

Access to SUNOnline

If you have not yet completed the SUNOnline self-verification, you will not be able to access the platform. Please use the guide below to help you through the process.

To gain access to SUNOnline:

1. Complete the self-verification process.
2. If you encounter an error after following the link, take a full screenshot of the error message (including the address bar/URL) and email it to the Short Courses Division at shortcourse@sun.ac.za with "SUNOnline Access Error" in the subject line.
 - o With a screenshot, the issue can be escalated to IT (if required).
 - o Without a screenshot, the only available action is for the self-verification email to be resent, as the system shows no errors.
 - o If your screenshot indicates that your SUNOnline profile does not exist, please note that this means the self-verification process was not completed successfully, and you will need to follow the required steps again.

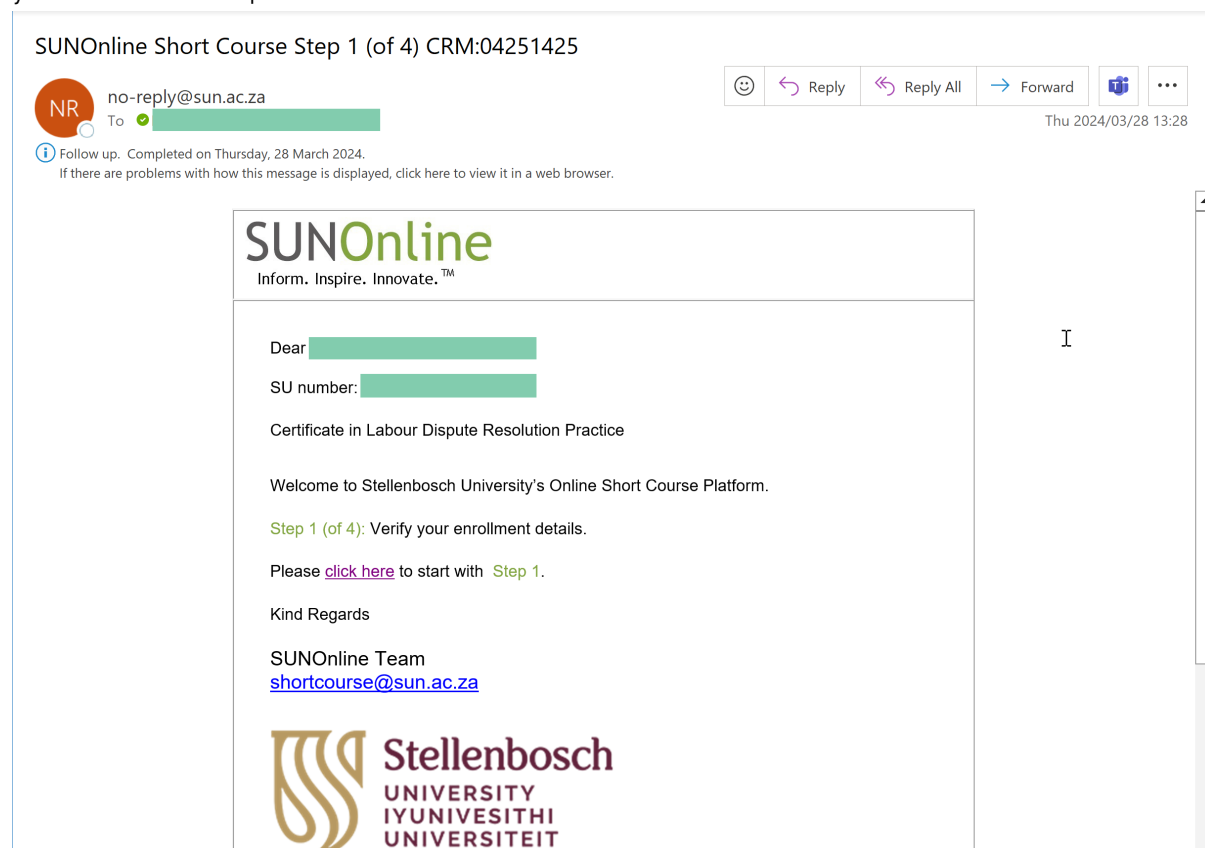
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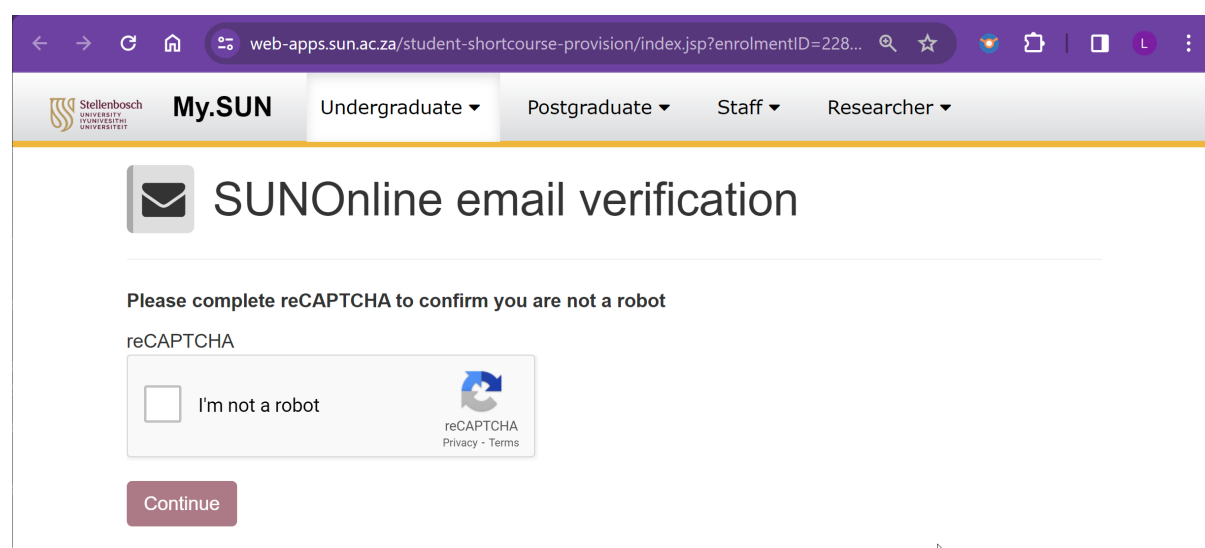
Steps for self-verification for access to SUNOnline as a participant.

Step 1: SUNOnline Short Course Step 1 (of 4)

You will receive an email welcoming you to the course you have enrolled for and a link to start your verification steps.



Click on the 'click here' button.



The screenshot shows the 'SUNOnline email verification' page. At the top, there is a navigation bar with the Stellenbosch University logo, 'My.SUN', and dropdown menus for 'Undergraduate', 'Postgraduate', 'Staff', and 'Researcher'. The main heading is 'SUNOnline email verification' with an envelope icon. Below this, a message states: 'Please complete reCAPTCHA to confirm you are not a robot'. The reCAPTCHA interface shows a green checkmark and the text 'I'm not a robot'. To the right is a reCAPTCHA logo with links for 'Privacy' and 'Terms'. A red 'Continue' button is at the bottom.

Now click continue after selecting the "I'm not a robot" option.

Step 1.2: SUNOnline email verification

After you have clicked on "I'm not a robot", the web window will refresh and show you your enrollment details. If everything is in order, you can click on the "Continue" button.

