

Step 1: Go to the homepage of myUnisa (<https://my.unisa.ac.za/portal>)

The screenshot displays the myUnisa homepage. At the top left is the myUNISA logo with the University of South Africa tagline. To the right is a login section with input fields for 'Student no/User id' and 'Password', and a 'login' button. Below the login fields are links for 'Claim UNISA Login', 'Forgotten Student Number', and 'Forgotten UNISA Password'. A dark navigation bar contains links for 'Registration', 'Learner Support & Regions', 'Assignments & Examinations', 'Student Affairs & SRC', and 'News & Events'. The main content area features a large banner for 'STUDY@UNISA' with a 'VIEW MORE' button. To the right is a news article titled 'Vroom, vroom—Unisa 6 rides into history' with a 'More stories' link. Below the banner are four service buttons: 'Registration', 'Learner Support & Regions', 'Assignments & Exams', and 'Student affairs & SRC'. On the right side, there are two orange buttons: 'myLife email' and 'Unisa Radio'. At the bottom, there are two sections: 'Notices' with a list of links and 'Important links' with a list of services.

myUNISA university of south africa

Student no/User id Password login

Claim UNISA Login | Forgotten Student Number | Forgotten UNISA Password

Registration Learner Support & Regions Assignments & Examinations Student Affairs & SRC News & Events

STUDY@UNISA
A guide to distance learning and Unisa
Undergraduate & honours
VIEW MORE

Vroom, vroom—Unisa 6 rides into history
More stories

myLife email
Unisa Radio

Notices

- > Call for research papers: 2017 Student Research and Innovation Showcase
- > Access your study material via myUnisa
- > Problems accessing ScienceDirect
- > New procedures for collection of study material

Important links

- 2017 fee adjustment (missing middle) grant
- Books
- Student policies and rules
- Graduation
- Jobs and scholarships
- Bursaries and loans
- Accessibility

Step 2: Claim your Unisa login

The screenshot shows the myUNISA website interface. At the top left is the myUNISA logo with the text 'UNISA university of south africa'. To the right are two input fields: 'Student no/User id' and 'Password', followed by an orange 'login' button. Below these fields is a navigation bar with links: 'Claim UNISA Login', 'Forgotten Student Number', and 'Forgotten UNISA Password'. The 'Claim UNISA Login' link is highlighted with a red box and an arrow pointing to a callout box on the right. Below the navigation bar is a dark grey menu with items: 'Registration', 'Learner Support & Regions', 'Assignments & Examinations', 'Student Affairs & SRC', and 'News & Events'. The main content area features a large banner for 'STUDY@UNISA' with the text 'A guide to distance learning and Unisa' and 'Undergraduate & honours', with a 'VIEW MORE' button. To the right of the banner is a news article titled 'Vroom, vroom—Unisa 6 rides into history' with a 'More stories' link. Below the banner are four service tiles: 'Registration', 'Learner Support & Regions', 'Assignments & Exams', and 'Student affairs & SRC'. To the right of these tiles are two orange buttons: 'myLife email' and 'Unisa Radio'. At the bottom, there are two sections: 'Notices' with a list of links and 'Important links' with a list of links.

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Click on the
“Claim Unisa login” link

Step 3: Enter your student number

Claim UNISA Login

Welcome to UNISA.

Please complete the application below to access your **initial UNISA Login details**.

The initial login details will give you access to three systems:

1. myUnisa – teaching and learning system and the Unisa Library
2. myLife – a web-based email for UNISA students

Step 1 of 4: Please enter your student number

Required items marked with *

Student number *

Enter your student number

Continue

Step 4: Enter your personal information

Claim UNISA Login

The details you enter on this form will be compared to the biographical information in the Unisa Student System.

Step 2 of 4: Complete your personal information for 50871609

NOTE: If your name contains diacritical characters, and you get the "Data does not match" error, try the character without the diacritical character, e.g. "e" instead of "é". If your name contains a hyphen (-) try leaving the hyphen out. Please enter your full names.

