



User Manual

HPCSA Registration Renewal

Created by  **SpesMed**



TABLE OF CONTENTS

1. INTRODUCTION	p3
2. LOGIN	p3
2.1 REGISTER	p4
2.2 FORGOT PASSWORD	p7
3. PERSONAL DETAILS	p8
3.1 PROFILE PHOTO	p8
3.2 PERSONAL DETAILS	p9
3.3 ADDRESSES	p10
4. HOME PAGE	p11
5. MY PROFILE	p11
6. REGISTRATION	p12
6.1 REGISTRATION	p12
6.2 PAYMENT	p13
6.2.1 INTEGRATED EFT PAYMENT	p14
6.2.2 BANK DEPOSIT PAYMENT	p15
6.2.3 DEBIT / CREDIT CARD PAYMENT	p16
7. HPCSA CARD	p17
7.1 EMAIL MEMBER CARD	p18
7.2 SHOW QR	p19
7.3 DOWNLOAD REGISTRATION CONFIRMATION	p20
8. INVOICES	p21
9. STATEMENTS	p22
10. HPCSA DOCUMENTS	p23

1. INTRODUCTION

HPCSA’s online Renewal of Registration is an interactive system, applying intelligence to the Renewal and payment process for the Health Professions of South Africa. The system is applied in real-time, guiding the user to create an account, login, update their profile, renew the registration, and complete the process by making the payment for their yearly Renewal of membership.

The system is intuitive and usable. To assist you as the user, we have created an easy to follow user guide with lots of real graphics and an easy to use interactive index.

The software design of the HPCSA Renewal of Registration uses a logical and user friendly flow. The process starts with creating an account and is finalized when a payment was made. The user can also create a membership card, edit his/her details, and view the HPCSA documents, as well as invoices and statements. See below diagram to explain above mentioned:



2. LOGIN

A user will **not be able to Login if he/she is not registered**. Once you have registered, you can login without following the Registration process. Please see **Point number 2.1.** on **how to Register**.

How to log in **after registering**:

- A **link** will be emailed to you after you have registered, **Click** on this **Confirmation link**.
- **Click** on the **Login Link**, or Alternatively :
 - Go to the **HPCSA website**, and **Login** using your **‘Username’** which is the email address you used when you registered
 - **Enter** the **‘Password’** you chose during the Registration process
 - **Click** on **‘Login’**. Please see Figure 1

Figure 1 - Login

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2.1 Register

- Click on the 'Create an Account' button as shown in Figure 1 above.
- Select South Africa or Outside SA Country of Practice
- Enter the ID/Passport number and click on the Continue button as shown in Figure 2 below.

Figure 2 – Registration

- A Register screen will open, and you should **complete** the **fields**, and especially if it is compulsory as shown in Figure 3.
- You will only need to **register once**. After registering, you can **login** to the system as explained in point number 2 above.
- Complete the 'Create an Account' details like:
 - **ID or Passport number**
 - Select **Preferred contact method** e.g. Email or SMS (You will receive a registration confirmation at the selected preferred method)
 - **Email address**
 - **Cell phone number**
 - **Type in your 'Password', and 'Confirm password'**
 - **Read the Terms and Conditions**, scroll down to the end of the terms and conditions
 - **Click on the tick box that you have read above**
 - **Click the tick box that you are not a robot, and follow the instructions** to prove that you are not a robot.
 - **Click on 'Create Account'**. See Figure 3 below.
- If your preferred contact method is 'Email':
 - A **prompt** will appear, informing you that **an email has been sent** and that you need to **click** on it. See Figure 4.
 - Go to your **email inbox**, and **click** on the **Link** appearing on the email received from **HPCSA Admin**. The link will take you to the HPCSA log in page- see Figure 5.
- **Alternatively** you can **click** on '**Log In**' appearing on the prompt -shown in Figure 4 – **but** only after you have clicked on the emailed link. See Figure 6.
- See **Point 2.2** what to do when you **forget your password**, and **Point 3** how to **Login**.
- If your preferred contact method is 'SMS' :
 - A verification code or **OTP (One Time Pin)** will be sms'ed to you
 - **Enter this OTP** on the screen shown on **Figure 5.1**

Figure 3 – Create an Account

Create an account

Country of practice
South Africa

ID/Passport number

First name

Last name

Preferred contact method
 Email SMS

Email

Country
South Africa (+27)

(+27) 0Cell phone number

Password

Confirm password

Show password

Please read the terms and conditions:

HEALTH PRACTITIONER ONLINE RENEWAL PORTAL ("HPC SA-OP")

USAGE AGREEMENT

1. General Terms and Conditions of Use

1.1 Definition

1.1.1 In this agreement, the terms below have the following meanings:

I have read and accept these Terms and Conditions

I'm not a robot

reCAPTCHA
Privacy - Terms

CREATE ACCOUNT

The form contains several red arrows pointing to specific elements: one to the ID/Passport number field, one to the First name field, one to the Last name field, one to the Email radio button, one to the Email text field, one to the (+27) 0Cell phone number field, one to the Password field, one to the Confirm password field, one to the 'I have read and accept these Terms and Conditions' checkbox, one to the reCAPTCHA checkbox, and one to the 'CREATE ACCOUNT' button.

