

Students can contact university departments online, without having to come to campus. Simply use one of the following options:

You can either go to: <https://freshdeskportal.ukzn.ac.za> or you can go to: [UKZN – University of KwaZulu-Natal](https://ukzn.ac.za) Web page and click on an “icon” at the bottom right of the screen

The image is a screenshot of the University of KwaZulu-Natal (UKZN) website. The browser's address bar shows the URL <https://ukzn.ac.za>. The website's header includes a navigation menu with links such as Home, Library, Career Portal, Directions, Vacancies, Telephone Directory, Tenders, Directory of Experts, Website Index A-Z, IARP, and Privacy Policy. There is also a 'Quicklinks' dropdown and an 'IsiZulu' button. The main banner features the UKZN logo, which includes the text 'UNIVERSITY OF KWAZULU-NATAL' and 'INYUVESI YAKWAZULU-NATALI'. Below the logo is a search bar with the text 'ENHANCED BY Google'. The banner also contains a large image of a smiling woman in a white lab coat with a stethoscope, and the text 'LEVEL UP WITH POSTGRADUATE STUDIES!'. Below this, there is a red box with the text 'Choose our career-ready, globally recognised programmes.' and another red box with the text 'NURTURE YOUR SUCCESS WITH GROWTH'. At the bottom of the banner is a red button that says 'APPLY NOW!'. A blue arrow points from the text 'icon' in the instruction above to a small circular icon in the bottom right corner of the website, which is part of a social media or contact widget. The footer of the website includes a cookie consent message: 'We use cookies to improve your experience on our website. By browsing this website, you consent to our use of cookies in accordance with our [Privacy Policy](#).' and a red button that says 'Accept'. The footer also features the text 'INSPIRING GREATNESS' on a red background.

Once the window is extended, click on “Click here” to land a page where you can raise a ticket

The image shows a screenshot of the University of KwaZulu-Natal (UKZN) website. The browser's address bar shows the URL <https://ukzn.ac.za>. The website's header includes navigation links such as Home, Library, Career Portal, Directions, Vacancies, Telephone Directory, Tenders, Directory of Experts, Website Index A-Z, IARP, and Privacy Policy. The main banner features a smiling woman in a white lab coat with a stethoscope, with the text "LEVEL UP WITH POSTGRADUATE STUDIES!" and "NURTURE YOUR SUCCESS WITH GROWTH". A red button labeled "APPLY NOW!" is visible. A chatbot overlay titled "Chat with us!" is open on the right side, showing a conversation with "Msizi & Web V2". The chatbot messages include: "To raise a ticket, please use the following link : [Click here](#)" and "Thank you for your query". Below the chatbot messages, there is a button labeled "TRY OUR UKZN MSIZIBOT". At the bottom of the chatbot, there are buttons for "Ask a question" and "Raise a support ticket". A blue arrow points from the text "Click here" in the instruction above to the "Click here" link in the chatbot message. The footer of the website includes a cookie notice and the URL <https://applications.ukzn.ac.za/applications/online-applications/>. The bottom of the page features a red banner with the text "INSPIRING GREATNESS".

UKZN – University of KwaZulu-Natal

Submit a ticket : Student Tickets

UKZN – University of KwaZulu-Natal

Home Library Career Portal Directions Vacancies Telephone Directory Tenders Directory of Experts Website Index A-Z IARP Privacy Policy Quicklinks IsiZulu

UNIVERSITY OF KWAZULU-NATAL
INYUVESI YAKWAZULU-NATALI

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<https://applications.ukzn.ac.za/applications/online-applications/>

INSPIRING GREATNESS

Chat with us!

Msizi & Web V2

an hour ago

Msizi & Web V2

To raise a ticket, please use the following link : [Click here](#)

