A step-by-step process for onboarding of students via the student accommodation portals is provided below:

Step-by-Step Student Onboarding

Process Step 1: Access the Platform
- Guide students to: **https:www.nsfas.org.za**

- Click **"Register As Student"**.

Step 2: Enter ID Number
- Students must enter their **SA ID Number**.

- Ensure they tick the boxes to accept **Terms & Conditions** and **Privacy Policy**.

Step 3: Email Verification
- A verification email will be sent to the student's registered email.

- Help them locate the email (check spam/junk if needed).

- The email contains a **temporary password**.

Step 4: Login with Temporary Password
- Students must log in using their email and the temporary password.

- They will then receive an **OTP** on their registered phone number.

Step 5: Complete Profile & Create Password
- Enter the OTP.

- Select **Province, Institution, and Campus**.

- Create a **new strong password**.

- Confirm all details are correct before proceeding.

Step 6: Dashboard & Accommodation Search
- Once verified, the student lands on the dashboard.

- Click **"Find Accommodation"** to start the search.

How to Search and Apply for Accommodation

Step 7: Browse Properties
- Students can filter by location, grade, type, etc.

- They may apply to **up to 3 properties**.

Step 8: View Property Details
- Click on a property to see:
  - Available rooms
  - Photos
  - Location map
  - Amenities

Step 9: Apply for Accommodation
- Select an **available room**.

- Leave a comment if needed (e.g., accessibility requirements).

- Click **"Apply For Accommodation"**.

Step 10: Confirmation & Status
- After applying, status changes to **"Waiting For Approval"**.

- The accommodation provider will review and respond via email

- Once the accommodation provider approves, then the institution where the student is registered will have to approve before lease agreement is generated.

Post-Application Support
- Explain that students will receive **email notifications** for acceptance or rejection.

- If accepted, the **lease agreement** will be available under **"My Lease Agreements"**.

- If rejected, guide them to apply for another property.

Common Issues & Troubleshooting

Issue	Solution
Can't find verification email	Check spam/junk folder; ensure email is correct
OTP not received	Check phone number; request resend
Forgot password	Use "Forgot Password" link on login page
Property not showing	Check filters; ensure campus is selected
Application not submitting	Check internet; ensure all fields are filled