

2024 DIGITAL WALK-INS GUIDE

UNIVERSITIES STILL ACCEPTING 2024 APPLICATIONS

*UNIZULU & MUT

are still accepting applications for ALL their programmes
(Until further notice)

*DUT

is still accepting applications for selected programmes

* To view All Available Programmes go to www.cao.ac.za
Click on the Icon 'Available Programmes'

*T's & C's Apply. See www.cao.ac.za for T's and C's

UKZN is not accepting any more applications for 2024 entry.

All Applications and Change of Minds MUST be made on www.cao.ac.za

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| ■ Submit an Application | ■ Upload your Documents |
| ■ Submit a Change of Mind | ■ Update your Details |
| ■ Check the Progress of your Application | ■ Make a Payment (Online or EasyPay) |

KZN UNIVERSITIES ARE NOT ALLOWING "WALK-INS" ONTO THEIR CAMPUSES

- ❖ If you applied but haven't yet paid the administration fee, pay online or via EasyPay today. (see "UNIVERSITIES STILL ACCEPTING 2024 APPLICATIONS" above)
- ❖ If you were unsuccessful for a programme choice, complete a Change of Mind online to change your choices. (see "UNIVERSITIES STILL ACCEPTING 2024 APPLICATIONS" above)
- ❖ If you haven't yet applied, do so NOW at www.cao.ac.za
(see "UNIVERSITIES STILL ACCEPTING 2024 APPLICATIONS" above)

For more info, go to www.cao.ac.za and click on the '2024 Digital Walk-Ins' tab.
Alternatively, contact our Call Centre on 031 268 4444 during office hours
(Monday - Friday 8am - 4.30pm).

This guide provides a simple step-by-step process of ALL the services we offer Online. No face-to-face services are currently offered at our offices.

A. If you haven't applied before:-

- (1) Click on '2024 Digital Walk-Ins' tab on the top navigation bar on the Home Page.
 - (2) Click on ['here'](#) next to 'To Apply'
 - (3) Enter your ID number and click 'Submit'
 - (4) Read the information and click 'continue with application'
 - (5) Enter All the information requested.
 - (6) Once you have entered all the information requested, click 'Next'
 - (7) Click 'Continue with online application'
- A pop-up will appear with your CAO Number, Password and EasyPay Number.

The same information will also be sent to the email address you provided. This information is important in case you want to access your information at a later date.

PLEASE NOTE: YOU HAVE NOT YET COMPLETED YOUR APPLICATION

- (8) Click 'Continue with Online Application'
- (9) Follow the instructions on screen to complete ALL information requested
- (10) Click 'Next'
- (11) Enter the requested information until you complete the application
- (12) Check the information provided in the Summary of your application
- (13) Click the 'Process My Application' button at the end of the page

YOUR APPLICATION HAS NOW BEEN SUBMITTED

A message will be displayed on screen informing you that your submission has been successful

- (14) You can now upload your supporting documents and pay online **OR** pay at an EasyPay Outlet

Late administration fee payable for South African citizens R470-00 & International applicants R580-00

Once your Administration fee has been received, your application will be made available to the institutions to which you have applied

B. If you applied and paid and want to change your programme choices:-

- (1) Click on the 'Change of Mind' icon on the homepage or select the available option from the '2024 Digital Walk-Ins' tab on the top navigation bar of our homepage



- (2) Login following the onscreen prompts
- (3) Select 'Change of Mind' from the left navigation bar
 - ✓ [View your current programme choices on screen](#)
- (4) Select the new programme choices as you would now like them to appear
 - ✓ Take special note of the guidelines to assist you enter programme information correctly before submitting your COM
 - ✓ Make sure that you enter all your programme choices in the ranking order that you wish before committing your changes to avoid unnecessary costs
- (5) **If you have and know your programme code:**
Enter the six-character code as per the example on screen. Click 'Add' and repeat until you have added a maximum of 6 programme choices

- (6) **If you know your programme name only:**
- Enter the 'Programme Name' in the field provided on screen
 - Check which institutions offer the programme you wish to study
 - Select the institution you prefer or leave the default 'All Institutions'
 - Click 'Search'
 - Click the 'Add' button next to the programme you want to add
 - Repeat steps (6) a. to e. above until you have added all your programme choices up to a maximum of 6 programme choices
- (7) **If you don't know the programme code or name and want to see the programmes that are available:**
- Go to 'Programme Search' and follow the prompts to add your new programme choices
 - Check that the programme choices you have added are correct
 - Click 'Next'
 - Click on 'Process my Change of Mind'

