

UCT Food Security Programme – Steps to Create a Service Request (Log in as a student in PeopleSoft)

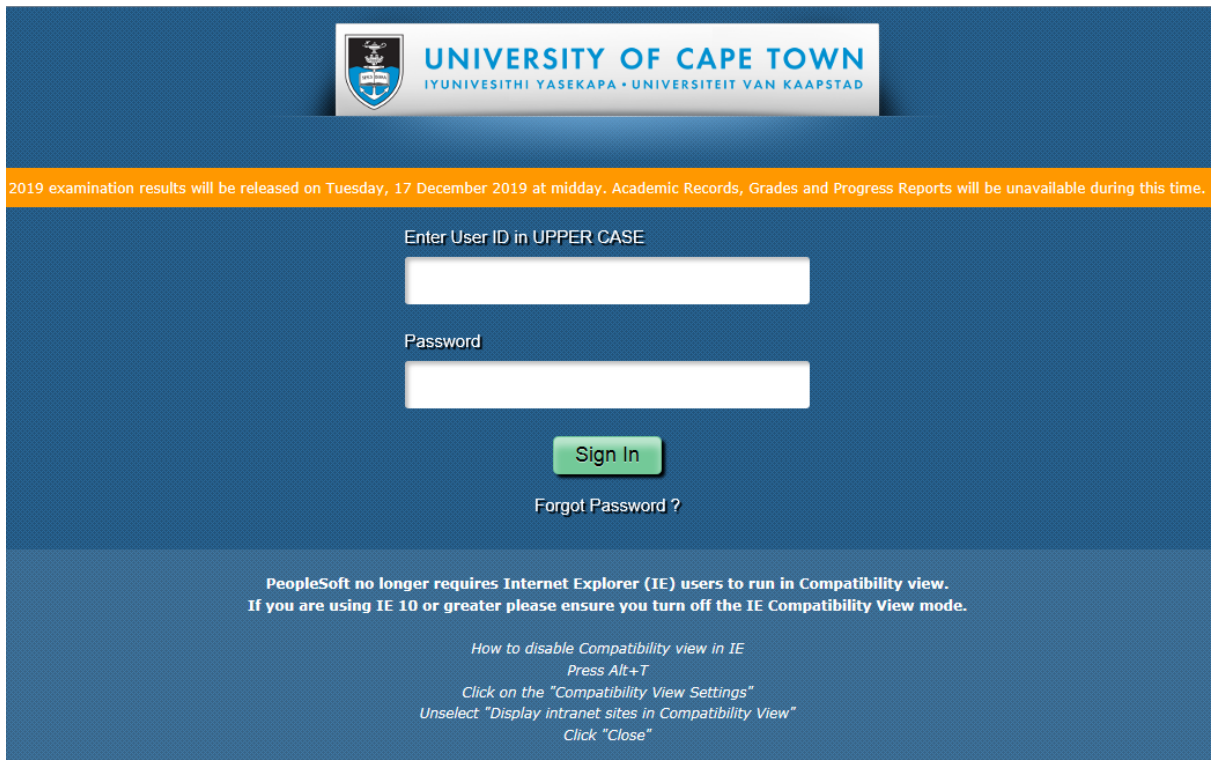
Background

It is proposed that student self-service i.e. service requests is used for the student to apply for the UCT Food Security Programme. The request will be sent to students who are active, accepted and in the food security student group and not in catering residence. The requesting student will have to complete a short compulsory motivation in the comment section when they submit their application of the UCT Food Security programme. This will be interfaced to the Slide application for disbursement of vouchers.

