

ONLINE REGISTRATION SUPPORT DOCUMENT

guide for

STUDENTS

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Contact details:

Service Departments	Phone	e-mail
Service Desk	021 959 6407	
Admissions & Registrations Centre	021 959 6256	
Student Debtors	021 959 6370	ChristiansM@cput.ac.za

Faculties		Phone	e-mail
Applied Sciences	Bellville	021 959 6818	vanwykL@cput.ac.za
	Cape Town	021 460 3151	ErispeT@cput.ac.za
Business	All Campuses	021 460 8307	MollerM@cput.ac.za
Education	Wellington	021 864 5221	CottleC@cput.ac.za
	Mowbray	021 680 1592	DanielsS@cput.ac.za
	Bellville	021 680 1590	WilliamsRI@cput.ac.za
Engineering	All Campuses	021 953 8729	EvansD@cput.ac.za
Health & Wellness	Bellville	021 959 6917	LebenyaT@cput.ac.za
Informatics & Design	Bellville	021 959 6271	TitusA@cput.ac.za
	Cape Town	021 460 3292	KhanA@cput.ac.za

LOGIN RELATED PROBLEMS

FAQ: How do I access my “myCPUT” email account?

OUTCOME:

Instructions for logging in to your “myCPUT” account are on the CPUT website, on the right hand side under “New student email system”, or from the following link:

[http://www.cput.ac.za/files/images_folder/Events/New student email FAQs.pdf](http://www.cput.ac.za/files/images_folder/Events/New%20student%20email%20FAQs.pdf)

Note: Only student who were registered in 2012 will have a “myCPUT” email account. If you still cannot log into your email account, then contact the Service desk on 021 959 6407.

LOGIN RELATED PROBLEMS

MESSAGE: Error Creating PIN (No E-mail Address Available)

FAQ: How do I update my e-mail address when I select “Request a Pin”/”Forgot a Pin” and the following error message is displayed: “Error Creating PIN (No e-mail address available)

PROBLEM:

No e-mail address exists on your Biographical record

OUTCOME:

Register on campus. Refer to the Registration booklet on the CPUT website – www.cput.ac.za

LOGIN RELATED PROBLEMS

MESSAGE: PIN Requested Successfully (Error creating SMS). Your pin will be sent to your E-mail address. SMS error: Cell Number could not be derived

FAQ: What do I do when I select “Request a Pin”/”Forgot a Pin” and the following error message is displayed: “PIN Requested Successfully (Error creating SMS). Your pin will be sent to your E-mail address. SMS error: Cell Number could not be derived

PROBLEM:

The pin will be sent to your e-mail address but you will not receive a SMS as no cell phone number exists on your biographical record

OUTCOME:

Check your “myCPUT” email for pin. If problem persists, register on campus. Refer to the Registration booklet on the CPUT website – www.cput.ac.za

LOGIN RELATED PROBLEMS

MESSAGE: Pin requested successfully.

FAQ: I’ve selected “Request a Pin”/”Forgot a Pin” but not receiving the Pin

PROBLEM:

Student not receiving pin.

OUTCOME:

Check your myCPUT email for pin. Your pin will only be forwarded to your myCPUT email. If problem persists, register on campus. Refer to the Registration booklet on the CPUT website – www.cput.ac.za

LOGIN RELATED PROBLEMS

MESSAGE: Illegal Login

FAQ: I could enter my student number and pin but the error message “Illegal Login” is displayed

PROBLEM:

Student using incorrect pin and/or no pin exists

OUTCOME:

Step 1: Verify the pin you have received via your e-mail/sms and enter the correct pin

Step 2: Click on the request a pin button.

LOGIN RELATED PROBLEMS

MESSAGE: Maximum Unsuccessful Login Attempts Reached. You have exceeded the maximum allowed unsuccessful login attempts, and your account has been locked. Please contact the Web System Administrator to reset your Session

FAQ: How do I re-set my login/unlock my account when an error message is displayed: “Maximum Unsuccessful Login Attempts Reached. You have exceeded the maximum allowed unsuccessful login attempts, and your account has been locked. Please contact the Web System Administrator to reset your Session?”