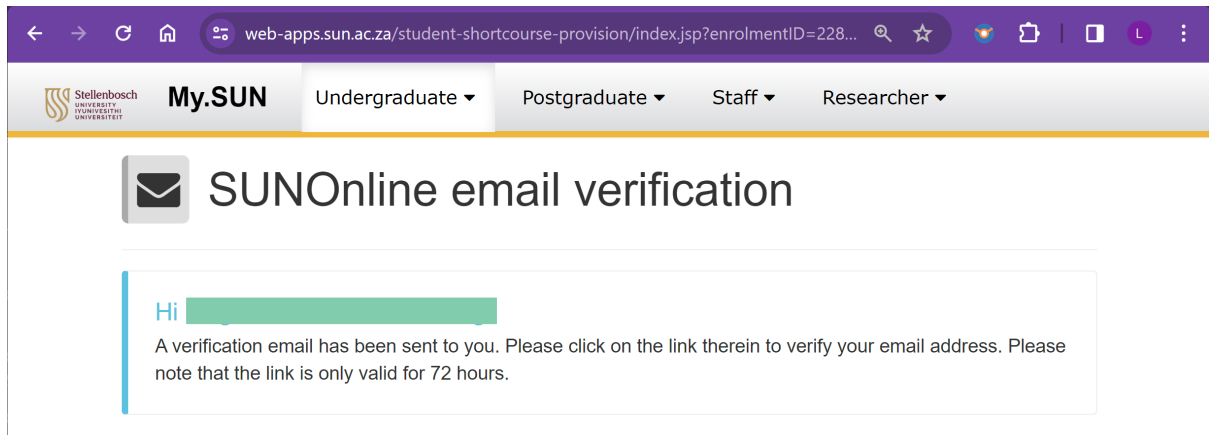
The screenshot shows the 'SUNOnline email verification' page after clicking 'Continue'. The page has the same header. The main heading is 'SUNOnline email verification'. Below it, a section titled 'Verify enrollment details' contains the instruction: 'Please click **Continue**, if your details are correct.' There is a table with two rows: 'Name' with a green bar and 'Course' with the text 'Certificate in Labour Dispute Resolution Practice'. A red 'Continue >' button is at the bottom.

Once you click on "Continue" the browser will ask you to "please wait"

The screenshot shows the 'SUNOnline email verification' page with a 'Please wait...' modal dialog box in the center. The modal has a black border and contains the text 'Please wait...' and a loading spinner. The background page is dimmed. The page header and the 'Verify enrollment details' section are visible in the background. The 'Continue >' button is at the bottom.

Step 1.3: SUNOnline email verification

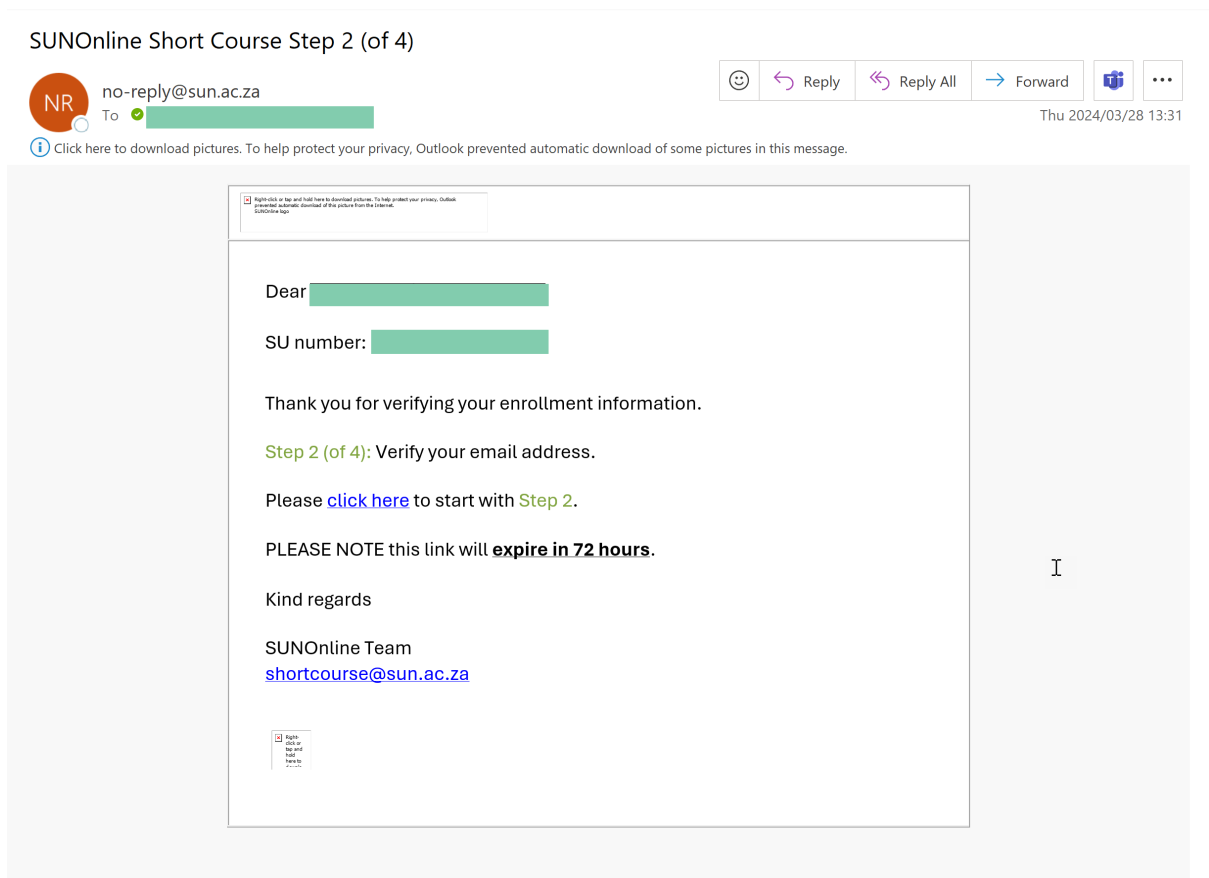
After a while of caching and retrieving the data from the server, the screen will refresh with your name and a message that indicates that you will receive a link via email. Note that this email contains a link that you can use and is only valid for 72 hours.



The screenshot shows a web browser window with the URL `web-apps.sun.ac.za/student-shortcourse-provision/index.jsp?enrolmentID=228...`. The page header includes the Stellenbosch University logo and navigation links for Undergraduate, Postgraduate, Staff, and Researcher. The main heading is "SUNOnline email verification" with an envelope icon. Below this, a message box says: "Hi [redacted] A verification email has been sent to you. Please click on the link therein to verify your email address. Please note that the link is only valid for 72 hours."

Step 2: SUNOnline Short Course Step 2 (of 4)

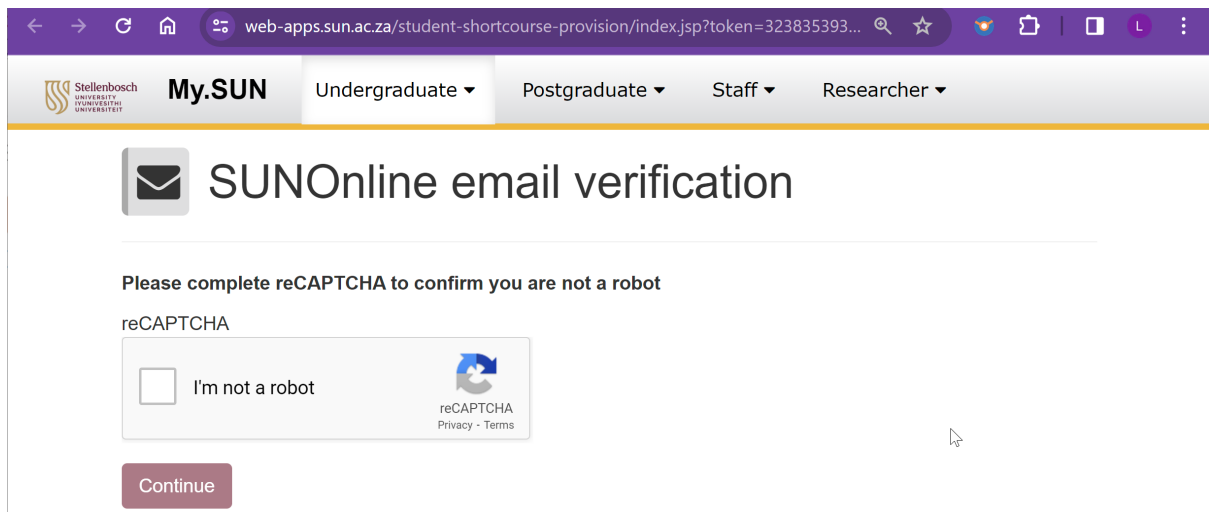
Here is the second step with the link that is only valid for 72 hours. Please click on the "Click here" option to allow the link to take you to the web browser.



