

ICT Services



FAQ: UFS Password Self-Service System

Frequently asked questions for UFS Staff

1. Staff - How do I change my password?
2. Staff - How do I reset a forgotten password?
3. Staff - Where can UFS staff get password support?
4. Staff - How do I update my mobile number?

Frequently asked questions for UFS Students

5. Students - How do I change my password?
6. Students - How do I reset a forgotten password?
7. Students - Where can UFS students get password support?
8. Students - How do I update my mobile number or personal e-mail address?
9. (Optional: Students Only) – Using and configuring TOTP (Time-based One Time Pin) for password reset



1. Staff - How do I change my password?

UFS employees must change their passwords every 90 days. You will receive an e-mail notification informing you that your password is about to expire. You may also choose to change your password regularly for security reasons.

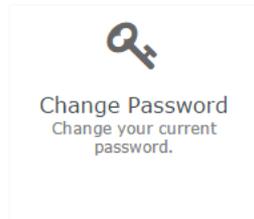
To change your password navigate to the following website on your web browser:

<https://selfservice.ufs.ac.za>

1.1 Sign in by typing your UFS username and current password and click on Sign in.



1.2 Click on Change Password



1.3 Type a new password in the New Password and Confirm Password Text boxes and click on Change Password. Note that previously used passwords are not allowed.

Your password must be between 7 and 32 characters long and must contain at least 1 numeral, 1 capital letter and 1 special character.



1.4 Please be patient as the password is changed. Once the change is complete you will see the following:



Your password is being changed. This process may take several minutes, please be patient.



1.5 Once complete please close your web browser. You have completed the password change process.

2. **Staff - How do I reset a forgotten password?**

If you forget your password you can reset your password by following the next procedure.

To reset your password navigate to the following website on your web browser:

<https://selfservice.ufs.ac.za>

2.1 Click on the Forgotten Password button



Sign in

 **Forgotten Password** Regain access to your account if you have forgotten your password.

2.2 Type your UFS username in the Username field and complete the reCAPTCHA. Click Search.

Username*

 I'm not a robot



 Search

 Cancel

2.3 Complete the challenge response questions then click on Check Answers

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

What is your mother's name?

Where were you born?

What is the last school you attended?

2.4 At this point you will receive a SMS with a security code. Please type in the security code that you have received in the code box and click on check code.

In order to verify your identity, a security code has been sent to your your mobile number (*****4963), since your personal email address is not available. Please type the security code in the space provided.

In the event that the security code was sent to your email address, please click the link in the email or copy and paste the security code here.

If you did not receive the message with the security code or the displayed address fragment is not from your email address or mobile number, please reference the [FAQ](#).

Code

2.5 Type a new password and retype the new password. Please note that previously used passwords are not allowed.

New password accepted, please click change password

New Password

Strength: **Strong**



Confirm Password



2.6 Once the process is complete you can click on continue and close your web browser. That concludes the process of resetting a forgotten password.

3. **Staff - Where can UFS staff get password support?**

For on-campus assistance during office hours (Monday – Friday)

- UFS Bloemfontein Campus: ICT Services Front Desk at Flippie Groenewoud Building Block F
- UFS Qwaqwa Campus: ICT Services Department located in the Administration Building at Qwaqwa Campus
- UFS South Campus: ICT Services Department located in the Administration Building at South Campus.

Off Campus assistance during office hours (Monday – Friday)

- Please call +27 (051) 401-2000 for assistance
- Alternatively send an e-mail to servicedesk@ufs.ac.za indicating your contact information and you will be contacted.

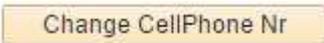
NOTE

- During the support call the Servicedesk agent will ask a number of personal questions to try and verify your identity
- After your identity has been verified, you will receive a SMS on the mobile number registered on PeopleSoft HR. **If you do not receive this SMS the Servicedesk agent may not be able to assist you further. This normally indicates that your mobile number is incorrect on the UFS PeopleSoft HR system. You will have to visit UFS HR department to have your mobile number updated.**
- Once you have received the SMS please go to <https://selfservice.ufs.ac.za> and follow the procedure as outlined in (1) in this FAQ. **Do not skip this step as it may cause additional problems.**

4. **Staff - How do I update my mobile number?**

You may have to update your mobile number on the UFS systems, whether it is incorrect or has changed. There are 2 ways to do this:

- If your current password is working you can update your mobile number by logging into PeopleSoft HR by going to: <https://pshr.ufs.ac.za/hrprd/signon.html>
Once logged in click on the “Change CellPhone Nr” button located on your PeopleSoft HR Homepage



- Alternatively if your password is not working, and your cellphone number is incorrect on our systems, you will need to visit the Human Resource Department on your campus during office hours (07:45 – 16:30 Monday – Friday). Please make sure to take your staff card and ID with you, as positive identification is required.