PROBLEM:

Student has exceeded the maximum number of three (3) login tries

OUTCOME:

Contact Service Desk to re-set login

ONLINE PAYMENTS RELATED PROBLEM

MESSAGE: Student currently experiencing problems in doing online e-payments

FAQ: What must I do when the following error is displayed when trying to do an online payment “Payment of xxxx.xx was unsuccessful due to problem reported by EPayment B2B Partner” ?

PROBLEM:

Technical problem currently exists and is being investigated

OUTCOME:

Contact Student Debtors (Finance) on 021 959 6370

ONLINE PAYMENTS RELATED PROBLEM

MESSAGE: ACCOUNT CLOSED

FAQ: I get the message "ACCOUNT CLOSED". What should I do?

PROBLEM:

Student cannot use the Credit Card Account selected as the account has been closed

OUTCOME:

Contact your Banking institution or use alternative methods of payment

ONLINE PAYMENTS RELATED PROBLEM

MESSAGE: AMOUNT LARGE

FAQ: I get the message "AMOUNT LARGE". What should I do?

PROBLEM:

Student has entered an invalid amount/excessive transaction amount/an amount with a currency indicator/a comma instead of a decimal point

OUTCOME:

Please enter the correct amount/an amount without a currency indicator/a decimal point instead of a comma or contact your banking institution in the case of an excessive transaction amount.

ONLINE PAYMENTS RELATED PROBLEM

MESSAGE: CARD EXPIRED

FAQ: I get the message "CARD EXPIRED". What should I do?

PROBLEM:

Student has entered a credit card number that has expired

OUTCOME:

Please enter the correct expiry date or use an alternative method of payment

QUALIFICATION SELECTION AND REGISTRATION RELATED PROBLEMS

MESSAGE: Access to this option has been denied until all Academic Registration Rules and Regulations have been accepted or

MESSAGE: No access granted to this option at this time. You need to complete all previous requirements before running this option. Please see the following option(s): Rules and Regulations

FAQ: What must I do when the following error is displayed when trying to register online "Access to this option has been denied until all Academic Registration Rules and Regulations have been accepted" or "No access granted to this option at this time. You need to complete all previous requirements before running this option. Please see the following option(s): Rules and Regulations"?

PROBLEM:

Student proceeded to “**Submit Registration**” process without accepting the online “**Academic Rules and Regulations**”

OUTCOME:

Student to select “**Academic Rules and Regulations**” process first, read the documentation, scroll down to the bottom of the document and then select the “**Accept**” button at the bottom of the document before proceeding to the next step, “**Submit Registration**”

QUALIFICATION SELECTION AND REGISTRATION RELATED PROBLEMS

MESSAGE: The institution has not permitted the use of this option to you as yet. Please contact us with any queries

FAQ: What must I do when the following error is displayed when trying to register online “The institution has not permitted the use of this option to you as yet. Please contact us with any queries” ?

PROBLEM:

Student cannot register online due to various reasons.

OUTCOME:

Step 1: Your faculty has not given you permission to register online due to any of the following reasons:

- a. The Qualification Code and Offering Type (e.g. Full-time, Part-time etc.) has not been selected for online registrations – refer to ONLINE Registration Booklet and/or
- b. You are not a **returning student**, who was registered during the previous academic year for the **same qualification**. Note that Education and Social Sciences students must have passed ALL their subjects (no failures) registered during the previous academic year for the same qualification and/or
- c. You are trying to register for the Qualification and Offering type outside the Registration period – refer to ONLINE Registration Booklet
- d. You are an International Student – Only SA citizens are allowed to register online

Step 2: If none of these reasons apply, then contact the Faculty Office, or report to the Registration Point on campus. Refer to the Registration booklet on the CPUT website – www.cput.ac.za

QUALIFICATION SELECTION AND REGISTRATION RELATED PROBLEMS

MESSAGE: Registration at the institution is currently closed. Please contact us with any queries

FAQ: What do I do if I receive the following message: “Registration at the institution is currently closed. Please contact us with any queries”

PROBLEM:

System is not available for online registrations

OUTCOME:

Step 1: Verify the online registration period for your Qualification and Offering type – refer to ONLINE Registration booklet

Step 2: If the registration is within the set registration period (dates and times), then contact Service Desk for further enquiries.

