

## IMPORTANT !

- All New Applications, Change of Mind and required documents must be submitted online via our website: [www.cao.ac.za](http://www.cao.ac.za).
- No Hard Copy applications or documents will be accepted.
- Contact our Call Centre during Office Hours (Monday- Friday 08h00-16h30) on 031 268 4444.

## Apply From 1<sup>st</sup> March for 2024 Entry !

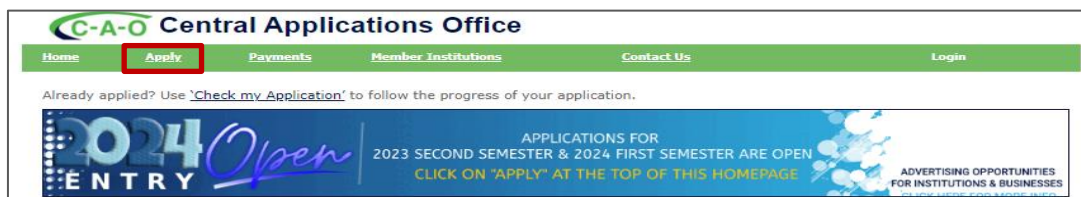
### A. 2-Step Guide to complete your application online

STEP 1: Follow the guidelines on [www.cao.ac.za](http://www.cao.ac.za) and complete your application

STEP 2: Pay the administration fee

#### STEP 1

- (1) Go to [www.cao.ac.za](http://www.cao.ac.za).
- (2) Click on the “Apply” tab on the top of the screen.



- (3) Enter your ID/Passport number and click on 'Submit'.
- (4) Enter ALL the details requested. Once you have entered all the requested details, click on 'Next'.
- (5) Click on 'Continue with online application'.
- (6) 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**

- (7) Click on 'Continue with Online Application'.
- (8) Follow the instructions, complete ALL information requested & click 'Next' on each page.

#### Helping you to add/select programmes whilst completing an online application

- You can add/select programmes and/or institutions by using the “Programme Name” or “Institution” option.
- If you choose to search by “Programme Name” you may enter your chosen field of study.
- If you choose to search by “Institution”, the default is “All institutions” or you may use the drop-down menu to select a specific institution from the list. When doing this, all the available programmes at your selected institution are displayed. You may select a maximum of six programmes.

- (9) Click on “Process My Application” when you reach it.

### **YOUR APPLICATION HAS NOW BEEN SUBMITTED**

- (10) The message on your screen will display that your submission has been successful.  
(11) You can now pay online and upload your supporting documents **before** you log off **OR** see B1.2 and B2 for alternative payment options and C1 and C2 for uploading documents.

### **STEP 2**

**For your application to be available to the institution/s to which you have applied, you must pay the full on-time administration fee of R250-00 if you are a South African, and R300 if you are an international applicant. A late fee is payable from 1<sup>st</sup> November. See current Handbook or Website for details.**

## **B. Ways of making Payment**

**You have two options of making payment:**

### **1. Online (two ways)**

#### **1.1. Paying Online by credit card at the same time when you are doing your Application OR Change of Mind**

- Select the ‘Pay now by Credit Card’ option.
- Follow the instructions onscreen to make payment.

#### **1.2. Paying Online by credit card any time after you have logged out**

- Go to [www.cao.ac.za](http://www.cao.ac.za)
- **Option 1:** Select ‘Payment’ on the top navigation bar and follow the prompts on screen
- **Option 2:** Select “Check My Application”
- Enter your CAO number or ID number/Passport Number and click on ‘Submit’.
- Click on “Pay now by Credit Card” in first paragraph and follow the instructions onscreen to make payment.

### **2. Via EasyPay**

#### **2.1. Paying via EasyPay for your application OR Change of Mind**

- You can pay at any *EasyPay* outlet, e.g. Shoprite, Checkers, Pick n Pay, Woolworths, etc.
- Use your unique *EasyPay* Number on your application as the reference when making payment.

## **C. Upload Documents**

- (1) You may upload your documents at the same time when you complete your application **OR** you may upload your documents at a later date.