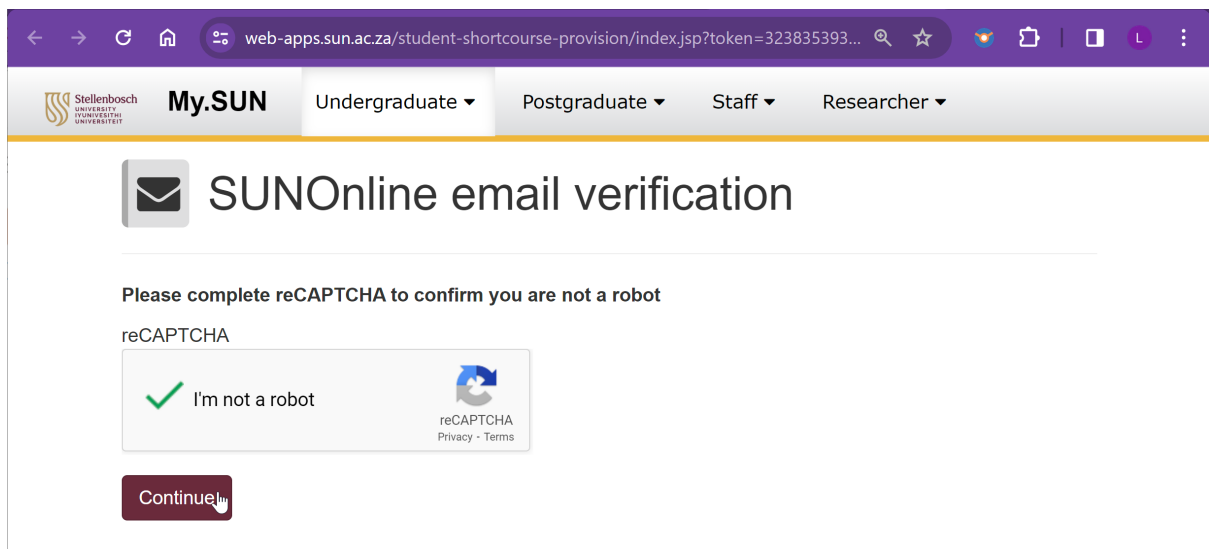
The screenshot shows an email interface. The sender is "no-reply@sun.ac.za" with a profile picture showing "NR". The email title is "SUNOnline Short Course Step 2 (of 4)". The body of the email reads: "Dear [redacted] SU number: [redacted] Thank you for verifying your enrollment information. Step 2 (of 4): Verify your email address. Please [click here](#) to start with Step 2. PLEASE NOTE this link will **expire in 72 hours**. Kind regards SUNOnline Team shortcourse@sun.ac.za". There is a small warning icon at the bottom left of the email body.

Step 2.2: SUNOnline email verification

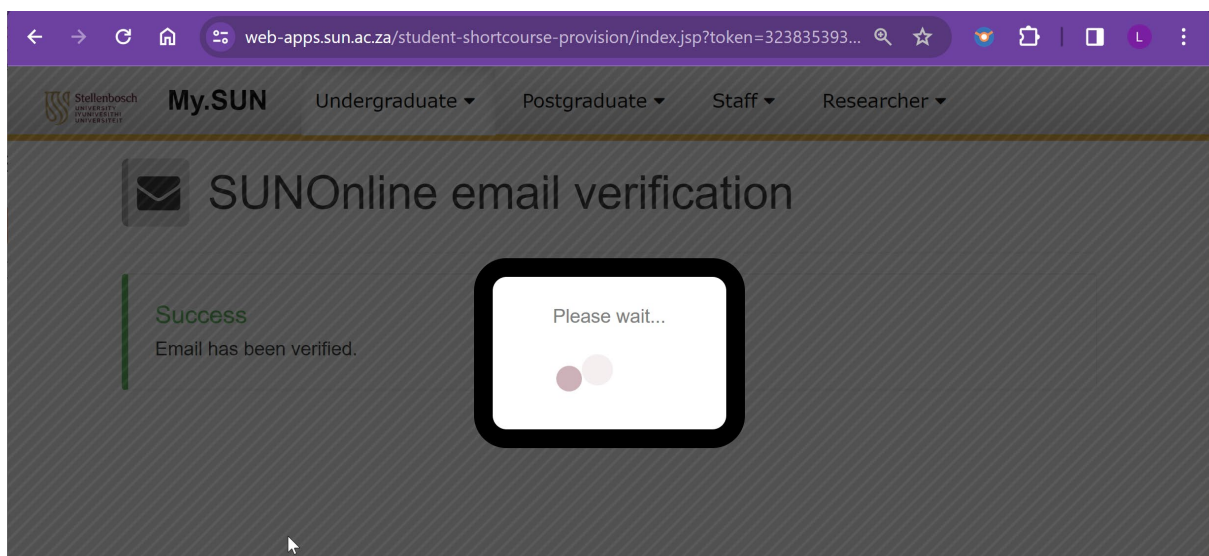
This action is performed in a web window. Please fill in the reCAPTCHA to confirm that you are not a robot.



The screenshot shows a web browser window with the URL `web-apps.sun.ac.za/student-shortcourse-provision/index.jsp?token=323835393...`. The page header includes the Stellenbosch University logo and the text "My.SUN". Below the header, there are navigation tabs for "Undergraduate", "Postgraduate", "Staff", and "Researcher". The main content area is titled "SUNOnline email verification" with an envelope icon. Below the title, it says "Please complete reCAPTCHA to confirm you are not a robot". The reCAPTCHA section includes a checkbox labeled "I'm not a robot" and a reCAPTCHA logo with links for "Privacy" and "Terms". A "Continue" button is located at the bottom of the reCAPTCHA section.



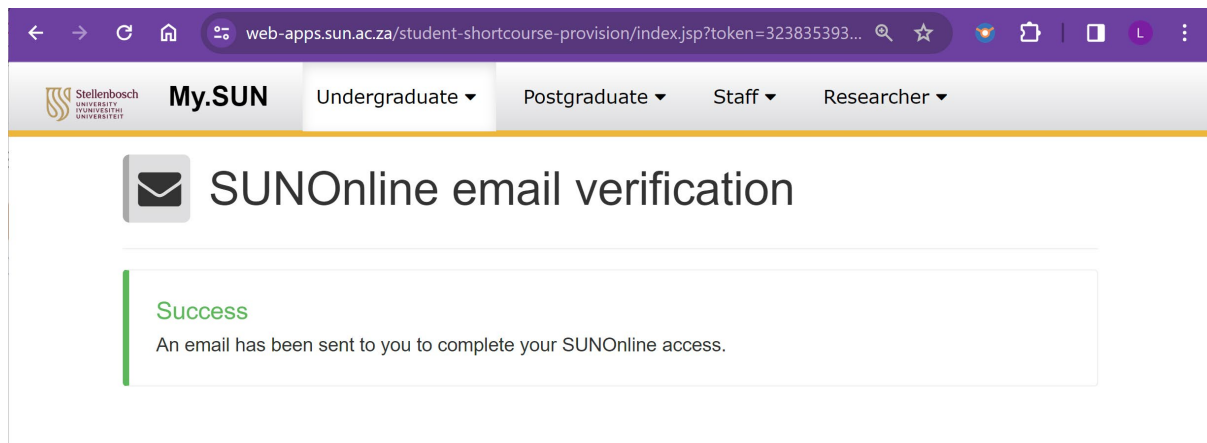
This screenshot shows the same page as the previous one, but the reCAPTCHA challenge has been completed. The checkbox now has a green checkmark, and the text "I'm not a robot" is still present. The "Continue" button is now highlighted with a hand cursor, indicating it is ready to be clicked.



The screenshot shows the page after successful verification. The background is now a dark grey with a diagonal line pattern. On the left, there is a green "Success" message: "Email has been verified." On the right, there is a white rounded rectangle with a black border containing the text "Please wait..." and two small colored circles (one pink, one light blue) below it.

