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**Student Responsibilities:**

**Student email**

We use your UCT email account to communicate with you. Check your UCT email regularly and ensure that your mailbox quota is not exceeded, as messages will not reach you if your mailbox is full. You may auto-forward your UCT email to another email to ensure you receive official notices.

**Maintaining personal and academic information**

You are responsible for regularly checking and maintaining the following information yourself via Student Self Service. UCT will not accept responsibility for consequences of incorrect, outdated, invalid or missing information:

**1. Contact Information: Addresses, Telephone Numbers and Emergency Contacts**

This information must be up-to-date to ensure that communications reach you, and that you are contactable by University staff.

**2. Bank Account Information**

No cash payments are made to students. Any financial aid allowances, bursary advances and other refunds will go to the bank account that you specify.

**3. Course Registrations**

Make sure that your course registrations are correctly reflected, as late changes will incur fee penalties. Changes and refunds are not allowed after the published deadlines.

**4. Fee Account**

Check this regularly. Statements are e-mailed to the Fee Payer e-mail address you provide. If this information is not maintained on system statements will be e-mailed to your UCT e-mail address.

**Protect your password**

Do not divulge your password to anyone. Do not leave a PC unattended if you are logged in. UCT will not accept responsibility for damage or loss arising from abuse of your User ID and Password.

**Obtaining end-of-year results**

Your end-of-year results will not be mailed to you, but will be released in a downloadable verifiable format using self-service at the end of the year. If you want a print version mailed to you, you must request this from the Student Records Office (Middle Campus) in advance.

**Accessing Student Self Service:**

Student [Self-Service](#) is available from the [Students UCT Website](#) as follows:

- Current Students > Online resources > Undergraduate
- Current Students > Online resources > Postgraduate & postdoctoral

Log in using your UCT student number and UCT network password

“UCT Mobile app: A mobile app suitable for Android, IOS and Blackberry is available via the relevant app stores – search for UCT Mobile. This app was recently launched and will be expanded over time. It can be accessed [here](#)”

Karen van Heerden  
**Deputy Registrar: Academic Administration**