UNIVERSITY OF CAPE TOWN
IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD

SuccessFactors navigation guide

November 2026

Contents: SuccessFactors Learning guide for employees

Logging in to SuccessFactors via a browser 3

Changing SuccessFactors settings 5

Viewing your public profile 6

Viewing your full employee profile 7

Viewing the org chart 8

Installing the SuccessFactors mobile application 9

Logging in to SuccessFactors via a browser

Background and benefits

SuccessFactors offers a centralised learning and recruitment system. Staff members can access the platform on any internet-connected device (including smart phones and tablets) using their existing UCT login details.

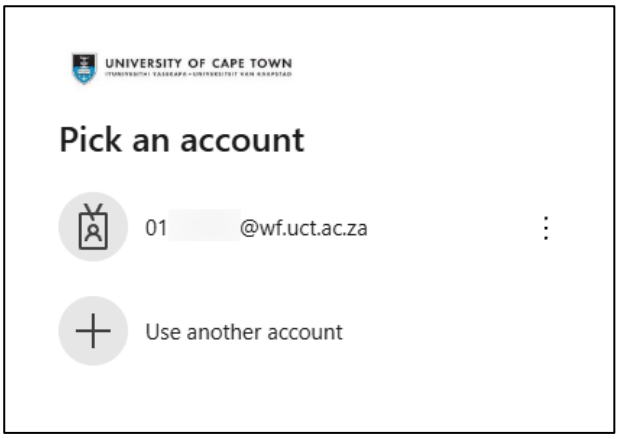
Support

If you are unable to access SuccessFactors or are experiencing other technical difficulties, please contact the IT Service Desk.

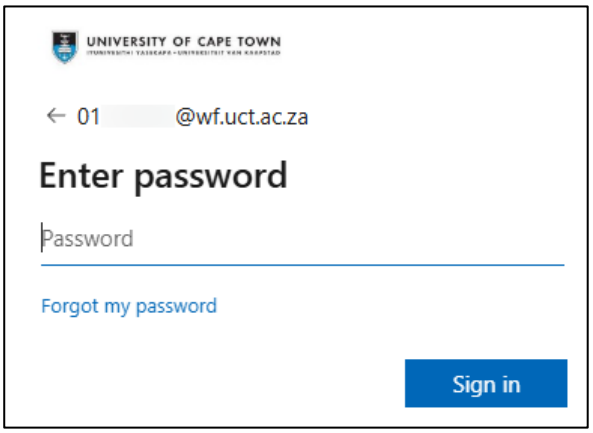
Procedure

1. Open a web browser (e.g. Google Chrome, Mozilla Firefox, Microsoft Edge).
2. Log in to SuccessFactors via www.successfactors.uct.ac.za.
3. If not already logged in to single sign-on, the *Sign in to your account* page appears.
   If already logged in to single sign-on, SuccessFactors will open (see step 4).

   Existing users (new users will see a different page and should follow the instructions on page 4 below)



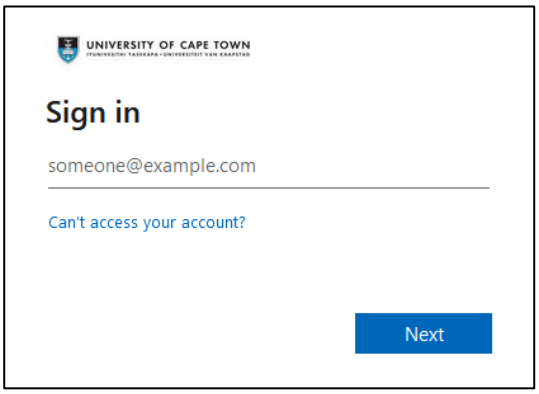
- Select the appropriate account.



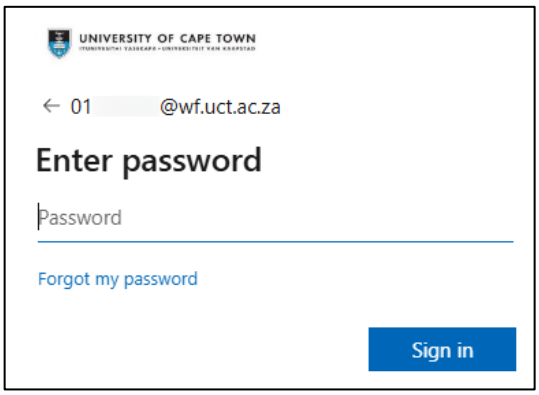
- Enter your *Password* and click *Sign in*.
- You will be prompted to verify your login either via Microsoft Authenticator or a code sent to your phone as an SMS. SuccessFactors will open (see step 4).

