

INFORMASIE/TEGNOLOGIE

INFORMATION TECHNOLOGY

FORGOT TO REACTIVATE?

To have access to internet, email and any other network service, you need to reactivate your username annually. If you haven't reactivated for 2018, your access will have expired on 4 April. What do you do now?

1. You will not be able to access the network from your devices. In order to reactivate, use a colleague's PC or laptop.
2. Browse to the following address: www.sun.ac.za/useradm.
3. You will see three options:

Sign on

Forgot password

Reactivate expired username

Select **Reactivate expired username**.

Stellenbosch University - User Administration

The user self-help administration service allows users to perform administrative tasks including:

- change password
- change email display name
- manage spam filtering
- view internet usage
- load & view printer credits

Sign on

Forgot password

Reactivate expired username

4. You will be asked to sign in with your username and ID number or Passport number. See example below.

The screenshot shows a web interface titled "Stellenbosch University - User Administration". Below the title is a section header "Request reactivation of expired username(s)". The text below the header reads: "Only use this function if your username has already expired, preventing you to sign on. Else [Sign on to useradmin](#) and use the Reactivate Username function." Below this, it says "Enter your US number AND ID number to continue". There are two input fields: "US number" and "ID number". A note next to the ID number field says "(try passport number if you do not have a South African ID number)".

5. After signing in, you will see a list of options for your username, as well as the appropriate cost points options.
6. Select the usernames you want to activate and fill in the correct cost point. This is very important. Rather make sure which cost point you should use from your department's financial officer. If it's incorrect it will result in a delay of your activation.
7. Your request for activation will be forwarded to your cost centre manager.
8. As soon as they approve it, you will have access to the SU network again.

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