Thank you for your query

UKZN

TRY OUR UKZN MSIZIBOT

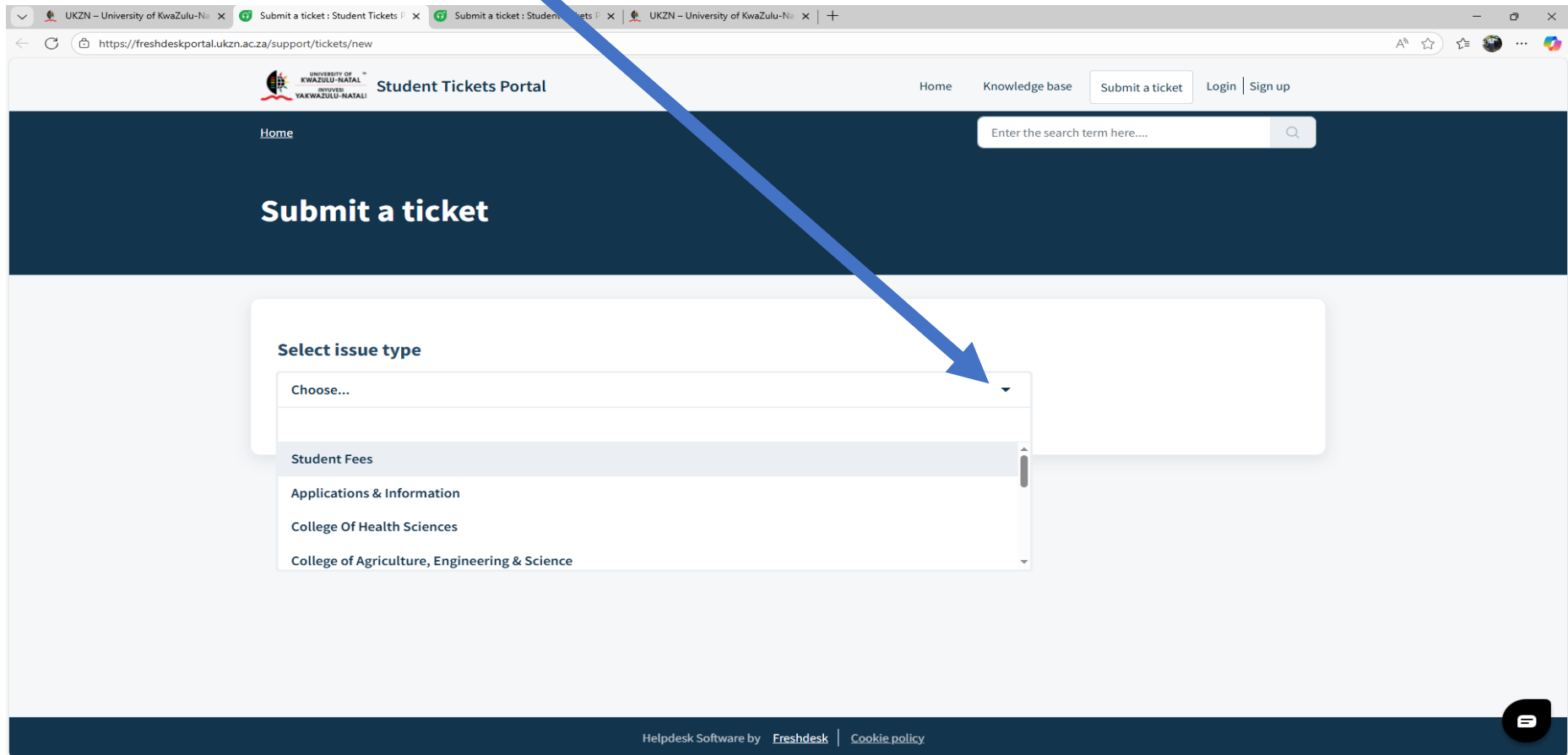
Msizi & Web V2

Good day, I am Msizi Bot, your friendly online support and I am here to assist you with your queries

