FREQUENLTY ASKED QUESTIONS [FAQ]

PeopleSoft Campus Solutions (Student Information System)

OPENING NOTE TO STUDENTS

This FAQ is designed to help you, as a DUT Student, understand what to expect as DUT launches the new PeopleSoft Campus Solutions Student Information System.

It includes common questions, self-help guidance, and when to reach out for support.

SELF-HELP: WHAT YOU CAN DO FIRST

Before contacting support, it is recommended that you:

• Refresh the page or log out and login again

• Try a different browser or device

• Review the student guides

#	STUDENT GUIDE TOPIC(S)	LINK TO STUDENT GUIDE
1	**Registration and Proof of Registration: New Students**	Registration and Proof of Registration: New Students
2	**Registration and Proof of Registration: Returning Students**	Registration and Proof of Registration: Returning Students
3	**Payment Plans**	Payment Plans
4	**Student Financial Accounts**	Student Financial Accounts
5	**Residence Management**	Residence Management
6	**Requesting Transcripts**	Requesting Transcripts
7	**Academic Exclusion Appeals**	Academic Exclusion Appeals

SELF-HELP: WHAT YOU CAN DO FIRST [CONTINUE…]

- Check the FAQ for common questions

- Refresh your browser or try again later

- Ensure you are using the correct system URL: https://peoplesoft.dut.ac.za/

WHEN AND HOW TO CONTACT SUPPORT

When to contact Support

- Please contact student support if:
    - You cannot log in after following the guides

    - Your academic or billing information is missing or incorrect

    - You are blocked by an unexpected system error

    - You are unsure how to complete an essential student task

Student Support Details

Self-Service Portal   https://ictservice.dut.ac.za/HEAT

Email   itstudentsupport@dut.ac.za

Phone   9111

SELF-HELP: BROWSER AND INTERNET

Q **What is a browser?**

A
- A web browser is a software application that allows users to access and view websites and other online content on the internet.

  💡 Think of Google Chrome or Microsoft Edge or Mozilla Firefox – where do you access the internet to search something?

Q **What is a browser tab?**

A
- A browser tab is a user interface element that allows users to open and view multiple web pages within a single browser window.

  💡 So you have opened your browser, searched for specific information and clicked on the information… but now you need more information, but don't want to close your initial search / information. You can open another tab and wiggle between the two "tabs".

  - Look at the top of your browser window.
  - Find the small + (plus sign) next to your current tab.
  - Click the + (a new blank tab will open).
  - You can now type a website address or search.

Q **What is a cache?**

A
A cache (pronounced cash) is a special storage space your browser or computer uses to temporarily save files from websites you visit.

This helps websites load faster the next time you visit them, by reusing those saved pieces instead of downloading them again.

💡 Technology needs humans – for example, DUT adds a new question to the student registration form in PeopleSoft.

- If your browser cache is not cleared, you might still see the old form without the new question.
- This means you could miss filling in important information, and your registration might not be accepted.

Q **Why is clearing the cache important?**

A Sometimes the cache causes problems instead of helping.

Here's why you may need to clear it:

✅ Fixing website display issues

- If a website looks broken or doesn't load correctly, it could be using outdated cached files.
- Clearing the cache forces the browser to download a fresh version of the site.

✅ To see any recent updates

- You may not see the latest version of a system if your browser keeps showing the old, cached version.

✅ Solving login or download errors

- Cached data can interfere with login sessions, downloads, or form submissions
- Clearing it often solves these issues without needing technical support

✅ Improving system speed and storage

- Over time, cached files build up and slow your browser down
- Clearing it frees up space and helps things run more smoothly

Q   **How often should I clear my cache?**

A
- Every few weeks

Immediately if:

- A system is behaving strangely
- You're told to do so by ICTS
- A page won't load or show updates

Q   **How do I clear my cache and browser history?**

A   ✅ **In Chrome**

- When you have opened Chrome, click on the 3 dots in the top right section of the screen of the address bar.
- Select History
- Select History (again)
- Select Delete Browsing Data
- Click all and select delete data

✅ **In FireFox**

- When you have opened FireFox, click on the 3 lines in the top right corner of the screen of the address bar.
- Click on History
- Select Clear recent history

✅ **In Edge**

- When you have opened Edge, click on the 3 dots in the top right section of the screen of the address bar.
- Select Settings
- Select Privacy, search, and services
- Select Clear Browsing Data
- Click all and select Clear Now

Q   I am trying to open a link by clicking on it, but it does not want to open.

A

✅ **Check if Pop-Ups Are Blocked**

If the link tries to open in a new window or tab (like reports or downloads in PeopleSoft), your browser might be blocking it.

In Chrome or Edge:

- Look for a small icon with a red X or blocked symbol in the address bar
- Click it and select "Always allow pop-ups from this site"
- Try clicking the link again

✅ **Right-Click and Open in New Tab**

Sometimes the link won't open with a single left-click.

Try the following steps:

- Right-click the link
- Choose "Open in new tab" or "Open in new window"

✅ **Clear Browser Cache**

Old, cached files may interfere with the page or link.

To clear your cache:

- Press Ctrl + Shift + Delete
- Select "Cached images and files"
- Choose "All time", then click Clear data
- Then close your browser and try again.

✅ **Check Internet Connection**

- Make sure you're connected to Wi-Fi or the internet.
- Try opening another website like www.google.com.
- If that also doesn't work, it may be a connection issue.