Required items marked with *

Surname *

Full names *

Date of birth (YYYY/MM/DD) *

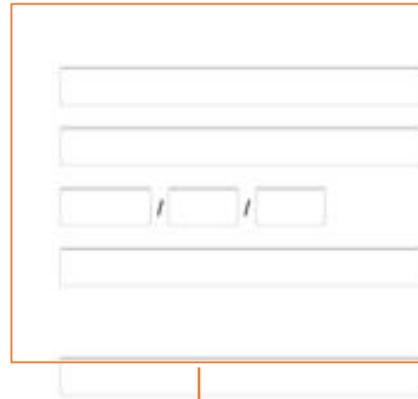
South African Identity Number *

OR

Passport Number or Foreign ID *

Continue

Clear



**Enter your personal details.
Remember to enter either an ID number
or a passport number, not both.**

Step 5: Read the guidelines

 Claim UNISA Login

Step 3 of 4: Acknowledge that you have read the information below

Click in the check boxes next to each statement to **acknowledge** that you have read these guidelines:

- This password will provide **initial access** to your myLife email account as well as the myUnisa Learning Management System.
- Your **myLife account will be the only e-mail account** recognized by Unisa for official correspondence from the university.
- You may redirect your myLife emails to another email account which you have access to. However, the myLife account will remain the official email address on record at Unisa.
- The management of this e-mail account is solely your responsibility. You can make use of the online features supplied by the email provider to protect the privacy of your account.
- It is your responsibility to protect your passwords from abuse by others. **DO NOT** disclose your passwords to any other persons.

Your student number and various passwords controls access to your information on myUnisa, myLife as well as allow access to the Library site. It is good practice to regularly **change** your passwords.

Unisa will not be liable for any changes to your information, made by other users logging in with your valid password, via the myLife email account (either with or without your consent) or myUnisa learning system.

Please read and acknowledge that you have read each statement.

Step 6: Only ONE password

Claim UNISA Login

Step 4 of 4: UNISA Account details

Student number

You are almost done!

Your myLife email address is:

Your cell phone number on record is:

TAKE NOTE

Your initial UNISA password will be:
and will be sent via SMS to your cell phone number on record.

Your initial UNISA password is case-sensitive – enter is exactly as above.

Your password for both myUnisa and your myLife e-mail account will appear on the screen – this is just an example.

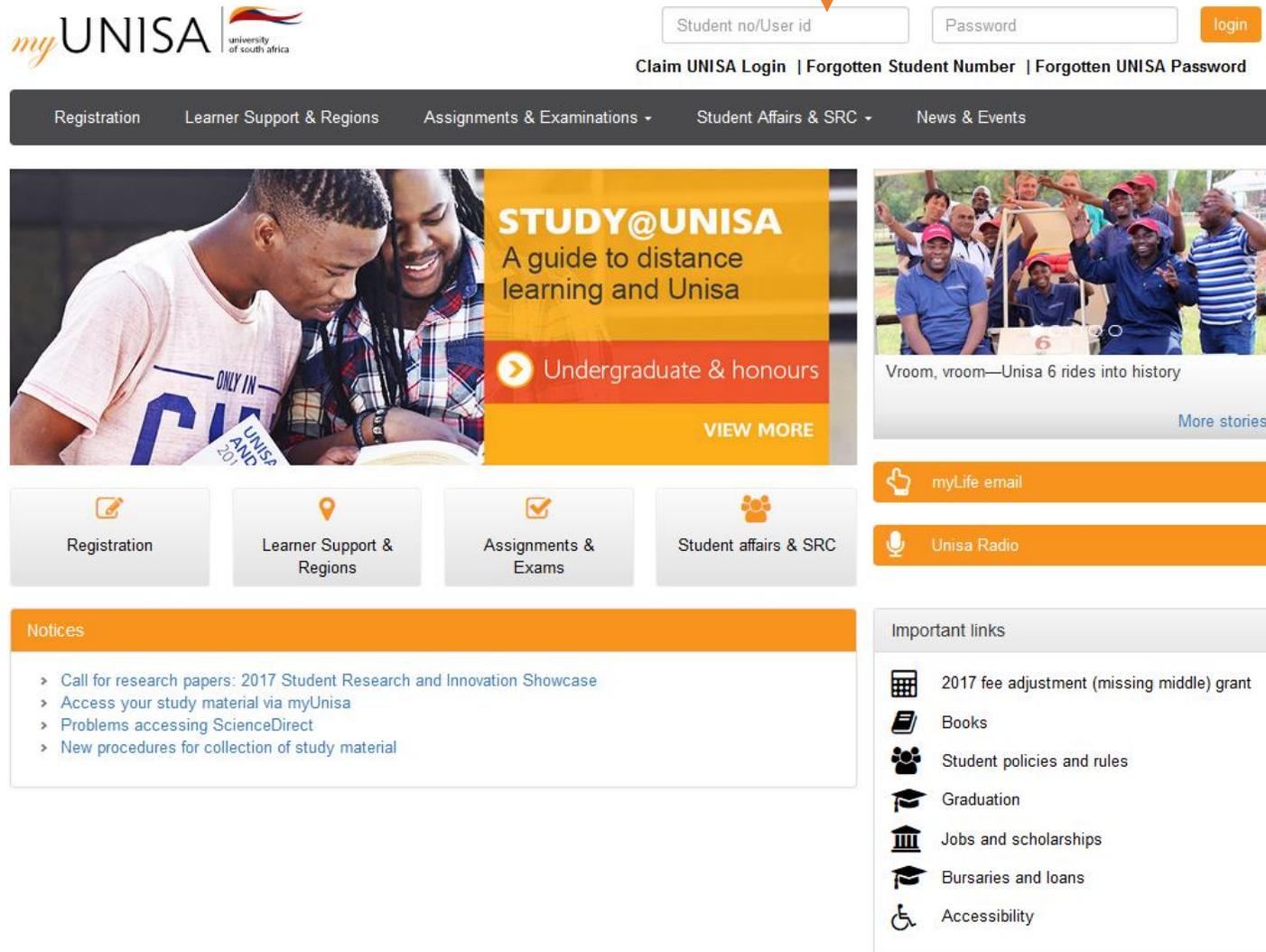
What is next?