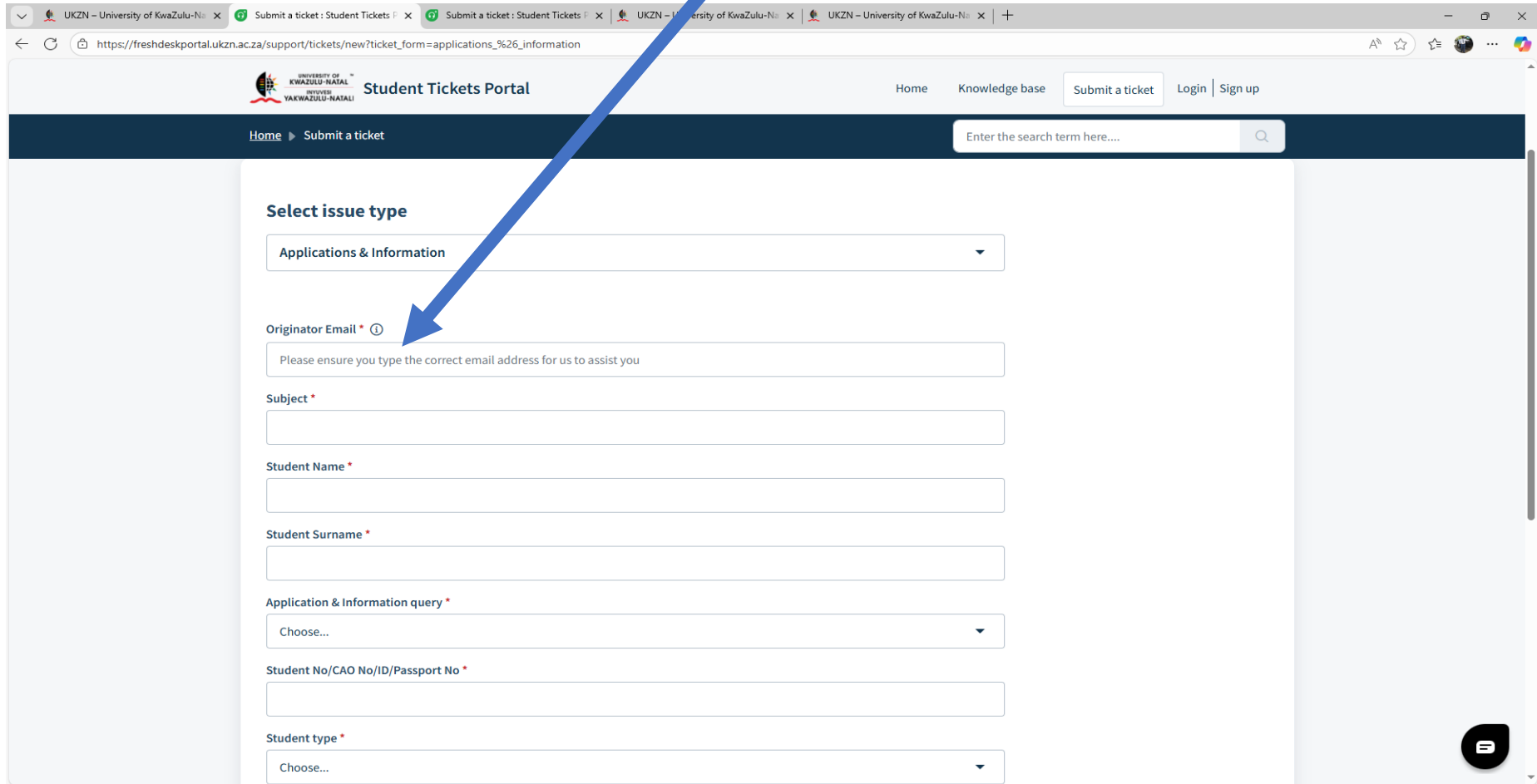
Ask a question

Raise a support ticket

When you reach the landing page, click the “**down arrow**” to open the menu and choose the department you need.



Please provide all your “**details**” that are required and make sure your “**email address**” is typed correctly.



The screenshot shows a web browser window with multiple tabs open, including 'UKZN – University of KwaZulu-Natal' and 'Submit a ticket : Student Tickets'. The active page is the 'Student Tickets Portal' at the URL https://freshdeskportal.ukzn.ac.za/support/tickets/new?ticket_form=applications_%26_information. The page header includes the UKZN logo, the title 'Student Tickets Portal', and navigation links for 'Home', 'Knowledge base', 'Submit a ticket', 'Login', and 'Sign up'. A dark blue navigation bar contains a 'Home' link and a 'Submit a ticket' button, along with a search bar labeled 'Enter the search term here....'. The main content area features a form titled 'Select issue type' with a dropdown menu currently set to 'Applications & Information'. Below this is the 'Originator Email' field, which is highlighted by a blue arrow pointing from the instruction text above. The email field has a placeholder text: 'Please ensure you type the correct email address for us to assist you'. Other required fields (marked with an asterisk) include 'Subject', 'Student Name', 'Student Surname', 'Application & Information query' (a dropdown menu), 'Student No/CAO No/ID/Passport No', and 'Student type' (a dropdown menu). A chat icon is visible in the bottom right corner of the page.

UKZN – University of KwaZulu-Natal

Submit a ticket : Student Tickets

Submit a ticket : Student Tickets

UKZN – University of KwaZulu-Natal

UKZN – University of KwaZulu-Natal

https://freshdeskportal.ukzn.ac.za/support/tickets/new?ticket_form=applications_%26_information

Student Tickets Portal

Home Knowledge base Submit a ticket Login Sign up

Home Submit a ticket

Enter the search term here....

