



# **SIS CAMPUS SOLUTIONS**

## **STUDENTS' HOW TO GUIDE**

### **STUDENT ACCOUNTS**

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## **TRAINING CONTENT – IMPORTANT NOTIFICATION**

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The training material has been developed within the planned timeframe of the implementation project and different environments (clients) were utilised to ensure that the material was completed within the timeframe.

Every endeavour has been made to keep the material generic in nature and have been prepared in a modular manner for easier plug-and-play for specific roles. Every effort has also been made to use dummy (mock) data to abide with all applicable legislation.

Users of the material are required to familiarise themselves with the latest DUT policies, processes, operating procedures, business rules and any regulations which might govern a specific process or function and have a responsibility to ensure that they are fully aware of the above that apply to them and their business.

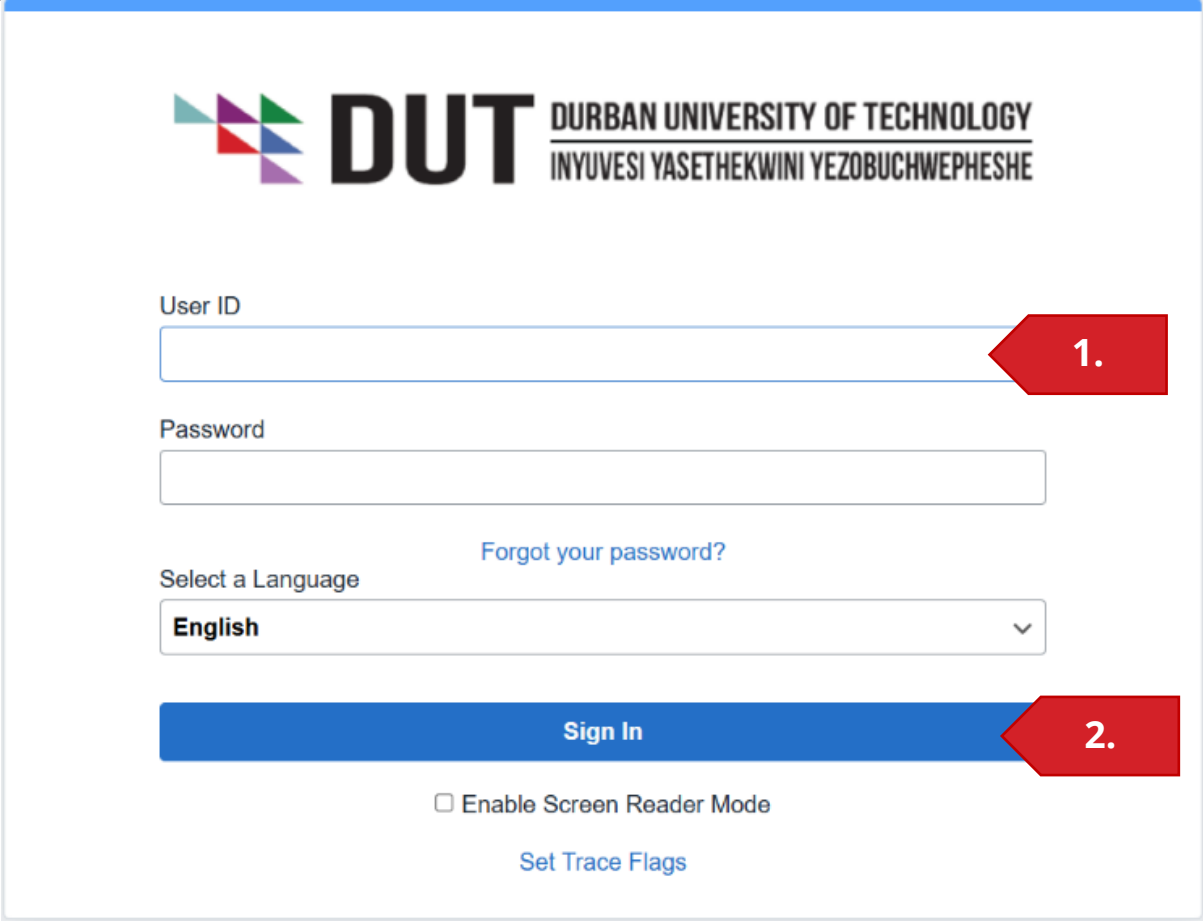
Whilst every effort has been made to ensure that the learning material is accurate, DUT take no responsibility for any loss or damage suffered by any person as a result of the reliance upon the information contained herein.

# **1. INTRODUCTION**

Effective management of financial accounts is crucial for maintaining awareness of financial responsibilities while pursuing education. The system offers essential tools to view account balances and make payments seamlessly. Regularly checking account balances provides insight into financial standing, aiding in planning for upcoming payments and avoiding potential issues. Additionally, the payment feature facilitates timely transactions, ensuring that financial obligations are met with ease.

Understanding and utilising these features empower students to take control of their financial situations and support academic success.

## 2. HOW TO VIEW YOUR STUDENT ACCOUNT



The screenshot shows the login interface for the Durban University of Technology (DUT). At the top is the DUT logo and name in English and Zulu. Below this are input fields for 'User ID' and 'Password'. A red arrow labeled '1.' points to the 'User ID' field. Below the password field is a link for 'Forgot your password?'. A language selection dropdown is set to 'English'. A large blue 'Sign In' button is highlighted with a red arrow labeled '2.'. At the bottom, there are checkboxes for 'Enable Screen Reader Mode' and a link for 'Set Trace Flags'.

DUT DURBAN UNIVERSITY OF TECHNOLOGY  
INYUVESI YASETHEKWINI YEZOBUCHWEPHESHE

User ID

Password

Forgot your password?

Select a Language

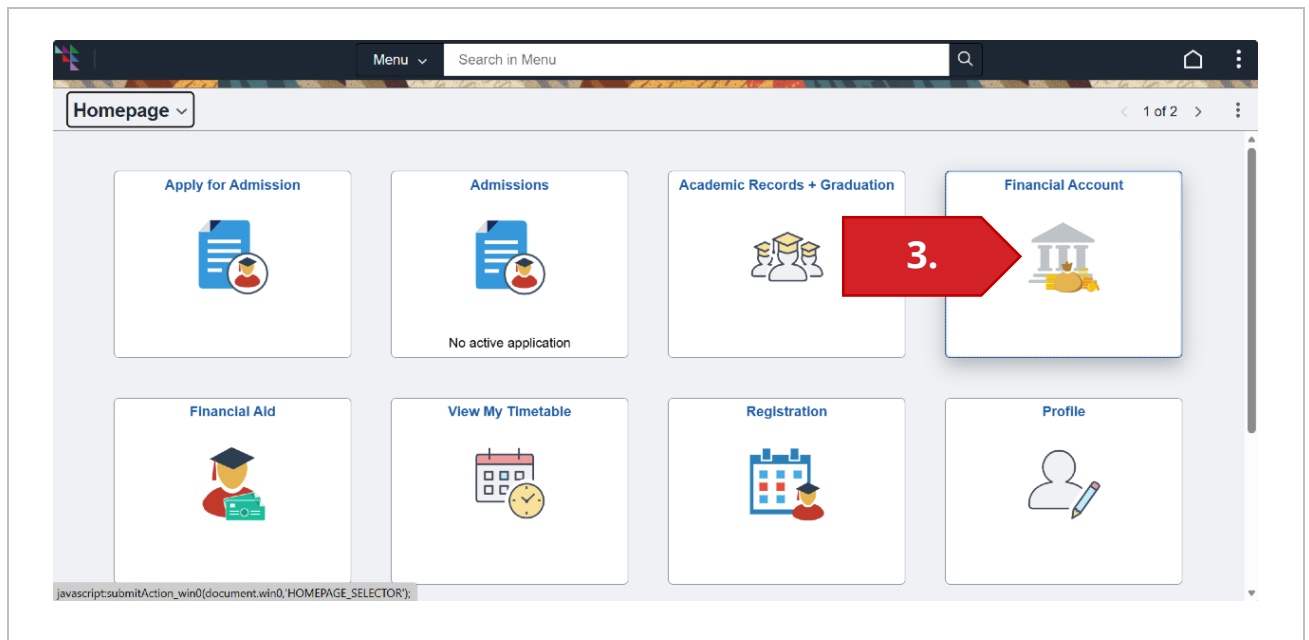
English


Sign In

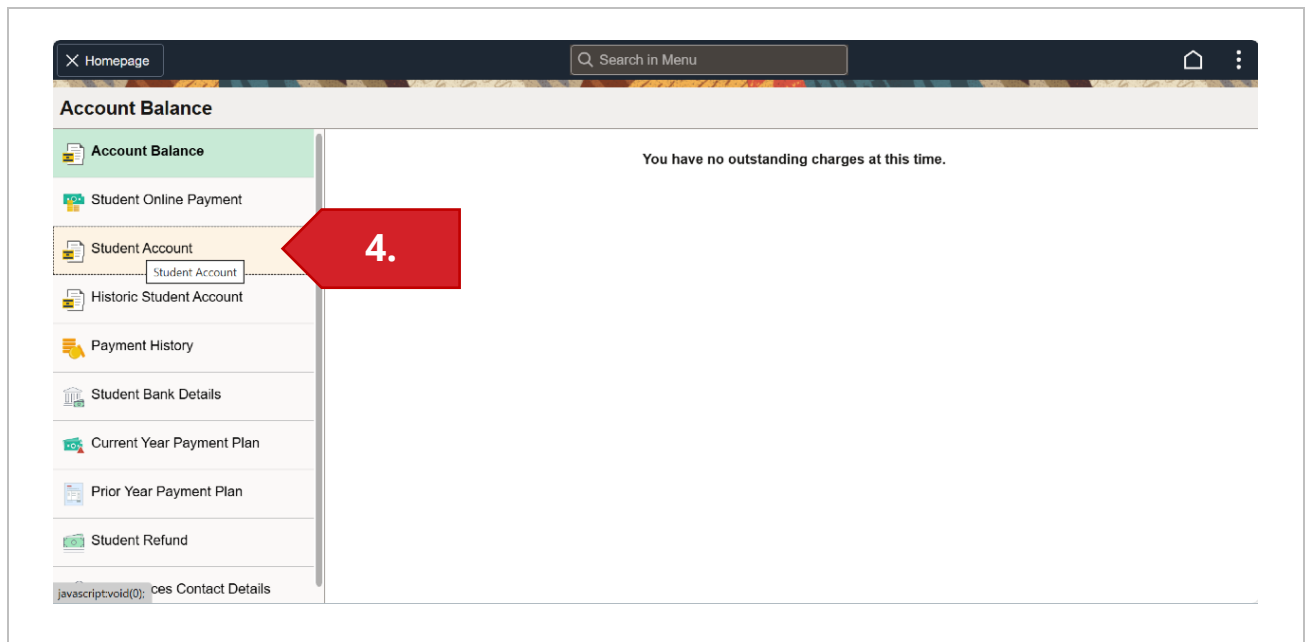
☐ Enable Screen Reader Mode


Set Trace Flags

STEP NUMBER	ACTION
1.	Enter your <b>User ID</b> and <b>Password</b> .
2.	Click on the <b>Sign In</b> button.