Figure 4 – Account created

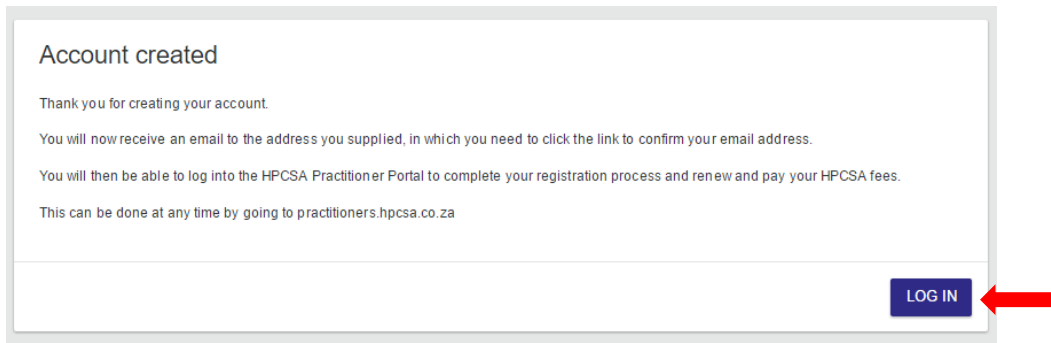


Figure 5 – Email Confirmation and Link

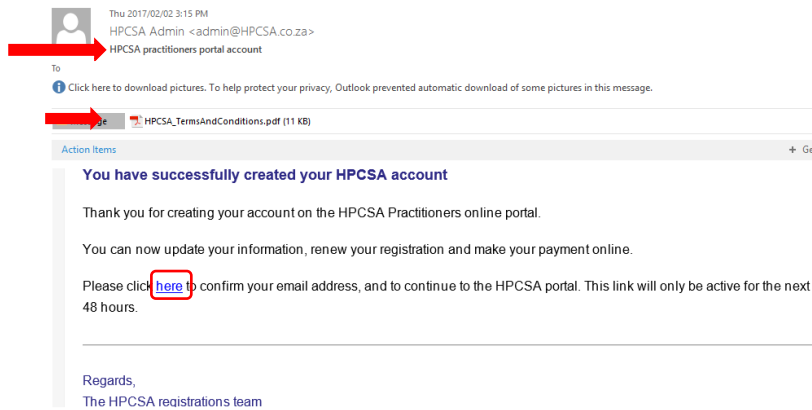


Figure 5.1 – SMS Confirmation

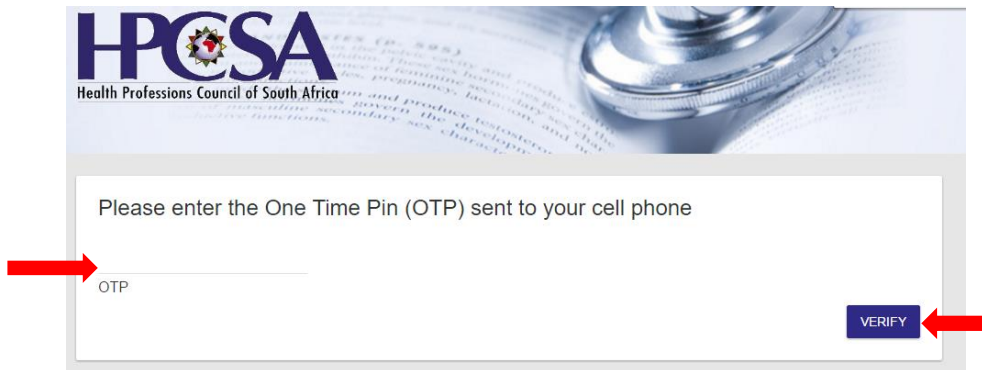
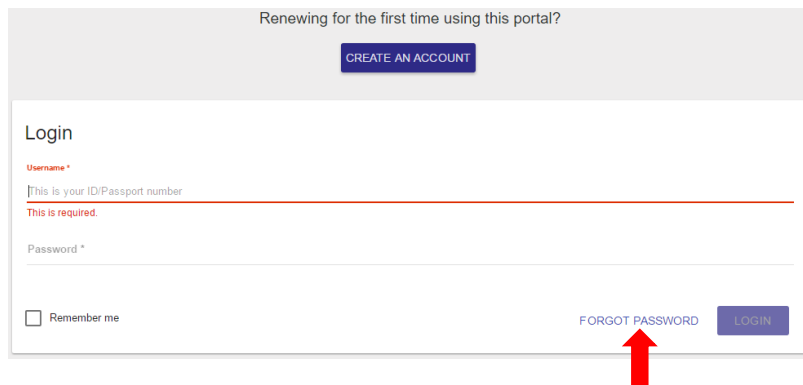