### **You must have the following information on hand when you upload documents**

- CAO/ID Number or Passport Number
- Cell number that you have entered on your application
- E-mail address that you have entered on your application

- *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 and uploaded onto the respective document type.*

- (2) How to upload documents after you have logged out:

- Go to [www.cao.ac.za](http://www.cao.ac.za)

- Click on the 'Upload my Documents' icon on the homepage.



- Follow the prompts onscreen to log into your profile.
- Select the document type you want to upload.
- Enter any information requested.
- Click on 'Choose file' and select the document that you saved.
- Click on 'Next'.
- If you have uploaded an exam result you will be prompted to enter your results.
- Once you have entered your results click on 'Next'
- 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.
- Click on 'Submit my Documents'.
- You will then receive a confirmation message on screen that your documents have been successfully uploaded.

**View our Video Tutorial on How to Upload Documents on our website [www.cao.ac.za](http://www.cao.ac.za)**

#### D. Check the Progress of your Application

- (1) Go to [www.cao.ac.za](http://www.cao.ac.za)
- (2) You can check the progress of your application by clicking on the 'Check My Application' icon on the homepage



- (3) Enter your CAO number or ID number/Passport Number and the status of your application will be displayed on the screen
- (4) You can contact our Call Centre during office hours (Monday- Friday, 08h00-16h30) on 031 268 4444 or dial +27 31 268 4444 if from outside South Africa.
- (5) After hours you can use our Self-Help service by dialling 031 268 4444

#### E. Step by Step Guide to submit a Change of Mind Online

- (1) Go to [www.cao.ac.za](http://www.cao.ac.za)
- (2) Click on the 'Change of Mind' icon on the homepage



- (3) Follow the prompts to Login.
- (4) You will be presented with a list of your current programme choices.

- (5) Enter ALL the programme choices as you would **now** like them to appear; i.e. **the ones you are changing AND those programmes you wish to retain must be entered.**

**Helping you to add/select programmes whilst completing an online Change of Mind**

- You can add/select programmes and/or institutions by using the “Programme Name” or “Institution” option.
- If you choose to search by “Programme Name” you may enter your chosen field of study.
- If you choose to search by “Institution”, the default is “All institutions” or you may use the drop-down menu to select a specific institution from the list. When doing this, all the available programmes at your selected institution are displayed.

**Take note**

- Take special note of the guidelines to assist you with entering your programme information correctly before submitting
- Please make sure that you enter all your programme choices in the ranking order that you wish before submitting them.

- (6) Click on ‘Next’ and check that the programme choices you have added are correct.  
 (7) Once you have checked, click on ‘Process my Change of Mind’

**YOUR CHANGE OF MIND HAS NOW BEEN SUBMITTED**

- (8) You can now pay online immediately, or you can pay at any EasyPay outlet. Your EasyPay Number will be provided on screen  
 (9) Click on ‘Logout’ once you are done

**For your Change of Mind to be made available to the institutions to which you have applied you must pay your COM Administration fee of R140**

View our Video Tutorial on How to Submit your Change Of Mind on our website  
[www.cao.ac.za](http://www.cao.ac.za)

**F. Institution Contact Information**

For Queries regarding your Application, you may also contact the Institution directly!

<b>DUT</b>	<b>Email</b> : <a href="mailto:info@dut.ac.za">info@dut.ac.za</a> <b>Phone</b> : 031 373 5005 <b>Chatbot</b> : <a href="http://www.dut.ac.za">www.dut.ac.za</a>
<b>MUT</b>	<b>Email</b> : <a href="mailto:info@mut.ac.za">info@mut.ac.za</a> <b>Phone</b> : 031 8199299
<b>UKZN</b>	<b>Email</b> : <a href="mailto:Enquiries@ukzn.ac.za">Enquiries@ukzn.ac.za</a> / <a href="mailto:applications@ukzn.ac.za">applications@ukzn.ac.za</a> <b>Phone</b> : 031 260 2212
<b>UNIZULU</b>	<u><b>Kwa Dlangezwa Campus</b></u> <b>Phone</b> : 035 902 6051 / 6184 / 6178 <u><b>Richards Bay Campus</b></u> <b>Phone</b> : 035 902 6923

**We wish you success with your Application !**