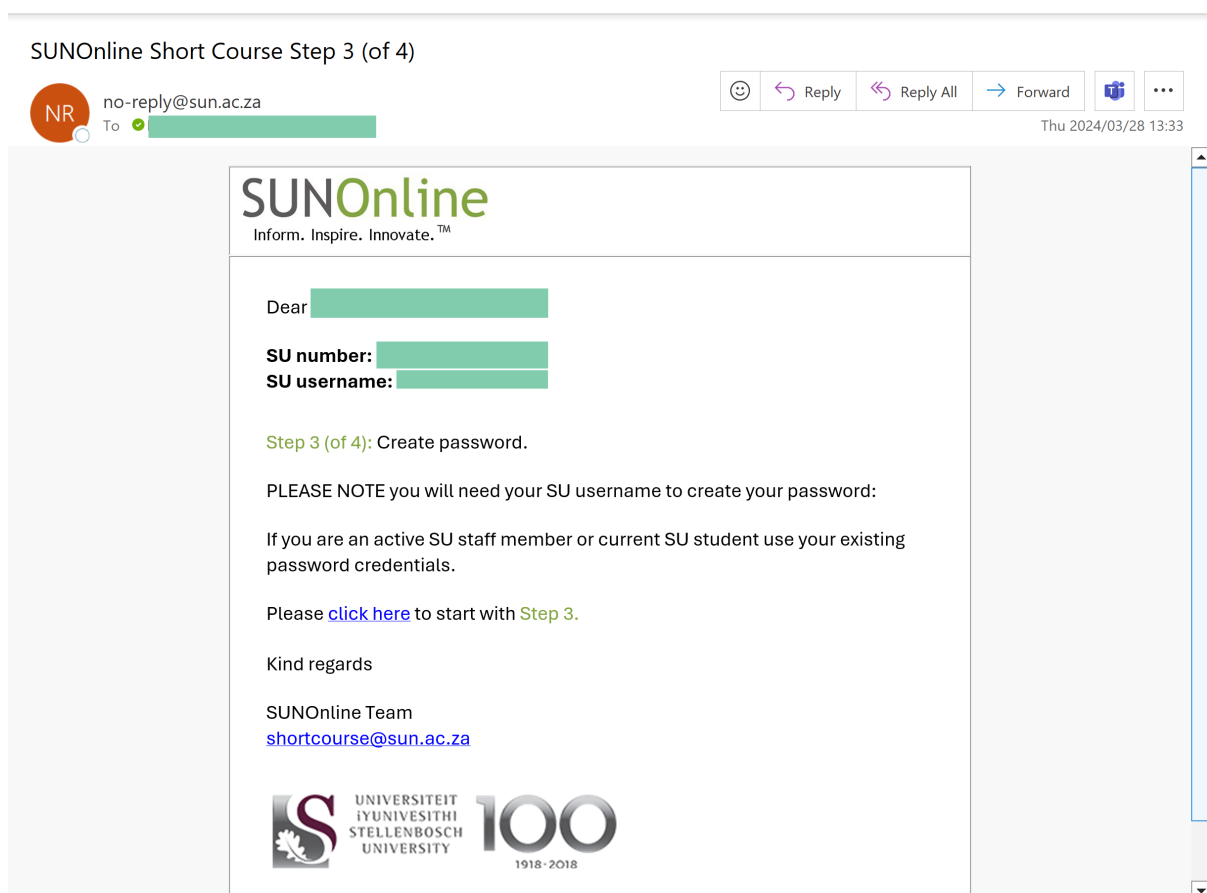
Step 2.2: SUNOnline email verification

After the reCAPTCHA has been verified and the browser has completed the confirmation with the servers, you will be notified that your third email is on its way.



Step 3: SUNOnline Short Course Step 3 (of 4)

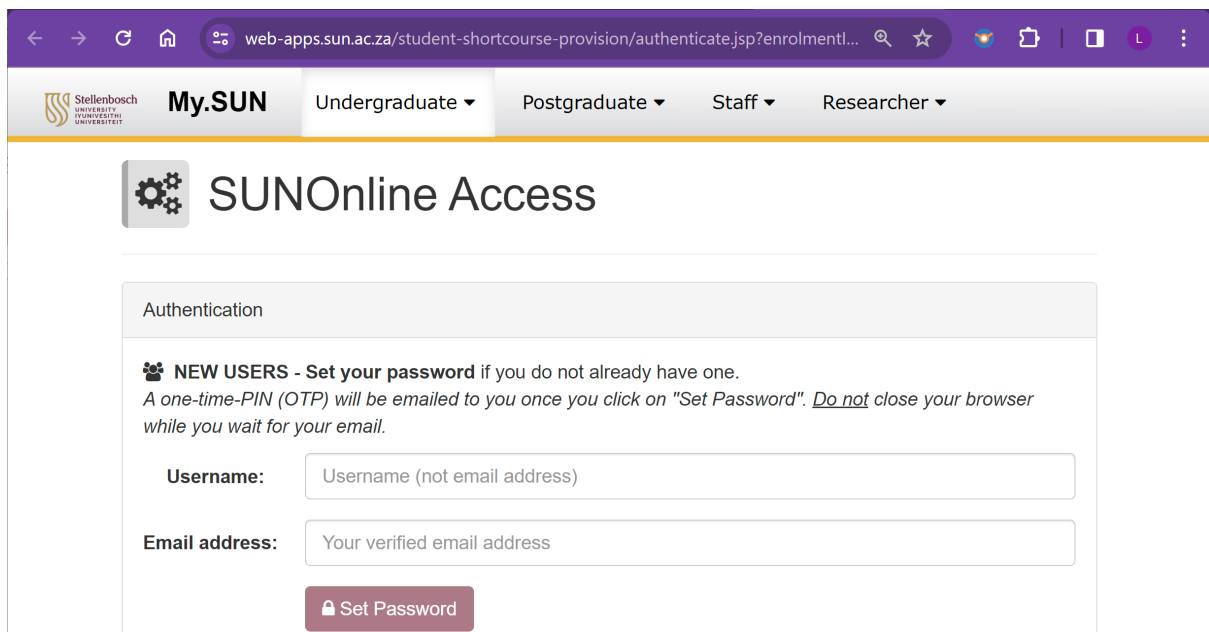
Now it's time to set your login details by creating your password. Remember that your **SU number** serves as your username (UNLESS you are a staff member), which is not customisable and cannot be changed. Please go to the Email you received and click on the link that will redirect you to the web browser to enable you to set up your password.



Step 3.1: SUNOnline email verification

New Users

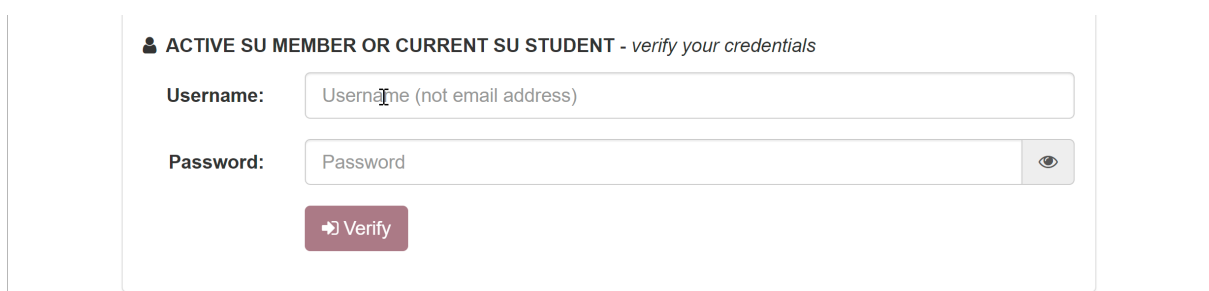
For participants who have not previously enrolled in any short courses or formal degrees and who aren't employed at Stellenbosch University, please utilise the "NEW USERS" option to create your password. Your SU Number (as provided in the email) serves as your username and provide the email address from which you receive our automated emails.



The screenshot shows a web browser window with the URL `web-apps.sun.ac.za/student-shortcourse-provision/authenticate.jsp?enrolmentl...`. The page header includes the Stellenbosch University logo, the text "My.SUN", and navigation links for "Undergraduate", "Postgraduate", "Staff", and "Researcher". The main heading is "SUNOnline Access". Below this is a section titled "Authentication". Inside this section, there is a message for "NEW USERS" stating: "Set your password if you do not already have one. A one-time-PIN (OTP) will be emailed to you once you click on 'Set Password'. Do not close your browser while you wait for your email." Below the message are two input fields: "Username:" with the placeholder "Username (not email address)" and "Email address:" with the placeholder "Your verified email address". At the bottom of the form is a button labeled "Set Password".