Logging in to SuccessFactors via a browser (continued)

New users

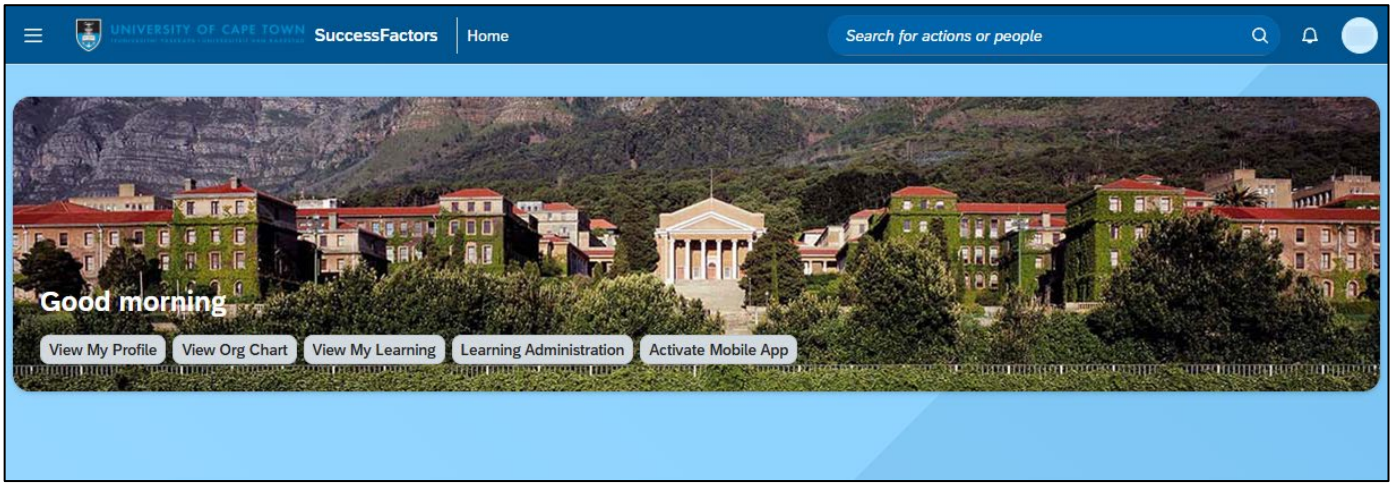


- In the field below *Sign in*, enter your UCT staff number followed by @wf.uct.ac.za. E.g. 01234567@wf.uct.ac.za. **Note**: UCT staff number only, third party "T" accounts will not work.
- Click *Next*.



- Enter your *Password* and click *Sign in*.
- You will be prompted to verify your login either via Microsoft Authenticator or a code sent to your phone as an SMS.

4. The *Home* page appears.



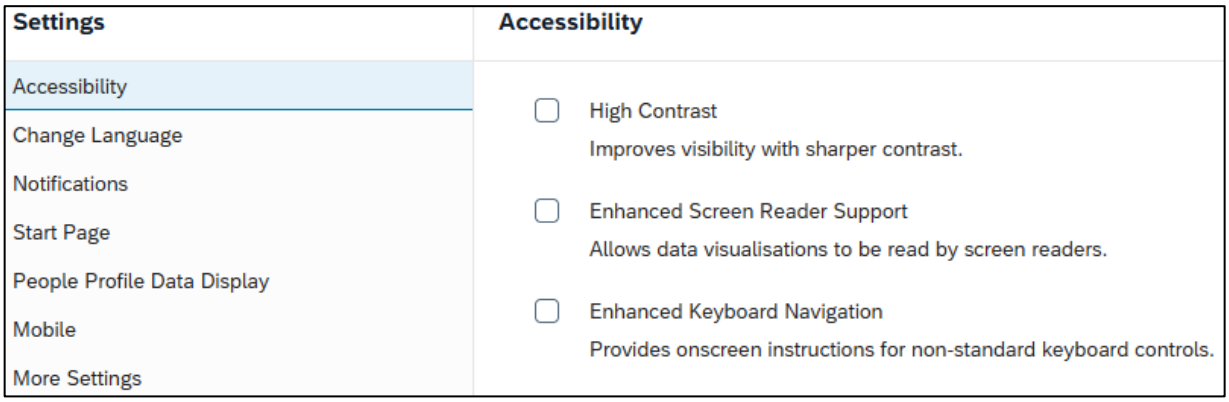
- **Learning**: Click *View My Learning* to work with courses (e.g. search the course library, register for classes).
- **Recruiting**: Click *Menu* and choose *Recruiting* > *Job Requisitions* if you're involved with a recruitment activity.
- **Learning Administration**: Click *Learning Administration* if you've received training as a learning administrator