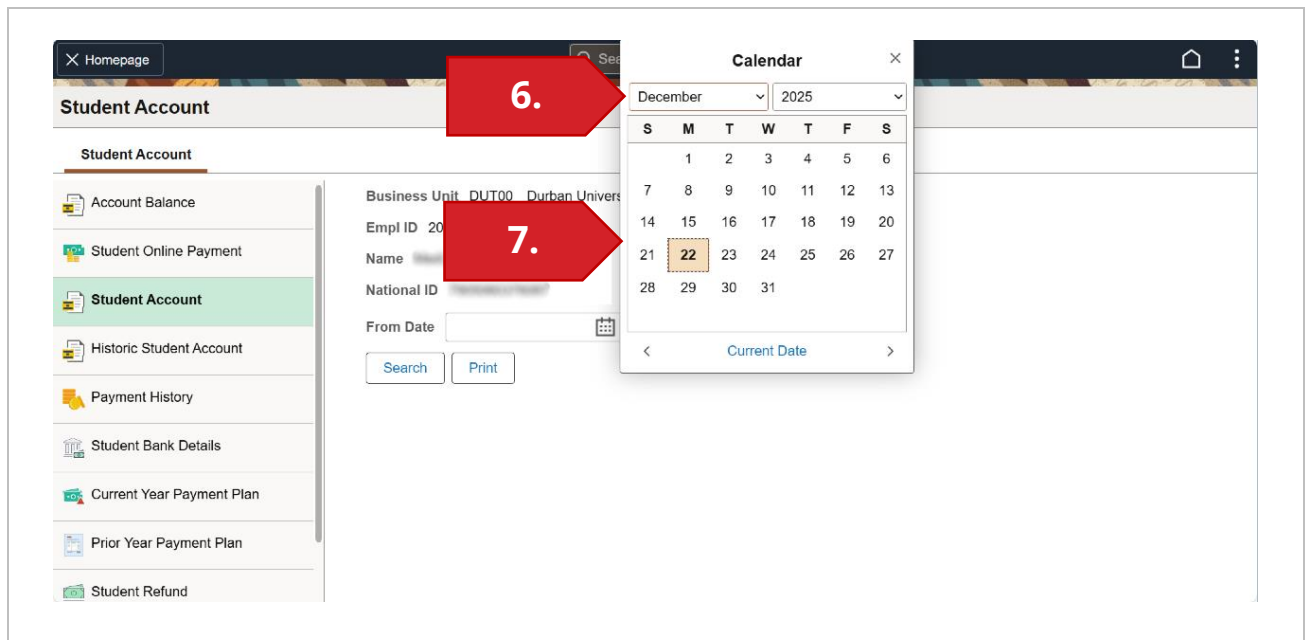



STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>The <b>Homepage</b> screen is displayed.</p>
3.	Click on the <b>Financial Account</b> tile to access the <b>Account Balance</b> page.



STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>The <b>Account Balance</b> screen is displayed.</p>
<p><b>4.</b></p>	<p>Click on the <b>Student Account</b> tab to view your account details.</p>





STEP NUMBER	ACTION
6.	Click on the <b>appropriate Month</b> in the Month drop-down list button to display the available months.
 <b>Note:</b> You can also select the <b>appropriate Year</b> from the Year drop-down list to view data for that specific year.	
7.	Click on the <b>appropriate Day</b> in the calendar to select the date.





X Homepage
Search in Menu

## Student Account

### Student Account

- Account Balance
- Student Online Payment
- Student Account**
- Historic Student Account
- Payment History
- Student Bank Details
- Current Year Payment Plan
- Prior Year Payment Plan
- Student Refund

Business Unit DUT00 Durban University Technology

Empl ID 20050074

Name *Wahl, Phisoana Lindiswa Sogq*

National ID *XXXXXXXXXX*

From Date 01/01/2025 To Date 12/22/2025

10.

STEP NUMBER	ACTION
10.	Click on the <b>Search</b> button to display the results.

✕ Homepage

🏠
⋮

## Student Account

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**Student Account**

- Account Balance
- Student Online Payment
- Student Account**
- Historic Student Account
- Payment History
- Student Bank Details
- Current Year Payment Plan
- Prior Year Payment Plan
- Student Refund

Business Unit DUT00 Durban University Technology

Empl ID 20050074

Name [Redacted Name]

National ID [Redacted ID]



From Date

To Date

**Statement of Account**

Date ↴	Descr ↴	Charge Balance ↴
1    06/28/2025	Legacy Debit Balance B/F	12577.00
2    06/29/2025	Legacy Debit Balance B/F	0.00

11.

STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>After clicking the <b>Search</b> button, the Statement of Account will be displayed, including details such as the date, description, and charge balance. Additionally, the Student Account Totals section will show the outstanding balance due.</p>
11.	Click and drag the vertical scroll bar down to navigate through the page.
	<p><b>Note:</b></p> <p>You have the option to Print your student financial account. Once you have clicked the <b>Print</b> Button, a .PDF version of your student financial account will pop up for you to download.</p> <p>Remember to disable any pop-up blocker in your browser, otherwise you might not be able to download your .PDF file.</p>

**Note:**

After clicking the **Search** button, the Statement of Account will be displayed, including details such as the date, description, and charge balance. Additionally, the Student Account Totals section will show the outstanding balance due.

**11.**

Click and drag the vertical scroll bar down to navigate through the page.



**Note:**

You have the option to Print your student financial account. Once you have clicked the **Print** Button, a .PDF version of your student financial account will pop up for you to download.

Remember to disable any pop-up blocker in your browser, otherwise you might not be able to download your .PDF file.

Homepage

Search in Menu

Home

Student Account

Account Balance

Student Online Payment

Student Account

Historic Student Account

Payment History

Student Bank Details

Current Year Payment Plan

Prior Year Payment Plan

Statement of Account

5 rows

	Date ↑↓	Descr ↑↓	Charge Balance ↑↓
1	06/28/2025	Legacy Debit Balance B/F	12577.00
2	06/29/2025	Legacy Debit Balance B/F	0.00
3	11/07/2025	Payment Received	-200000.00
4	11/11/2025	Student Refund	1003.00
5	11/17/2025	Student Refund	9027.00

Student Account Totals

1 row

Due to you

-177393.00

Account Balance

Student Online Payment

Student Account

Historic Student Account

Payment History

Student Bank Details

Current Year Payment Plan

Prior Year Payment Plan

Statement of Account

5 rows

	Date ↑↓	Descr ↑↓	Charge Balance ↑↓
1	06/28/2025	Legacy Debit Balance B/F	12577.00
2	06/29/2025	Legacy Debit Balance B/F	0.00
3	11/07/2025	Payment Received	-200000.00
4	11/11/2025	Student Refund	1003.00
5	11/17/2025	Student Refund	9027.00

Student Account Totals

1 row

Due to you

-177393.00

Account Balance

Student Online Payment

Student Account

Historic Student Account

Payment History

Student Bank Details

Current Year Payment Plan

Prior Year Payment Plan

Statement of Account

5 rows


	Date ↑↓	Descr ↑↓	Charge Balance ↑↓
1	06/28/2025	Legacy Debit Balance B/F	12577.00
2	06/29/2025	Legacy Debit Balance B/F	0.00
3	11/07/2025	Payment Received	-200000.00
4	11/11/2025	Student Refund	1003.00
5	11/17/2025	Student Refund	9027.00

Student Account Totals

1 row

Due to you

-177393.00

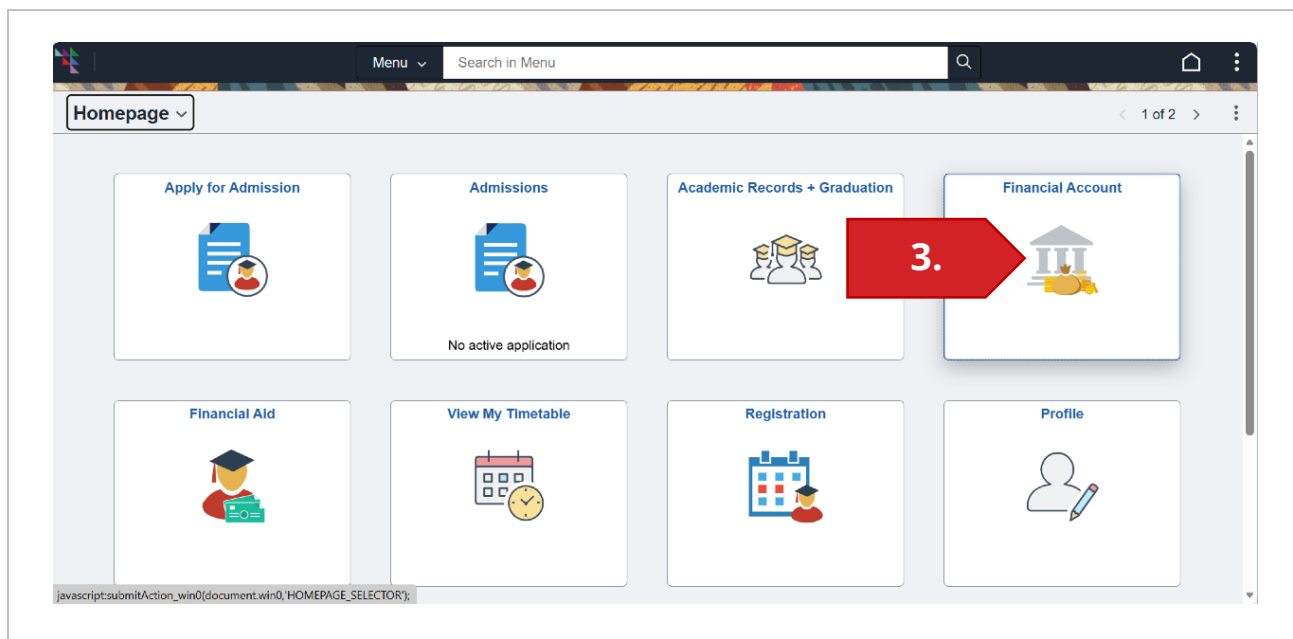
STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>You can click the <b>Home</b> button to go back to the main page.</p>


14

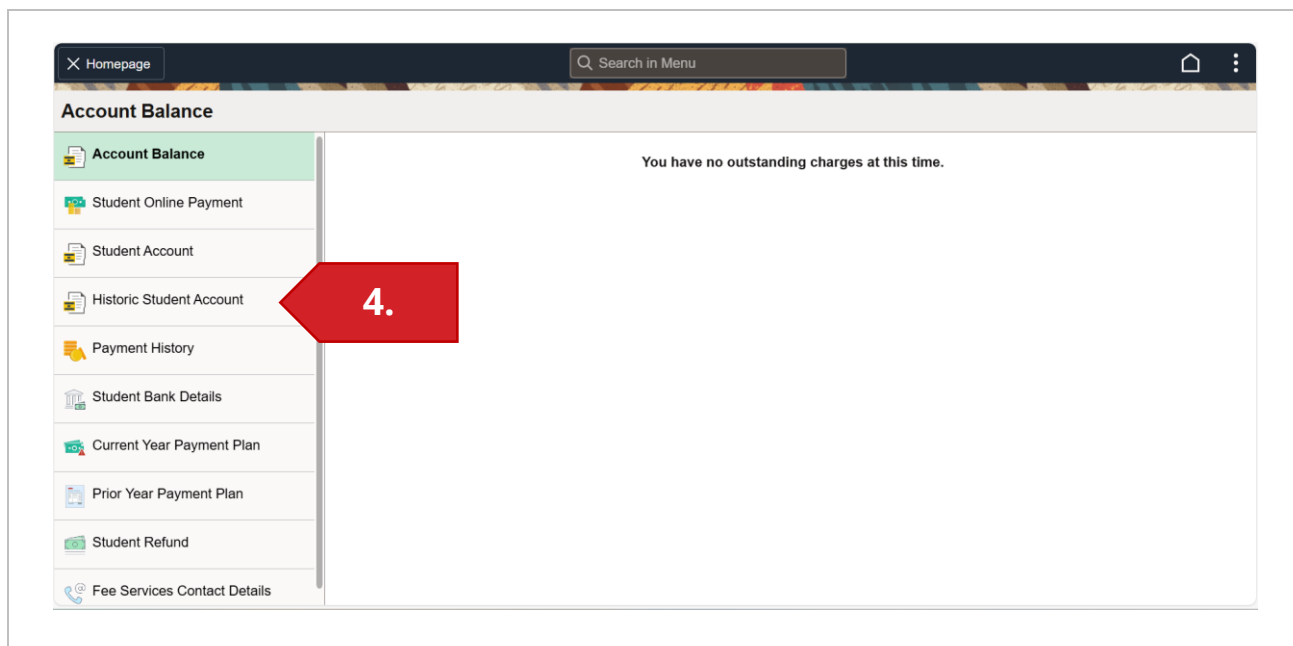
### 3. HOW TO VIEW YOUR HISTORIC STUDENT ACCOUNT


The screenshot shows the login interface for the Durban University of Technology (DUT). At the top is the DUT logo and the university's name in English and Zulu. Below this are input fields for 'User ID' and 'Password'. A red arrow labeled '1.' points to the 'User ID' field. To the right of the 'Password' field is a link that says 'Forgot your password?'. Below the password field is a language selection dropdown menu currently set to 'English'. A large blue 'Sign In' button is centered below the language menu, with a red arrow labeled '2.' pointing to it. At the bottom of the form are two links: 'Enable Screen Reader Mode' and 'Set Trace Flags'.

