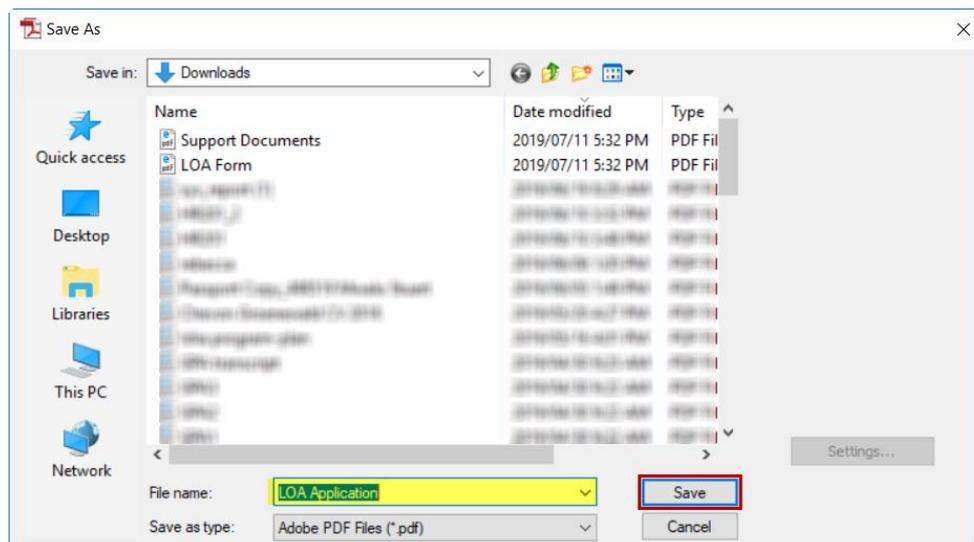

The first set of documents will be displayed

- Select your **supporting documents** file and click on the **Open** button

- Once all documents have been uploaded, click on the **Combine files** button

- Select the **Save As** option to save the combined files

- Click on the **Save** button

You can download the Adobe Acrobat Pro from **https://ictsdownloads.uct.ac.za/Downloads/Forms/Browse%20Downloads.aspx** If you are unable to combine the PDF file using Adobe Acrobat Pro, you can print all the documents and scan them to your email using a scanner. Scanners are available on campus in the Chancellor Oppenheimer Library.

Should you have any technical issues with the PeopleSoft system, please email Student Systems Support at sss-helpdesk@uct.ac.za or contact us: 021 650 5227|4720.