Changing SuccessFactors settings

1. Log in to SuccessFactors and access the *Home* page.

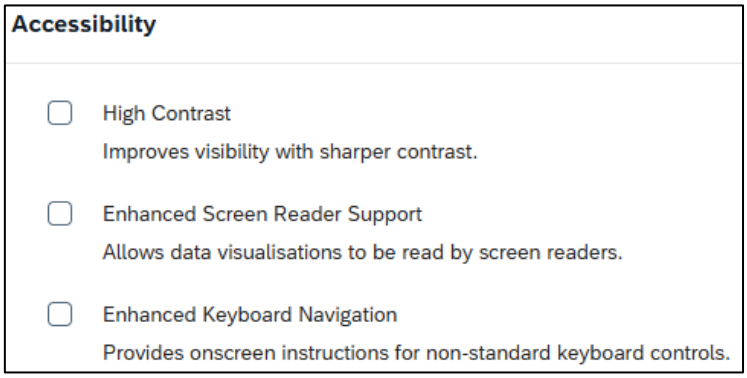
   - In the top right of the screen, click  *Account Navigation* and choose *Settings*.

2. The *Settings* dialogue box appears, displaying the *Accessibility* section.



Changing accessibility settings

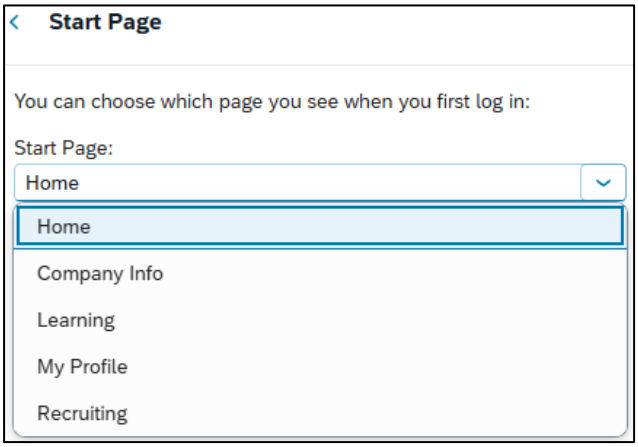
- Click *Accessibility* in the left menu. The *Accessibility* section appears on the right.



- Select one or more of the 3 available options and any additional options that may appear after your initial selection.
- Click Save.

Changing default start page

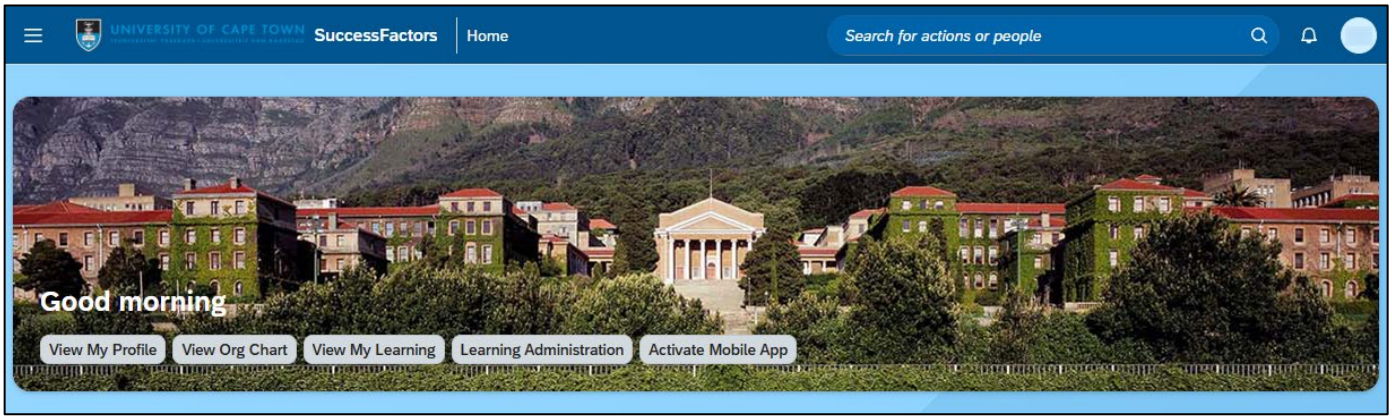
- Click *Start Page* in the left menu. The *Start Page* section appears on the right.