Figure 6 – Login



2.2 Forgot Password

In the event that you forgot what your login password is, you can do the following:

- Click on 'Forgot Password'. Please see Figure 7.
- Enter your ID number, and click on Submit
- Enter the Verification Code sent to your email address. See Figure 9
- Click on 'Verify'. See Figure 8
- Reset the password and click on Submit
- You will receive a prompt that the password has been reset, click on 'Click here to Login'

Figure 7 - Forgot Password



Figure 8 – Verification Code

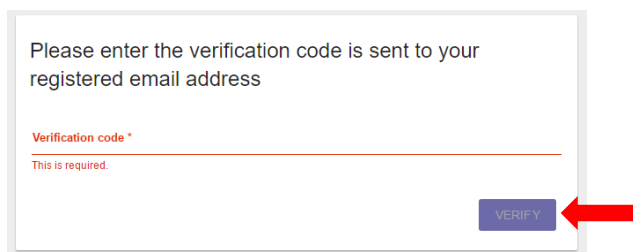


Figure 9 – Verification Code in Email

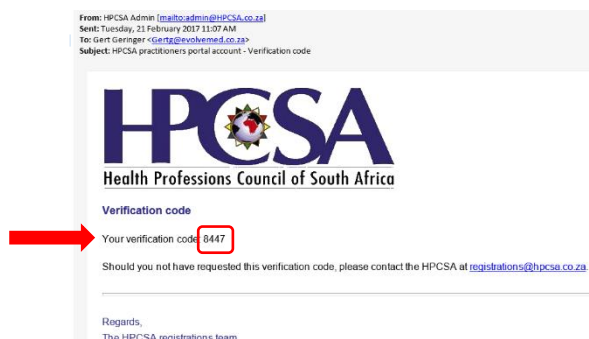
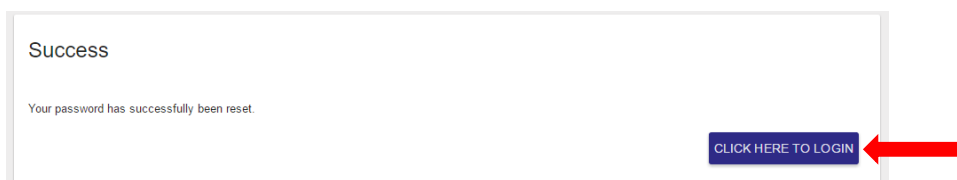


Figure 10 – Password reset Success



3. PERSONAL DETAILS

After registering and logging in, insert a photo and enter your personal details e.g. contact details and addresses. See Figure 11, as well as points 3.1 to 3.2

Figure 11 – Complete the Personal Details

Welcome

Please review your details as presented below from the HPCSA database. Should these be correct, please click SAVE below.
Should you wish to edit / update any of these details, please complete the relevant fields and SAVE your changes.

Your details

EDIT CHANGE PHOTO

ID/Passport number: [redacted]
Date of birth: [redacted]

Personal details

Title: Mr Gender: Male
Marital status: Single Race: African

Personal contact details

Cell phone number
Country: South Africa (+27) Number: [redacted]

Home telephone number
Country: South Africa Code: (+27) Area code: [redacted] Number: [redacted]

Personal email address: [redacted]

Preferred communication method: Email

Home address

Search for location: Enter a location
Enter address manually? [checkbox]

Postal address: Same as home address? [checkbox]

LOG OUT SAVE

3.1 Upload of profile photo for member card

You need to insert an applicable and appropriate photo of yourself for purposes of the HPCSA member card. You can either upload a previously taken photo, or take a new photo with the help of your

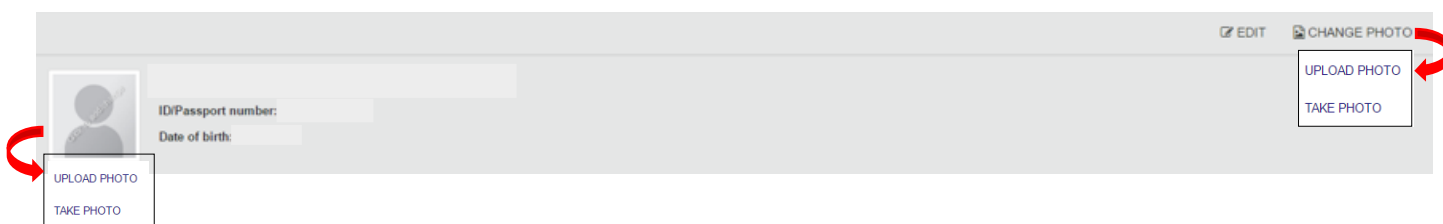
computer's camera. Please note that when you upload a photo for a second time, it will be submitted for approval by HPCSA. The available **two positions** to click in order to **snap** or **upload photos** are:

- Click on the **'profile' icon** containing the message **'Click here to add/change'**
- Click on **'Change Photo'**. Please see Figure 12

For any of above choices, follow the next steps:

- If you if you **have** a clear front facing, professional portrait **photo saved**, do this:
 - Select **'Upload photo'**
 - Select a **saved photo** from your Files or memory stick
 - **Centre** the photo by **sliding** your **mouse** left or right until
 - **Move** the **slider left or right** in order to increase or decrease the size of the image
 - Click on **'Accept Photo'** when you are accept the changes, or **click 'cancel'** to cancel the action
- If you want to **take a photo** with the help of your computer's **build in camera**:
 - Select **'Take Photo'**
 - **Look straight into the camera**, move your physical position, or the laptop screen to get a front facing, clear photo. Click on **'Snap photo'**

Figure 12 – Profile photo



3.2 Personal Details

Many of the personal details will be auto populated from the Account that was created, and from the databases of previous registration. Please see Figure 11 above.