STEP NUMBER	ACTION
1.	Enter your <b>User ID</b> and <b>Password</b> .
2.	Click on the <b>Sign In</b> button.



STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>The <b>Homepage</b> screen is displayed.</p>
3.	Click on the <b>Financial Account</b> tile to access the <b>Account Balance</b> page.



STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>The <b>Account Balance</b> screen is displayed.</p>
<p><b>4.</b></p>	<p>Click on the <b>Historic Student Account</b> to access your previous financial records.</p>

STEP NUMBER	ACTION
	<b>Note:</b> You can type the dates directly into the field using the MM/DD/YYYY format. Ensure that you follow this format correctly to avoid any errors.
5.	Enter the <b>relevant Date</b> in the From Date field.
6.	Enter the <b>relevant Date</b> in the To Date field.
7.	Click on the <b>Search</b> button to display the results.

Homepage

Search in Menu

Hist Student Account

Hist Student Account

Account Balance

Student Online Payment

Student Account

Historic Student Account

Payment History

Student Bank Details

Current Year Payment Plan

Prior Year Payment Plan

Student Refund

Business Unit DUT00 Durban University Technology

Empl ID 20050074

Name West-Princess-Lindley-Sage

National ID XXXXXXXXXX

From Date 01/01/1900 To Date 12/31/2024

Search

Print

8.

Statement of Account

100 rows

	Date	Reference Code	Description	DEBIT	CREDIT	Charge Balance
1	01/21/2000	62948	TUITION FEES PAID	0.00	1,250.00	-1,250.00
2	01/24/2000	03 I 11 1	STUDENT ADMIN & SERVICES LEVY	480.00	0.00	-770.00

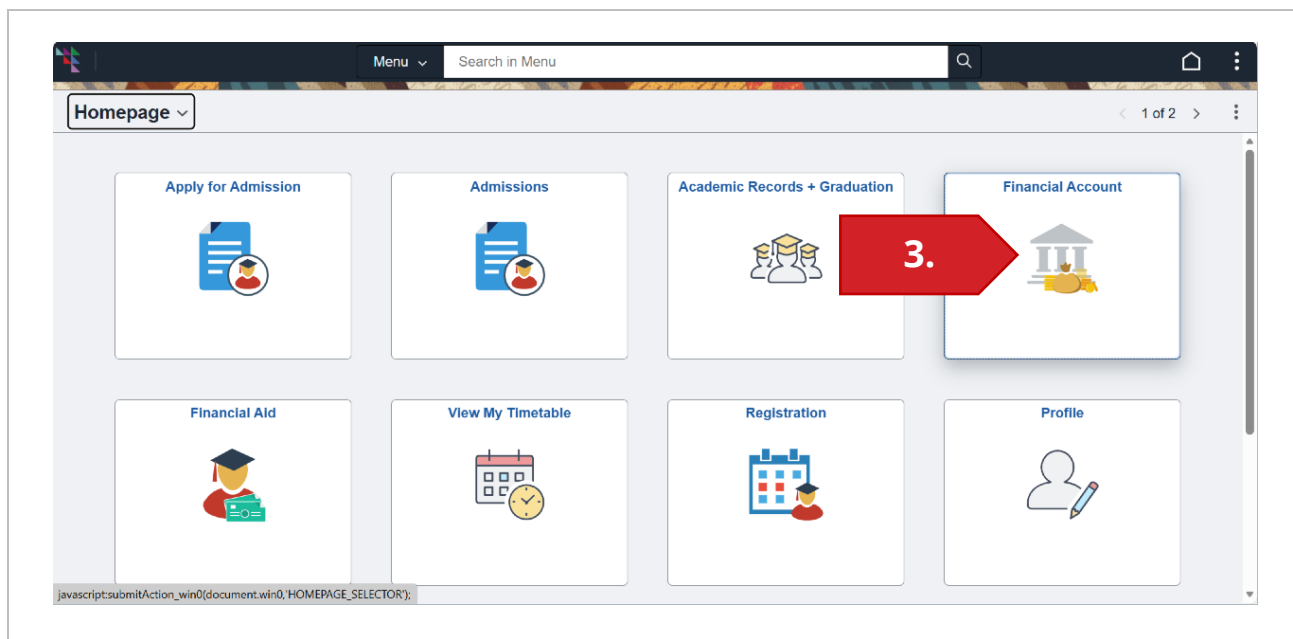
STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>After clicking the <b>Search</b> button, the Statement of Account will be displayed, including details such as the date, description and charge balance. Additionally, the Student Account Totals section will show the outstanding balance due.</p>
8.	Click and drag the vertical scroll bar down to navigate through the page.




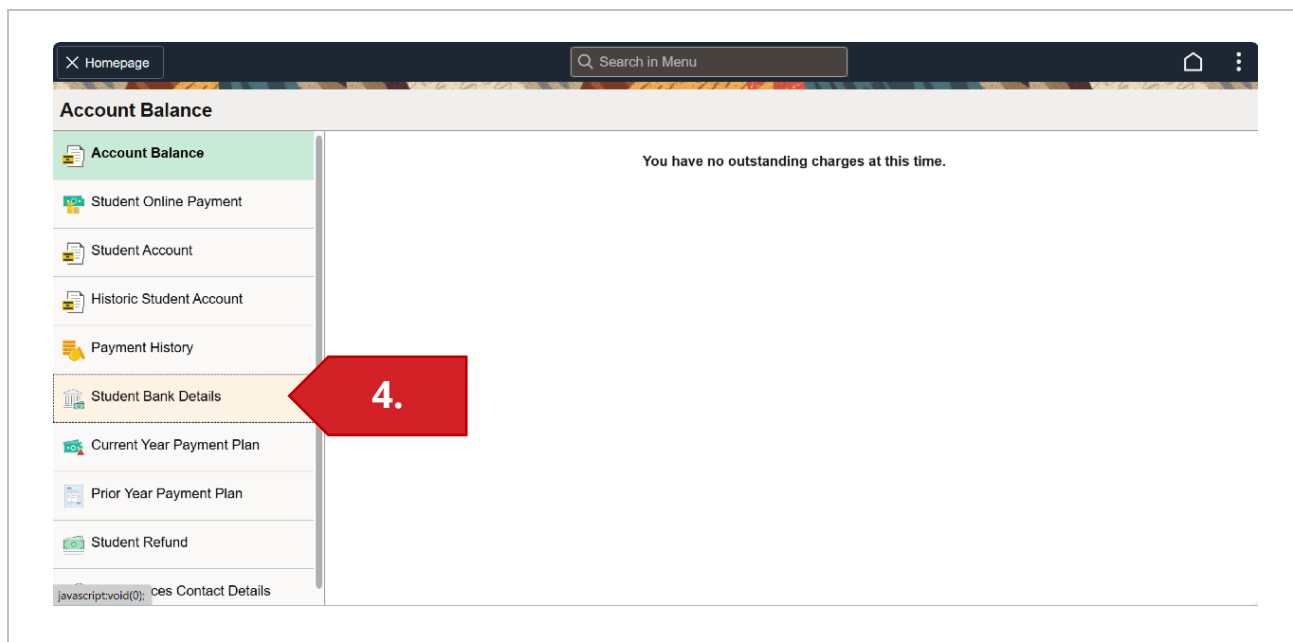
## 4. HOW TO VIEW AND MAINTAIN YOUR BANK ACCOUNT DETAILS


The screenshot shows the login interface for the Durban University of Technology (DUT). At the top is the DUT logo and name in English and Zulu. Below this are input fields for 'User ID' and 'Password'. A red arrow labeled '1.' points to the 'User ID' field. Below the password field is a 'Forgot your password?' link. A language selection dropdown is set to 'English'. A large blue 'Sign In' button is highlighted with a red arrow labeled '2.'. Below the button are checkboxes for 'Enable Screen Reader Mode' and a 'Set Trace Flags' link.

STEP NUMBER	ACTION
1.	<b>Enter</b> your <b>User ID</b> and <b>Password</b> .
2.	Click on the <b>Sign In</b> button.



STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>The <b>Homepage</b> screen is displayed.</p>
3.	Click on the <b>Financial Account</b> tile to access the <b>Account Balance</b> page.



STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>The <b>Account Balance</b> screen is displayed.</p>
<p><b>4.</b></p>	<p>Click on the <b>Student Bank Details</b> to view or update your bank account information.</p>

**Student Bank Details**

**Bank Account Details**

Bank Account Type:

Country Code:   
South Africa

Bank ID:

Absa

Bank Branch ID:   
Universal Online Bank Branch

Bank Account Number:

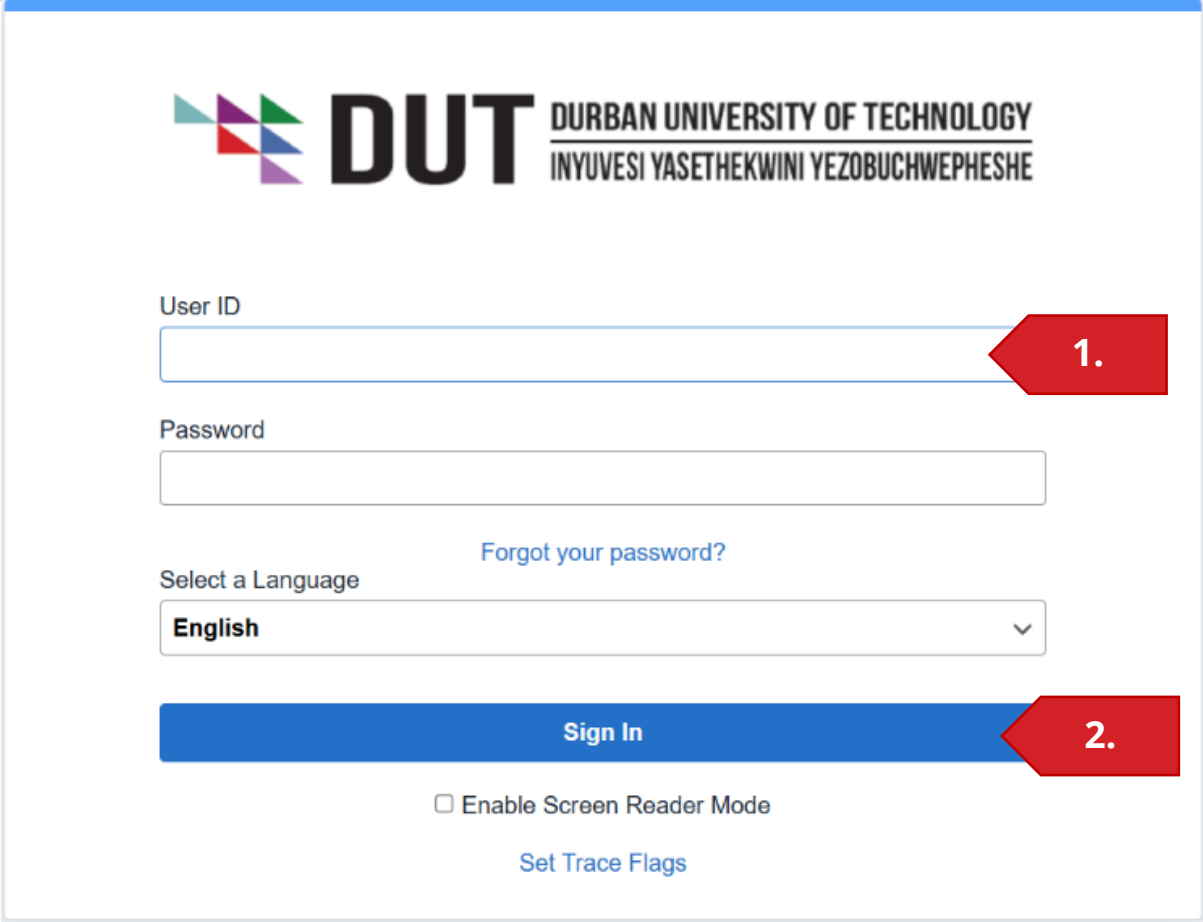
Account Name:

Last Updated:

**5.**

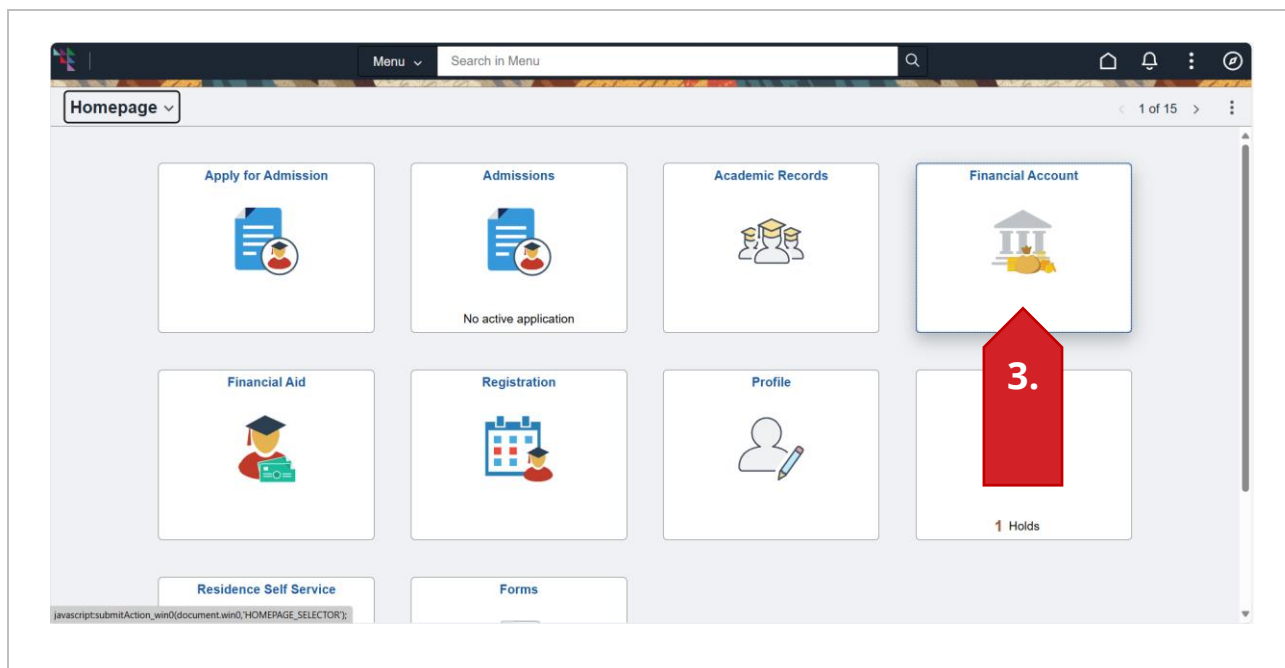
STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>The <b>Bank Account Details</b> screen will be displayed, showing information such as Bank Account Type (either Checking or Savings), Country Code, Bank ID, Bank Branch ID, Bank Account Number, Account Name and the Last Updated date.</p>
<b>5.</b>	Click on the <b>Submit</b> button.
	<p><b>Note:</b></p> <p>Review the details carefully and make any necessary changes. If no updates are needed, click the Submit button to continue.</p>


## 5. HOW TO SUBMIT A STUDENT REFUND REQUEST

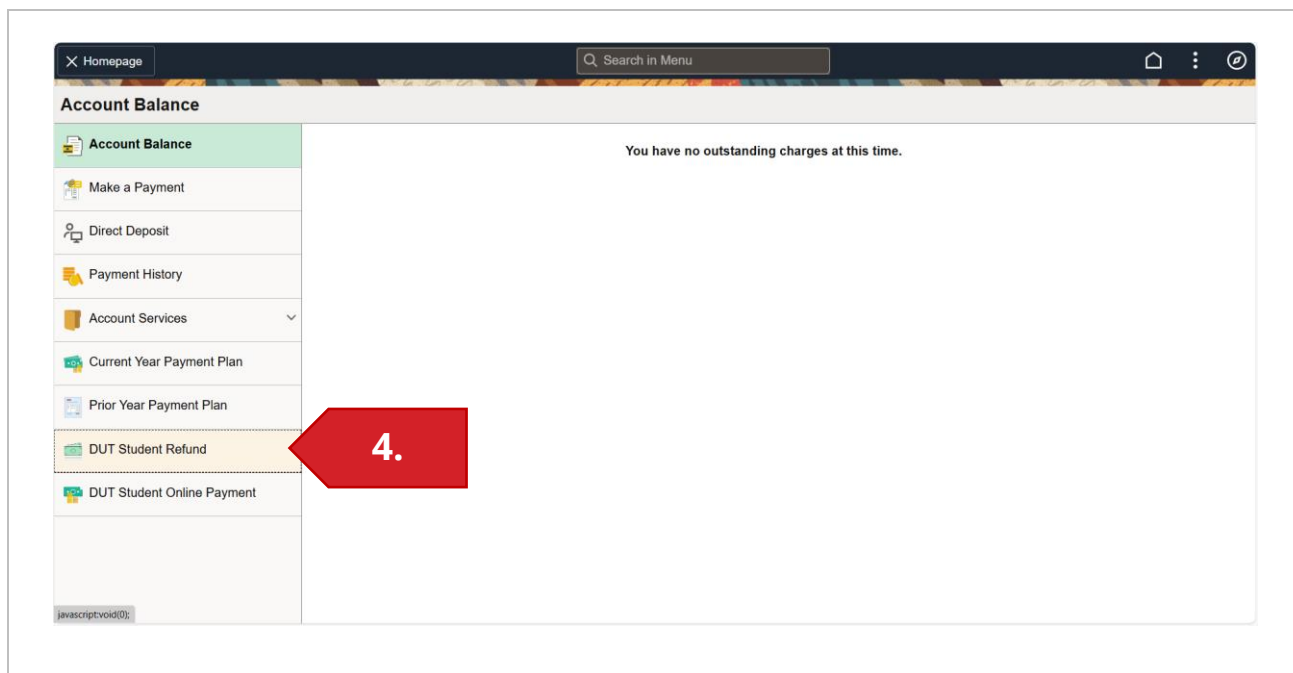



The screenshot shows the login interface for Durban University of Technology (DUT). At the top is the DUT logo and the university's name in English and Zulu. Below this are input fields for 'User ID' and 'Password'. A red arrow labeled '1.' points to the 'User ID' field. Below the password field is a link for 'Forgot your password?'. A language selection dropdown is set to 'English'. A large blue 'Sign In' button is highlighted with a red arrow labeled '2.'. At the bottom, there are checkboxes for 'Enable Screen Reader Mode' and a link for 'Set Trace Flags'.

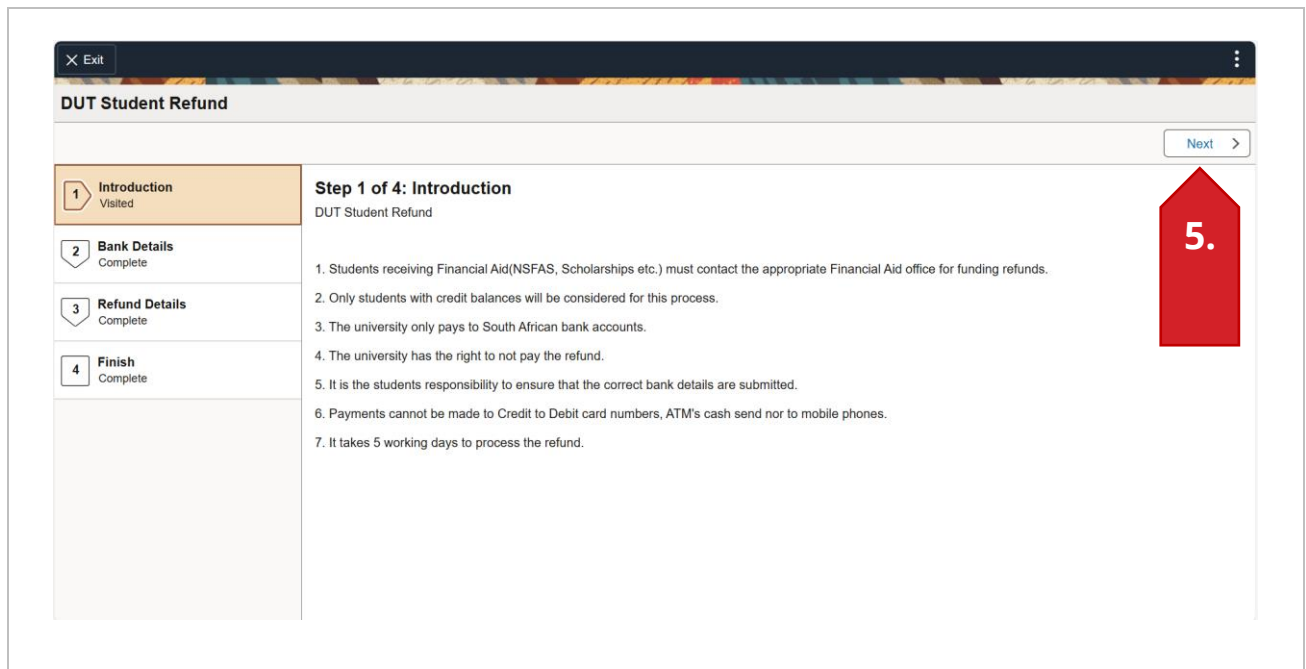
STEP NUMBER	ACTION
1.	Enter your <b>User ID</b> and <b>Password</b> .
2.	Click on the <b>Sign In</b> button.




STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>The <b>Homepage</b> screen is displayed.</p>
<p><b>3.</b></p>	<p>Click on the <b>Financial Account</b> tile to access the <b>Account Balance</b> page.</p>



STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>The <b>Account Balance</b> screen is displayed.</p>
<p><b>4.</b></p>	<p>Click on the <b>DUT Student Refund</b> tab to access the DUT Student Refund page.</p>



STEP NUMBER	ACTION
 <p><b>Note:</b></p> <p>The <b>Step 1 of 4: Introduction</b> screen for <b>DUT Student Refund</b> is displayed. Review this page carefully, as it outlines important conditions and requirements for the refund process, including eligibility, banking restrictions, processing timelines, and student responsibilities. Ensure all conditions are understood before proceeding to the next step.</p>	
<b>5.</b>	Click on the <b>Next</b> button.



✕ Exit

⋮

Student Refund

< Previous

Next >

Save

1 Introduction  
Visited

2 Bank Details  
Complete

3 Refund Details  
Not Started

4 Finish  
Not Started

Empl ID 21927164

Bank Account Details

Bank Account Type Savings

Country Code ZAF  
South Africa

Bank ID 030

Absa

Bank Branch ID 632005  
Universal Online Bank Branch


Bank Account Number XXXXXX7643

Account Name Molelengoane,Thapelo Joe

Last updated on 11/27/2025

7.

javascript:void(0);

STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>After clicking the <b>Save</b> button, the <b>Next</b> button becomes available, allowing you to proceed to the next step of the student refund process.</p>
7.	Click on the <b>Next</b> button.

**Student Refund**

Save < Previous

**1 Introduction**  
Visited

**2 Bank Details**  
Complete

**3 Refund Details**  
In Progress

**4 Finish**  
Not Started

Your Refund Details are as follows:

- Recent bank statement where the money will be deposited.
- NSFAS
- Bank Statement
- Proof of payment if required
- Authorization Letter from parent/payee or Affidavit if student has not been paid by them
- Student ID/student card
- Parent ID/payee ID applicable when parent paid.

Requested Amount


Comments

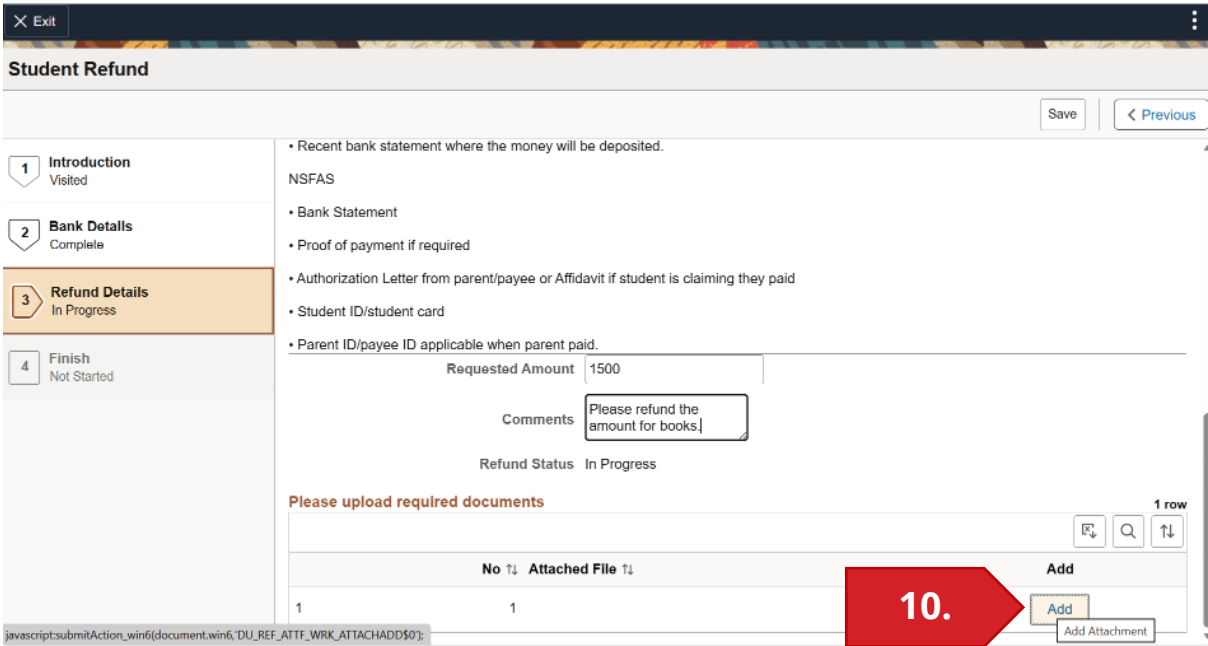
Refund Status: In Progress

Please upload required documents

No	Attached File	Add
1	1	Add

STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>The <b>Step 3 of 4: Refund Details</b> screen is displayed.</p> <p>Click and drag the vertical scroll bar to navigate down the page and review all refund requirements.</p> <p>Capture the requested amount and any relevant comments and ensure all required supporting documents are uploaded before saving and proceeding to the next step, as these documents are mandatory for processing the student refund.</p>
	<p><b>8.</b> Enter the relevant <b>Amount</b> in the Requested Amount field.</p>

9.	Enter the relevant <b>Comments</b> in the Comments field.
 <b>Note:</b>  Click and drag the vertical scroll bar down to navigate through the page.	



Student Refund

Save | < Previous

1 Introduction Visited

2 Bank Details Complete

3 Refund Details In Progress

4 Finish Not Started

- Recent bank statement where the money will be deposited.
- NSFAS
- Bank Statement
- Proof of payment if required
- Authorization Letter from parent/payee or Affidavit if student is claiming they paid
- Student ID/student card
- Parent ID/payee ID applicable when parent paid.

Requested Amount 1500

Comments Please refund the amount for books.

Refund Status In Progress

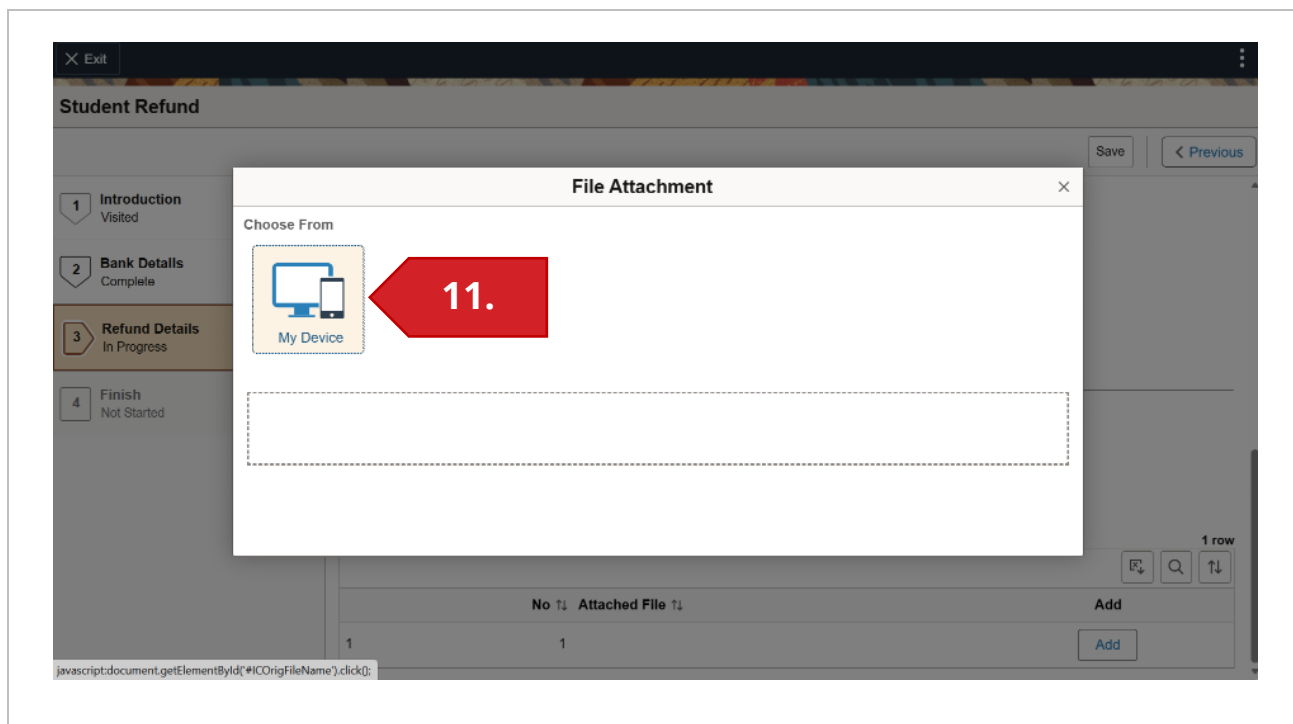
Please upload required documents


No	Attached File	Add
1	1	Add

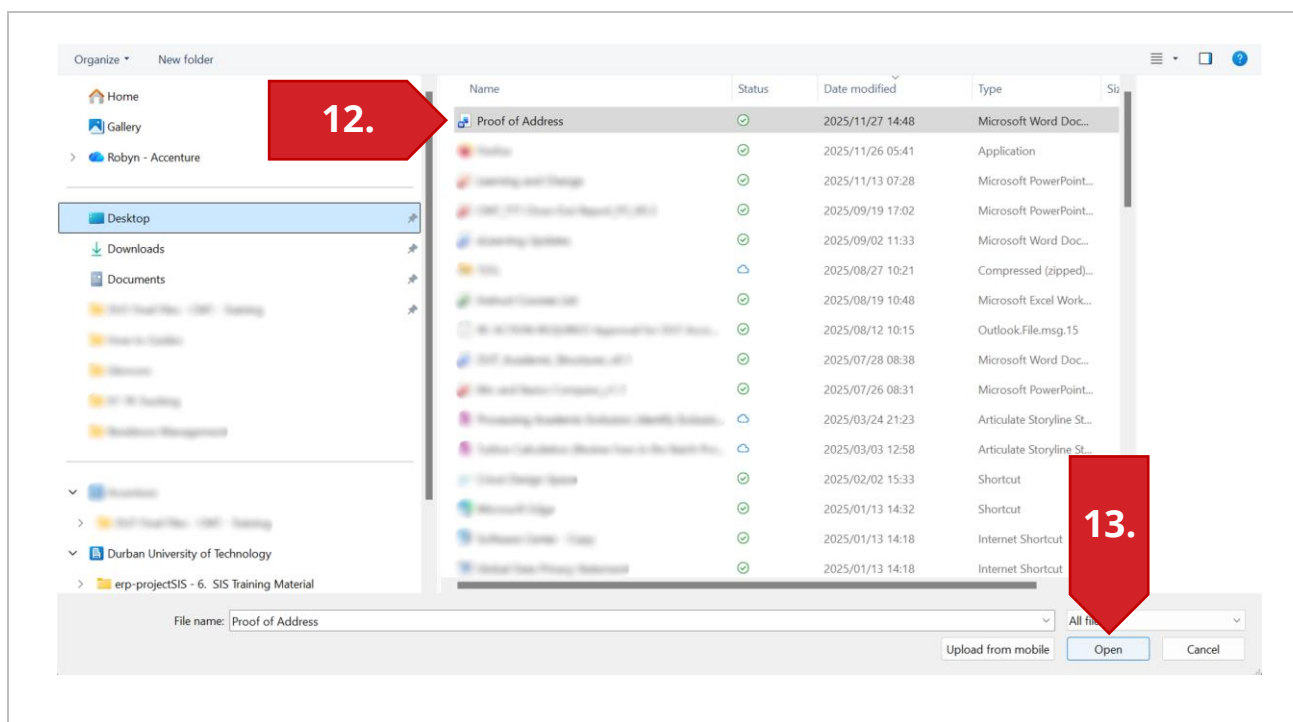
10.