You can now access your new myLife email account or the myUnisa learning system.

1. Click here to access your myLife email account at the Outlook Live Service. <http://mylife.unisa.ac.za/mail>
2. Click here to access the myUnisa learning system at <https://my.unisa.ac.za>

To access your myLife e-mail account, go to <http://mylife.unisa.ac.za/mail>

Step 7: Login to myUnisa



myUNISA university of south africa

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- Bursaries and loans
- Accessibility

1. Type in your student number
2. Type in your password (provided in step 6)
3. Click “Login”

Step 8: Login to your myLife e-mail account (option 1)

The screenshot shows the myUNISA website interface. At the top left is the myUNISA logo with the text 'UNISA university of south africa'. To the right are input fields for 'Student no/User id' and 'Password', followed by a 'login' button. Below these are links for 'Claim UNISA Login', 'Forgotten Student Number', and 'Forgotten UNISA Password'. A navigation bar contains 'Registration', 'Learner Support & Regions', 'Assignments & Examinations', 'Student Affairs & SRC', and 'News & Events'. The main content area features a 'STUDY@UNISA' banner with a guide to distance learning and Unisa, and a 'myLife email' button. Below the banner are four service buttons: 'Registration', 'Learner Support & Regions', 'Assignments & Exams', and 'Student affairs & SRC'. At the bottom, there are sections for 'Notices' and 'Important links'.

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Once you have claimed your Unisa login, it may take up to 24 hours for your myLife e-mail account to be created.

1. Click on myLife e-mail
2. Enter your password

Step 8: myLife e-mail access (option 2)



Assignment Submission will intermittently unavailable between 9:45 and 10:30

Please note that the Assignment Submission tool on myUnisa site may be intermittently unavailable from 9:45 to 10:30 (CAT) on Thursday 2 March 2017.

We apologize for any inconvenience this may cause and thank you for your patience.

PHASING OUT SUPPORT FOR INTERNET EXPLORER 8

Please note: UNISA is no longer supporting Internet Explorer 8 for myUnisa. Should you still be using IE 8 at this time, please upgrade your internet browser as soon as possible or switch to another browser such as Chrome.

To verify whether your internet browser is suitable for using with myUnisa, go to the myUnisa HomePage and click on Electronic Resources. Here you will find a link to "Test your browser for compatibility to the myUnisa website".

To all Students: COPYRIGHT INFRINGEMENT NOTICE

Complaints and proof were received from Publishers indicating that Unisa students are – "distributing and/or downloading prescribed books in electronic format" on the myUnisa Discussion forums as well as via electronic mail. This constitutes not only a transgression of the UNISA Student Disciplinary Code but also a contravention of the regulating copyright laws of the country.

Please note that this type of conduct will result in Unisa instituting disciplinary action against those students making themselves guilty of this, which could result in them being expelled as a student of this University. Please regard this notification in a very serious light. If any student transgresses again, Unisa WILL take disciplinary action immediately.