QUALIFICATION SELECTION AND REGISTRATION RELATED PROBLEMS

MESSAGE: No admitted application(s) are currently available for selection by you. Please contact the institution with any queries. Thank You.

FAQ: What do I do if I receive the following message: “No admitted application(s) are currently available for selection by you. Please contact the institution with any queries. Thank You”

PROBLEM:

Student cannot register due to the Admission Status and/or student is admitted to an offering type not selected for online registrations.

OUTCOME:

Step 1: Verify your Admission Status by:

- a. Selecting the **Student Enquiry** process
- b. Selecting the **Academic Admission Status** process
- c. Verifying your admission status for the relevant Year and Qualification Code. You will only be able to register if your Admission Status Description is either:
 - i. Conditionally Accepted or
 - ii. Unconditionally Accepted

If the admission status is correct according to (c) above, then proceed to Step 2

Step 2: Contact your Faculty Office to verify the Offering Type on your admission record, or alternatively, report to the registration point at the campus.

QUALIFICATION SELECTION AND REGISTRATION RELATED PROBLEMS

FAQ: I have selected the “Submit Registration” process but the incorrect Qualification Code and/or Offering Type and/or Block Code and/or Period of Study is displayed. How do I change this information?

PROBLEM:

Student has been admitted for the incorrect Qualification Code and/or Offering Type and/or Block Code and/or Period of Study

OUTCOME:

Contact your Faculty Office for further enquiries or report to the Registration Point on campus.

Refer to the Registration booklet on the CPUT website – www.cput.ac.za

QUALIFICATION SELECTION AND REGISTRATION RELATED PROBLEMS

MESSAGE: *“Qualification code – Qualification Name”* Student currently prevented from registration. This combination of *“Qualification code – Qualification Name/Offering Type/Block Code”* is no longer available for registration via the iEnabler”

FAQ: What do I do when the following message is displayed *“Qualification code – Qualification Name”* Student currently prevented from registration. This combination of *“Qualification code – Qualification Name/Offering Type/Block Code”* is no longer available for registration via the iEnabler”

PROBLEM:

Student cannot register due to the Qualification Code/Block Code and Offering Type being inactivated for online registrations purposes

OUTCOME:

Step 1: Verify that the Qualification Code and Offering Type has been identified for online Registrations. If so, proceed to next step – refer to ONLINE Registration Booklet

Step 2: If so, then contact your Faculty (as per contact numbers listed above) or, alternatively, report to the Registration point on campus. Refer to the Registration booklet on the CPUT website – www.cput.ac.za

QUALIFICATION SELECTION AND REGISTRATION RELATED PROBLEMS

MESSAGE: *“Qualification Code – Qualification Name”* Qualification Offering Type Combination invalid

FAQ: What do I do when the following message is displayed *“Qualification Code – Qualification Name”* Qualification Offering Type Combination invalid

PROBLEM:

The Qualification is not active for the Year/Qualification Code/Offering Type

OUTCOME:

Step 1: Contact your Faculty (as per contact numbers listed above) or, alternatively, report to the Registration point on campus

QUALIFICATION SELECTION AND REGISTRATION RELATED PROBLEMS

MESSAGE: Student currently prevented from registration. Exclusion Action R

FAQ: What do I do when the following message is displayed: *“Student currently prevented from registration. Exclusion Action R”*

FAQ: I have paid my fees but my account is still blocked

FAQ: I have paid the minimum payment of R3500 but I still can't register

PROBLEM:

No minimum credit of R3500 reflects on student's account and/or Stop Registration indicator (FREG) exists

OUTCOME:

