

Frequently Asked Questions (FAQs)

Online registration

	Question	Answer
1.	I have been accepted. What must I do next?	Read your acceptance letter carefully and follow the steps as indicated.
2.	I want to register. Where do I go?	Have you already applied for the next registration period? Yes: Go to www.tut.ac.za use the quick link online registration. No: Please complete an application form first.
3.	I need a PIN. What must I do?	Click on "Request a PIN"
4.	My PIN number is invalid. What must I do now?	Click on "Request a PIN"
5.	Why is my account blocked?	You have entered your PIN incorrectly three times.
6.	My registration shows "No email existing". What must I do?	Send you student number and email address to Admissions to be updated.
7.	I have been excluded: academically, senior certificate, financially, etc. What must I do?	Go to the specific counter for assistance to have the block lifted.
8.	How do I know I selected the correct subjects?	Consult the Prospectus.
9.	Who can assist me with subject selection?	Consult the Prospectus or your department.
10.	Where do I get a Prospectus?	At your department
11.	Why don't my subjects appear?	Click on the "Restart process" button and if your subjects still don't appear call the helpline.
12.	My subjects and fees don't appear on my proof of registration. What now?	Please contact the Registration staff of your faculty.
13.	How do I know what is my employee status?	Unemployed – You are not currently employed full-time or doing part-time work – you are regarded as unemployed according to the Higher Education Department. Employed by this institution – you are permanently employed by TUT Employed by external institution – you are

		permanently employed by an institution
14.	My subjects don't reflect the correct level that I passed, so I cannot select the next level.	Consult Student Services and get an academic record to make sure that you have passed all the subjects.
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