



UNIVERSITY OFTM
KWAZULU-NATAL

INYUVESI
YAKWAZULU-NATALI

First Year Experience 2026 Mentor Guide



EDGEWOOD CAMPUS



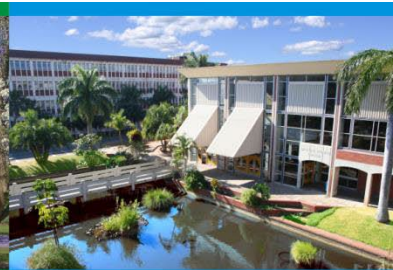
HOWARD COLLEGE CAMPUS



NELSON R MANDELA SCHOOL OF MEDICINE



PIETERMARITZBURG CAMPUS



WESTVILLE CAMPUS

INSPIRING GREATNESS

WELCOME TO UKZN AND THE FIRST YEAR EXPERIENCE

First Year Experience

Welcome to UKZN!



WHICH BROWSERS CAN I USE?



GOOGLE CHROME
www.google.com/chrome



MOZILLA FIREFOX
www.mozilla.org/en/firefox



MICROSOFT EDGE
www.Microsoft.com/en-us/edge

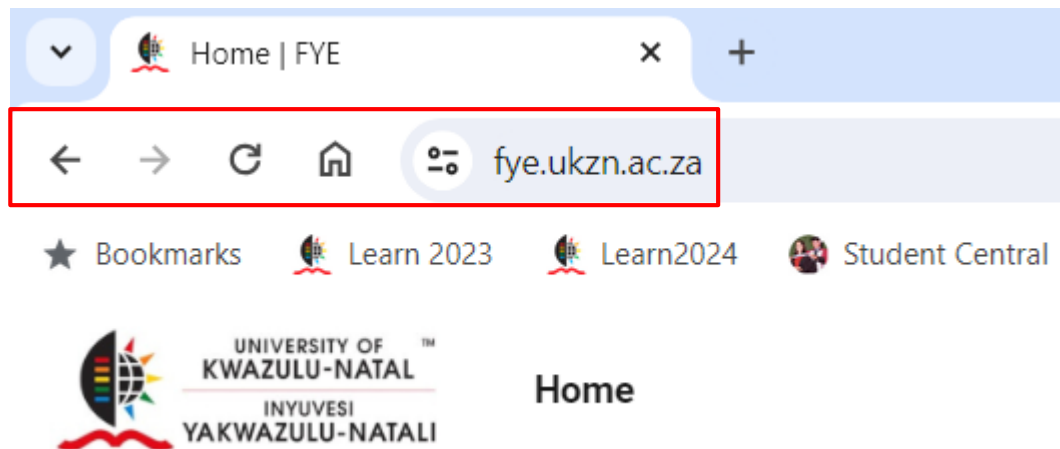


SAFARI
for Mac Users



HOW DO I ACCESS THE SITE?

To access the site, go to fye.ukzn.ac.za as shown below.