- The current start page is set to *Home*. Select a different option from the dropdown list e.g. Learning, Recruiting.
- Click Save.

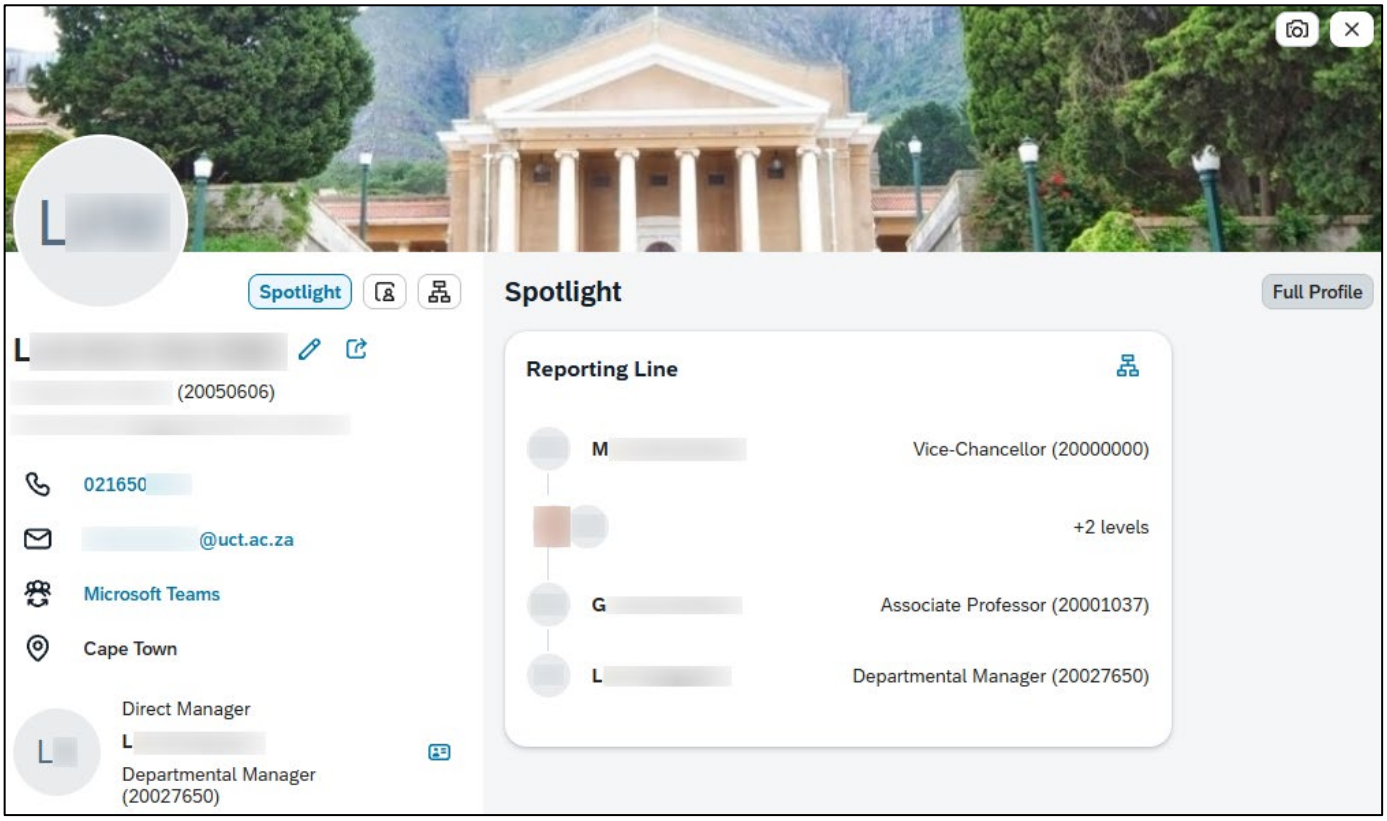
Viewing your public profile

1. Log in to SuccessFactors and access the *Home* page.



   - In the top right of the screen, click  *Account Navigation* and choose *Public Profile*.

