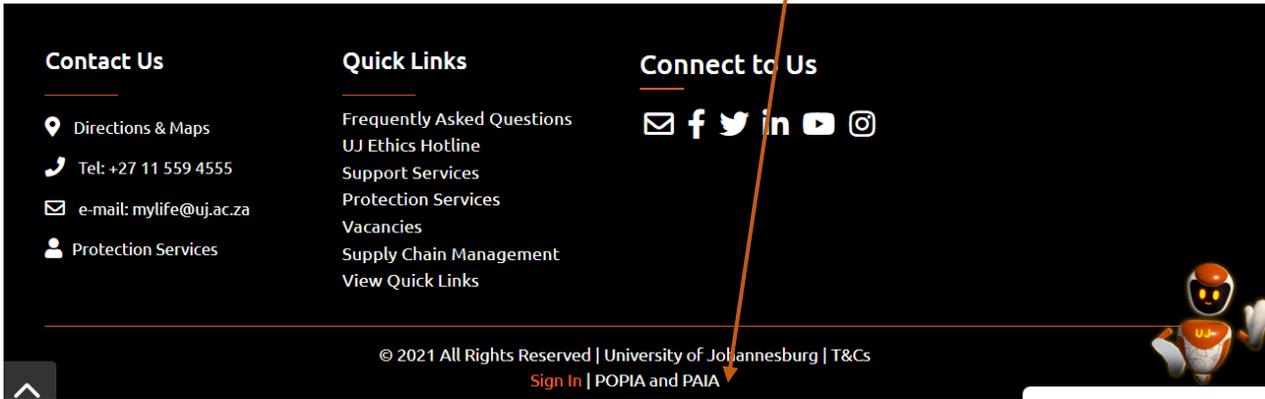


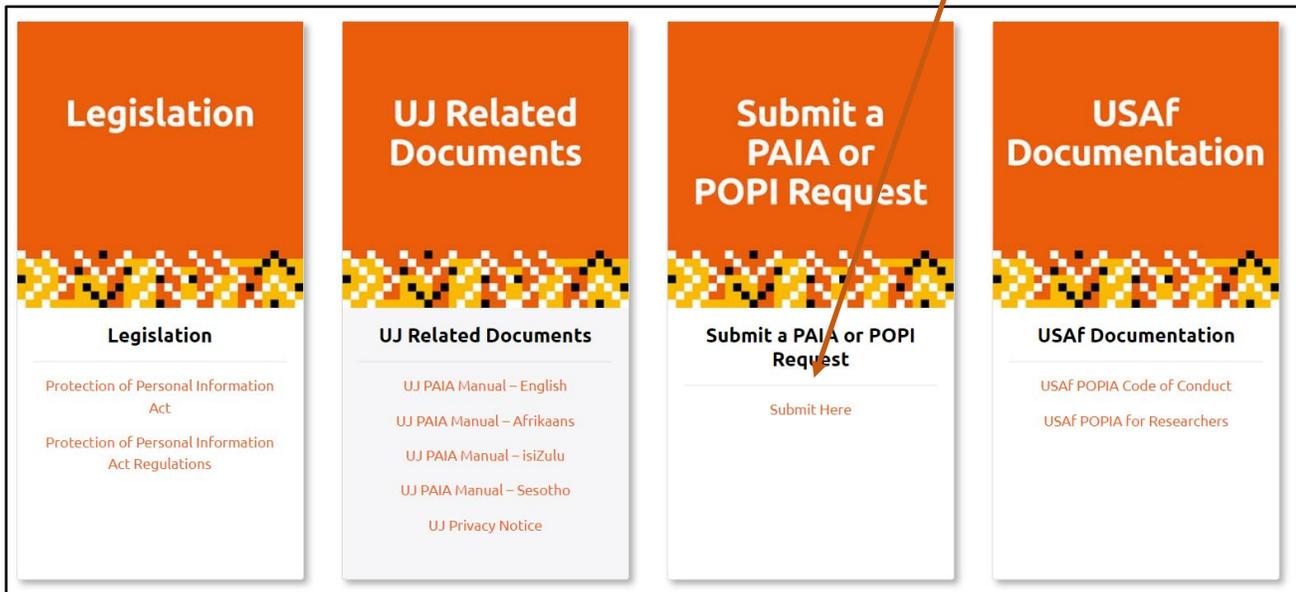


How to submit a POPIA/PAIA Request

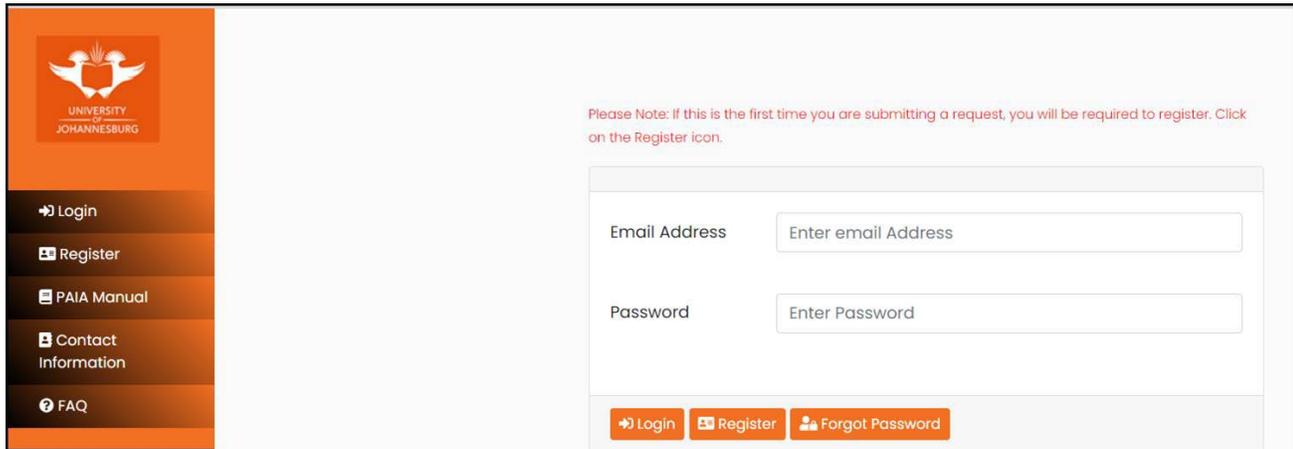
1. Navigate to the UJ website using the following URL → www.uj.ac.za
2. Scroll to the bottom of the Home Page and click on **POPIA and PAIA**



