

Student Service Centre	Tel: 012 420-3111	(For all Finance related queries, Status of application and/or Registration queries)
IT Help Desk	Tel: 012 420-3051	Email: help@it.up.ac.za
Student Help Desk	Tel: 012 420-3837	Email: studenthelp@up.ac.za

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HELPDESK DETAILS

- Always supply your [EMPLID](#) and a **brief description** of the problem.
- Where applicable, make a **screenshot** of the screen display and attach that to the email you send to Helpdesk.

STAFF MEMBERS, GUESTS, APPLICANTS OR ALUMNUS

Report a problem you experience to the “**IT Help Desk**”.

- Call **012 420-3051**
- Email help@it.up.ac.za.

STUDENTS

Report a problem you experience to the “**Student Help Desk**”.

- Approach the **assistants at the Helpdesks** that are typically adjacent to the Student Computer Laboratories (in IT Building, NW2, CBT etc)
- **Visit the Open Labs** situated in the Informatorium Building, for reporting the problem at the offices of “Student Help Desk”
- Call **012 420-3837**
- Email studenthelp@up.ac.za

USERNAME FOR UP PORTAL SIGN ON

STAFF MEMBERS

As a staff member you should be issued with a **'p'username** which, for most staff members, relates to the number ([EMPLID](#)) printed on your personnel card.

If you **forgot your username**, please contact the **IT Help Desk** (012 420-3051, help@it.up.ac.za)

ALUMNUS

As an alumnus you should sign on with the **'u'username** you used for sign on while you had been an enrolled student. For assistance, please contact the **IT Help Desk** (012 420-3051, help@it.up.ac.za).

For example, if your EMPLID is "10214562", the username you should use for sign on to systems is "u10214562".

STUDENTS

As a student, you should sign on with the **'u'username** assigned to you. The 'u'username relates to the number ([EMPLID](#)) printed on your student card.

For example, if the EMPLID printed on your student card is "10214562", the username you should use for sign on to systems is "u10214562".

For assistance, please contact the **Student Help Desk** (012 420-3837, studenthelp@up.ac.za).

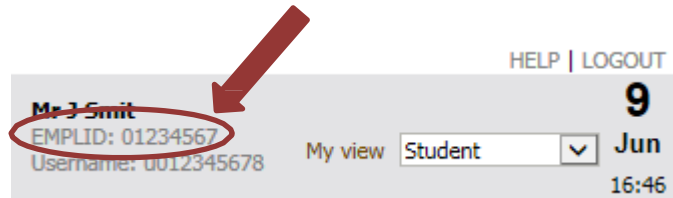
STUDY APPLICANTS

As a person who applied for study at University of Pretoria (applicant), you would have received a letter from the university, informing you of a **username** for sign on to the UP Portal.

For example, if your EMPLID is "10214562", the username you should use for sign on to systems is "u10214562".

If you **lost/ forgotten this username**, please contact the **IT Help Desk** (012 420-3051, help@it.up.ac.za), providing the [EMPLID](#) (occasionally referred to as 'Student Number') which appears on all correspondence you would have received from the University.

On UP Portal sign on, your **EMPLID** is displayed at the top, right of the UP Portal display below your name. The below image illustrates the position of the EMPLID display:



University of Pretoria uses an EMPLID (“Enterprise-wide Master Personal IdentifyDescriptor”), assigned to an individual, as a unique identifier for that person across all computerised systems.

For many of the university’s business processes (like Application for studying at the university; Appointment of a person; Application for access to the university’s premises; etc), one of the first steps, is a lookup for the EMPLID assigned to that person. If no existing EMPLID for that person is found, a unique EMPLID is then assigned to that person. From then onwards this EMPLID is used, across all the university’s computerised systems, for retrieving or storing information about that person.

PASSWORD SELF SERVICE

When you sign on to the UP Portal, three **Password Self Service functionalities** are available:

Login

Please log in with your "p" or "u" username.