✅ **Try a Different Browser**

If you're using Internet Explorer, try switching to Chrome, Edge, or Firefox

Some systems (like PeopleSoft Campus Solutions) work better in certain browsers.

GENERAL QUESTIONS

Q   **What is PeopleSoft Campus Solutions?**

A   • PeopleSoft Campus Solutions is DUT's new Student Information System. It replaces the current ITS and iEnabler systems and will be used to manage student academic and administrative information.

Q   **Why is DUT changing systems?**

A   • The new system provides a more modern, secure, and integrated platform. It improves self-service, simplifies student processes, and supports better access to information.

Q   **When does the new system go live?**

A   • PeopleSoft Campus Solutions will go live in January 2026. The exact date will be communicated with you.

Q   **Will the old systems | platforms (ITS and iEnabler) still be available?**

A   • No. Once PeopleSoft Campus Solutions goes live, ITS and iEnabler will be retired.

ACCESS AND LOGIN

Q   **How do I access the new system?**

A   • You will access PeopleSoft Campus Solutions through the student portal. The official URL will be shared before go-live in your onboarding email.

Q   **Will my login details change?**

A   • Your student credentials will remain the same unless otherwise communicated.

• Instructions will be provided if any action is required.

• Your username will be your student number.

• When you receive your first email, you will be requested to change your password.

• Please remember that your password must have **at least (minimum) 8 characters**.

     • May include numbers

     • May include upper case

     • May include lower case

     • May include special characters

ACADEMIC INFORMATION

Q   **Where can I view my class schedule?**

A   • Your class schedule will be available in PeopleSoft Campus Solutions under your student self-service menu.

Q   **Where can I see my grades?**

A   • Grades will be accessible in the new system once they are released by your faculty.

Q   **Will my academic history be transferred?**

A   • Yes. Your academic records will be migrated to the new system.

FEES, BILLING AND HOLDS

Q   **Where do I view my fees and account balance?**

A   • Billing information and account balances will be available in one place within the new system.

Q   **What are holds and where can I see them?**

A   • Holds are restrictions that may prevent certain actions (such as registration).

      • All holds will be visible in PeopleSoft Campus Solutions with clear descriptions.

Q   **What if my billing information looks incorrect?**

A   • First, review the FAQ and guides.

      • If the issue remains, contact the finance or student support office.

SELF-SERVICE FEATURES

Q **What self-service features are available?**

A • Students will be able to manage key tasks online, including viewing personal information, academic details, and financial information.

Q **Do I need training to use the new system?**

A • Training is not necessary and student guides and step-by-step instructions are available to help you get started.

DURING THE GO-LIVE PERIOD

Q **Should I expect issues during launch?**

A • Some minor issues or delays may occur during the initial launch period. This is normal for large system changes.

Q **What should I do if something doesn't look right?**

A • Remain calm, check the student guides and FAQ, and allow time for systems to stabilise.

• If the issue persists, contact support.

LOGIN & ACCESS ERRORS

"Invalid User ID or Password"

Your login details were entered incorrectly.

What you should do:	**Contact support if:**
• Re-enter your username and password carefully • Check Caps Lock • Try again after a few minutes	• You still can't log in after multiple attempts.

"Your Account is Locked"

Too many unsuccessful login attempts.

What you should do:	**Contact support if:**
• Wait 15-30 minutes and try again • Use the password reset option if available	• Your account remains locked after the waiting period.

"You are not authorised to access this page"

You tried to access a function you don't currently have permission for.

What you should do:	**Contact support if:**
• Navigate back to the main student menu • Check the student guide to confirm where to perform the task	• You believe you should have access to this function.

REGISTRATION & ACADEMIC ERRORS

"You have a hold on your account"

A restriction is preventing you from completing an action (e.g. registration).

What you should do:

- Check your Holds section for details
- Follow the instructions provided for that hold.

Contact support if:

- The hold reason is unclear or incorrect.

"You do not meet the requirements for this class"

Prerequisites or programme rules are not met.

What you should do:

- Review programme requirements
- Confirm you selected the correct course.

Contact support if:

- You believe the requirements are incorrect.

"Maximum units exceeded"

You are attempting to register for more credits than allowed.

What you should do:

- Review your current course load
- Remove an existing class if needed

Contact support if:

- You have approval to exceed the limit.

GRADES AND RECORD ERRORS

"Grades are not available"

Grades have not yet been released

What you should do:

- Check back later
- Confirm official release dates with your faculty

Contact support if:

- Grades remain unavailable well after the release period.

"No academic history found"

Your records may still be loading or updating

What you should do:

- Refresh the page
- Try again later

Contact support if:

- Your academic history remains missing after go-live.

FEES AND BILLING ERRORS

"Billing information unavailable"

Financial data may still be processing

What you should do:

- Check again later
- Confirm the billing cycle dates

Contact support if:

- Your account balance is missing or incorrect.

FEES AND BILLING ERRORS

"Payment cannot be processed at this time"

Temporary system or connection issue

What you should do:

- Try again later
- Ensure your payment details are correct

Contact support if:

- The issue continues for more than 24 hours.

SYSTEM AND TECHNICAL ERRORS

"An unexpected error has occurred"

A temporary system issue.

What you should do:

- Refresh your browser
- Log out and log back in
- Try again later

Contact support if:

- The error keeps repeating after self-remedial steps.

"Session timed out"

You were inactive for too long.

What you should do:

- Log in again
- Save work frequently

Contact support if:

- This happens repeatedly within a short time.