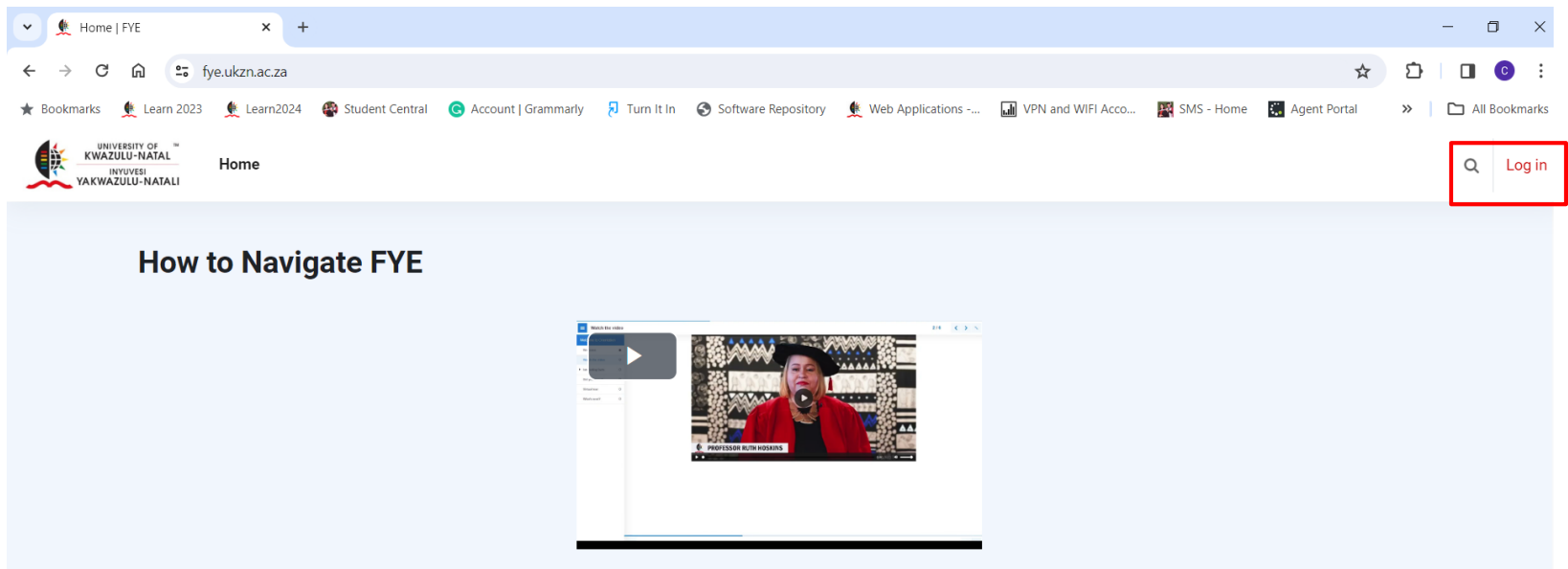


<https://fye.ukzn.ac.za/>



HOW DO I LOGIN?

Click Log in on the top right of the page



HOW DO I LOGIN?

Log in using your UKZN LAN credentials.



Log in

[Lost password?](#)

[Access as a guest](#)

[? Cookies notice](#)



WHAT IF I HAVE FORGOTTEN MY PASSWORD?

Log a ticket for Information & Communication Services via

<https://freshdeskportal.ukzn.ac.za/support/home>

Include the following information in your request:

Full Name

Student Number

ID Number

Address

Cell Number

Qualification registered for

Personal email address:

Next Of Kin:

Copy Of ID Document: (Certified copy not older than 3 months)

Copy Of Student Card :

Please ensure that all information provided corresponds with our student management system; your password will be reset once you have been successfully verified.

Alternatively, you can visit the nearest walk-in centre with your student card.

WE DO NOT CHANGE PASSWORDS TELEPHONICALLY

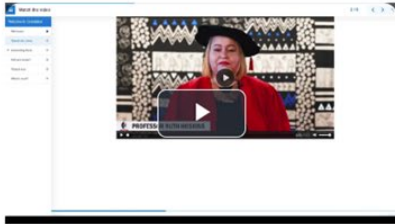


WELCOME TO FYE 2026

Select 2026 FYE Unit 1

[Home](#) [Dashboard](#) [My courses](#) [Site administration](#)

How to Navigate FYE



2026



2026 FYE Unit 1 - Transition, Adjustment, and Integration to University



2026 FYE Unit 2: Academic Skills Development



2026 FYE Unit 3: Personal & Professional Development & Global Citizenship



2026 FYE Unit 4 Financial Literacy

MENTOR SELF ENROLMENT

Select 2026 FYE Unit 1

- Your coordinators will provide mentor enrolment keys.
- If you do not know who your coordinator is, log a ticket via <https://freshdeskportal.ukzn.ac.za/support/home> (First Year Experience) for assistance.
- **DO NOT SHARE THESE KEYS WITH STUDENTS OR OTHER MENTORS**

2026 FYE Unit 1 - Transition, Adjustment, and Integration to University Enrolment options

2026 FYE Unit 1 - Transition, Adjustment, and Integration to University 🔒



Teacher: Zwelisha Mfishi

Teacher: Mukondeleli Comfort Mulaudzi



Mentors

Enrolment key

Enrol me



Coordinators

Enrolment key

Enrol me



WELCOME TO UNIT 1

Navigate through unit 1

FYE 2026

2026 FYE Unit 1 - Transition, Adjustment, and Integration to University

Course Settings Participants Grades Reports More ▾



This course is currently **hidden**. Only enrolled teachers can access this course when hidden. You can change the visibility in the **course settings**.

Welcome to Orientation!

Welcome to the first unit within the First Year Experience programme. This programme is designed to help you prepare for life at university, and empower you for success!



Start this session by clicking on 'get started' activity below.

 Get started!

Completion ▾



IT'S TIME TO TEST EACH TOPIC

Mentor progress is not saved.

