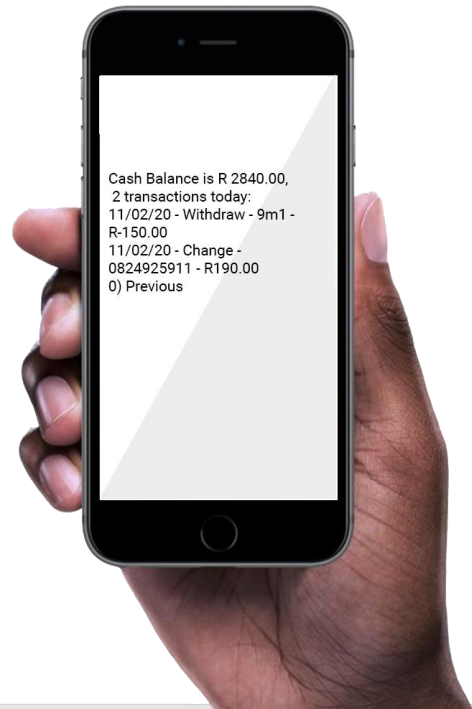


# UNDERSTANDING NSFAS WALLET





# What is the NSFAS Wallet?

**Its like cash...**

**.... In a wallet**

**....on a cellphone**

**.... In the cloud**

And it's safer – if you lose your phone, your money is still safe, as long as you protect your password!



## How to use your NSFAS Wallet account

### To verify and authenticate NSFAS Wallet account



1. Dials \*120\*176#
2. Follow the prompts
3. Create password – do not share with anyone
4. You can only start using your wallet account within 24 hours after the password created and validated.
5. Once verified the student may use the account at any time by accessing the account via \*120\*176# or <http://celbux.appspot.com>



## TYPES OF ERRORS

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

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.



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

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

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

# How to Unblock your NSFAS Wallet.

1. Send an email to [unblock@nsfas.org.za](mailto:unblock@nsfas.org.za)
2. Subject: Unblock
3. Attach a copy of your ID  
(If you have a smart ID, we require both front and back of ID card)
4. Include the following information to ensure easy resolution
  - ✓ Your ID number
  - ✓ Your name and surname as per your ID document
  - ✓ Cellphone number
  - ✓ Email address
  - ✓ Physical address
  - ✓ Institution name



## 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.

# Keep your transactions safe with these tips



- It is vitally important that you never give your username and/or password to anyone.
- Never give your One Time PIN (OTP) to anyone.
- Never click on links in emails claiming to be from NSFAS (we never send links in our correspondence).
- Be cautious of company names with web-based email addresses, e.g., junkmail@yahoo.com, @hotmail.com, @gmail.com, @ymail.com.
- Review your transactions regularly.
- When in doubt, notify us.
- Never save your passwords to your browsers

**Do note that NSFAS will never, under any circumstances, ask you for your username and password or pin for your wallet profile.**

