

Access and check in on your StarRez Portal

If you've been placed in a university residence, you'll have access to the StarRez Portal - your personal hub for all things related to your stay in residence.



Here's what you can do on StarRez:

- View your room details and residence information
- Manage your check-in
- Stay up to date with important residence notices

Please note: If you haven't completed your registration yet, some StarRez features may not be visible or accessible. Make sure your registration is finalised to enjoy full access.

1 How to access your StarRez portal

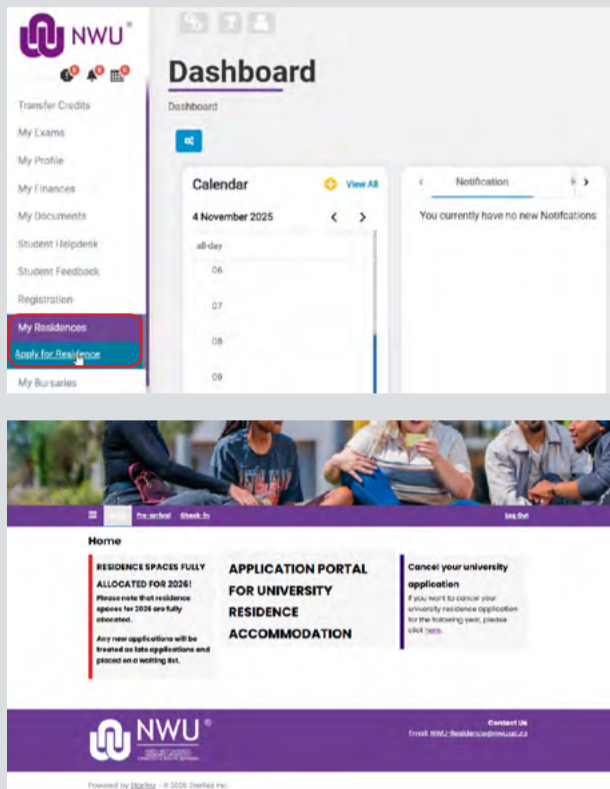
1 Log onto your Student Portal and navigate to the tab that indicates "My Residences". Click on "Apply for Residences".

2 On the next page, you will see an icon of a blue house. If you click on this icon you will automatically move to the StarRez Portal where your profile is located.



3 On your home page, you will see the following options:

- Home
- Check-in



2 Check-in process upon arrival

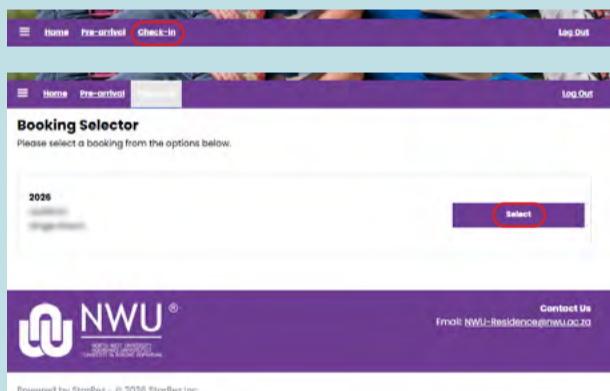
1 Once you have arrived on campus, your residence officer will allocate a specific room to you. You will then be able to commence with your check-in process.

2 You will be required to:

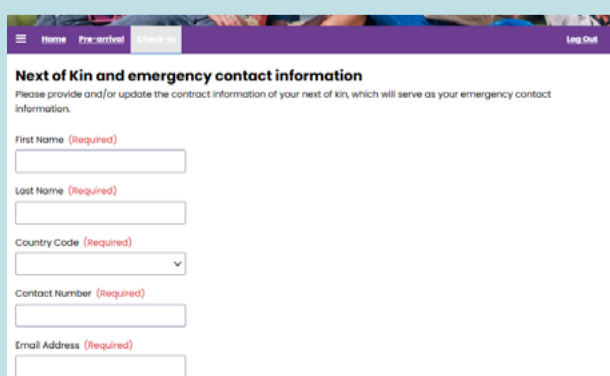
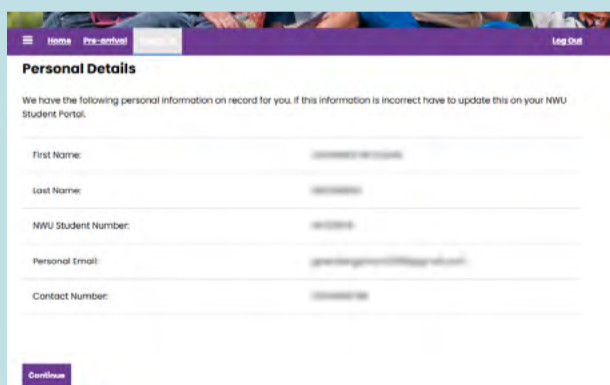
- Confirm your personal details.
- Update your next-of-kin and emergency contact information.
- Complete and submit your inventory register and room condition report.
- Read and accept the terms and conditions.