3. Click on **Submit a PAIA or POPI Request** on the third tile

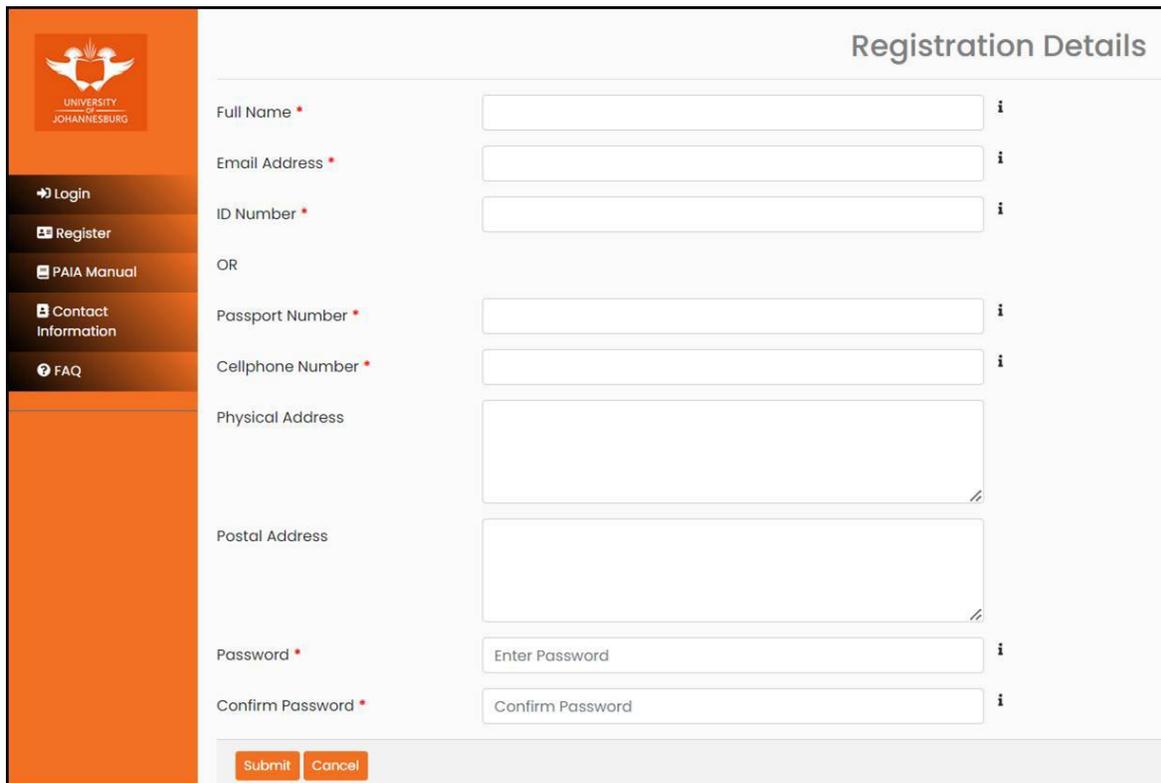


4. Registration is required before any request can be submitted.
- If you are a first-time user of the platform, you will be required to register to access the site. Click on **Register**.
 - ***For UJ Employees, please note, that your UJ email address can be used, however, a new password will need to be created, and you will be required to register as a first-time user.***



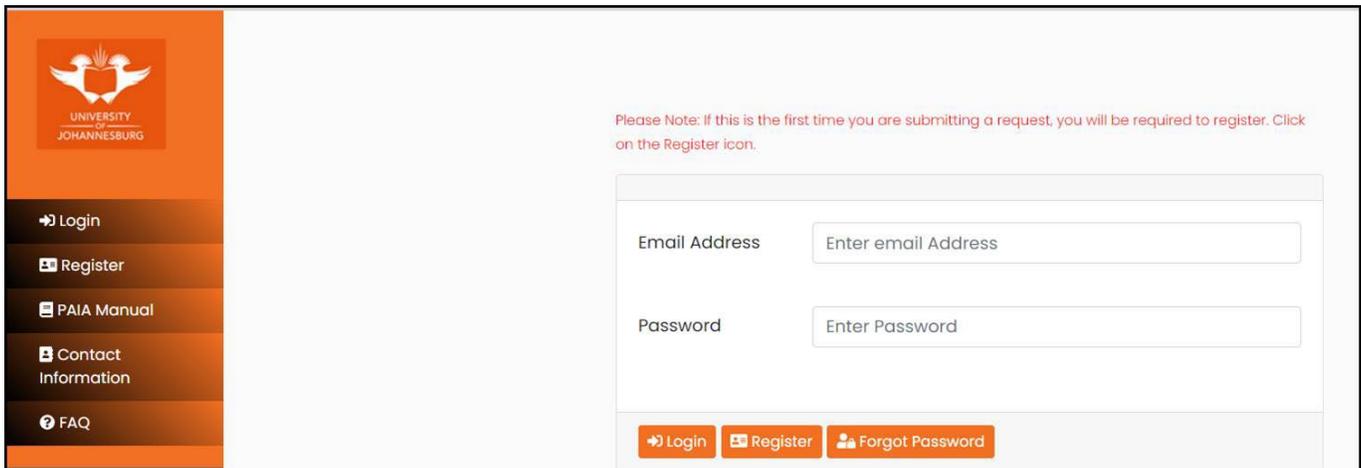
The screenshot shows the University of Johannesburg website's login and registration interface. On the left is a dark orange sidebar with the university logo and navigation links: Login, Register, PAIA Manual, Contact Information, and FAQ. The main content area has a light grey background. At the top right, a red text note reads: "Please Note: If this is the first time you are submitting a request, you will be required to register. Click on the Register icon." Below this is a registration form with two input fields: "Email Address" (placeholder: "Enter email Address") and "Password" (placeholder: "Enter Password"). At the bottom of the form are three buttons: "Login", "Register", and "Forgot Password".

- You will be directed to a **Registration Details** Page, where you will be required to complete the form. Once you have entered your details and created your password, click on **Submit**. Please note that these details are your Login details to access the platform.



The screenshot shows the "Registration Details" page. The left sidebar is identical to the previous screenshot. The main content area has a light grey background and is titled "Registration Details" in the top right corner. The form contains the following fields: "Full Name" (required), "Email Address" (required), "ID Number" (required), "OR", "Passport Number" (required), "Cellphone Number" (required), "Physical Address", "Postal Address", "Password" (required), and "Confirm Password" (required). Each required field has a red asterisk and an information icon (i). At the bottom of the form are two buttons: "Submit" and "Cancel".