UFS Bloemfontein Campus – George du Toit Administration Building

UFS Qwaqwa Campus – Administration Building

UFS South Campus – Administration Building

Note: It may take up to 24 Hours for your new mobile number to reflect correctly on the Password Self-service system.

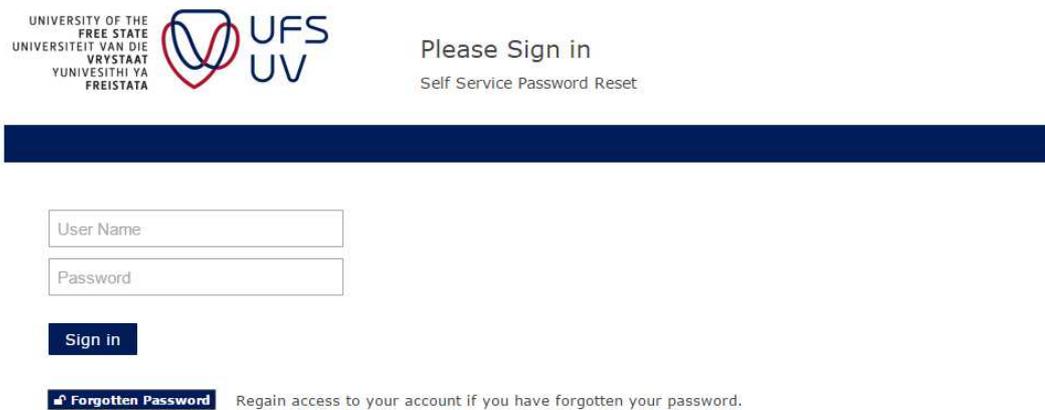
5. **Students - How do I change my password?**

UFS students must change their passwords every 90 days. You will receive an e-mail notification informing you that your password is about to expire. You may also choose to change your password regularly for security reasons.

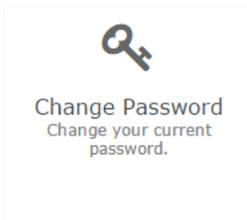
To change your password navigate to the following website on your web browser:

<https://selfservice.ufs.ac.za>

5.1 Sign in by typing your UFS student number and your current password. Next click on Sign in.



5.2 Click on Change Password



5.3 Type a new password in the New Password and Confirm Password Text boxes and click on Change Password. Note that previously used passwords are not allowed.

Your password must be between 7 and 32 characters long and must contain at least 1 numeral, 1 capital letter and 1 special character.



5.4 Please be patient as the password is changed. Once the change is complete you will see the following:



2001630077

Your password is being changed. This process may take several minutes, please be patient.



5.5 Once complete please close your web browser. You have completed the password change process.

5.6 On completion you may receive an e-mail indicating that your password has been changed. This is just for security and notification purposes.

6. Students - How do I reset a forgotten password?

If you forget your password you can reset your password by following the next procedure.

To reset your password navigate to the following website on your web browser:

<https://selfservice.ufs.ac.za>

6.1 Click on the Forgotten Password button



Sign in

[Forgotten Password](#) Regain access to your account if you have forgotten your password.

6.2 Type your UFS student number in the Username field and complete the reCAPTCHA. Click Search.

Username*

✓ I'm not a robot


reCAPTCHA
Privacy - Terms

🔍 Search
✕ Cancel

6.3 On the next window please select how you would like to receive your OTP (One-Time PIN). **Note that it is only valid for 5 minutes.**



Forgotten Password

Self Service Password Reset

To verify your identity, a security code will be sent to you. Please choose which method you would prefer to receive your security code.