3 Review your personal information. If something is incorrect or outdated, you will need to correct it in your Student Portal, whereafter the information will automatically update in your StarRez Portal.

4 As part of the check-in process, you need to provide us with your next-of-kin information, including your medical aid information (if relevant).



When you click on the "Check-in" button, you will see your booking. Click on the **select** button.



Check-in process upon arrival (continues)

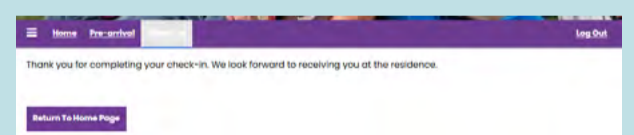
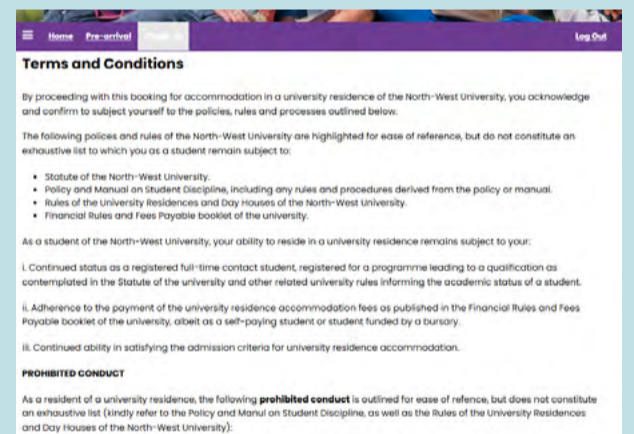
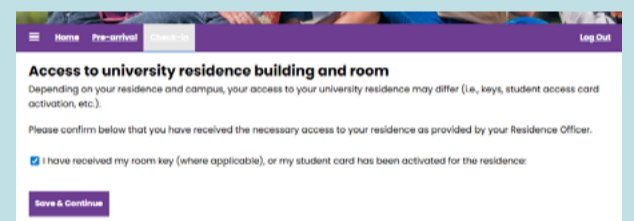
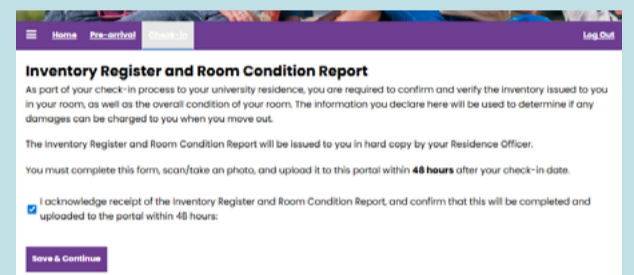
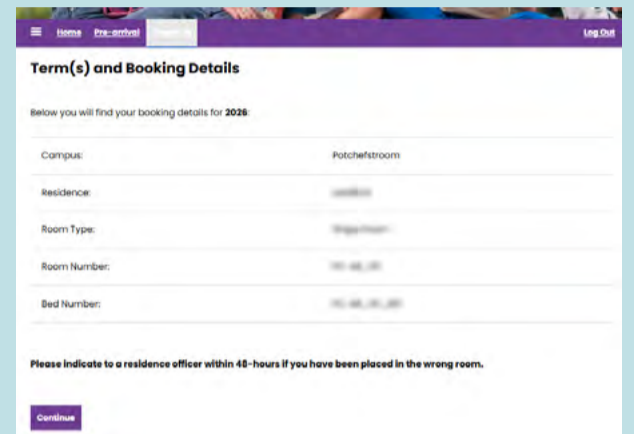
5 This page provides an overview of your booking and the residence and room allocated to you.

6 Your residence officer will issue you with an inventory register and room condition report. You need to complete this form and submit via your StarRez Portal within the indicated time.

7 Your residence officer will explain the access arrangements for your residence - i.e., whether you use a key or student card to access the building or your room.

8 Read the terms and conditions carefully. By agreeing to the terms and conditions you declare that you have read and understand the various policies and rules related to residences and your conduct as a student in a residence.

9 Once you have completed your check-in process, you can return to the home page.



3 Upload your inventory register and room condition

1 After you have completed your check-in and your residence officer has confirmed your check-in, the "File Upload (Inventory)" button will become available.

2 Upload your completed inventory register and room condition report provided to you by your Residence Officer, and click save.