- If you are an existing user, enter your email address and password previously created and click on **Login**. If you do not remember your password, click on **Forgot Password** to reset your account.



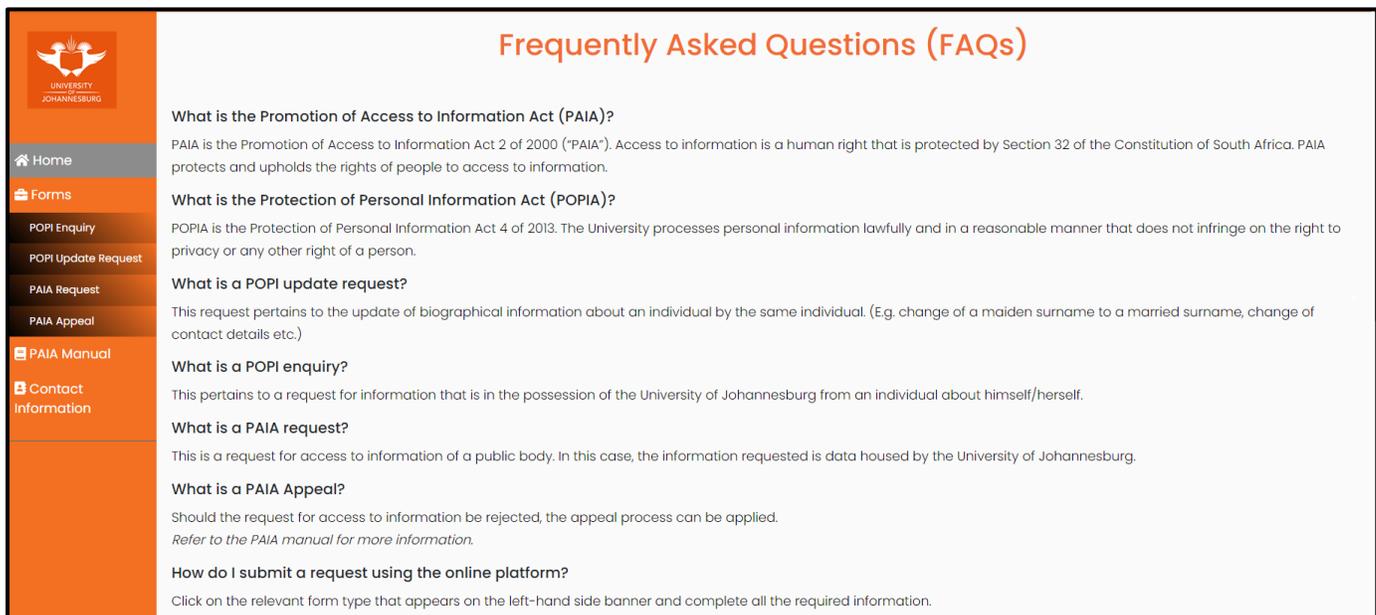
Please Note: If this is the first time you are submitting a request, you will be required to register. Click on the Register icon.

Email Address

Password

[Login](#) [Register](#) [Forgot Password](#)

Prior to submitting a request, please read through the Frequently Asked Questions (FAQs) to learn more about the different types of information requests. Reading through this information will assist you in determining what kind of request you should submit.



Frequently Asked Questions (FAQs)

What is the Promotion of Access to Information Act (PAIA)?
PAIA is the Promotion of Access to Information Act 2 of 2000 ("PAIA"). Access to information is a human right that is protected by Section 32 of the Constitution of South Africa. PAIA protects and upholds the rights of people to access to information.

What is the Protection of Personal Information Act (POPIA)?
POPIA is the Protection of Personal Information Act 4 of 2013. The University processes personal information lawfully and in a reasonable manner that does not infringe on the right to privacy or any other right of a person.

What is a POPI update request?
This request pertains to the update of biographical information about an individual by the same individual. (E.g. change of a maiden surname to a married surname, change of contact details etc.)

What is a POPI enquiry?
This pertains to a request for information that is in the possession of the University of Johannesburg from an individual about himself/herself.

What is a PAIA request?
This is a request for access to information of a public body. In this case, the information requested is data housed by the University of Johannesburg.

What is a PAIA Appeal?
Should the request for access to information be rejected, the appeal process can be applied.
Refer to the PAIA manual for more information.

How do I submit a request using the online platform?
Click on the relevant form type that appears on the left-hand side banner and complete all the required information.