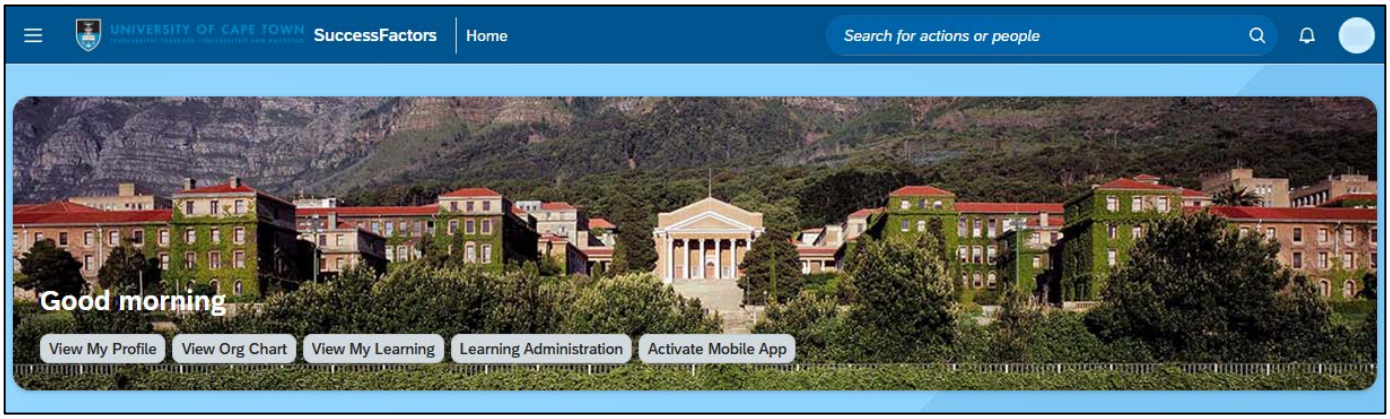
2. Your public profile appears from the right.



   - Click *Full Profile* to view your full employee profile.
   - Click  *Open Organisation Chart* to view the org chart.

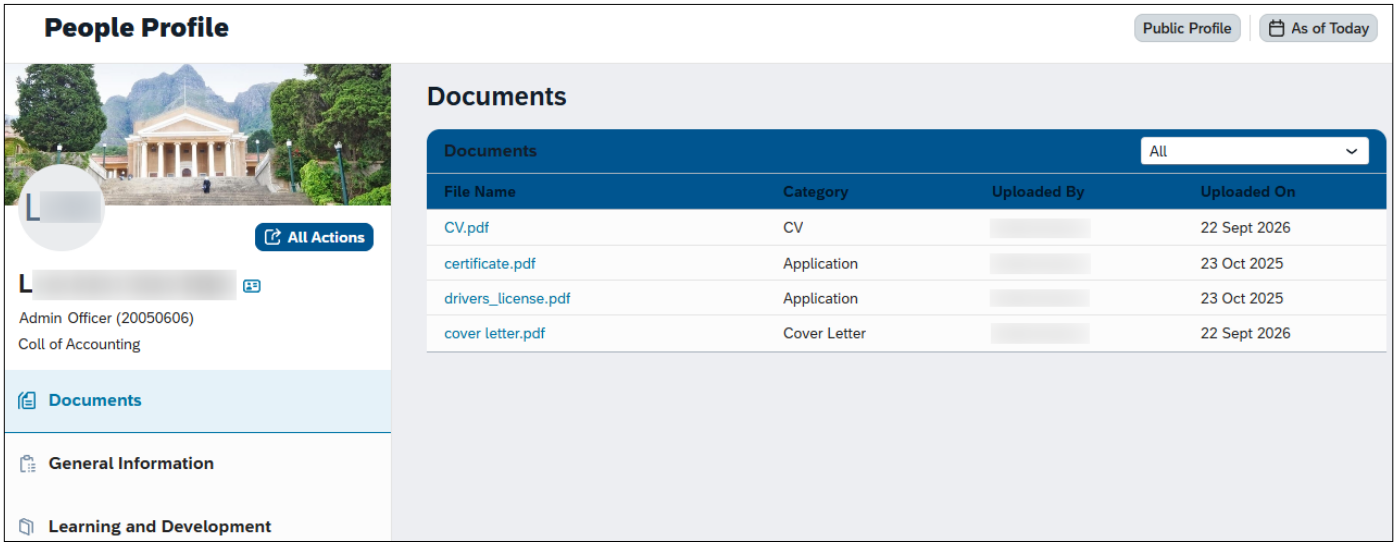
Viewing your full employee profile

1. Log in to SuccessFactors and access the *Home* page.



   - Click *View My Profile*.