Select issue type

Applications & Information

Originator Email ⓘ

Please ensure you type the correct email address for us to assist you

Subject *

Student Name *

Student Surname *

Application & Information query *

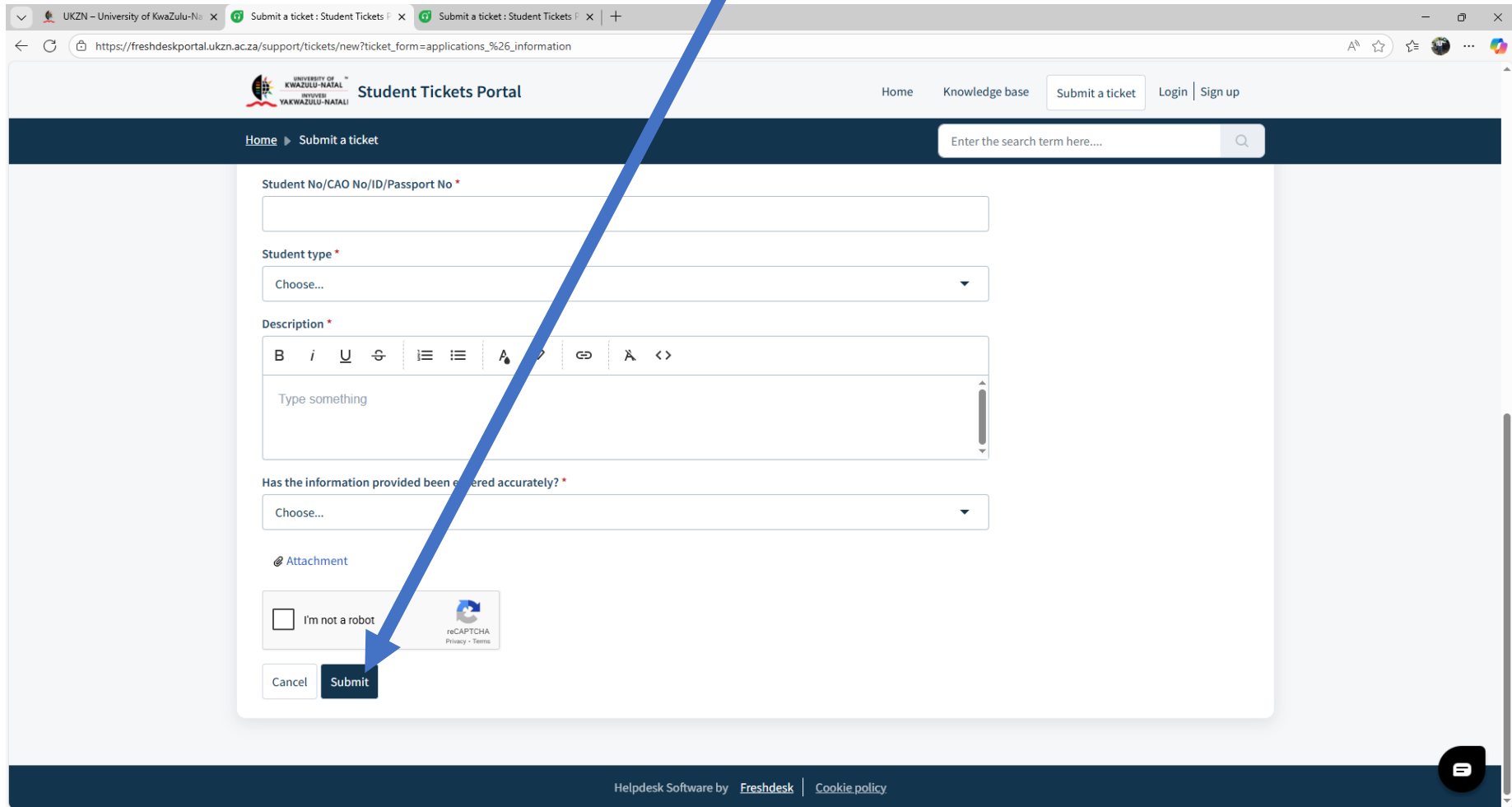
Choose...

Student No/CAO No/ID/Passport No *

Student type *

Choose...

All fields marked with a red asterisk (*) are mandatory and must be completed. Once you have selected your query type and described your issue in the “Description” box, tick the “I am not a robot” checkbox and then click “Submit”.



The screenshot displays the UKZN Student Tickets Portal. The browser address bar shows the URL: https://freshdeskportal.ukzn.ac.za/support/tickets/new?ticket_form=applications_%26_information. The page header includes the UKZN logo, the text "Student Tickets Portal", and navigation links: Home, Knowledge base, Submit a ticket, Login, and Sign up. A search bar is located in the top right corner with the placeholder text "Enter the search term here....". The main form area contains the following fields:

- Student No/CAO No/ID/Passport No ***: A text input field.
- Student type ***: A dropdown menu with "Choose..." selected.
- Description ***: A rich text editor with a toolbar (Bold, Italic, Underline, Link, Unlink, Bulleted List, Numbered List, Text Color, Background Color, Source Code) and a text area containing "Type something".
- Has the information provided been entered accurately? ***: A dropdown menu with "Choose..." selected.
- Attachment**: A link to upload files.
- I'm not a robot**: A checkbox next to a reCAPTCHA logo and "reCAPTCHA Privacy - Terms" link.
- Buttons**: "Cancel" and "Submit" buttons.

A blue arrow originates from the top text and points directly to the "Submit" button.

Helpdesk Software by [Freshdesk](#) | [Cookie policy](#)

Once a ticket is submitted an email will be sent to you with the **ticket** number (e.g. #**520850**) which serves as your reference number should you want to make a follow-up to your query.

THE END

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