javascript:submitAction\_win6(document.win6,'DU\_REF\_ATT\_F\_WRK\_ATTACHADD\$0');

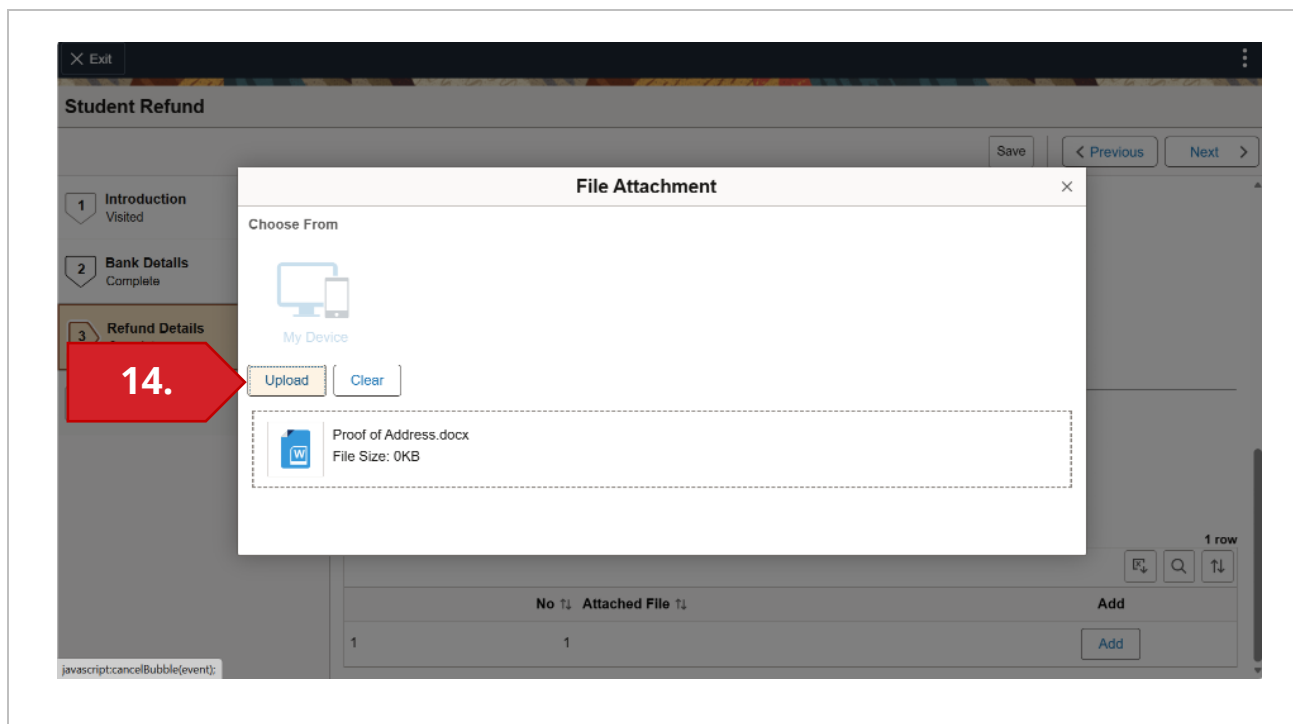
STEP NUMBER	ACTION
10.	Click on the <b>Add</b> button.



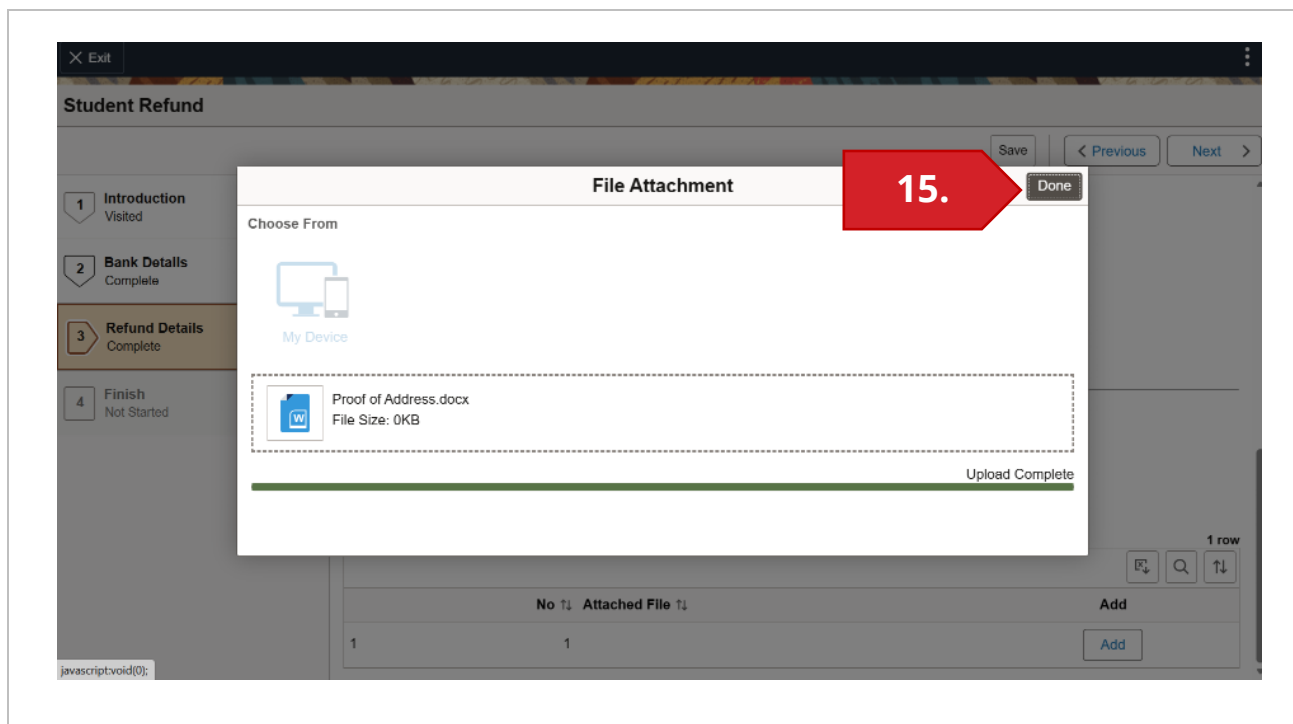
STEP NUMBER	ACTION
 <p><b>Note:</b></p> <p>The <b>File Attachment</b> window will appear.</p>	
11.	Click on the <b>My Device</b> button to access and upload files stored on your personal devices.




STEP NUMBER	ACTION
 <b>Note:</b> Navigate to the designated folder containing the required file, then select and upload the relevant file.	
<b>12.</b>	Click on the <b>relevant file</b> to select it.
<b>13.</b>	Click on the <b>Open</b> button to attach the relevant file.



STEP NUMBER	ACTION
14.	Click on the <b>Upload</b> button to upload the <b>relevant file</b> in the system.



STEP NUMBER	ACTION
 <p><b>Note:</b></p> <p>Once the attached file has finished uploading, the <b>Done</b> button will be enabled and allowing you to proceed to the next step.</p>	
15.	Click on the <b>Done</b> button to proceed.

×

Exit

Student Refund

16.

Save

< Previous

Next >

17.

1

Introduction

Visited

2

Bank Details

Complete

3

Refund Details

Complete

4

Finish

Not Started

Recent bank statement where the money will be deposited.

NSFAS

Bank Statement

Proof of payment if required

Authorization Letter from parent/payee or Affidavit if student is claiming they paid

Student ID/student card

Parent ID/payee ID applicable when parent paid.

Requested Amount

1500.000

Comments

Please refund the amount for books.

Refund Status

In Progress

Please upload required documents

1 row

No

Attached File

View

Delete

1

1 Proof\_of\_Address.docx

View

Delete

STEP NUMBER	ACTION
16.	Click on the <b>Save</b> button.
17.	Click on the <b>Next</b> button.

Student Refund

18.

Finish < Previous

1 Introduction Visited

2 Bank Details Complete

3 Refund Details Complete

4 Finish In Progress

Page 5 of 5: Finish

Click the "Finish" button to submit your application. You will receive an email notification once your refund application is approved. Please be informed that once the application is submitted, it will be locked and cannot be modified.

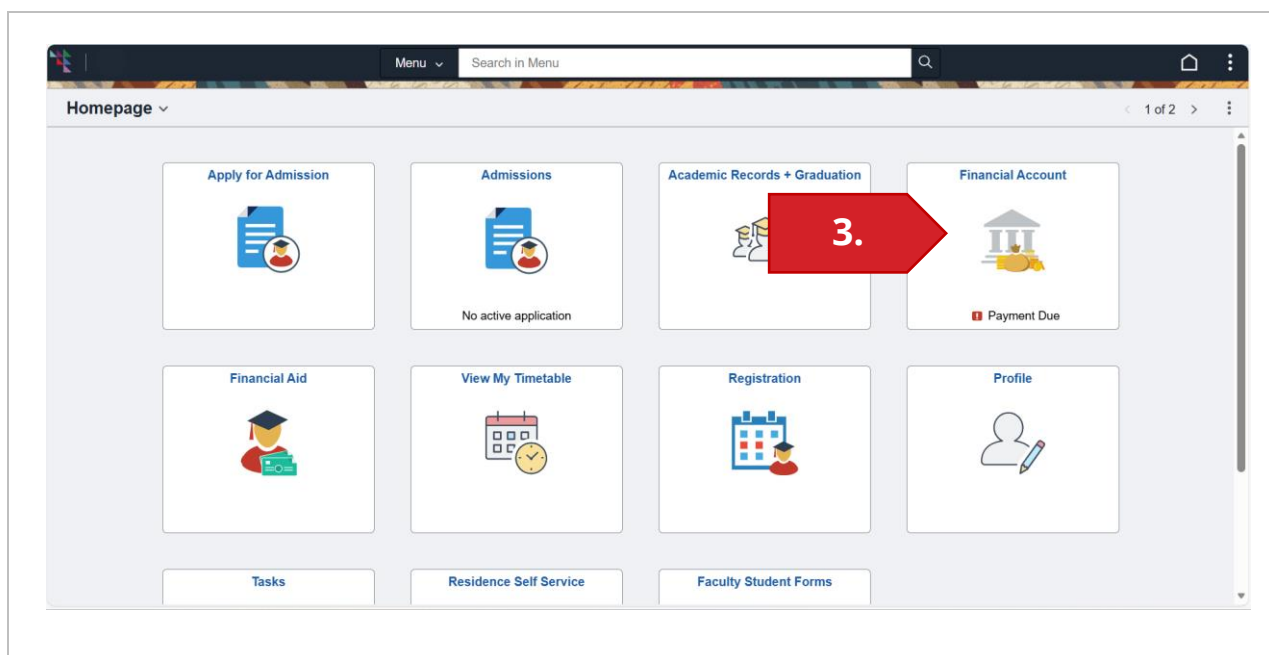
javascript:ptaiObj.ExecuteAG('DU\_STD\_REF274803','FinishRefund','','ITEM8...')


STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>The <b>Page 5 of 5: Finish</b> screen is displayed. This page provides the final step to submit your refund application.</p>
18.	Click on the <b>Finish</b> button.
	<p><b>Note:</b></p> <p>After clicking the <b>Finish</b> button, the refund application is submitted and locked, preventing any further changes. An email notification will be sent once the refund application has been approved</p>

## 6. HOW TO MAKE A PAYMENT

The screenshot shows the login interface for the Durban University of Technology (DUT). At the top is the DUT logo and the university's name in English and Zulu. Below this are input fields for 'User ID' and 'Password'. A red arrow labeled '1.' points to the 'User ID' field. Below the password field is a link for 'Forgot your password?'. A language selection dropdown is set to 'English'. A large blue 'Sign In' button is highlighted with a red arrow labeled '2.'. At the bottom, there are checkboxes for 'Enable Screen Reader Mode' and a link for 'Set Trace Flags'.

STEP NUMBER	ACTION
1.	<b>Enter</b> your <b>User ID</b> and <b>Password</b> .
2.	Click on the <b>Sign In</b> button.



STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>The <b>Homepage</b> screen is displayed.</p>
<p><b>3.</b></p>	<p>Click on the <b>Financial Account</b> tile to access the <b>Account Balance</b> page.</p>

X Homepage
Search in Menu


### Account Balance

Account Balance  
Due Now 131.00  
Currency used is Rand

What I Owe

	Charges & Deposits	Pending Financial Aid	Total Due
Student Online Payment	26,581.00	0.00	26,581.00
Payment History			
Current Year Payment Plan			
Prior Year Payment Plan			
Student Refund			
Total	26,581.00	0.00	26,581.00

Currency used is Rand

STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>The <b>Account Balance</b> screen is displayed.</p>
4.	<p>Click on the <b>Student Online Payment</b> tab to access the DUT Student Online Credit Card Payment page.</p>

The screenshot shows a web application for student payments. On the left, a sidebar lists various options, with 'Student Online Payment' selected. The main area displays the 'Student Online Credit Card Payment' form. Key elements include a 'Terms and Conditions' link, an 'I Agree' checkbox (marked with a red arrow and '5.'), and an 'Amount to be Paid (ZAR)' input field showing '0.00' (marked with a red arrow and '6.'). A 'Pay' button is positioned below the amount field.

STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>You may click the <b>Terms and Conditions</b> link first to carefully read and understand the information provided before continuing with the process. This ensures that you are fully aware of the terms you are agreeing to.</p>
5.	Click on the <b>I agree</b> checkbox to enabled.
	<p><b>Note:</b></p> <p>Click and drag the <b>0.00</b> value in the <b>Amount to be Paid (ZAR)</b> field to highlight.</p>
6.	Enter the relevant <b>Amount</b> in the Amount to be Paid (ZAR) field.

[Homepage](#)

### Student Online Payment

Account Balance

**Due Now** 201.00

Currency used is Rand

Student Online Payment

Payment History

Current Year Payment Plan

Prior Year Payment Plan

Student Refund

#### Student Online Credit Card Payment

[Terms and Conditions](#)


I Agree ☒

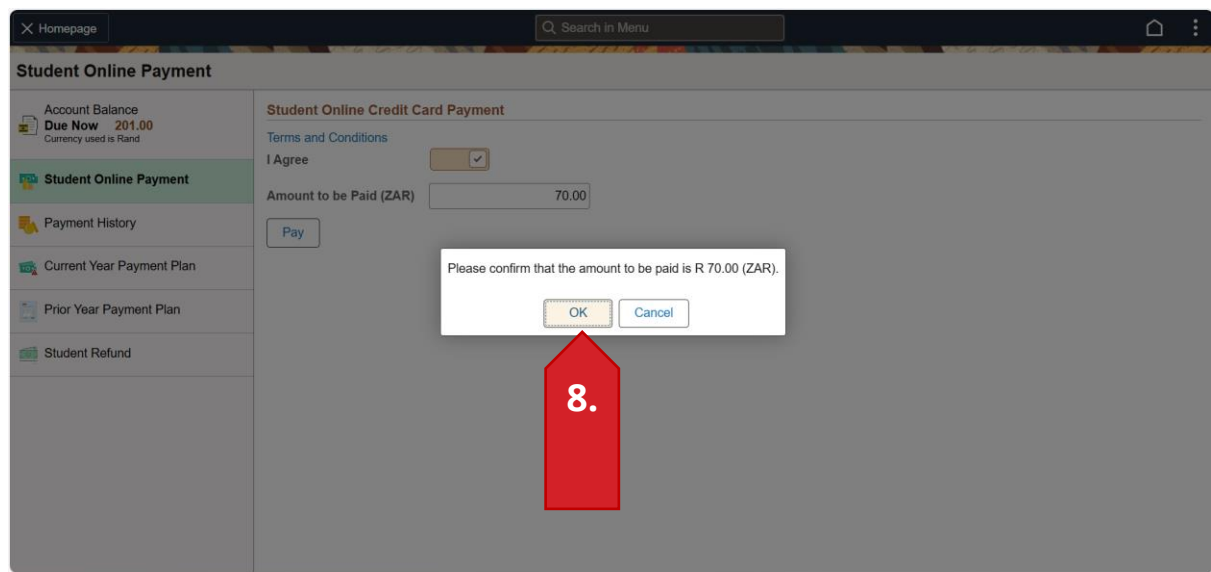
Amount to be Paid (ZAR)


Pay

7.

javascript:submitAction\_win6(document.win6,'DU\_PG\_TRANS\_WRK\_POST\_P...

STEP NUMBER	ACTION
 <p><b>Note:</b></p> <p>The <b>Pay</b> button, which was previously inactive (greyed out), will now become active and ready for selection.</p>	
7.	Click on the <b>Pay</b> button to proceed with the payment process.



STEP NUMBER	ACTION
 <p><b>Note:</b></p> <p>A confirmation message will display the amount to be paid, allowing users to verify the details and ensure accuracy before completing the payment.</p>	
8.	Click on the <b>OK</b> button to confirm the amount.

Merchant: DUT Test Account  
Reference: DUTPG000000000000450  
Transaction Date: Thu, 13 Nov 2025 06:18:28 +0200  
Amount: R 70.00 (ZAR)

Card Holder  
Enter your name **9.**

Card Number  
Enter Card number **10.**

Expiry Date  
01 2025 **11.**

CVV Digits  
[Field] **12.**

☐ I've read and accept the Terms & Conditions **13.**

By continuing I hereby give permission for DPO Group and any Third Party commissioned by DPO Group to use Personal Information provided for the sole purpose of processing the requested transaction and conducting necessary fraud and risk screening.

**14.**

STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>The <b>Card Payment details</b> will be displayed for you to enter your bank account details.</p>
<b>9.</b>	Enter the relevant <b>Card Holder's Name</b> in the Card Holder field.
<b>10.</b>	Enter the relevant <b>Card Number</b> in the Card Number field.
<b>11.</b>	Click on the relevant <b>Expiry Date (Month and Year)</b> field.
<b>12.</b>	Enter the relevant <b>CVV Digits</b> in the CVV Digits field.
	<p><b>Note:</b></p> <p>Ensure that all card payment details are thoroughly reviewed and verified for accuracy before proceeding with the transaction.</p>

	It is recommended to click the Terms and Conditions link to review the details and ensure you understand the terms before continuing.
<b>13.</b>	Click on the <b>I've read and accept the Terms and Conditions</b> checkbox to proceed.
<b>14.</b>	Click and drag the <b>vertical scroll bar down</b> to view the details of your confirmed payment transaction.

The screenshot shows a payment form for payfast by network. The form includes fields for Card Number (4000000000000002), Expiry Date (01/2026), and CVV Digits (999). Below these fields is a checkbox labeled 'I've read and accept the Terms & Conditions' which is checked. A dark blue box contains a disclaimer: 'By continuing I hereby give permission for DPO Group and any Third Party commissioned by DPO Group to use Personal Information provided for the sole purpose of processing the requested transaction and conducting necessary fraud and risk screening.' At the bottom, there are 'Back' and 'Next' buttons. A red arrow points to the 'Next' button with the number '15.' next to it. The payfast logo is at the bottom center.

STEP NUMBER	ACTION
<b>15.</b>	Click on the <b>Next</b> button.