- The FAQ page also details who the Information Officer is for the University of Johannesburg as well as the Deputy Information Officers for the various portfolios within the University.

Information Officer and Deputy Information Officers

Who is the Information Officer of the University of Johannesburg?

The Vice-Chancellor and Principal is the Information Officer for the University of Johannesburg.

Who are the Deputy Information Officers?

1. The Registrar
2. The Deputy Vice-Chancellor: Academic
3. The Deputy Vice-Chancellor: Research and Internationalization
4. The Chief Financial Officer
5. The Chief Operating Officer
6. The UJ General Counsel
7. The Senior Executive Director

In addition, the page also displays information for general requests and who to contact regarding these types of requests.

Queries that are not related to PAIA or POPIA

Please note the information listed below is not regarded as a PAIA/POPIA request. Use the contact details listed below to obtain information from the relevant Division.

1. Requesting a Transcript Supplement or an Academic Transcript/Record – Email the Qualification Verification Unit at transcripts@uj.ac.za
2. For queries pertaining to UJ certificates – Email the Certification Office on certificates@uj.ac.za
3. All application-related enquiries – Email mylife@uj.ac.za
4. For queries related to UJ login credentials (e.g. pin, password etc.) – Contact the UJ Call Center on [011 559 4555](tel:0115594555) or email mylife@uj.ac.za
5. All registration-related enquiries – Email registration@uj.ac.za
6. All graduation-related enquiries – Email graduation@uj.ac.za
7. All finance-related queries (fees, bursaries, NSFAS, refunds) – Click on the following link: [Student Finance Contact Details](#)

For any further information, please visit the UJ website on www.uj.ac.za

- Once you have read all the information, click on the relevant Form Listed which appears on the left to access the request that you intend to submit.



Instructions for completing the relevant forms

POPI Enquiry and POPI Update Request

- Refer to the FAQs to confirm what these requests entail.
- Complete the information requested on the relevant form.
- Please note that all information marked with an * is compulsory to complete. You will not be able to submit the request if this information is not completed.
- By hovering over the **i** icon, an explanation is provided.
- Once all information is completed, click on the **Secure Form** icon, and complete the necessary information to confirm that the request is being submitted by an actual person and not a robot.
- Once you have clicked Submit, a pop-up message will appear requesting that you confirm your submission. Click **Yes** to confirm your submission or click **No** to return to the form. Once you have confirmed your submission, you will receive an acknowledgement message.

PAIA Request

- Refer to the FAQs to confirm what this request entails.
- Please read the **Note(s) marked in red** on the PAIA Request Form.
- If you are submitting the request for information that **you** require, complete the information requested on the form in Sections A, B, D, E, F, and G.
- If you are submitting the request **on behalf of someone else**, complete the information requested on the form in Sections A, B, C, E, F, and G.
- Please note that all information marked with an * is compulsory to complete. You will not be able to submit the request if this information is not completed.
- By hovering over the **i** icon, an explanation is provided.
- Supporting documentation should be uploaded as stipulated in the **Note(s)** under Section G
- Once all information is completed, click on the **Secure Form** icon, and complete the necessary information to confirm that the request is being submitted by an actual person and not a robot.
- Once completed, click on **Submit**.
- Once you have clicked Submit, a pop-up message will appear requesting that you confirm your submission. Click **Yes** to confirm your submission or click **No** to return to the form. Once you have confirmed your submission, you will receive an acknowledgement message.

PAIA Appeal

- Refer to the FAQs to confirm what this request entails.
- Please note that a PAIA Appeal is only applicable if your PAIA Request was Rejected/Not Approved.
- Indicate the **PAIA Reference** number to which this Appeal refers (Form Reference).
- Complete the information requested on the form in Sections B, C, D, E, F, and G.
- Please note that all information marked with an * is compulsory to complete. You will not be able to submit the request if this information is not completed.
- By hovering over the **i** icon, an explanation is provided.
- Supporting documentation should be uploaded as stipulated in the **Note** under Section E.
- Once all information is completed, click on the **Secure Form** icon, and complete the necessary information to confirm that the request is being submitted by an actual person and not a robot.
- Once completed, click on **Submit**.
- Once you have clicked **Submit**, a pop-up message will appear requesting that you confirm your submission. Click **Yes** to confirm your submission or click **No** to return to the form. Once you have confirmed your submission, you will receive an acknowledgement message.