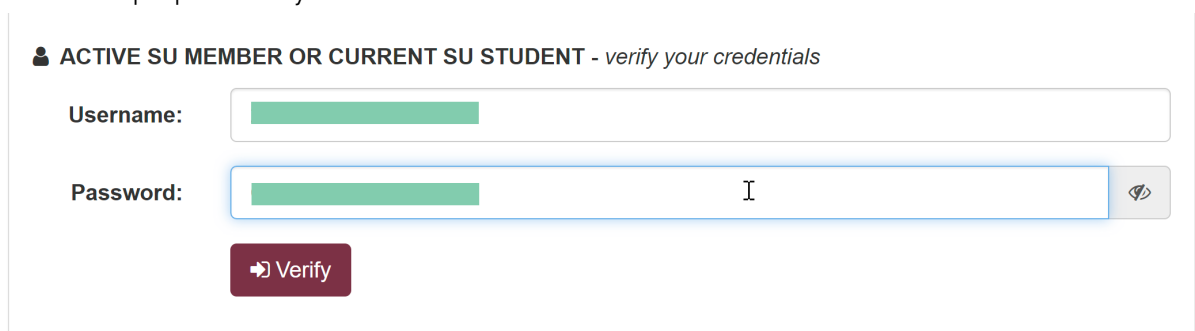
Active SU Members or Current SU Staff

For participants with prior enrollments in short courses or a formal degree, or those currently employed at Stellenbosch University. Please use the "ACTIVE SU MEMBERS OR CURRENT SU STAFF" option to set your password. Utilize your usual username (as given in the email), and input both your username and the email address where you receive our automated messages. If you were previously employed, please contact shortcourse@sun.ac.za.



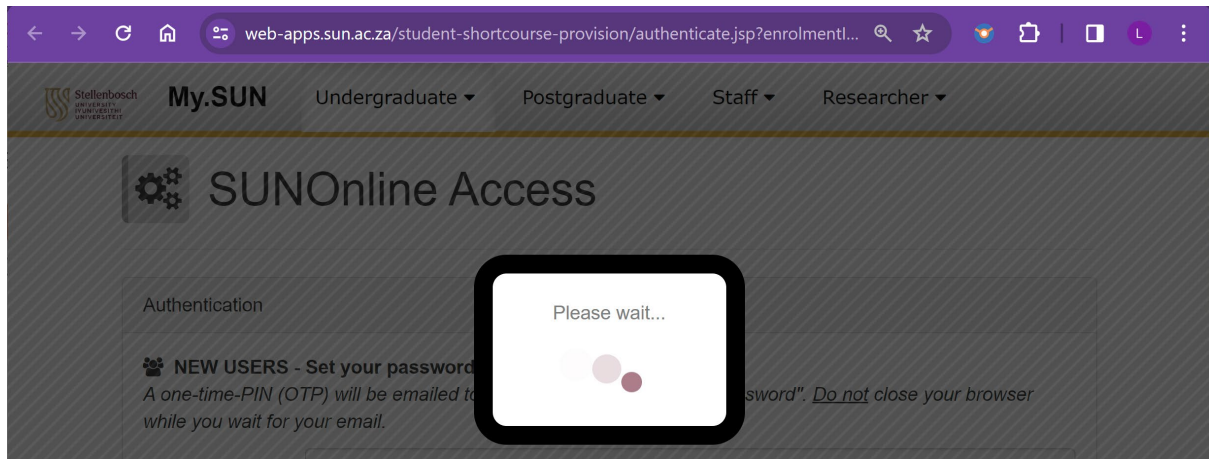
The screenshot shows a form titled "ACTIVE SU MEMBER OR CURRENT SU STUDENT - verify your credentials". It contains two input fields: "Username:" with the placeholder "Username (not email address)" and "Password:" with the placeholder "Password". There is a toggle icon (an eye) next to the password field. Below the fields is a button labeled "Verify".

Kindly use your existing credentials; do not create new credentials at this stage. This process is for verification purposes only.



This screenshot shows the same form as the previous one, but with the "Verify" button highlighted. The "Username" and "Password" fields are now filled with green bars, indicating that the user has entered their credentials. The "Verify" button is a dark red button with a white arrow icon and the text "Verify".

New users then press Set Password and Active SU Members or Current SU Staff press verify.



Step 3.2: SUNOnline Access Password Setup window

DO NOT close this web browser. Kindly review your email inbox for the one-time PIN (OTP) that has been emailed to you. Your new password must comply with the following rules:

- Your last 10 passwords may not be used again.
- It must be at least 14 characters long and no more than 47 characters.
- It may not contain your username.
- It may not contain parts of your e-mail display name.
- It must contain at least one character from 3 of the following 4 groups:
 - abcdefghijklmnopqrstuvwxyz
 - ABCDEFGHIJKLMNOPQRSTUVWXYZ
 - 1234567890
 - . / < > ? ; : " ' [] \ ~ ! @ # \$ % ^ * () _ - + =

Set Password

Your password must comply with the following rules:

- Your last 10 passwords may not be used again.
- It must be at least 8 characters long and no more than 47 characters.
- It may not contain your username.
- It may not contain parts of your e-mail display name.
- It must contain at least one character from 3 of the following 4 groups:
 - abcdefghijklmnopqrstuvwxyz
 - ABCDEFGHIJKLMNOPQRSTUVWXYZ
 - 1234567890
 - . / < > ? ; : " ' [] \ ~ ! @ # \$ % ^ * () _ - + =

One-time PIN received via Email

Please enter the One-time PIN received via Email

Password

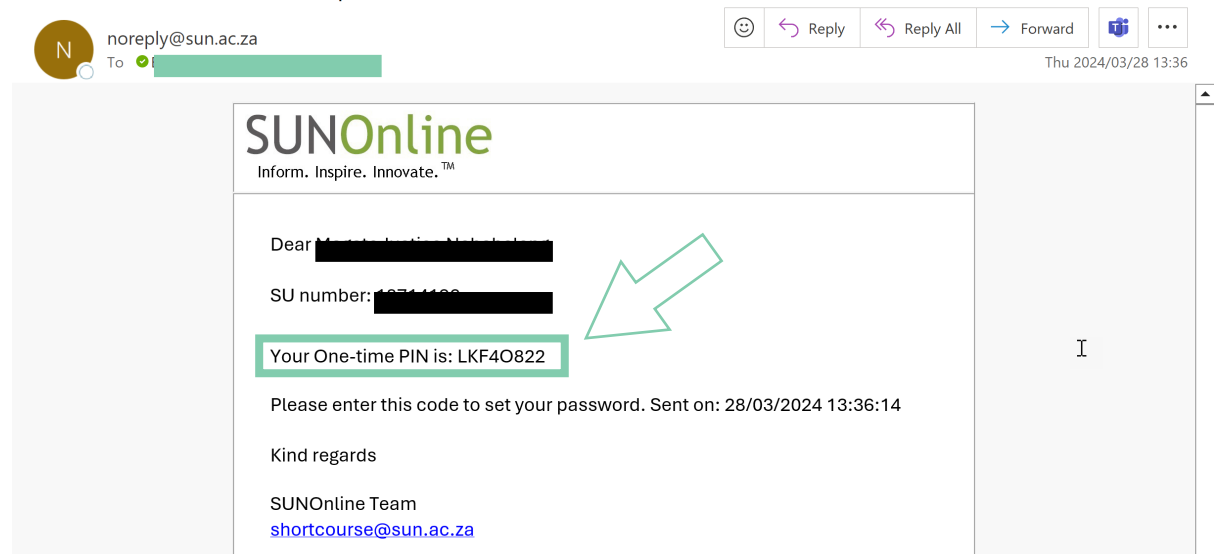
Confirm Password

Submit

Step 3.3: SUNOnline Access OTP email

DO NOT close this web browser. Kindly review your email inbox for the one-time PIN (OTP) that has been emailed to you.