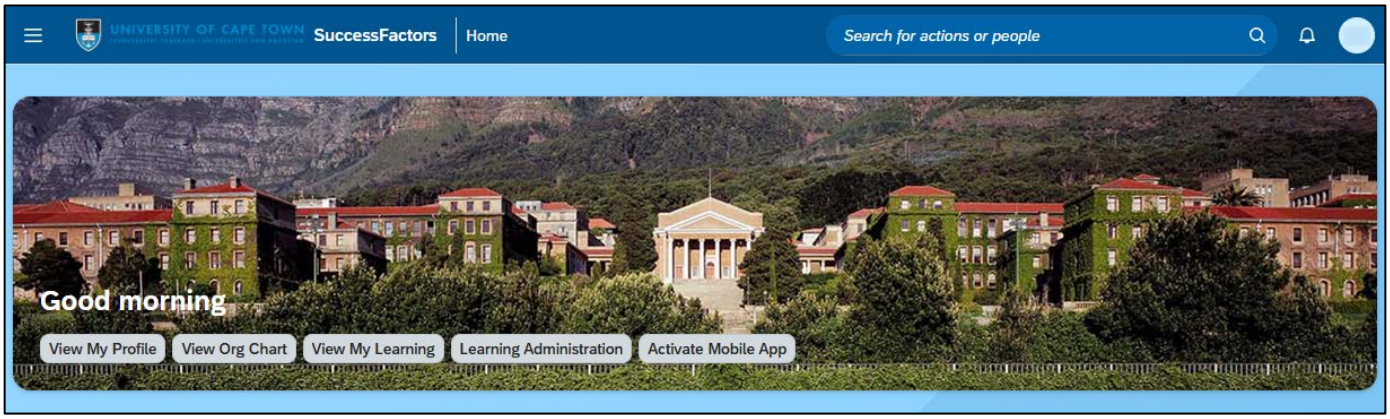
2. The *People Profile* page appears, displaying the *Documents* section.



   - The *Documents* section displays uploaded recruitment documents. These can be changed by accessing your candidate profile in the *Careers* menu.
   - Click *General Information* to view your names, position, department and/or faculty.
   - Click *Learning and Development* to view a high-level summary of your learning history and learning in progress.
   - Click the UCT logo to return to the home page.