Complete all compulsory fields by either **entering the text**, or **selecting from the various drop down** boxes. The fields are:

- Select the **Title** from a drop down box
- Select the **Marital status** from a drop down box
- Select the **Gender** from a drop down box
- Select the **Race** from a drop down box
- Enter the name of the **Country**
- Enter the **cell phone number**
- Enter the **home telephone number**
- Enter the personal, and valid **email address**
- Select **preferred communication** method

3.3 Addresses

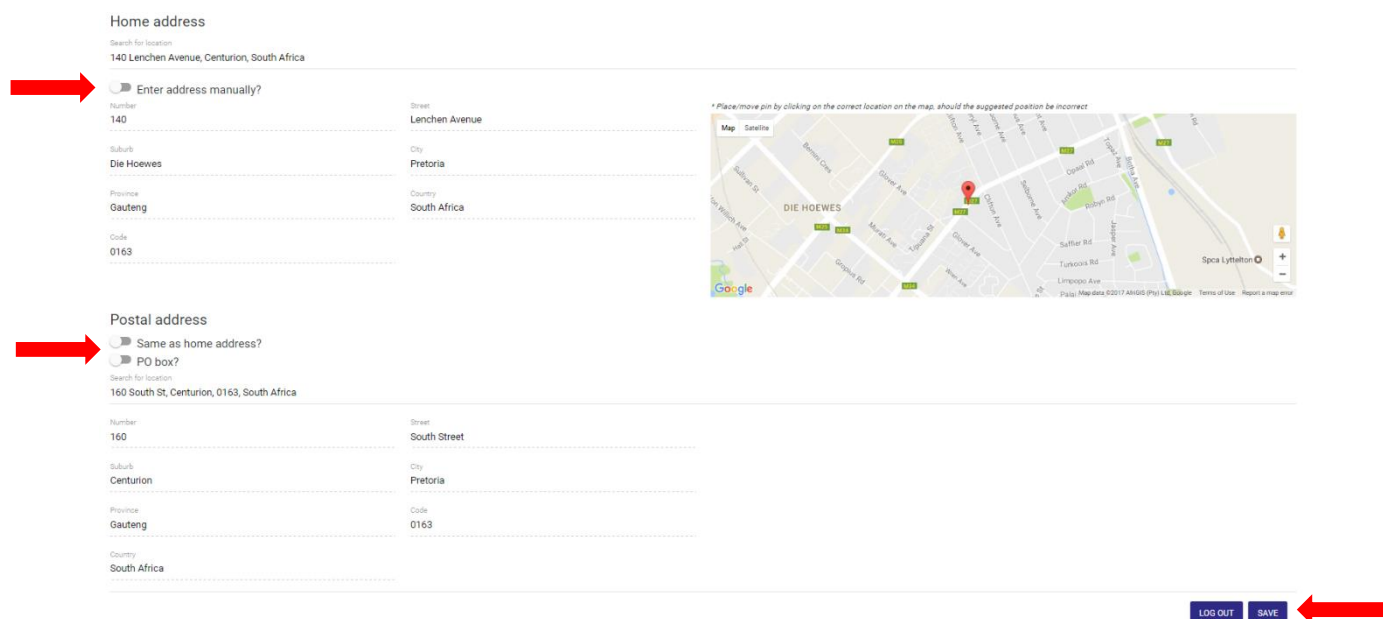
Enter the **Home address** by following the next steps, shown in Figure 13:

- **Click on the line under 'Search for Location'**
- **Enter the physical address:**
 - A few **closest address options** to what was entered, will appear
 - **Select and click on the correct address** from the list
 - The full **address** will be **populated** in the address fields, and a **map will appear**
 - **Edit or delete** the address by **clicking** on the line under **'Search for Location'**

Enter the **Postal address** by following the next steps:

- If the **postal address is the same** as the **Home address**, **do not click the button next to 'Same as home address?'**
- If the **postal address is different** to the **Home address**, **Click on the button named 'Same as home address'**.
- **Click on the 'PO Box' button to enter a PO Box address:**
 - **Complete** all the fields of the **address** e.g. PO Box number, Suburb, City, Province, Code, Country
- If the **postal address is not a P O Box** : **do not click on the PO Box button**, but **enter the address by clicking on the line of 'Search for Location'**
- **Enter the postal address:**
 - A few **closest address options** to what was entered, will appear
 - **Select and click on the correct address** from the list
 - The full **address** will be **populated** in the address fields
 - **Edit or delete** the address by **clicking** on the line under **'Search for Location'**
- **Click on Save**