Step 1: Select the **Student Enquiry** business process

Step 2: Select **Summarised Statement of Account** and verify if there is a credit balance of at least R3500 (credit amount will display as a negative balance e.g. –R3500)

Step 3: The minimum credit of R3500 will only reflect on your account if you have paid it 72 hours prior to today's date via Internet Banking or at any ABSA branch. If so, then contact the Student Debtors Department, or alternatively, proceed to the Registration Points on campus Refer to the Registration booklet on the CPUT website – www.cput.ac.za

Step 4: If you have not paid the minimum credit of R3500 as yet, then choose any of the following method of payment:

1. E-payments via the Student iEnabler (For Master or Visa Card payments only):
 - i. Select the **E-payment** business process and follow the e-payment process
 - ii. **Payment will reflect immediately on your account.**
 - iii. Follow Step 2 above to verify if payment reflects on your account

2. Payments at the cashiers on the following 3 campuses:
 - i. Bellville Campus: Ground Floor, Administration Building
 - ii. Cape Town Campus: Level 4, Administration Building
 - iii. Wellington Campus: Administration Building
 - iv. **Payment will reflect immediately on your account**
 - v. Follow Step 2 above to verify if payment reflects on your account

3. Payments at any ABSA branch or via Internet Banking:
 - i. ABSA: Account No. 405 354 8487; Branch Code: 632005
 - ii. **Registration can only take place after 72 hours**
 - iii. Follow Step 2 above to verify after 72 hours if payment reflects on your account

Remember to use your student number as reference for all the above methods of payment

Step 5: If you have paid the minimum credit of R3500 which reflects on your account but still receive the same message, then contact the Student Debtors Department, or alternatively, proceed to the Registration Points on campus. Refer to the Registration booklet on the CPUT website – www.cput.ac.za

QUALIFICATION SELECTION AND REGISTRATION RELATED PROBLEMS

MESSAGE: Student currently prevented from registration. Exclusion Action R

FAQ: I'm doing In-service training (WIL). How do I register online if my total fees are less than the minimum required by the institution?

FAQ: I am a Bursary or NSFAS student but my account is still blocked

PROBLEM:

The minimum credit on the student's account is less than the pre-scribed minimum credit of R3500

OUTCOME:

Student cannot register online and must report to the registration point at the campus. Refer to the Registration booklet on the CPUT website – www.cput.ac.za

QUALIFICATION SELECTION AND REGISTRATION RELATED PROBLEMS

MESSAGE: Student currently prevented from registration. Exclusion Action RA

FAQ: What do I do when the following message is displayed: “Student currently prevented from registration. Exclusion Action RA”

PROBLEM:

Student has been excluded from registering at the institution

OUTCOME:

Step 1: Student cannot register at this institution.

Step 2: Contact your Faculty Office for enquiries

QUALIFICATION SELECTION AND REGISTRATION RELATED PROBLEMS

MESSAGE: Student currently prevented from registration. Exclusion Action SQ

FAQ: What do I do when the following message is displayed: “Student currently prevented from registration. Exclusion Action SQ”

PROBLEM:

Student has been excluded from registering for the qualification code at the institution

OUTCOME:

Step 1: Student cannot register for the qualification Code at the institution.

Step 2: Contact your Faculty Office for further enquiries

QUALIFICATION SELECTION AND REGISTRATION RELATED PROBLEMS

MESSAGE: Student currently prevented from registration. Exclusion Action SF

FAQ: What do I do when the following message is displayed: “Student currently prevented from registration. Exclusion Action SF”

PROBLEM:

Student has been excluded from registering within the Faculty and therefore cannot register

OUTCOME:

Step 1: Student cannot register for qualifications within the Faculty.