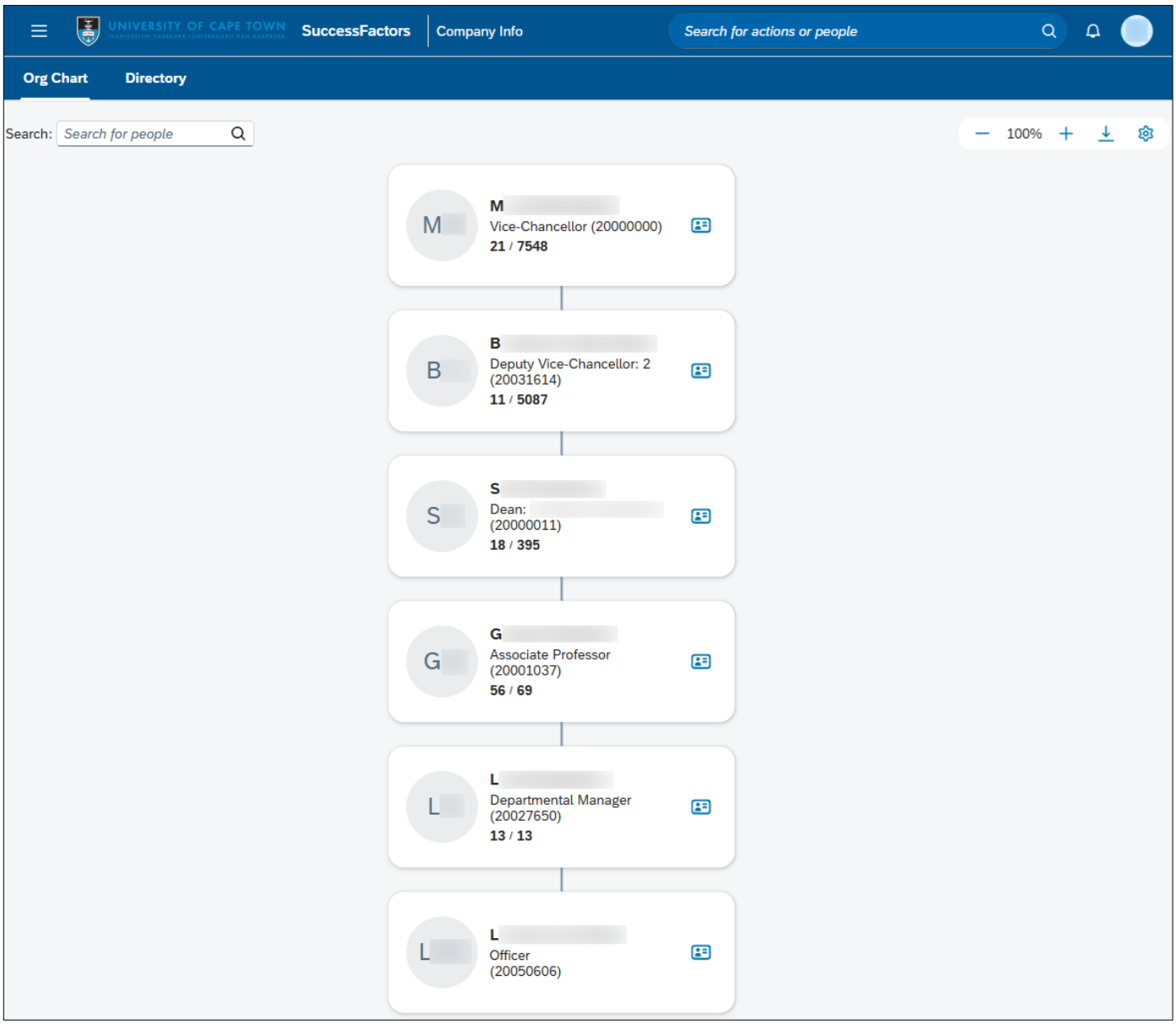
Viewing the org chart

1. Log in to SuccessFactors and access the *Home* page.



   - Click *View Org Chart*.

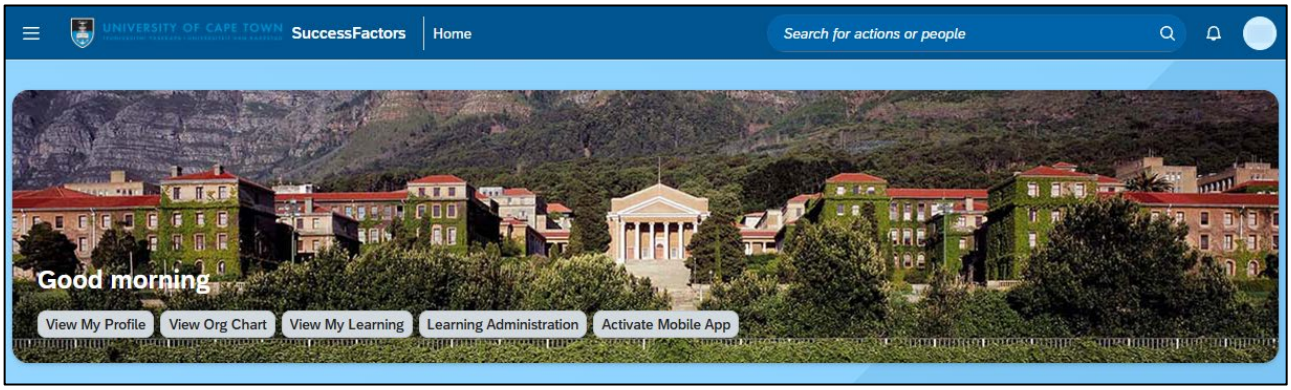
2. The *Org Chart* page appears.



   - Click *Export* to save a copy of the organisational chart, either as a PDF or an image file.
   - Click the UCT logo to return to your home page.