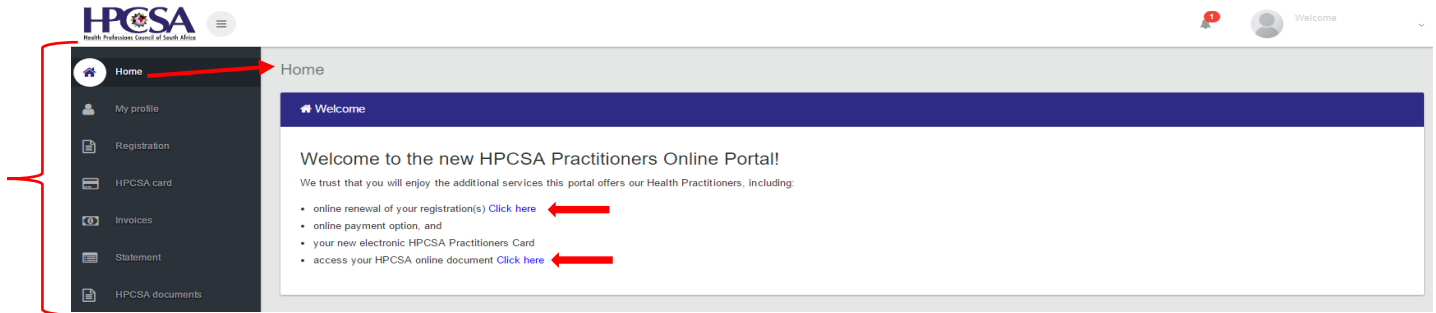
Figure 13 Home-, and Postal Address



4. HOME PAGE

From the **Home page of HPCSA** you can click on any of the left hand **Navigation Tabs** to go to the respective Pages, or on the two **quick links** provided namely **'Registration Renewal'** and **'HPCSA online Documents'**. Please see Figure 14

Figure 14 – HPCSA Home page



5. MY PROFILE


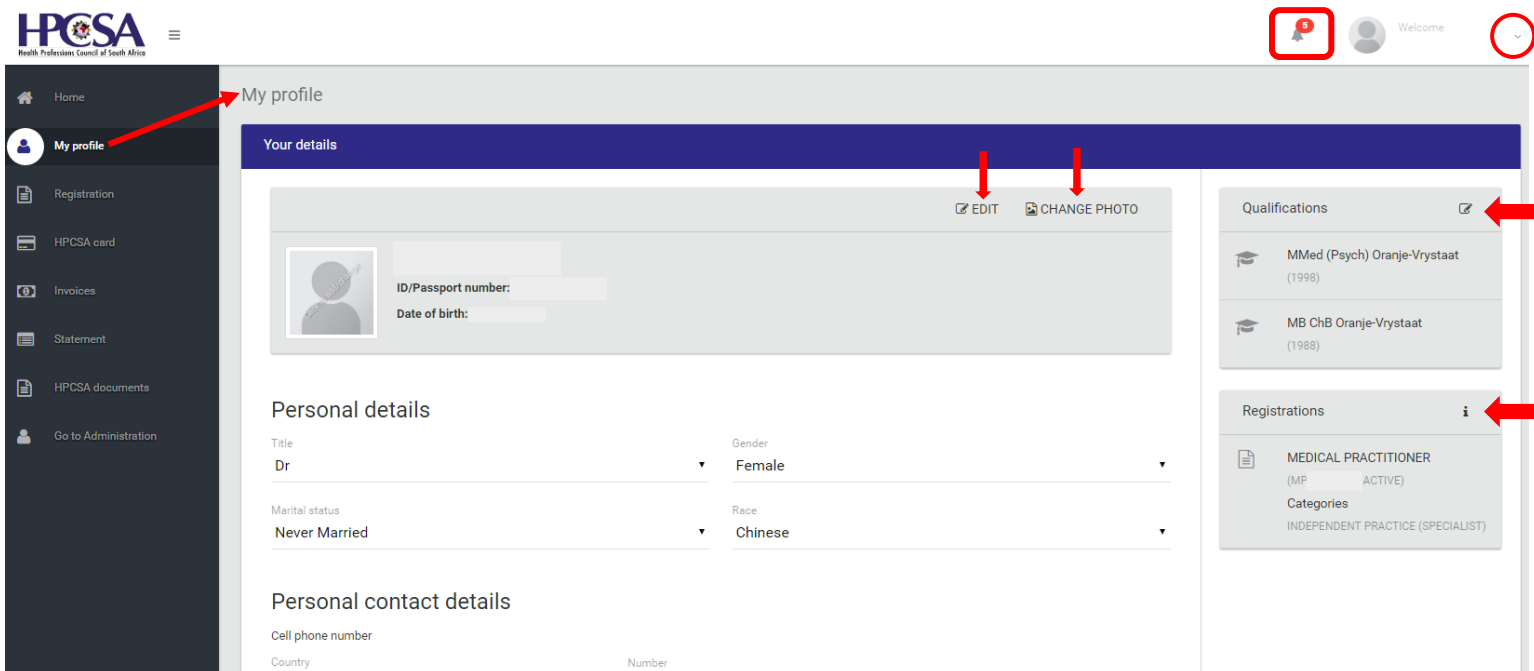
On 'My Profile' page you can view and edit the information you completed in **point 3. Personal Details**. You can also view and edit your **Qualifications** for approval, view your **Registration** details, view your **Case History** by clicking on the icon  , **Log out**, and **Change your Password**, see Figure 15 below