 **Email**

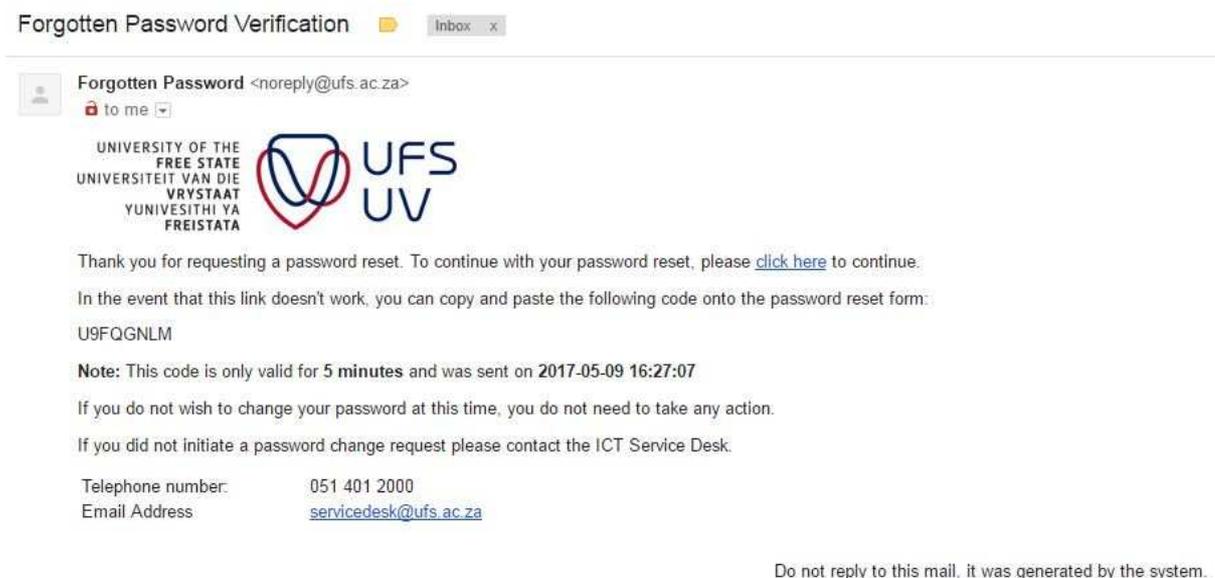
Send code to your registered email address.

 **SMS**

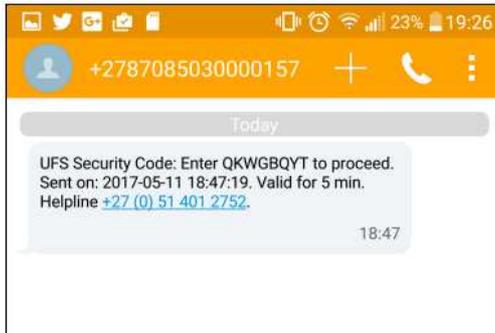
Send code to your mobile phone using text messaging (SMS).

✕ Cancel

6.4 At this point you will receive an SMS with a security code, or you will receive an e-mail in your personal e-mail account which will look like the image below:



OR on a mobile phone



6.5 Type the security code into the code box and click Check Code



Forgotten Password
Self Service Password Reset

In order to verify your identity, a security code has been sent to your your email address (@*****) or your mobile number (*****4963), depending on your choice on the previous screen. Please type the security code in the space provided.

In the event that the security code was sent to your email address, please click the link in the email or copy and paste the security code here.

If you did not receive the message with the security code or the displayed address fragment is not from your email address or mobile number, please reference the [FAQ](#).

Code

6.6 Type a new password and retype the new password. Please note that previously used passwords are not allowed.

New password accepted, please click change password

New Password

Strength: Strong



Confirm Password



Please wait while your password is being changed. Once it is complete you will see a page that says “Password change complete. You can click on Continue and close your web browser. You have completed the password reset process.

Note: Once you have completed this process you will receive a notification e-mail.



7. Students - Where can UFS students get password support?

For on-campus student assistance

- UFS Bloemfontein Campus: PC Lab (Next to the SASOL Library)
- UFS Qwaqwa Campus: Media Centre LAB
- UFS South Campus: Library PC LAB

Off Campus student assistance

- Please call +27 (051) 401-3994 for assistance
Afterhours support available as indicated below:
Week days: 16:30 – 22:00
Weekends: 08:00 – 18:00
Holidays: 09:00 – 18:00
- Alternatively send an e-mail to studentdesk@ufs.ac.za indicating your contact information and you will be contacted.

NOTE

- During the support call the Servicedesk agent will ask a number of personal questions to try and verify your identity.
- After your identity has been verified, you will receive a SMS on the mobile number registered on PeopleSoft Student Self-service. **If you do not receive this SMS the Servicedesk agent may not be able to assist you further. This normally indicates that your mobile number is incorrect on the UFS PeopleSoft Student Self-service portal. You will have to visit UFS Student Academic Services department to have your mobile number updated.**
- Once you have received the SMS please go to <https://selfservice.ufs.ac.za> and follow the procedure as outlined in (4) in this FAQ. **Do not skip this step as it may cause additional problems.**

8. **Students - How do I update my mobile number or personal e-mail address?**

You may have to update your mobile number on the UFS systems, whether it is incorrect or has changed. There are 2 ways to do this:

- If your current password is working you can do it yourself by visiting the PeopleSoft Student Self-service portal