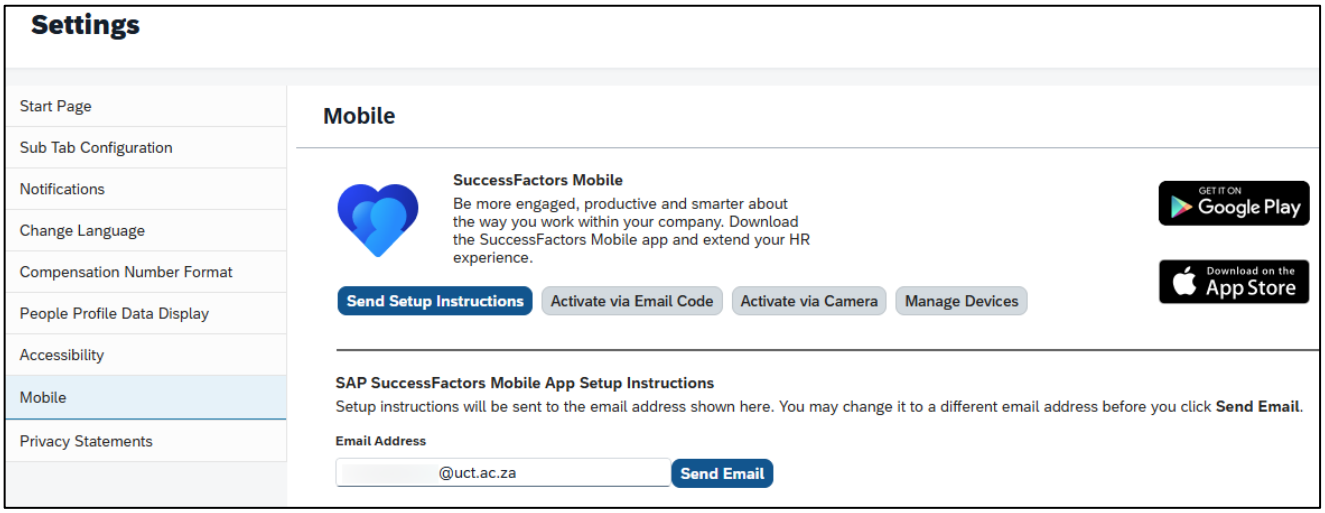
Installing the SuccessFactors mobile application

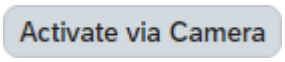
1. Log in to SuccessFactors and access the *Home* page.



   - Click *Activate Mobile App*.

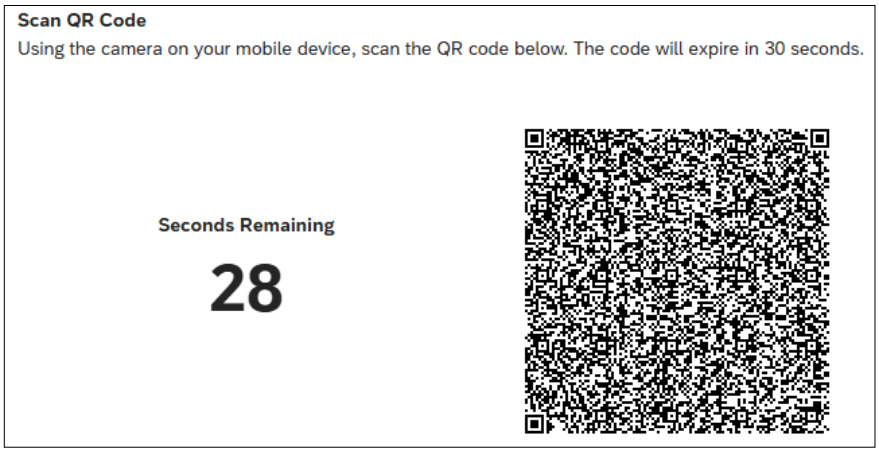
2. The *Settings* page appears.



   - On your Android or Apple device, download the *SuccessFactors* app from the Google Play or Apple App Store.
   - Once the app is downloaded, find the link to log in with a QR code (if applicable, allow the app access to your device's camera).
   - In *SuccessFactors*, click 

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3. The *Scan QR Code* section appears.



   - Hold your device up to the computer screen so the *SuccessFactors Mobile* app can scan the QR code to connect your UCT account to the mobile app.
   - Click the UCT logo to return to your home page.