SUNOnline Short Course: Set password One-Time PIN

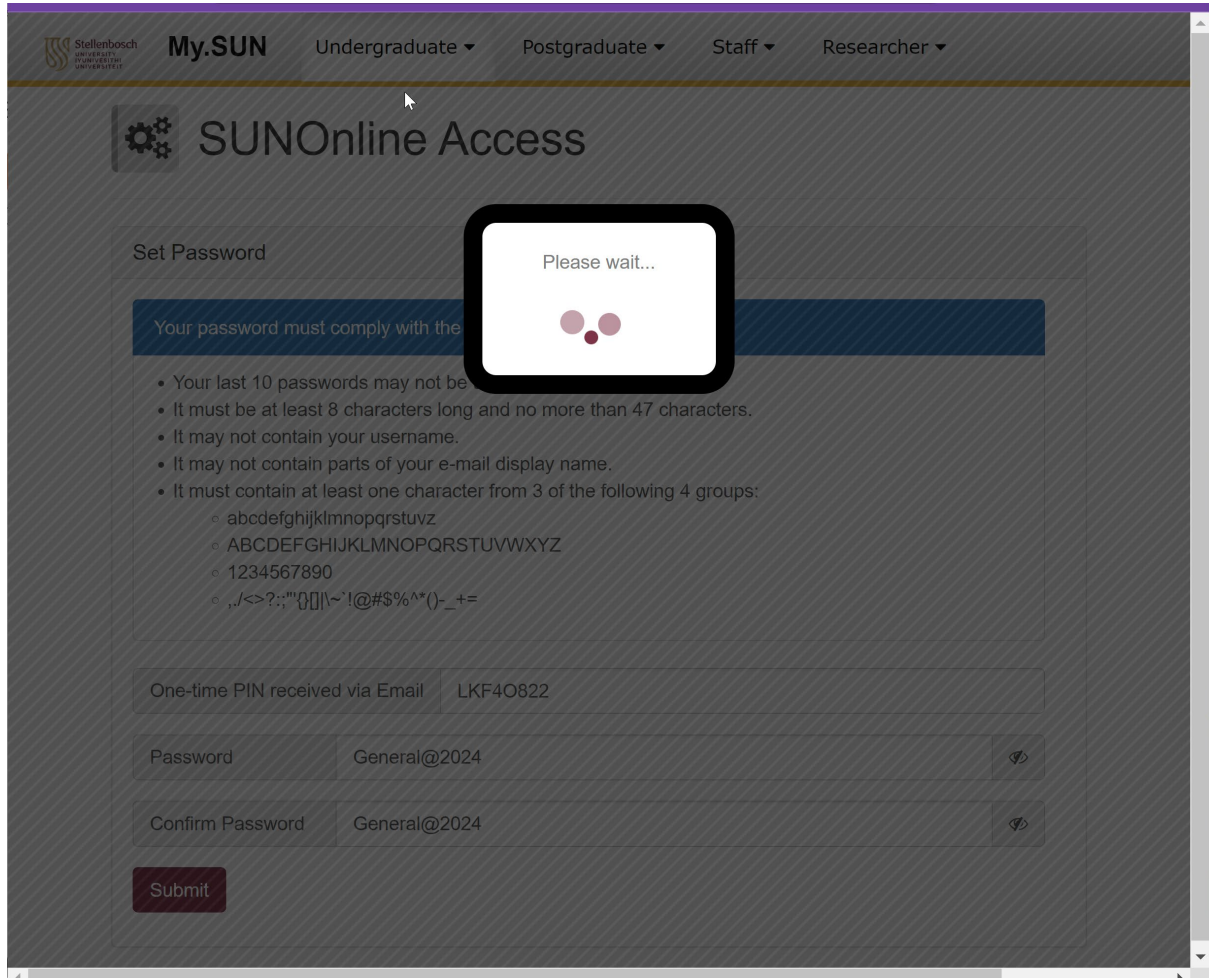


Step 3.4: SUNOnline Access example

After retrieving the email with the one-time PIN (OTP) go back to the browser and enter the one-time PIN (OTP). Then think of a password that you wish to use that complies with all the requirements set out in the password rules section below.

A screenshot of a web browser showing the 'SUNOnline Access' page. The page has a header with the Stellenbosch University logo and 'My.SUN' navigation links for Undergraduate, Postgraduate, Staff, and Researcher. The main heading is 'SUNOnline Access' with a gear icon. Below this is a 'Set Password' section. A blue box lists password rules: 'Your password must comply with the following rules:'. The rules are: 'Your last 10 passwords may not be used again.', 'It must be at least 8 characters long and no more than 47 characters.', 'It may not contain your username.', 'It may not contain parts of your e-mail display name.', and 'It must contain at least one character from 3 of the following 4 groups:'. The groups are: 'abcdefghijklmnopqrstuvwxyz', 'ABCDEFGHIJKLMNOPQRSTUVWXYZ', '1234567890', and '.,/<>?,:;"'[]\~`!@#\$%^&*()-_+='. Below the rules, there are three input fields: 'One-time PIN received via Email' with the value 'LKF4O822', 'Password' with the value 'General@2024', and 'Confirm Password' with the value 'General@2024'. Each input field has a small icon on the right. At the bottom is a red 'Submit' button.

Then press enter.



Stellenbosch
UNIVERSITY
UNIVERSITEIT
STELLENBOSCH

My.SUN Undergraduate ▾ Postgraduate ▾ Staff ▾ Researcher ▾

SUNOnline Access

Set Password

Please wait...

Your password must comply with the following requirements:

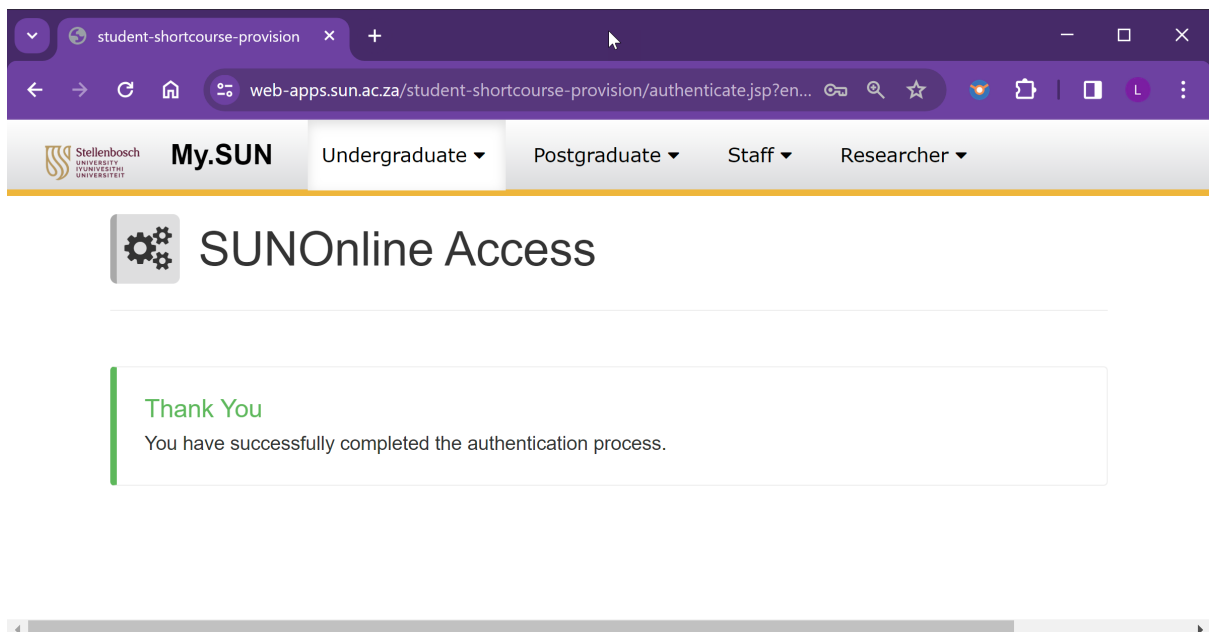
- Your last 10 passwords may not be reused.
- It must be at least 8 characters long and no more than 47 characters.
- It may not contain your username.
- It may not contain parts of your e-mail display name.
- It must contain at least one character from 3 of the following 4 groups:
 - abcdefghijklmnopqrstuvwxyz
 - ABCDEFGHIJKLMNOPQRSTUVWXYZ
 - 1234567890
 - ,./<>?:;"'[]\`~!@#\$%^&*()-_+=

One-time PIN received via Email LKF4O822

Password General@2024

Confirm Password General@2024

Submit



student-shortcourse-provision

web-apps.sun.ac.za/student-shortcourse-provision/authenticate.jsp?en...