To update our personal e-mail address click or open the link below:

https://pssa.ufs.ac.za/psc/csprd/EMPLOYEE/HRMS/c/CC_PORTFOLIO.SS_CC_PERS_PHONE.GBL?&lsFolder=false&IgnoreParamTempl=FolderPath%2cisFolder&cmd=login

To update your mobile number click or open the link below:

https://pssa.ufs.ac.za/psc/csprd/EMPLOYEE/HRMS/c/CC_PORTFOLIO.SS_CC_EMAIL_ADDR.GBL?&lsFolder=false&IgnoreParamTempl=FolderPath%2cisFolder&cmd=login

An example of the webpage can be seen below:



addresses phone numbers email addresses emergency contacts

Phone Numbers

Enter your phone numbers below.

If multiple phone numbers are entered, specify your primary contact number by selecting the preferred checkbox.

*Phone Type	*Telephone	Ext	Country	Preferred	
Business			027	<input type="checkbox"/>	delete
Cell	0821234567		027	<input checked="" type="checkbox"/>	delete

ADD A PHONE NUMBER

SAVE

* Required Field

Once you have completed the update to your e-mail address or mobile number, click on SAVE and close your web browser.

- Alternatively if your password is not working, and your cellphone number is incorrect on our systems, you will need to visit the Student Academic Services Department on your campus during office hours (07:45 – 16:30 Monday – Friday). Please make sure to take your student card and ID with you, as positive identification is required.

UFS Main Campus – George du Toit Administration Building
UFS Qwaqwa Campus – Administration Building
UFS South Campus – Administration Building

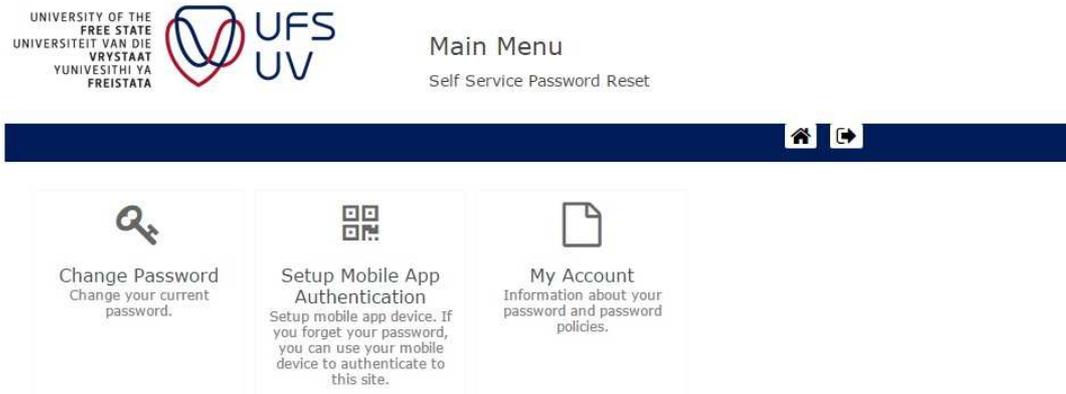
Note: It may take up to 24 Hours for your new mobile number to reflect correctly on the Password Self-service system.

9. (Optional: Students Only) - Using and configuring TOTP (Time-based One Time Pin) for password reset.

Additional functionality is available in the UFS Password Self-service system that may be utilised by UFS students. This allows students to make use of the google authenticator mobile app to reset their passwords in case of a forgotten password. This functionality however requires a smartphone/tablet device running Android or Apple IOS.

In order to use this service please go to the following website and login with your student number and password: <https://selfservice.ufs.ac.za>

9.1 Once you have logged in click on the “Setup Mobile App Authentication” button.



The screenshot shows the 'Main Menu' of the 'Self Service Password Reset' system. It features the UFS UV logo and navigation icons. Three main menu items are visible:

- Change Password**: Change your current password.
- Setup Mobile App Authentication**: Setup mobile app device. If you forget your password, you can use your mobile device to authenticate to this site.
- My Account**: Information about your password and password policies.

9.2 Next Select your Smart Device type and follow the on-screen configuration steps



The screenshot shows the 'Setup Mobile App Authentication' screen. It includes the UFS UV logo and navigation icons. Below the header, there is a message: "If you forget your password, you can access your account by using your mobile device. Follow the instructions below based on your device type." There are three tabs: "Android", "iPhone", and "Other". The "Android" tab is selected, showing the following instructions:

Install the Google Authenticator app for Android.