Step 2: Contact your Faculty Office for enquiries

SUBJECT SELECTION AND REGISTRATION RELATED PROBLEMS

MESSAGE: No possible subject could be loaded from the academic structure

FAQ: What do I do when the following message is displayed: “No possible subject could be loaded from the academic structure”

PROBLEM:

Student could select a qualification but no subjects are displayed

OUTCOME:

Student cannot register online due to various reasons. Please report to the Registration Point on campus. Refer to the Registration booklet on the CPUT website – www.cput.ac.za

SUBJECT SELECTION AND REGISTRATION RELATED PROBLEMS

MESSAGE: For subject group “SUBJECT_GROUP” you need to choose a minimum of “MIN” subjects. You currently have “SUBJECT_NUMBER” subjects selected

FAQ: What do I do when the following message is displayed: “For subject group “SUBJECT_GROUP” you need to choose a minimum of “MIN” subjects. You currently have “SUBJECT_NUMBER” subjects selected”

PROBLEM:

Student cannot select the prescribed minimum number of subjects from the subject group (for whatever reason)

OUTCOME:

Student will be able to register for other listed subjects. Student to submit an “Amendment of Registration” form by latest 22 February 2013 at the Faculty office to add any additional subjects that could not be registered online. Alternatively, please report to the Registration Point on campus if you have not registered online. Refer to the Registration booklet on the CPUT website – www.cput.ac.za

SUBJECT SELECTION AND REGISTRATION RELATED PROBLEMS

MESSAGE: Class group assignment failed: Error assigning student to class groups – The maximum class group level has been reached

FAQ: What do I do when the following message is displayed: “Class group assignment failed: Error assigning student to class groups – The maximum class group level has been reached”

PROBLEM:

Student cannot register for the subject due to the class group that has reached its maximum level

OUTCOME:

Student cannot register online. Please report to the Registration Point on campus or contact your Faculty Office for enquiries. Refer to the Registration booklet on the CPUT website – www.cput.ac.za

SUBJECT SELECTION AND REGISTRATION RELATED PROBLEMS

MESSAGE: Registration costs cannot be accurately created: Fee Structure Not Updated and Check Financial Indicator not set to YES: Registration Stopped

FAQ: What do I do when the following message is displayed: “Registration costs cannot be accurately created: Fee Structure Not Updated and Check Financial Indicator not set to YES: Registration Stopped”

PROBLEM:

Student cannot register for the subject due to Fee Structure related data issues

OUTCOME:

Step 1: Contact the Student Debtors Department to follow-up

SUBJECT SELECTION AND REGISTRATION RELATED PROBLEMS

MESSAGE: Registration costs cannot be accurately created: Event “EVENT” No Fee Record found: Registration Stopped

FAQ: What do I do when the following message is displayed: “Registration costs cannot be accurately created: Event “EVENT” No Fee Record found: Registration Stopped”

PROBLEM:

Student cannot register for the subject/s due to Fee Structure related data issues

OUTCOME:

Step 1: Contact the Student Debtors Department to follow-up

SUBJECT SELECTION AND REGISTRATION RELATED PROBLEMS

FAQ: I have Part-time subject/s to register together with my Full-time subjects but system does not allow me to select the appropriate Part-time offering type . What do I do?

PROBLEM:

Student cannot register for subject/s with different Offering Types (full-time / part-time) than the Qualification’s Offering Type

OUTCOME:

Student can register for available subjects. Any additional subjects should be added via a “Amendment of Registration” form and submitted to the Faculty Office by latest 22 February 2013.

SUBJECT SELECTION AND REGISTRATION RELATED PROBLEMS

FAQ: How do I know which subjects I can select that will fit the class timetable?

PROBLEM:

Student is unsure which subject/s should be selected

OUTCOME:

Refer to your subject choice form received via post to verify which subjects are offered in each year of study.

If you register for a subject offered in both study periods, it may result in timetable clashes. Consult the Faculty Office, once classes have commenced.

If clashes do occur, submit an "Amendment of Registration" form to your Faculty Office by latest 22 February 2013.

SUBJECT SELECTION AND REGISTRATION RELATED PROBLEMS

FAQ: I have completed my registration and need to add or cancel a subject. What do I do?

OUTCOME:

Once the "**accept registration**" button has been selected, the registration is regarded as final. Any addition or cancellation of subject/s will have to be done on campus by completing the required "Amendment of Registration" form and submitting it to the Faculty Office by latest 22 February 2013.
