

CUSTOMER RELATIONSHIP MANGEMENT (CRM). HOW TO: REGISTER AND LOG A CASE

CRM is a system for managing all of TUT interactions with current and prospective students. The goal is to improve relationships by tracking all student communications

Step 1: Go to the Student Portal Page to register ([click here](#))

Step 2: Portal Registration Steps

1. On the Login page, click on **'Register now'** or **'Create an account'**.
2. On this page, fill in your details and Click **'REGISTER'**, Note: if already registered, use your TUT4LIFE email.
3. Once registered you will receive a **Thank You** message, then click on **'Login'** to create a case.

The screenshot shows the 'Log in' page of the Tshwane University of Technology. It features a header with the university logo and navigation links for 'Login' and 'Register now'. The main form includes fields for 'Email / Username' and 'Password', a 'Remember me' checkbox, and a 'Forgot Password?' link. A 'LOG IN' button is prominently displayed. At the bottom, there is a link for 'Not registered yet? Create an account' which is circled in blue. A yellow circle with the number '1' is placed near the bottom right of the form area.

The screenshot shows the 'REGISTRATION' page. It contains several input fields: 'First name', 'Last name', 'Email', 'Password', and 'Repeat password'. A 'REGISTER' button is circled in blue. Below the button, there is a link for 'Already registered? Log in'. A yellow circle with the number '2' is placed near the bottom right of the form area.

The screenshot shows a 'THANK YOU!' message with the text 'You are successfully registered.' Below the message, there are two buttons: 'Login' and 'Register now', both of which are circled in blue. A yellow circle with the number '3' is placed near the bottom right of the message area.

Step 3: How to create a Case

4. Click on **'Cases'** to create a Case
5. Click on **'Create New Case'**
6. Select your relevant Contact Type e.g. if you are a registered student, select **'Registered Student'**
7. Select the relevant **'Service Request'** e.g. Date of Graduation, complete the Service description, attach supporting documents if you have, then click **'Submit'** to create a case
8. This is a summary of your Case with a status of **'In Progress'**,