**This is a simulated transaction**

**Personal Message:** Transaction will be approved

**Merchant:** Test Merchant

**Amount:** 70.00 ZAR


**Card Number:** 400000xxxxxx0002

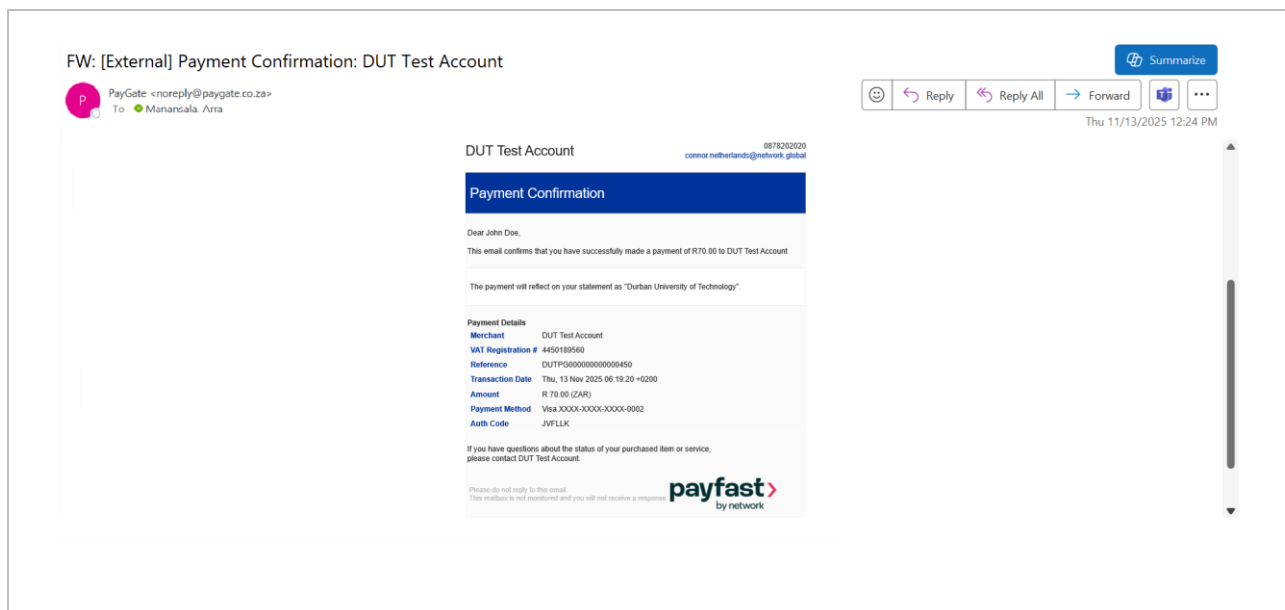
**User Name:** Test User


**Password:** \*\*\*\*

Submit

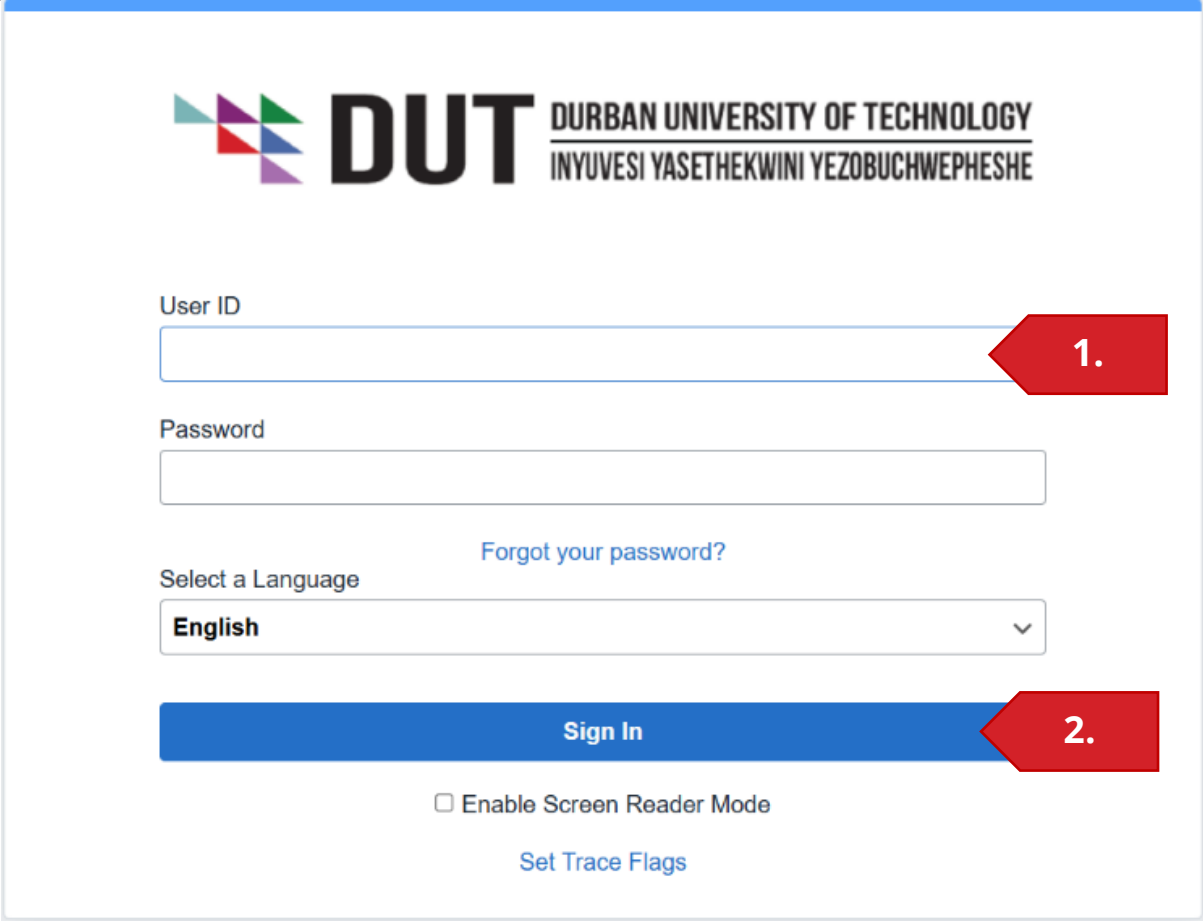
16.

STEP NUMBER	ACTION
 <p><b>Note:</b></p> <p>The <b>transaction</b> is presented and ready for you to submit.</p>	
16.	Click on the <b>Submit</b> button.



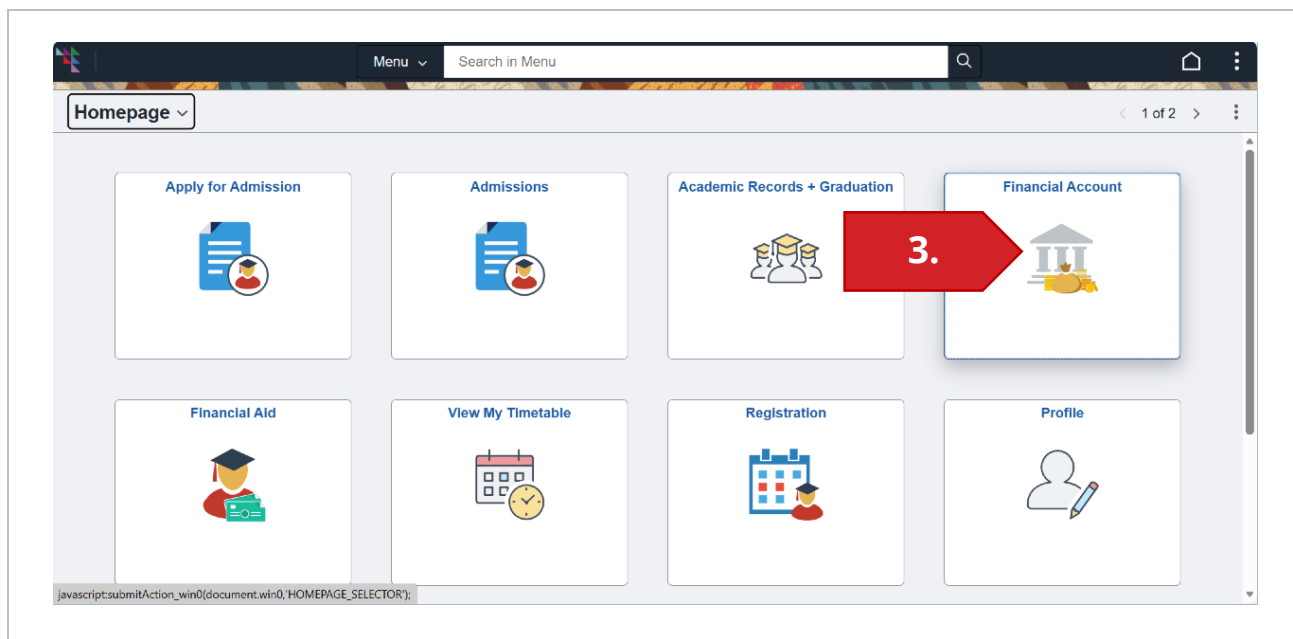
STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>You will receive an email displaying the details of the confirmed payment transaction. The steps outlined above detail the proper and complete procedure for making a payment. Please ensure each step is followed carefully to ensure a successful transaction.</p>


## 7. HOW TO VIEW ACCOUNT SERVICES CONTACT DETAILS

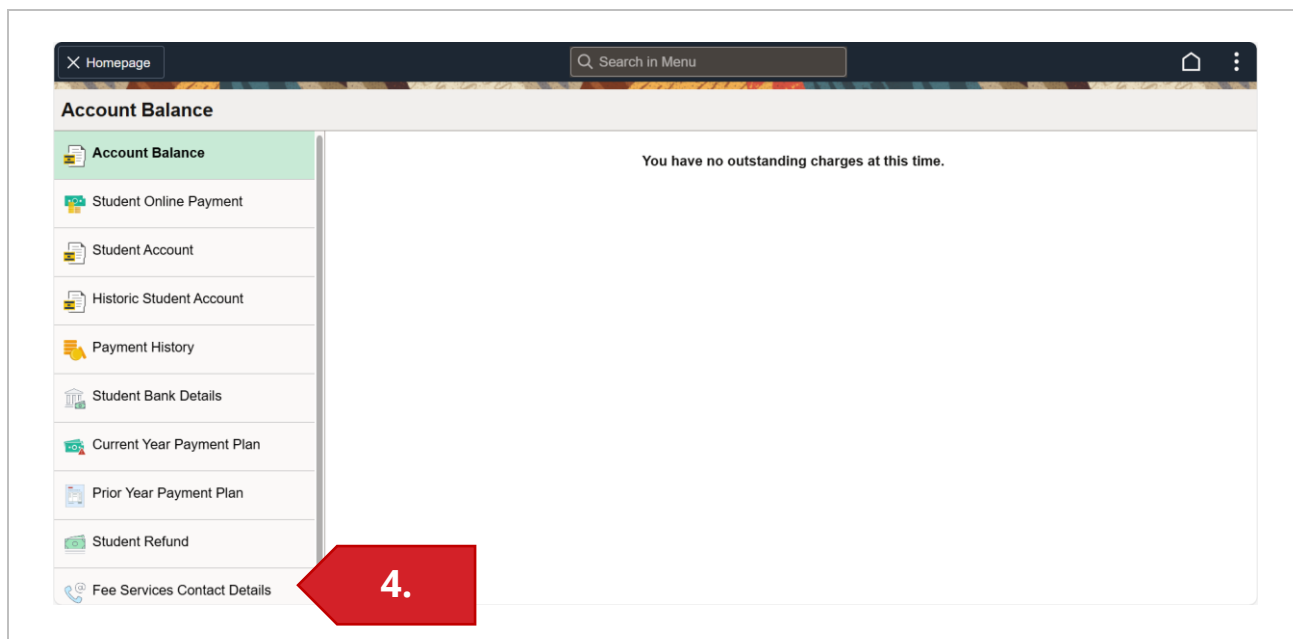



The screenshot shows the login interface for the Durban University of Technology (DUT). At the top is the DUT logo and name in English and Zulu. Below this are input fields for 'User ID' and 'Password'. A red arrow labeled '1.' points to the 'User ID' field. Below the password field is a 'Forgot your password?' link. A language dropdown menu is set to 'English'. A blue 'Sign In' button is highlighted with a red arrow labeled '2.'. At the bottom, there are checkboxes for 'Enable Screen Reader Mode' and a 'Set Trace Flags' link.

STEP NUMBER	ACTION
1.	Enter your <b>User ID</b> and <b>Password</b> .
2.	Click on the <b>Sign In</b> button.



STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>The <b>Homepage</b> screen is displayed.</p>
3.	Click on the <b>Financial Account</b> tile to access the <b>Account Balance</b> page.



STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>The <b>Account Balance</b> screen is displayed.</p>
<p><b>4.</b></p>	<p>Click on the <b>Fee Services Contact Details</b> tab to view the contact information for fee-related inquiries.</p>

X Homepage
Search in Menu

### Fee Services Contact Details

Account Balance
Student Online Payment
Student Account
Historic Student Account
Payment History
Student Bank Details
Current Year Payment Plan
Prior Year Payment Plan
Student Refund

Student Finance Contact Information

Postal Address 41 MI Sultan Road, Greyville Durban 4000

Email: Debtorsdbn@dut.ac.za  
Debtorspmb@dut.ac.za


Website: www.dut.ac.za

Telephone: 031 373 5164/2379

Fee Enquiry And Cashiers Office Hours: Monday to Thursday 8H00 – 16H30 Fridays 8H00 – 15H00

Student Self Help Service: www.dut.ac.za

javascript:DoHome("https://peoplesoftqa.dut.ac.za/psc/pscsql\_6/EMPLOYEE...

STEP NUMBER	ACTION
	<p><b>Note:</b></p> <p>The <b>Fee Services Contact Details</b> screen will be displayed, providing important information such as the Email address, Postal Address, Website, Telephone number and Office Hours. This information can be useful if you have any questions, concerns, or need assistance regarding fee-related matters.</p>

## 8. CONCLUSION

Navigating DUT student financial services is an essential part of the student experience, and with the **Oracle PeopleSoft Campus Solutions** platform, students are able to manage key financial tasks with ease. From viewing current and historic student account details to maintaining bank account information, submitting student refund requests, making payments, and accessing account services contact details, this guide has provided step-by-step support to help students stay informed, organised, and in control of their financial records.