Figure 15 -My Profile



6. REGISTRATION AND PAYMENT

6.1 Renew Registration by following the next steps:

- Click on the link stating 'To renew your registration, please click **'here'**, or alternatively click on the button **'Renew'**. Please see Figure 16
- You may opt to **apply for exemption**, and can do so by **selecting** the appropriate **'Action'** options on the **drop down list**. Please see Figure 16
- The next screen is the **'Renewal Process'** screen
 - Enter the **information** in the open fields by **clicking on the empty lines** for relevant **dropdown boxes**, or click on **tick boxes**- as required.
 - In some cases, you will need to **click** on e.g. **'Continue as xxx'**, as per example in Figure 17
 - **Each discipline** will have their **own unique selections**, based on the HPCSA requirements
 - **An indication** of where you are in the **renewal and payment process**, can be viewed on this screen. Please see Figure 17
 - The amount of **fees due** will appear once you have completed the renewal details. Please see Figure 18
 - **Click on 'Pay now'** to **complete the payment**, or alternatively click on **'Back'** if you are not ready to continue with the payment process. You also have an **option to download a statement**- if you wish.

Figure 16 - Renew Registration

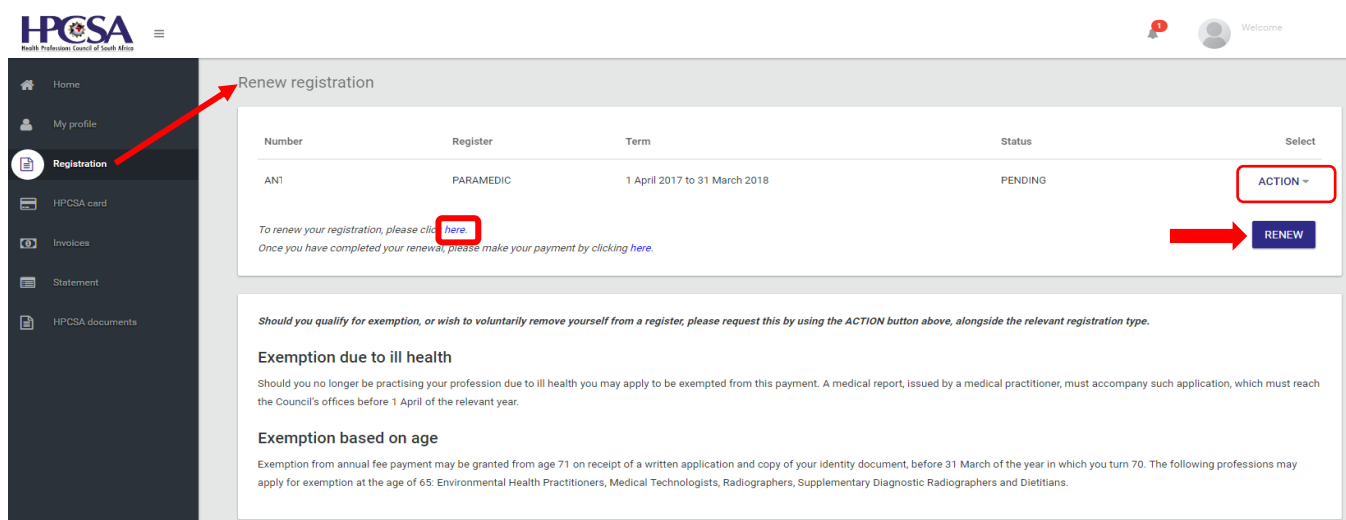
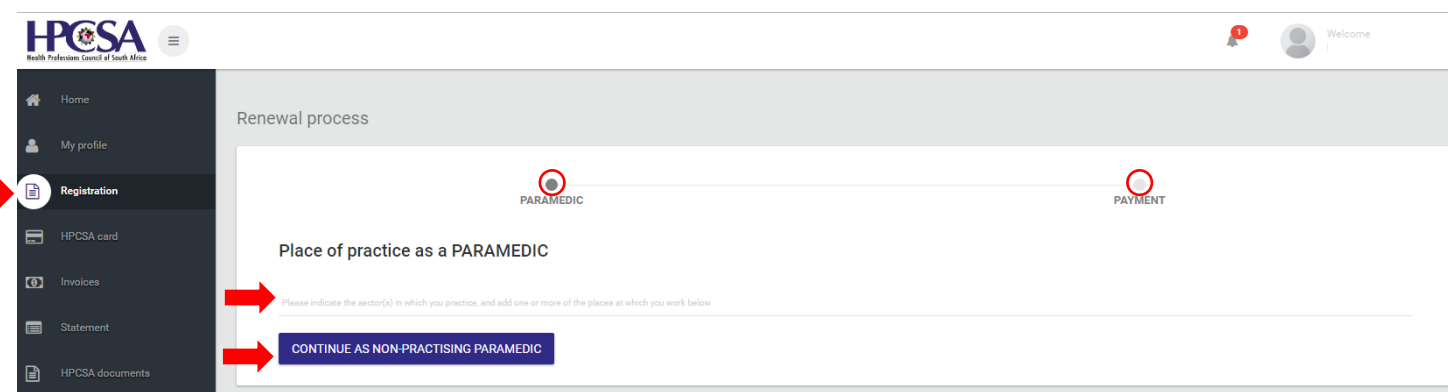


