

**🚨 STRUGGLING WITH SELF-REGISTRATION?**  
**➡ TRY OUR 10-STEP TROUBLESHOOTING SHEET**

Check	Step	Required actions – attempt in order from 1 to 10
*Self-registration is <u>only</u> available to students who have been selected for a specific programme and have previously accepted placement in that programme.*		
<input type="checkbox"/>	1	Check that your <b>cell number</b> loaded on your profile on the central student information system is correct and current. If not, log into <a href="https://my.sun.ac.za">my.sun.ac.za</a> to update your cell number, OR do a sim swap to retrieve and activate that cell number. If neither of these are possible, then phone SU client services on 021 808 9111 to update your number, or pay an in-person visit to SU client services, or your faculty officer, to update your number.
<input type="checkbox"/>	2	Have you downloaded the <b>Microsoft Authenticator</b> app onto your personal device? If not, download the app now. This is a prerequisite for any registration steps. Use your SU email and your cell number <i>as captured on the student information system</i> .
<input type="checkbox"/>	3	Check that your SU <b>student-number email account</b> is active, and that you have access. If not, attempt a password reset via <a href="https://web-apps.sun.ac.za/user-password-manage/#/home">https://web-apps.sun.ac.za/user-password-manage/#/home</a> .
<input type="checkbox"/>	4	Is authentication still not working, despite having access to your email account as well as the cell number captured on the student information system? Then ask: Do I have an older model phone? If yes, attempt authentication using the <b>telephone call</b> option. Still not working? Then log a call for assistance ( <u>except</u> password reset) by emailing <a href="mailto:help@sun.ac.za">help@sun.ac.za</a> with your name and surname, student number, and daytime tel number.
<input type="checkbox"/>	5	Are any <b>outstanding payments</b> on your university account settled? If not, contact student finance at <a href="mailto:studentaccounts@sun.ac.za">studentaccounts@sun.ac.za</a> to settle the account, including the payment due for registration for 2024, or make arrangements (if possible), and confirm any financial hold has been lifted.
<input type="checkbox"/>	6	For <b>international students only</b> , including permanent residents: Have you completed the annual <i>international pre-registration clearance process</i> ? Submit the documents to the International Office or relevant faculty office and obtain confirmation that the international hold has been lifted. Put together an evidence pack with your copy of passport, proof of payment as per the fee estimate, up-to-date medical insurance, and up-to-date visa or receipt of visa application. The visa and medical aid <u>may</u> be negotiable only if you have approval from your academic environment to study remotely.
<input type="checkbox"/>	7	Use <b>Chrome internet browser</b> only – and <u>not</u> Microsoft Edge, Mozilla Firefox, Safari, or another browser. Ensure you have a stable / strong internet connection when attempting to log in or register. Consider using a quiet time such as 6AM or 8PM.
<input type="checkbox"/>	8	Ensure that you are using not the legacy system as before, but the new <b>SunStudent</b> platform, to attempt registration. Please consult the <a href="#">Online Registration Guide</a> while you work.
<input type="checkbox"/>	9	Once you have gained access to the SunStudent platform, first complete <i>period registration</i> (first semester 2024), and thereafter complete <i>module registration</i> ( <u>only</u> for the module to which you have already been accepted for 2024, ie PhD Molecular Biology / Postdoctoral Fellow in Health Sciences faculty / other). Click <b>submit</b> . An on-screen message will inform you if you have been successful. If the submit button is not active, something may be incorrect with your module selection. <b>Mouse over every module</b> you have selected to look for a possible error message; then resolve the error.
<input type="checkbox"/>	10	If steps 1 to 9, followed in order, do not result in successful registration, please visit your faculty officer in person, for assistance.