1. Click on the drop-down menu.
2. Select myLife e-mail access

Step 9: Select myLife e-mail account

The screenshot shows the myUNISA website interface. At the top left is the myUNISA logo with the text 'UNISA university of south africa'. To the right of the logo is a navigation bar with several dropdown menus: 'My Workspace', 'FAC1501-17-S1', 'FAC1501-17-S1-10E', 'ICT1521-17-S1', 'ICT2641-17-S1', 'ICT2641-17-S1-2E', 'My Admin', and 'myLife Email Access'. A 'Logout' button with a user icon is also present. Below the navigation bar is a dark grey bar with a 'More Sites' dropdown menu. On the left side, there is a sidebar with 'Home' and 'myLife Email Access' links. An orange arrow points from the 'myLife Email Access' link to a text box on the left that says 'Select myLife e-mail access'. The main content area has an orange header with 'Welcome Message' and a date '31 JANUARY 2017'. Below the header is a section titled 'Are you missing out on news from UNISA?' with a paragraph of text and a bulleted list of common spelling errors in email addresses. The list includes: 'Tresury.gov.za instead of treasury.gov.za', 'gmial.com instead of gmail.com', 'gamil.com instead of gmail.com', 'yhoo.com instead of yahoo.com', 'hotmai.com instead of hotmail.com', and '.coza instead of .co.za'. Below the list is another paragraph of text and a final paragraph.

myUNISA | university of south africa

My Workspace ▼ FAC1501-17-S1 ▼ FAC1501-17-S1-10E ▼ ICT1521-17-S1 ▼

Logout

ICT2641-17-S1 ▼ ICT2641-17-S1-2E ▼ My Admin ▼ myLife Email Access ▼

More Sites ▼

Home

myLife Email Access

Select myLife e-mail access

Welcome Message

31 JANUARY 2017

Are you missing out on news from UNISA?

Have you setup a forward rule on your myLife mailbox yet you do not receive any emails in your personal account?

Then this could be due to a spelling error in your personal email address.

Below is are some examples of “common” spelling errors reported in personal email addresses added to myLife.

- Tresury.gov.za instead of treasury.gov.za
- gmial.com instead of gmail.com
- gamil.com instead of gmail.com
- yhoo.com instead of yahoo.com
- hotmai.com instead of hotmail.com
- .coza instead of .co.za

But by far the most errors reported are generally of the type “User not found” or “Unknown user”. This error indicates that the front part of an email address that uniquely identifies each mailbox, is incorrect.

Please take the time to verify that the forwarding address on your myLife account is setup correctly.

Step 10: Open your myLife e-mail account

The screenshot displays the Microsoft Office 365 Outlook web interface. At the top, there is an orange banner with the text "myLife Email Access". Below this, the Microsoft Office 365 logo is visible on the left, and "Home Outlook" is centered. The main area shows the "Mail > Inbox 91 Items" view. On the left sidebar, under "Favorites", there are links for "Inbox (56)", "Unread Mail (56)", and "Sent Items". Below this, a list of folders includes "Inbox (56)", "Drafts [2]", "Sent Items", "Deleted Items", "Junk E-Mail", "Notes", and "Search Folders". The central pane shows a list of emails with a search bar at the top. The top email is selected and highlighted in yellow, with a preview pane on the right showing its content. The preview pane includes a "Welcome to online envir" header, a profile picture, the name "comm", the date "12 October", and the start of the email body text: "NB: This is an auto this e-mail. Dear student, Welcome to Unisa participating in thi: UNISA password g".

myLife Email Access

Microsoft Office 365 Home Outlook

Mail > Inbox 91 Items

Favorites

- Inbox (56)
- Unread Mail (56)
- Sent Items

Inbox (56)

- Drafts [2]
- Sent Items
- Deleted Items
- Junk E-Mail
- Notes
- Search Folders

New Delete Move Filter View

Search Entire Mailbox

Conversations by Date Newest on Top

Last Week

Subject	From	Date
✓ Welcome to the UNISA online environment	comms@my.unisa.ac.za	Sat 10/12
Welcome to the UNISA online environment	comms@my.unisa.ac.za	Sat 10/12
[EMT4801-13-Y1 - New Resource] EMT4801_...	my.unisa.ac.za	Thu 10/10
[EMT4801-13-Y1 - New Resource] EMT4801_...	my.unisa.ac.za	Thu 10/10
[EMT4801-13-Y1 - New Resource] EMT4801_...	my.unisa.ac.za	Thu 10/10
myUnisa downtime 11-13 October 2013	no-reply@unisa.ac.za	Wed 10/09

