11. Are you experiencing a problem online?

11.1. I cannot log back into my profile, I lost my password

11.2. I did not complete my application, me session timed out. What must I do?

11.3. How do I search for a Programme in a specific field?

11.4. I keep getting an error message and cannot get past the biographical information page. Why?

11.5. I cannot select my subject when entering my results online

11.6. I cannot enter my results online

11. Are you experiencing a problem online?

11.1 I cannot log back into my profile, I lost my password

To reset your password, please go to www.cao.ac.za

The system will request that you enter your CAO Number and ID Number and Surname exactly as you entered it on your online application. You will also be required to enter a validation code that will be presented to you on screen.

Once the system is able to verify that you have entered the correct details, you will receive your password via email or SMS depending on the option you choose and communication will be sent to the email address or cell number you indicated on your online application.

If the email address or cell phone number you provided on your application has changed, you will need to first update it by sending a request in writing to changeofcontactcao@cao.ac.za so that you are able to receive the temporary password which will be sent to you.

Please use the 'Change Password' functionality to set a permanent password once you have logged in as this temporary password will only be valid for 24 hours.

11.2 I did not complete my application, my session timed out. What must I do?

To complete your online application, you must:

Go to our website: www.cao.ac.za

Click on 'Login'

Enter your CAO Number and Password and select 'Login' (this information would have been emailed to the email address you provided on your application)

Select 'Continue with online application' on the left navigation bar

Follow the instructions onscreen and complete ALL the information requested then click 'Next'

When you reach 'Process My Application', click on the button once you have checked your information

YOUR APPLICATION HAS NOW BEEN SUBMITTED

The message on your screen will display that your submission has been successful.

You may now upload your supporting documents and you may pay online OR

You may upload your documents and you may pay via EasyPay

11.3 How do I search for a Programme in a Specific Field?

To check the programmes available in e.g. 'Public Management'go to www.cao.ac.za

Click on the 'Programmes' tab at the top of the page

Select 'Programme List' on the left navigation bar

Type PUBLIC in the 'Programme Name' field

Click on 'Submit'

A grid will then be displayed at the bottom of the screen with the various programmes available.

You can click on the numbers below the grid (i.e. 1,2, 3 etc) to view more programmes and if you want to see details about a specific programme, click on the 'Select' option for that programme.

11.4 I keep getting an error message and cannot get past the biographical information page. Why?

Most fields in the online application are compulsory and must be completed.

If the system alerts you of incomplete fields in the online application, please scroll to the top of the page to check if the system identified the field that is missing and enter the information required.

Once you have completed all fields and sections, you will be presented with a 'summary' page showing you all the information you entered. At this point, you must click on the 'Process my Application' button at the bottom of the page.

11.5 I cannot select my subject when entering my results online

Please try a partial word search for the subject e.g. Math for Mathematics. A refined subject list will be displayed on screen for you to select your subject

11.6 I cannot enter my results online?

Please ensure that you uploaded your document for the relevant exam type e.g. Final Grade 11 results. Only then will the system present the associated exam type for you to select