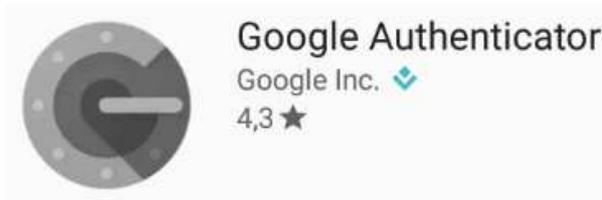
1. On your phone, go to the Google Play Store.
2. Search for **Google Authenticator**.
(Download from the Google Play Store)
3. Download and install the application.

Next, open and configure Google Authenticator.

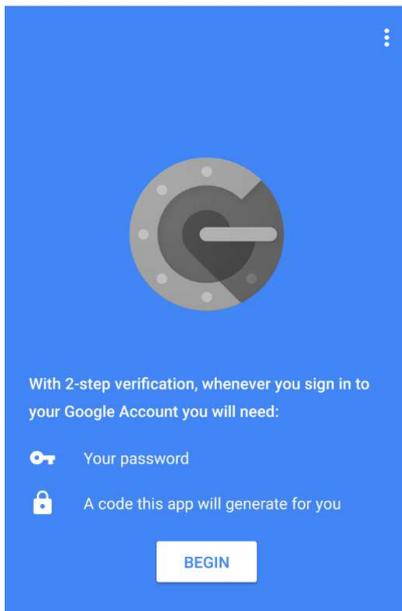
1. In Google Authenticator, touch Menu and select "Set up account."
2. Select "Scan a barcode."
3. Use your phone's camera to scan this barcode.
4. Once you have scanned the barcode, click the continue button.

A QR code is displayed for scanning. At the bottom, there are "Continue" and "Cancel" buttons.

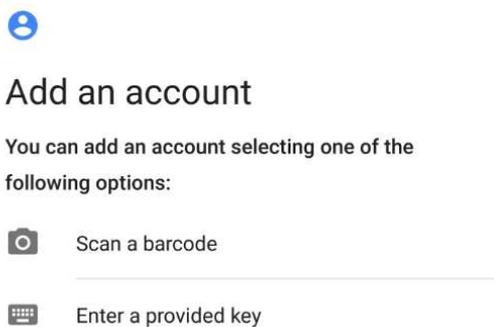
9.3 You first need to install the Google Authenticator on your device. You can do this by opening the Play Store (Android) app or the App Store (Apple) app and then search for “Google Authenticator”. The icon should resemble the image below:



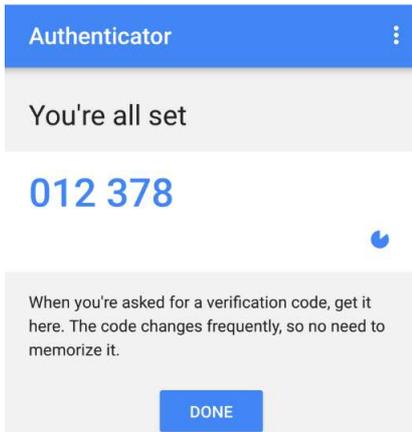
9.4 Once the application installation is complete tap on Google Authenticator and tap begin.



9.5 Click on scan a barcode and scan the QR code on your screen:



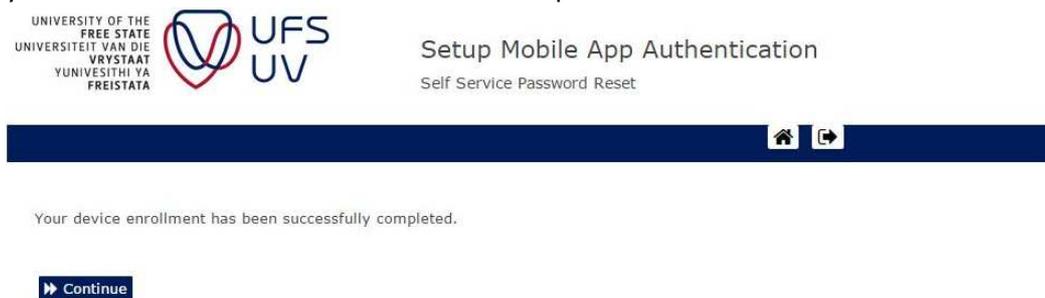
9.6 Once you have scanned the barcode you will see the screen below:



9.7 Click on the “Continue” button on the self-service webpage and enter the code displayed on your mobile device. Click on “Check Code”



9.8 Once you have completed you will see the screen below. You can click on “Continue” and close your web browser. You have finished the setup.



Note: Once the setup is complete you can reset your password using the code generated on your Google Authenticator instead of receiving an e-mail or SMS. See (6) for more information on the password reset procedure.