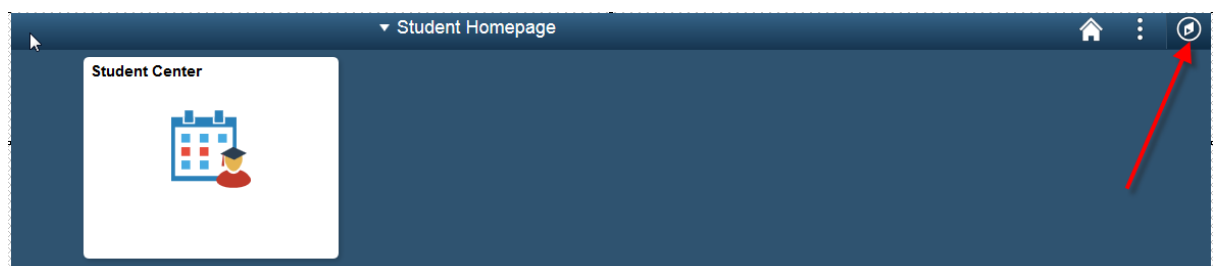
Solution

UCT Food Security programme application has been developed in PeopleSoft via Service Request Management in PeopleSoft.

1. Log into PeopleSoft

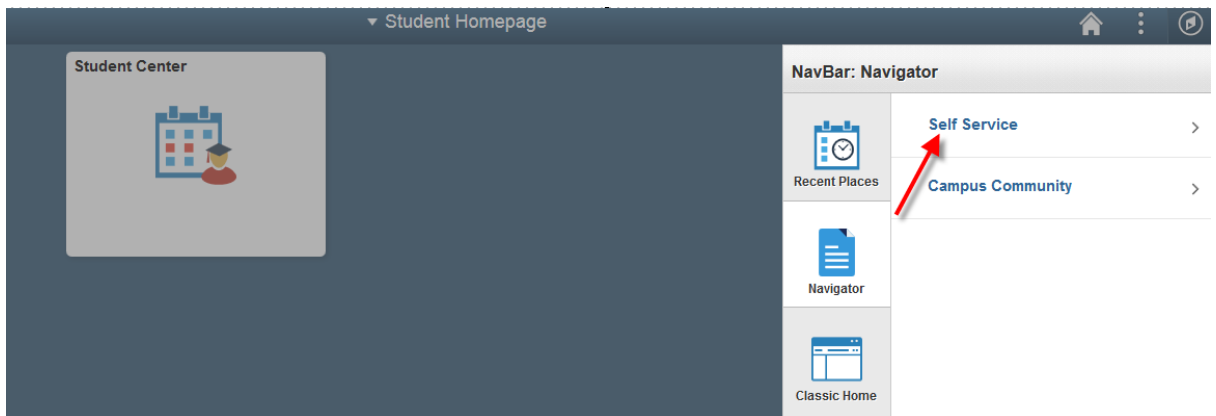


2. Click Navigator

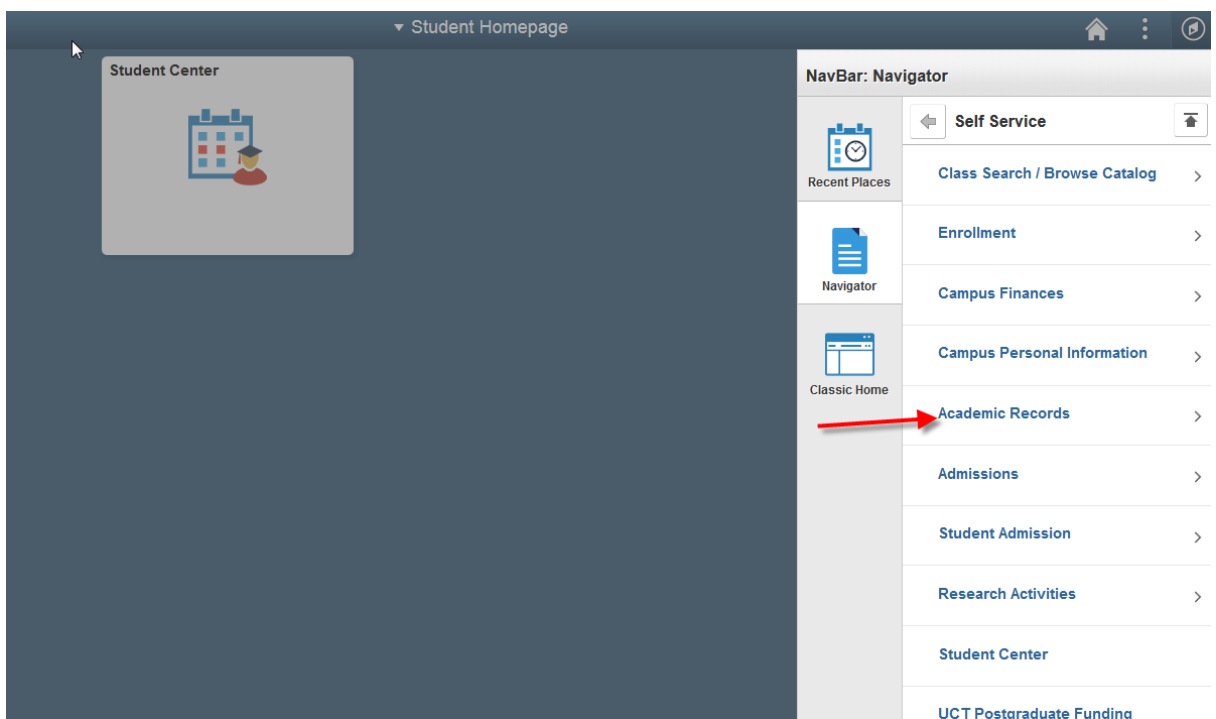




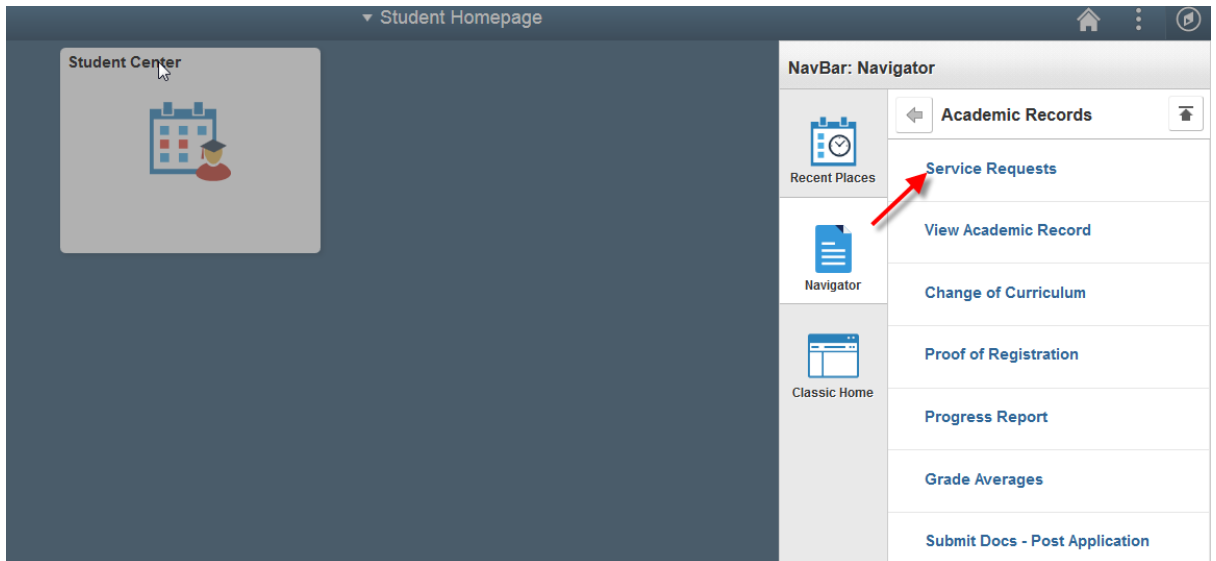
3. Click Self Service



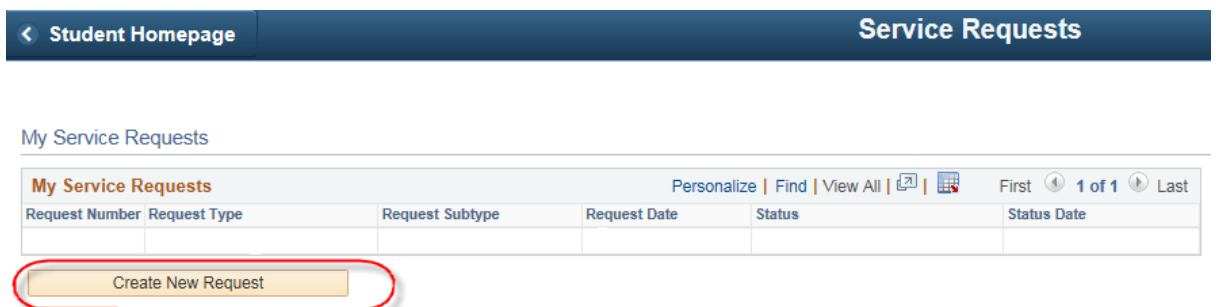
4. Click Academic Records



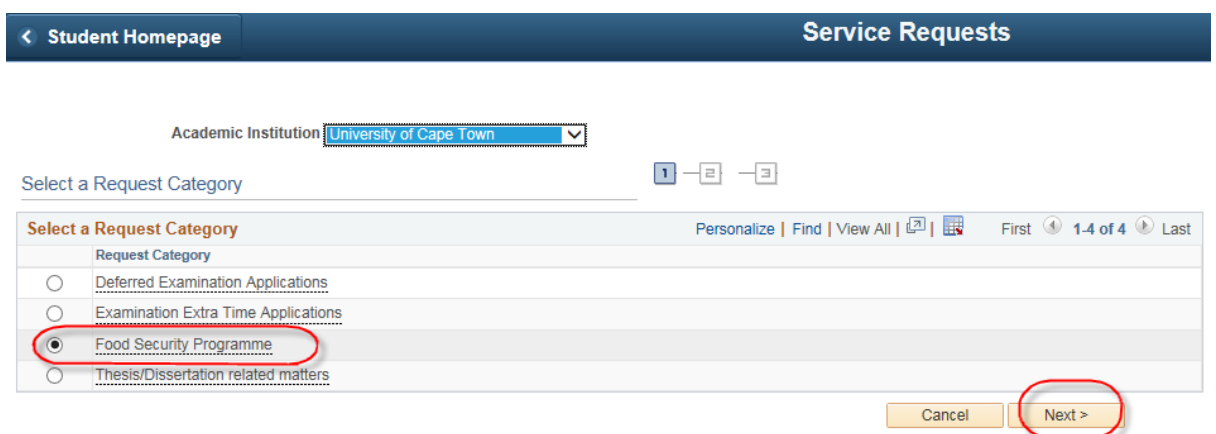
5. Click Service Requests



6. Create New Request



7. Select Food Security Programme and Click Next



[← Student Homepage](#) **Service Requests**

Select a Request Type 1 - [] - []

Select a Request Type Personalize | Find | View All | [] | [] First 1 of 1 Last

Request Type
<input checked="" type="radio"/> Food Security Application

Cancel < Previous Next >


8. Enter Motivation in the Comment Box and Click Submit

[← View Service Requests](#) **Service Requests**

My Request Detail

Category Food Security Programme **Type** Food Security Application
Subtype None **Request Date** 06/12/2019
Status Received

Comment

 Please enter your motivation for lunch vouchers for this year in the comment box above.

Eligibility Criteria:
 1. You must be a registered student.
 2. You may not be a recipient of catering residence food vouchers.
 3. You must be in need of a food voucher daily.

(21000, 2194)

File Attachments Personalize | Find | [] | [] First 1 of 1 Last

Attachments	Audit	[]
Attached File	View	Add Attachment
	View	Add Attachment

Submit Cancel

9. Service Request is Submitted and Status is set to "Received"

[← Sss Rs Crte Sr](#) **Service Requests**

My Service Requests

My Service Requests		Personalize Find View All [] []		First	1-3 of 3	Last
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date	
25576	Food Security Application		06/12/2019	Received	06/12/2019	