Stellenbosch
UNIVERSITY
UNIVERSITEIT
STELLENBOSCH

My.SUN Undergraduate ▾ Postgraduate ▾ Staff ▾ Researcher ▾

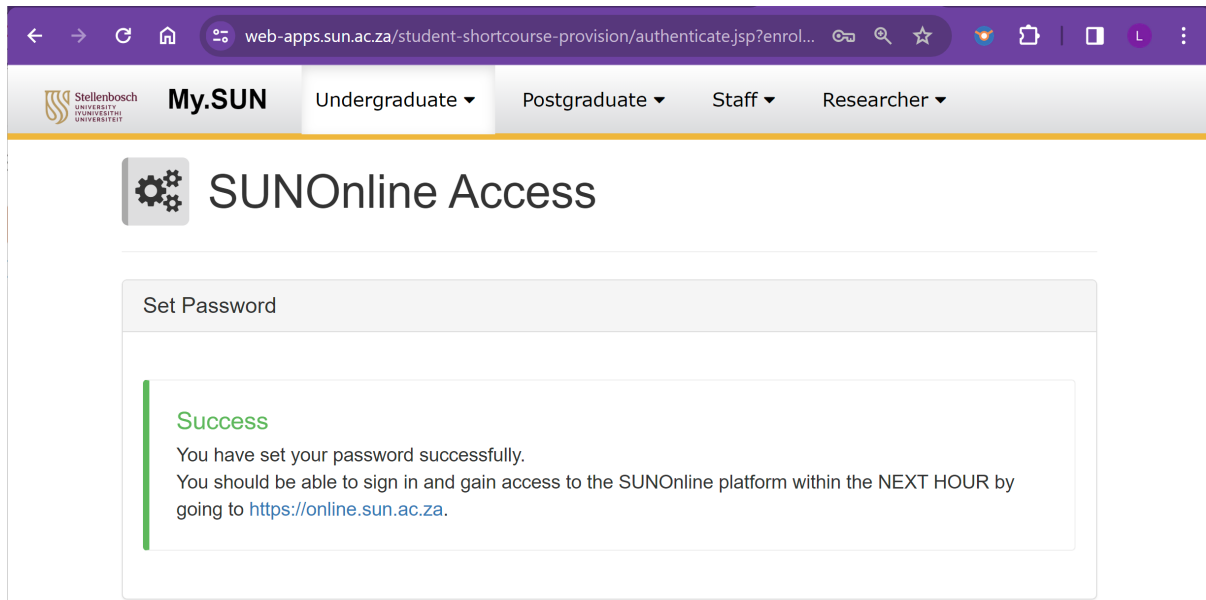
SUNOnline Access

Thank You

You have successfully completed the authentication process.

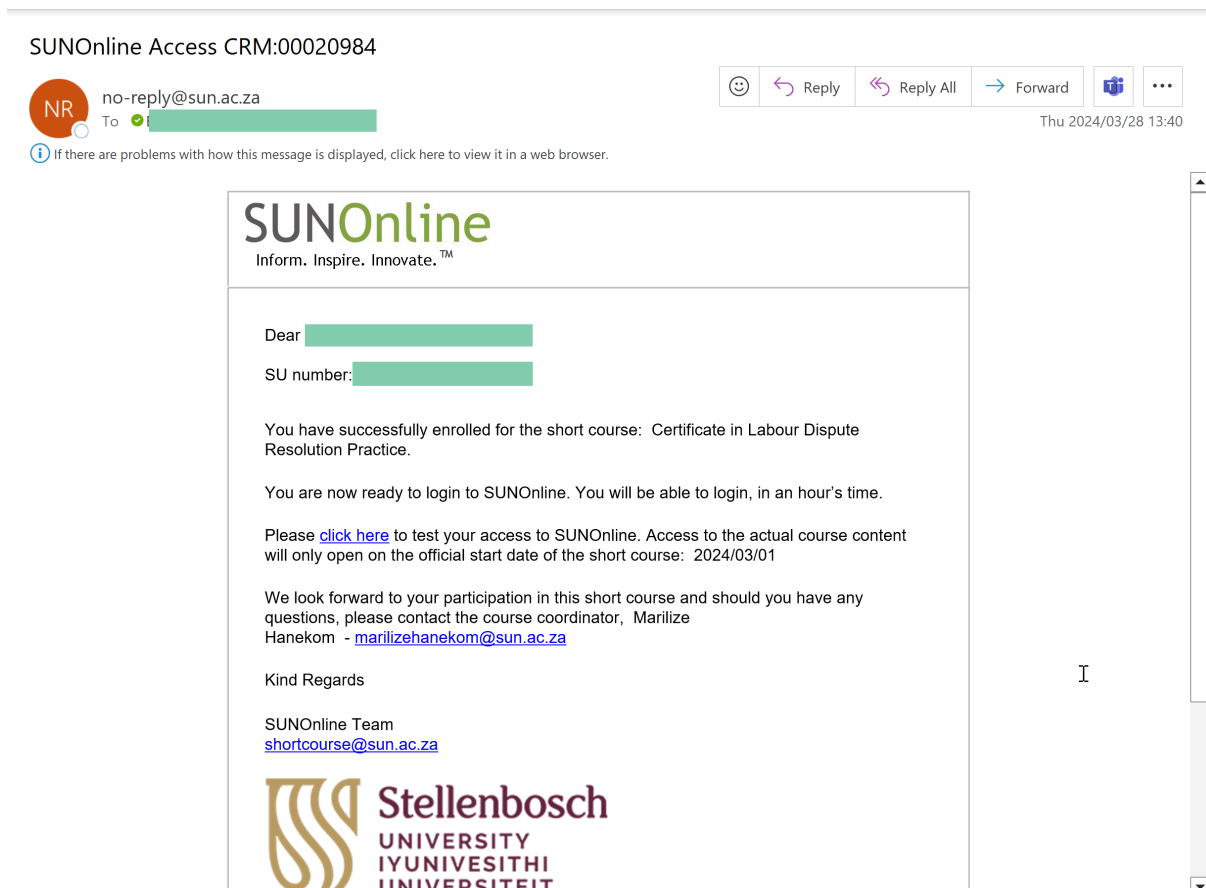
Step 3.4: SUNOnline Access Success

You have successfully set up your login details. Once you reach this screen you will receive your final email (step 4 of 4) as confirmation that your waiting period is over. If you receive this email within 5 minutes you do not have to wait for the next hour to pass before attempting to log into your SUNOnline link.



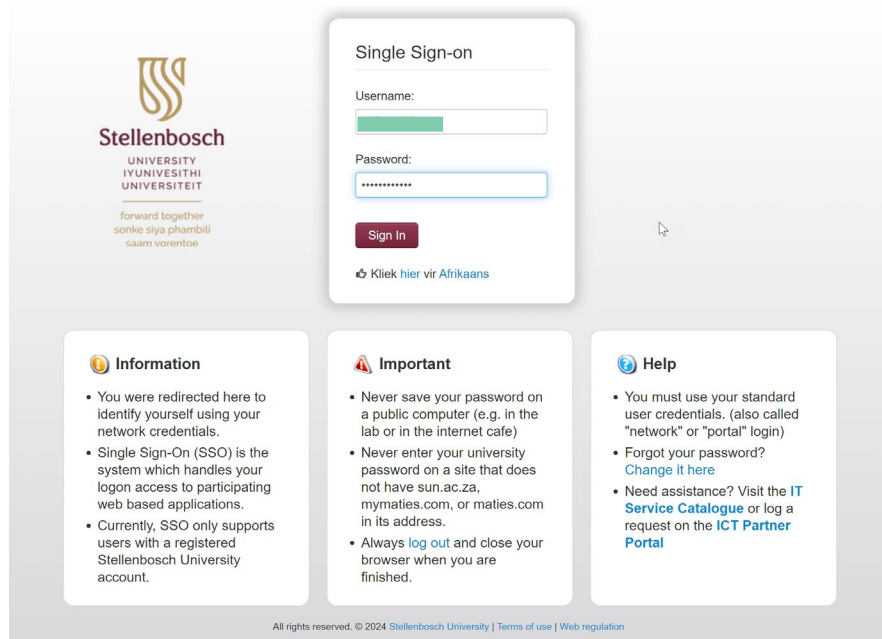
Step 4: SUNOnline Short Course Step 4 (of 4)

This email marks the final step (step 4 of 4) confirming the end of your waiting period. Upon receiving this email with the link, you can proceed to log into your SUNOnline platform without having to wait for the next hour to pass.



Step 4.1: Single Sign-on (SSO)

Please use your SU number as your username and the password you have set in the previous step. Now click on "Sign in".



The image shows the Stellenbosch University Single Sign-on (SSO) login page. On the left is the university's logo and name in English and Afrikaans, with the motto "forward together sonke siya phambili saam vorentoe". The main section is titled "Single Sign-on" and contains fields for "Username:" and "Password:". Below these is a "Sign In" button and a link "Kliek hier vir Afrikaans". At the bottom, there are three informational boxes: "Information", "Important", and "Help".

Information

- You were redirected here to identify yourself using your network credentials.
- Single Sign-On (SSO) is the system which handles your logon access to participating web based applications.
- Currently, SSO only supports users with a registered Stellenbosch University account.