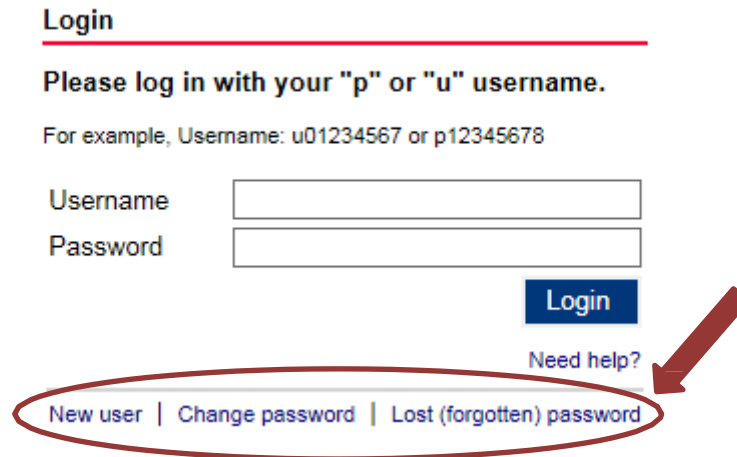
For example, Username: u01234567 or p12345678

Username

Password

[Need help?](#)

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



NEW USERS

This process entails:

1. Identify yourself by providing the **username** (assigned to you for sign on to UP's computerised systems), as well as your **National Identification (ID)** or **Passport number**.
2. **Choose a password**, that meets the *minimum* security validations.
3. Select a minimum of **three questions**, very specific to yourself, with the answers to those questions as something you will never forget.
4. **Provide the answers** to those questions. In future, when you execute the below described functionality 'Lost Password', these questions with the related answers will be used for **user authentication** (validate that the person who uses the username, is the owner of that username and is the person who knows the answers to the earlier selected and stored questions).

LOST (FORGOTTEN) PASSWORD

In a situation where you cannot remember your password, you are allowed to use this self service functionality for **creating a new password**. The application only allows you to create and store a new password if you've **answered the "challenge questions" correctly** (one of those questions earlier selected and answered).

CHANGE PASSWORD

You are allowed to **change your password at any time**. People are advised to change their passwords at least every sixty days. The most recently stored password will always be used for user authentication.

PROBLEMS WHEN USING PASSWORD SELF SERVICE

- If you elect to, or are forced to, change your UP Portal password but then:
 - Encounter an error message of sorts whilst changing the password, or
 - Find that *a few minutes after* you've changed your password the new password is not working, or
 - Find that *a few minutes after* you complete the process of 'New User', you are still prompted for completing the 'New User' process whereby it appears to be in a loop where you are obliged to again and again have to enter a new password.

Please report the problem to Help Desk ([Helpdesk Details](#))

PASSWORD CHANGE REMINDER

- Each time a user signs on to UP Portal, the system checks when that user last changed his/her Portal password. If the user's last password change was more than 60 days ago, the system will then remind the user that a change of password is overdue. Although the system allows the user to sign on to UP Portal without a password change, users are obliged to do so.
- The UP Password Policy is available on the intranet at:

<http://www1.up.ac.za/cs/groups/public/@public/documents/document/mdaw/mda0/~edisp/004268.pdf>

Internet Explorer 8, 9 & 10

1. Press the **Alt key** and click **Tools** at the top of the page
2. Click on **Internet Options**
3. Under the **General tab**, click the open area to type in
 - a. To set the **UP Portal** as your homepage, enter: *https://upnet.up.ac.za/portal*
 - b. To set the **Public Webpage** as your homepage, enter: *http://www.up.ac.za*
4. Click **OK**

Firefox

1. Press the **Alt key** once on your keyboard and click **Tools** at the top of the page
2. Click on **Options**
3. Click the **General** menu item at the top
4. Select “*Show my home page*” from the *When Firefox starts*: drop-down menu
5. In the **Home Page** field:
 - a. To set the **UP Portal** as your homepage, enter: *https://upnet.up.ac.za/portal*
 - b. To set the **Public Webpage** as your homepage, enter: *http://www.up.ac.za*
6. Click **OK**

Safari

1. Click “**Safari**” on the top left of the screen (Next to the Apple logo)
2. Click **Preferences** (or **Settings**)
3. Click the **General** icon in the top left
4. Search for **Homepage**: in the list of items, and enter one of the following:
 - a. To set the **UP Portal** as your homepage, enter: *https://upnet.up.ac.za/portal*
 - b. To set the **Public Webpage** as your homepage, enter: *http://www.up.ac.za*
5. Close the Settings window

Chrome

1. Click the **Options** icon in the top right of the screen



2. Click **Settings**



3. Under **On startup**, click **Set Pages**

- a. To set the **UP Portal** as your homepage, enter: *https://upnet.up.ac.za/portal*
- b. To set the **Public Webpage** as your homepage, enter: *http://www.up.ac.za*

4. Under **Appearance**, ensure that the **Show Home button** tick box is ticked and click **Change**

- a. To set the **UP Portal** as your homepage, enter: *https://upnet.up.ac.za/portal*
- b. To set the **Public Webpage** as your homepage, enter: *http://www.up.ac.za*

5. Close **Chrome's** Settings tab