Welcome to online envir

comm
12 October

To:

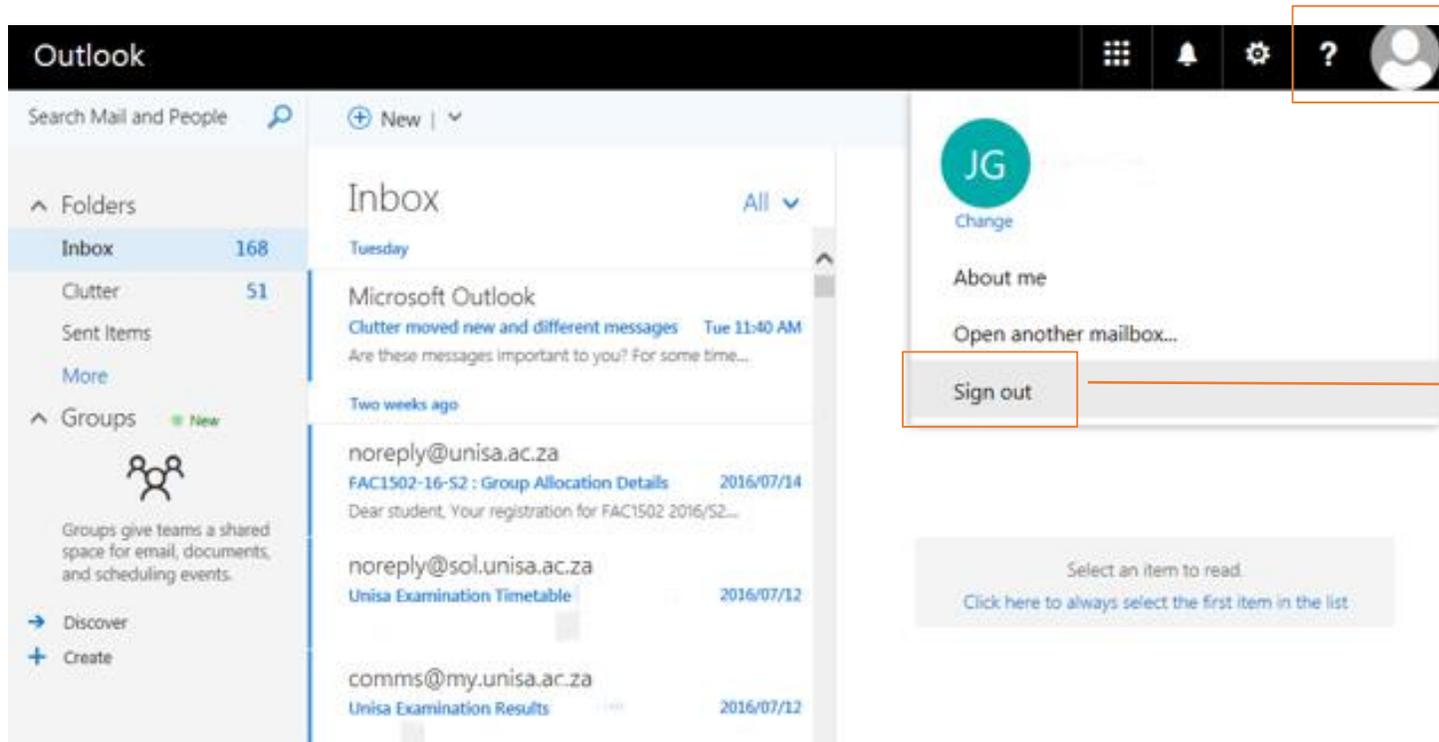
NB: This is an auto this e-mail.

Dear student,

Welcome to Unisa participating in thi: UNISA password g

Your myLife e-mail will open in a new page.

Step 11: Log out of your myLife e-mail account



The screenshot shows the Outlook web interface. In the top right corner, a user profile icon (a grey circle with a white head silhouette) is highlighted with an orange box. An arrow points from this box to a text box on the right that says "Click 'head' image". Below the profile icon, a dropdown menu is visible, containing options like "Change", "About me", "Open another mailbox...", and "Sign out". The "Sign out" option is highlighted with an orange box, and an arrow points from it to another text box on the right that says "Then click 'sign out' Remember to sign out of BOTH accounts. Do not just close the windows." The main content area shows an "Inbox" with several email messages from various UNISA domains.

Click "head" image

Then click "sign out"
Remember to sign out of BOTH accounts. Do not just close the windows.