Important

- Never save your password on a public computer (e.g. in the lab or in the internet cafe)
- Never enter your university password on a site that does not have sun.ac.za, mymaties.com, or maties.com in its address.
- Always [log out](#) and close your browser when you are finished.

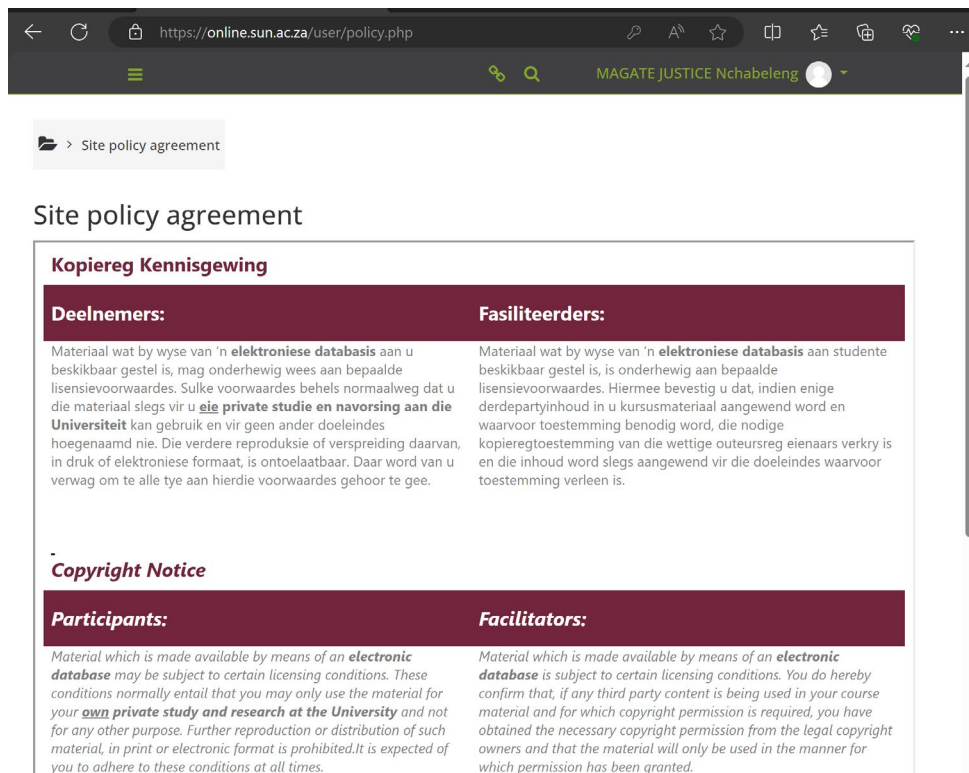
Help

- You must use your standard user credentials. (also called "network" or "portal" login)
- Forgot your password? [Change it here](#)
- Need assistance? Visit the [IT Service Catalogue](#) or log a request on the [ICT Partner Portal](#)

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Step 4.2: SUNOnline Site policy agreement

You have logged into the SUNOnline platform successfully. If this is your first time accessing SUNOnline, you must accept the Intellectual Property terms and conditions before you can access your course material. Please note that the layout may differ depending on your preferred device (PC, Laptop, Tablet, Cell). Scroll down to the bottom of the page to click "Yes" or "No" accordingly.



The image is a screenshot of a web browser showing the "Site policy agreement" page on the SUNOnline platform. The browser's address bar shows the URL "https://online.sun.ac.za/user/policy.php". The page title is "Site policy agreement". The content is divided into two main sections: "Kopiereg Kennisgewing" (Copyright Notice) and "Copyright Notice". Each section has two columns: "Deelnemers:" (Participants) and "Fasiliteerders:" (Facilitators).

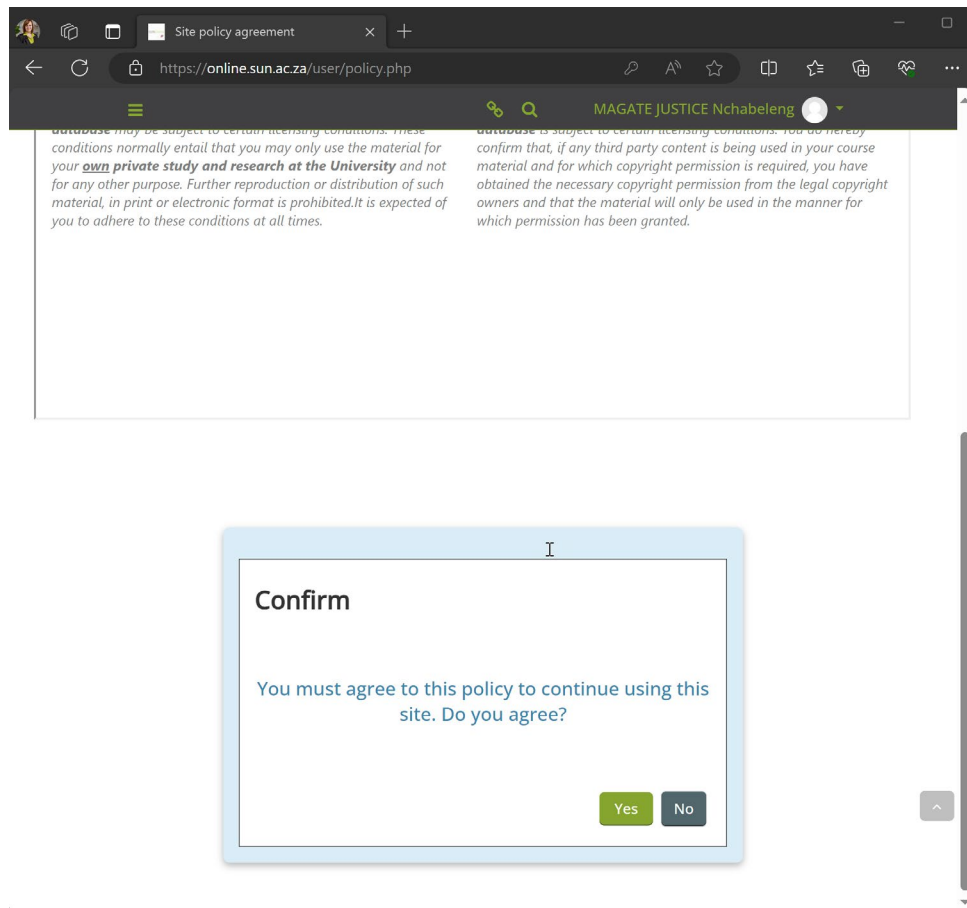
Kopiereg Kennisgewing

Deelnemers:	Fasiliteerders:
Materiaal wat by wyse van 'n elektroniese databasis aan u beskikbaar gestel is, mag onderhewig wees aan bepaalde lisensievoorwaardes. Sulke voorwaardes behels normaalweg dat u die materiaal slegs vir u private studie en navorsing aan die Universiteit kan gebruik en vir geen ander doeleindes hoegenaamd nie. Die verdere reproduksie of verspreiding daarvan, in druk of elektroniese formaat, is ontoelaatbaar. Daar word van u verwag om te alle tye aan hierdie voorwaardes gehoor te gee.	Materiaal wat by wyse van 'n elektroniese databasis aan studente beskikbaar gestel is, is onderhewig aan bepaalde lisensievoorwaardes. Hiermee bevestig u dat, indien enige derdepartyinhoud in u kursusmateriaal aangewend word en waarvoor toestemming benodig word, die nodige kopieregtoestemming van die wettige outeursreg eienaars verkry is en die inhoud word slegs aangewend vir die doeleindes waarvoor toestemming verleen is.

Copyright Notice

Participants:	Facilitators:
Material which is made available by means of an electronic database may be subject to certain licensing conditions. These conditions normally entail that you may only use the material for your own private study and research at the University and not for any other purpose. Further reproduction or distribution of such material, in print or electronic format is prohibited. It is expected of you to adhere to these conditions at all times.	Material which is made available by means of an electronic database is subject to certain licensing conditions. You do hereby confirm that, if any third party content is being used in your course material and for which copyright permission is required, you have obtained the necessary copyright permission from the legal copyright owners and that the material will only be used in the manner for which permission has been granted.

Keep scrolling down to the bottom of the page to click "Yes" or "No" accordingly.



Step 4.2: SUNOnline course material.

Here you will see your course overview, please enjoy your course!

