



National Student Financial Aid Scheme

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OFFICE OF THE CHIEF EXECUTIVE OFFICER MEDIA RELEASE

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NSFAS FUNDED STUDENTS CAN NOW UPDATE THEIR CONTACT DETAILS ONLINE

The National Student Financial Aid Scheme added another method of updating contact details by introducing the functionality online. NSFAS funded students who wish to update or change their contact details can do it online through the Mynsfas portal on the scheme's website. NSFAS believes that this new development is a milestone for the organisation as it cements our strategy of being Student-Centred and utilising modern technology to simplify the lives of students.

The move comes after NSFAS received concerns from students who were unable to sign their bursary agreements as a result of their details not being updated on the system, either due to lost handsets or changed numbers. This challenge had a great impact on the signing of the NSFAS Bursary Agreement process. This initiative forms part of the long term solutions to mitigate the challenge.

Students who wish to change their contact details can do so by:

1. Login to my.nsfas.org.za
2. On the already registered tab
Enter your username and Password
Click on sign in button
3. Click on my personal details
Go to the cellphone number section
Delete and remove and type in the new cellphone number
Click on update details
4. OTP will be sent to your new number
5. Enter OTP and submit
6. Number is successfully changed (if a duplicate number exists student will get an error message)

We would like to encourage students to create their MyNSFAS accounts. The process is as follows:

1. Log in to www.nsfas.org.za
2. Click on MyNSFAS Account
3. Register to create a profile

Students who are unable to change their details online can use the manual process by emailing certified copy of their green barcoded ID or smart card, and a completed affidavit specifying that they have changed their cell phone number; with the new and old number listed to uds@nsfas.org.za.

END



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