Figure 17 - Renewal process



6.2 Payment

After completing the Registration process, you are now ready to make a payment. There are many methods available to you, to make a payment, e.g. Integrated EFT, Bank Deposit, as well as debit -and credit card payment.

Follow these steps to make a successful payment:


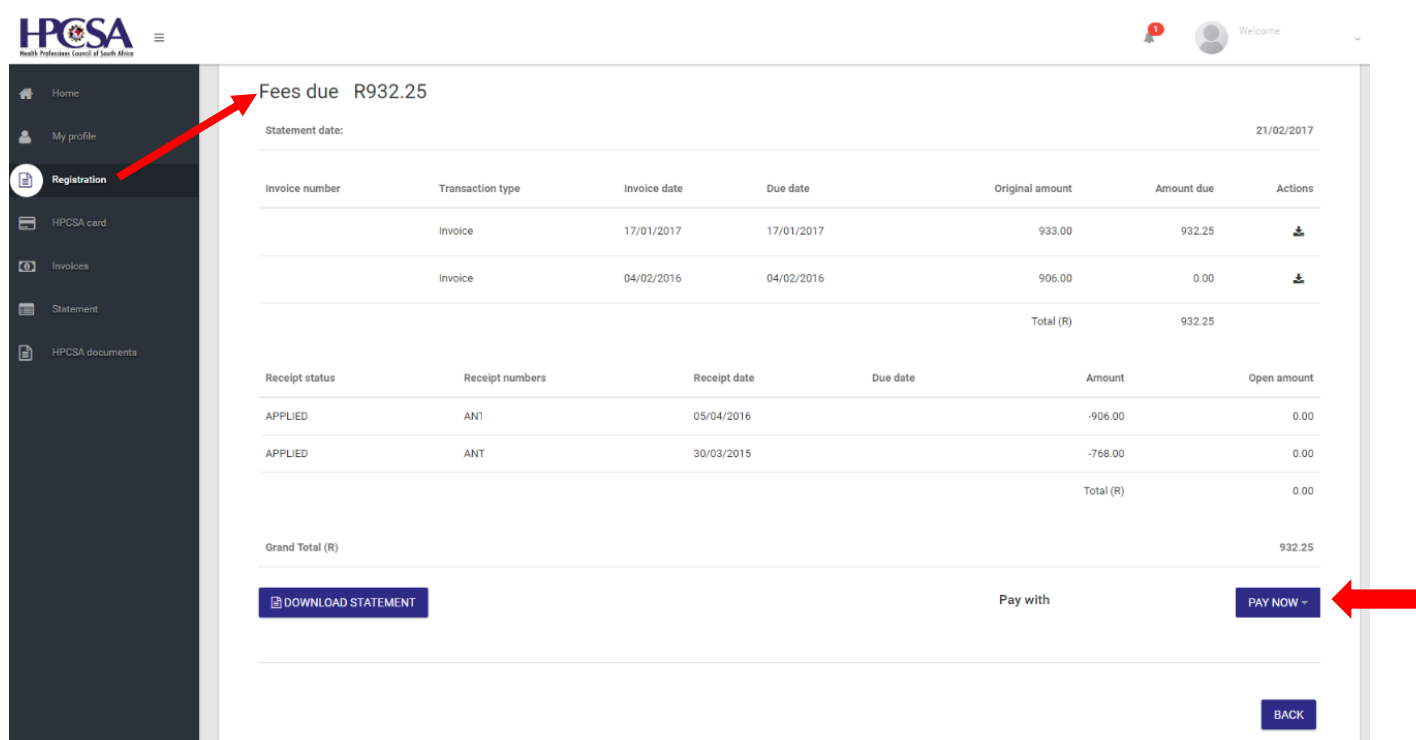


- If you followed the steps set out in 6.1 : **click on 'Pay Now'** as seen in Figure 18
 - **Alternatively:** If you were interrupted during the steps set out in point 6.1:
 - **Click on the Registration tab**, and the screen **'Renew Registration'** shown in Figure 19 will appear.
 - **Click on 'Pay now'** or **click on the link** in the sentence 'Once you have completed your renewal, make your payment by clicking **'here'**
- **Click on the Invoice icon**  to download an invoice- if needed
- **Click on Pay Now**, and select the payment method appearing in the drop down selection, and shown in Figure 19:
 - **Integrated EFT payment** , fully explained in point **6.2.1**
 - **Bank deposit**, fully explained in point **6.2.2**
 - **Debit card**, fully explained in point **6.2.3**
 - **Credit card**, fully explained in point **6.2.3**