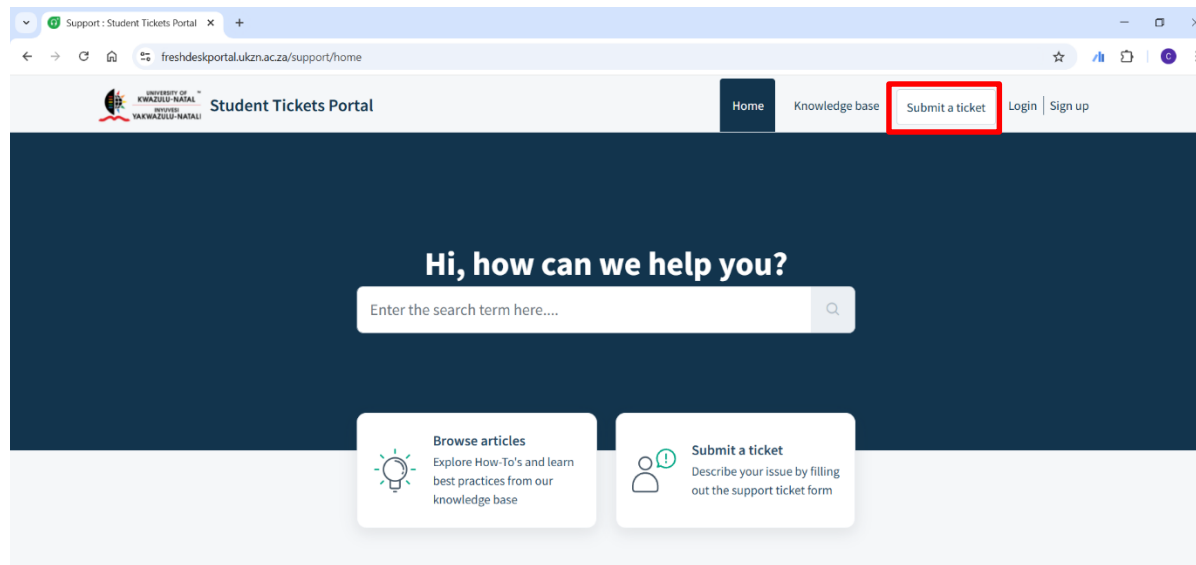
- If you encounter errors or problems, contact your coordinator by submitting a ticket via Freshdesk.

Overall progress % 15

1 Topic 1 - Introduction to UKZN	2 Topic 2 - Digital Literacy Training	3 Topic 3 - The College Handbook	4 Topic 4 - Lecture Timetable	5 Topic 5 - Transition & Adjustment to University Life	6 Topic 6 - UKZN Resources for students
7 Topic 7 - Violence & Gender-Based Violence	8 Topic 8 - Library	9 Topic 9 - Being a Student at UKZN	10 Topic 10 - Policies, Procedures and Rules	 Conclusion	 Unit 1 Certificate

HOW DO I CONTACT MY COORDINATOR

1. Navigate to <https://freshdeskportal.ukzn.ac.za/support/home>
2. Click on **Submit a ticket** at the top-right of the page.



HOW DO I CONTACT MY COORDINATOR

- Under Issue Type, click the drop-down menu and select **First Year Experience**

Choose...

|

Student Residence

Information & Communication Services (New & Existing Students)

Information & Communication Services (Staff Queries Only)

First Year Experience



HOW DO I CONTACT MY COORDINATOR

4. Complete all required fields

- a. **Email Address** – Please ensure you type the correct email address for us to assist you. If possible, try to always use your UKZN email address

Originator Email * ⓘ

Enter YOUR email address here

Please enter valid email address



HOW DO I CONTACT MY COORDINATOR

- b. **Subject** – Enter FYE
- c. **Student Name** – Enter your Name
- d. **Student Surname** – Enter your Surname
- e. Enter your student number, OR ID/Passport number

Subject *

FYE

Student Name *

Enter YOUR name here

Student Surname *

Enter YOUR surname here

Student No/CAO No/ID/Passport No *

Enter YOUR student number OR CAO number OR ID/Passport Number here



HOW DO I CONTACT MY COORDINATOR

f. **Category** – Select the option that suits you

Category *

Unable to log in using non UKZN email addresses (Unit 1) ▼

|

Choose...

Unable to log in using non UKZN email addresses (Unit 1)

Unable to log in using UKZN credentials (Units 2-4)

Mentees cannot access units



HOW DO I CONTACT MY COORDINATOR

g. **College** – Select the college you applied to

College *

Choose...

|

College of Humanities (CHUM)

College of Agriculture Engineering & Science (CAES)

College of Health Sciences (CHS)

College of Law & Management Studies (CLMS)



HOW DO I CONTACT MY COORDINATOR

- h. **Description** – write a description that describes the issue you are facing.
- i. Select **YES** if you have entered all the correct information and click **Submit**

Description *

B i U    A      

Write a description that describes the issue that you are facing.

Has the information provided been entered accurately? *

Yes ▼

 Attachment

Cancel

Submit