YOUR CHANGE OF MIND HAS NOW BEEN SUBMITTED

- (8) Make an immediate payment online or at your nearest EasyPay outlet
 ✓ Your EasyPay Number is provided on screen
- (9) Click 'Logout' once completed

Once your COM Administration fee of R140.00 has been received, your new programme choices will be made available to the institutions to which you have applied.

Click on the "2024 Digital Walk-Ins" tab on the top navigation bar at our website www.cao.ac.za to view our video tutorial for how to submit your change of mind

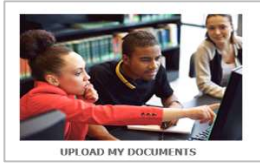
C. If you want to make a Payment:-

- (1) Online
- Option1
 - Click on the 'Payments' on the top menu bar
 - Enter your CAO number and Click 'Make Payment'
 - Select payment option: 'MyGate' to pay by credit card or 'EasyPay' to pay by debit / credit card
 - Option 2
 - Click on the 'Check My Application' icon on the Homepage
 - Enter your CAO or ID number and click 'Submit'
 - Click on Make a payment to pay by credit card or Click 'Here' to pay by debit /credit card using the Easypay website
 - Follow the prompts on screen
- (2) Via an Easy Pay outlet for your Application OR Change of Mind
 Pay at any EasyPay outlet, e.g. Shoprite, Checkers, Pick n Pay, Boxer, Woolworths, etc. using your unique EasyPay Number on your application as the reference when making any payment to the CAO

D. If you want to Upload your Documents:-

- (1) To login and upload your documents, you must have the following:
- ✓ CAO/ID Number or Passport Number **AND**
 - ✓ Cell phone (with cell number entered on your application) **OR**
 - ✓ Access to your e-mail (which was entered on your application)
- (2) Your document/s must be saved in a file on your computer OR on a memory stick/flash drive **AND** each document must be saved individually to upload to the respective document type

- (3) Click on the 'Upload my Documents' icon on the homepage or select the available option from the '2024 Digital Walk-Ins' tab on the top navigation bar



- (4) Follow the prompts on screen to log into your profile
(5) Select the document type you wish to upload
(6) Enter any information requested e.g., exam year, exam authority etc.
(7) Click 'Choose file' and
(8) Select the document that you saved
(9) Click 'Next'
If you have uploaded an exam result document, you will be prompted to enter your results
(10) Once you have entered your results click 'Next'
(11) You will be provided with an option to load any additional documents, select as required
A summary of the information you have entered, and the document will be presented to you to check
(12) Click 'Submit my documents'
A message will be displayed on screen to inform you that your documents have been uploaded successfully

Click on the "2024 Digital Walk-ins" tab on the top navigation bar at our website www.cao.ac.za to view our video tutorial for how to upload documents

E. If you want to search for Programmes:-

- Whilst completing an online application
(a) Enter the six character course code if you know/have it and click 'Add' **OR**
(b) Search for the programmes you are looking for using the 'Programme Search'
- Using the 'Programme Search' option:
(a) Type part of the programme name that you are looking for, eg. Civil for Civil Engineering
(b) Select the institution or use the default of all institutions and click 'Search'
- See all available programmes at an institution:
(a) Select the institution name from the list and click 'Search'
The 'Search Results' will then be presented in a table/grid at the bottom of the page
(b) To select a programme from the list, click on the 'Add' option next to the course code.

F. If you want to Check the Progress of your Application:-

- (1) Click on the 'Check My Application' icon on the homepage. Enter your CAO Number or ID number or Passport Number and follow the prompts on screen.



- (2) **OR** Call our Call Centre during office hours on 031 268 4444 (Monday- Friday 08h00-16h30)
(3) **OR** Dial 031 268 4444 to use our Self-Help facility (available after office hours)

G. About 2024 Registration Information

- (1) If you receive an offer, institutions will contact you directly regarding registration.

We wish you success with your application!