

Campus Pulse

Frequently Asked Questions

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What is Campus Pulse?

A discovery platform connecting verified students with secondhand textbooks and gear, student-run businesses, and accommodation from verified providers — all in one place.

Who can create a student account?

Anyone with a valid university email address, typically ending in .ac.za or .edu.za.

What is the Trust Wall?

Students can't see provider account details, and providers can't browse the student marketplace, until both sides are verified and logged in. It keeps each side of the platform for its intended audience.

Does Campus Pulse handle payments?

No. Campus Pulse never holds funds, processes payments, or manages contracts. We connect you with the other person; payment and any agreement is handled directly between you.

How do I contact a seller, business, or accommodation provider?

Open the listing and use the contact option, which hands you off to a direct channel (typically WhatsApp) with the other user.

How do I list a textbook or item for sale?

From your student dashboard, go to Textbook & Gear Swap and use "List an item." You'll need a business profile set up first (see "What is My Business?" below).

What is "My Business", and do I need it just to sell a textbook?

"My Business" is your public seller profile — your name, contact number, and photo — shown to buyers before they message you. It's required once, for both marketplace items and Business Hub services, so buyers know who they're contacting.

Is the Student Business Hub free?

It's free while Campus Pulse is getting started. A subscription may apply in future to keep a business listing live — you'll be notified in the app before any charge takes effect.

How does NSFAS accreditation filtering work?

Providers mark whether a property is NSFAS-accredited when they list it. Students can filter Room & Res listings by that status. Campus Pulse does not verify NSFAS accreditation independently — confirm directly with the provider.

How do providers get verified?

Providers submit a business registration document at signup. An administrator reviews it before the provider's listings become visible to students.

Is my personal information safe?

We use access-controlled infrastructure and server-side verification checks. See our Privacy Policy for full details on what we collect and your rights under POPIA.

Can I delete my account?

Yes, at any time from your profile settings, or by contacting us directly. This removes your account, profile, and listings.

I had a problem with a transaction — can Campus Pulse help?

Campus Pulse is a discovery tool, not a party to your transaction. We're not able to mediate payment, contract, or quality disputes between users — these need to be resolved directly between the people involved.

How do I report abusive behaviour or a suspicious listing?

Contact campuspulse@gmail.com with details. Accounts that violate our Terms may be suspended.