

Introduction

# NSFAS Wallet Unblock & Unlock process





# NSFASWALLET

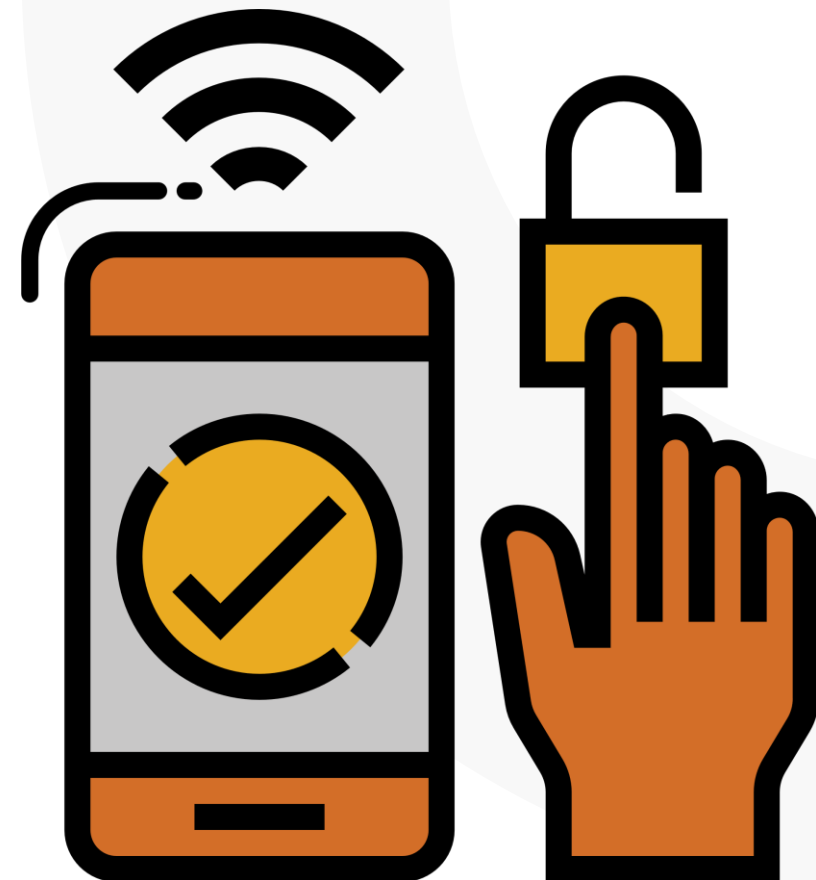
- 1** To receive your cash and transact on the system, you must have been granted a NSFAS bursary
- 2** Dial \*120\*176# and follow the prompts to verify & authenticate your account
- 3** During Step 2, you will select your own password, which will give you access to your account. NEVER SHARE YOUR PASSWORD WITH ANYONE!
- 4** Once your account has been verified, you may continue to access your account by dialing \*120\*176#, or via web (<https://celbux.appspot.com>)
- 5** You may withdraw cash from participating stores (Shoprite, Usave, Checkers, SPAR, Boxer or Pick n Pay)
- 6** Pay for goods at participating stores (no fee is charged on Buy transactions) (Shoprite, Usave, Checkers, SPAR, Boxer, Pick n Pay, Van Schaik, Nando's, Romans Pizza, McDonalds, Burger King, Spur, Hungry Lion, Debonairs, RocoMamas and John Dory's, amongst others)

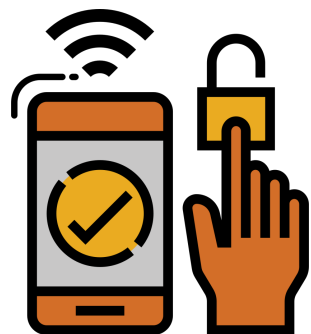


## What does it mean if you account is blocked?

An account will be **blocked** if there are any **suspicious transactions**.

Student must contact the Contact Centre for assistance in resolving these errors.





# Unblocking NSFAS Wallet

To unblock your NSFAS Wallet account, Please send your request via email to [unblock@nsfas.org.za](mailto:unblock@nsfas.org.za) and attach a copy of your ID.



If you have an ID Card, please ensure that both sides are visible. Please ensure that the details below are included in your email.

Name Surname

ID Number

Cellphone number

Email address

Physical address/Institution



## What does it mean if you account is locked?

An account will be **locked** if there account holder/student **entered his password incorrectly several times** and/or if he/she **can not accurately verify** authenticity of details.

This will prevent the user from accessing the wallet or transact. The student must contact the Contact Centre for assistance in resolving these errors.





# Unlocking NSFAS Wallet

**To unlock your myNSFAS Wallet, you need to:**

To unlock your NSFAS Wallet account, Please send your request via email to [unlock@nsfas.org.za](mailto:unlock@nsfas.org.za) and attach a copy of your ID.

If you have an ID Card, please ensure that both sides are visible. Please ensure that the details below are included in your email.

Name Surname

ID Number

Cellphone number

Email address

Physical address/Institution





# Change Number

To **change your number**, you need to:

- ✔ Log into your **MyNSFAS account** and update your **contact details**. This will be updated immediately.
- ✔ If you don't have access to the MyNSFAS portal, you may go to your FAO and provide a copy of your id and complete verification form.
- ✔ NSFAS will receive form via [verify@nsfas.org.za](mailto:verify@nsfas.org.za) mailbox



If you are unable to access your myNSFAS account to submit this request, you may send a request to NSFAS via our social media inbox or email.

# Introducing NSFAS Chat

Our new feature has **launched!** Have you used it yet? If not, here is the new simple way to reset your **NSFAS Wallet account**:

- 1** Logging into your **myNSFAS account**. If you do not have an account, you may register one by going to **www.nsfas.org.za**, click **myNSFAS** and registering
- 2** Once you have logged into your **myNSFAS account**, click on **NSFAS Connect**
- 3** Click the **chat box** in the right corner of the screen
- 4** Advise that you would like to reset your **NSFAS Wallet account**
- 5** Provide the agent with your **cellphone number** for your details to be **verified**
- 6** You will then receive a **One Time Pin (OTP)** which you need to provide to the agent
- 7** A message will be sent to your cellphone from your **NSFAS Wallet account**, please **follow the prompts on your screen** to complete the reset process

Students who receive their **NSFAS allowances** through **NSFAS Wallet** can access **NSFAS Chat** for a safe, speedy and proactive way to reset their **NSFAS Wallet accounts** by logging into their **myNSFAS accounts**.

**NSFAS Chat is available Monday to Friday from 08h30 to 17h00**



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Thank you