



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 UCT will not accept responsibility for consequences of incorrect, outdated, invalid or missing information: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 UCT Website as follows:

- Current Students>Undergraduates>Online Services and Resources, or
- Current Students>Postgraduates>Online Services and Resources,

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 also be accessed via <https://uct.ombiel.co.uk/>”

Karen van Heerden

Deputy Registrar: Academic Administration