Figure 18 - Fees due



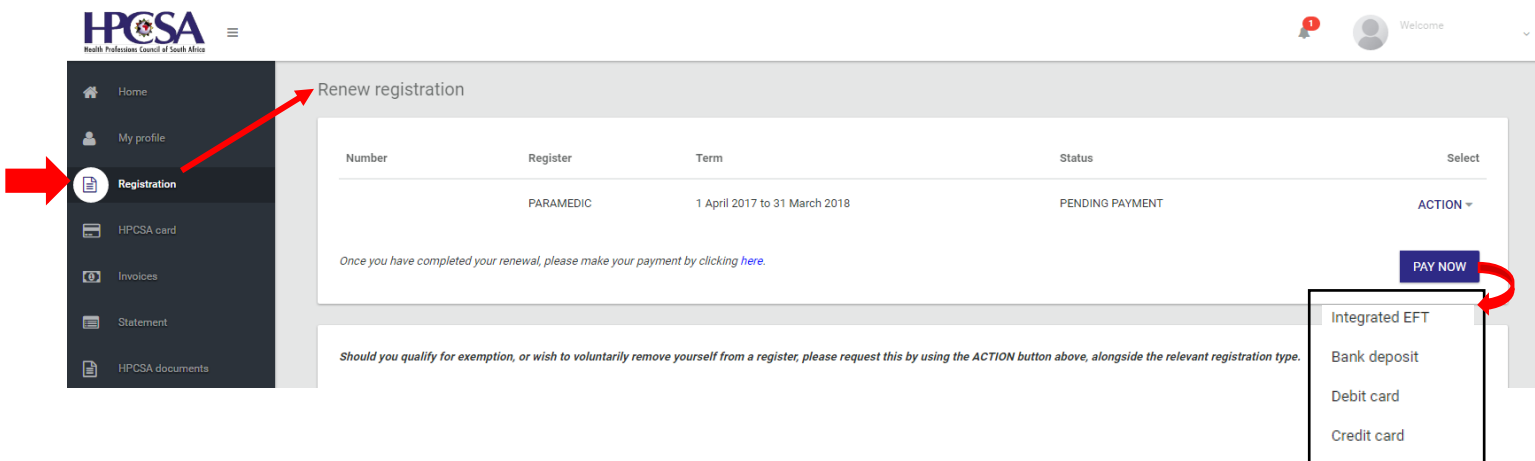
The screenshot displays the HPCSA portal interface. The top left features the HPCSA logo and a navigation menu with options: Home, My profile, Registration (highlighted with a red arrow), HPCSA card, Invoices, Statement, and HPCSA documents. The main content area is titled 'Fees due R932.25' and shows a 'Statement date' of 21/02/2017. Below this are two tables. The first table lists invoices with columns for Invoice number, Transaction type, Invoice date, Due date, Original amount, Amount due, and Actions. The second table lists receipts with columns for Receipt status, Receipt numbers, Receipt date, Due date, Amount, and Open amount. At the bottom, there is a 'Grand Total (R)' of 932.25, a 'DOWNLOAD STATEMENT' button, a 'Pay with' section, and a 'PAY NOW' button (highlighted with a red arrow). A 'BACK' button is also visible at the bottom right.

Invoice number	Transaction type	Invoice date	Due date	Original amount	Amount due	Actions
	Invoice	17/01/2017	17/01/2017	933.00	932.25	
	Invoice	04/02/2016	04/02/2016	906.00	0.00	
Total (R)					932.25	

Receipt status	Receipt numbers	Receipt date	Due date	Amount	Open amount
APPLIED	ANT	05/04/2016		-906.00	0.00
APPLIED	ANT	30/03/2015		-768.00	0.00
Total (R)					0.00

Grand Total (R) 932.25

Figure 19 - Pay now



6.2.1 Integrated EFT payment


- Click on **Pay Now**, and select the **Integrated EFT payment** method, as shown in Figure 19
- Select your bank by **clicking** on the relevant **Bank icon**, shown in Figure 20, and a new screen depicted in Figure 21 will appear.
- Follow the steps appearing on the screen similar to **Figure 21**
 - **Login** to your **bank**
 - Insert the **EFT details** on **your bank** screen. For your ease, an icon  has been inserted so that you can click on it to copy the details to your clipboard
 - After making a **successful payment**, **email** the proof of payment to finance@hpcsa.co.za
 - **Click** on 'I have made payment' after following above steps
- In essence **Integrated EFT** and **Bank deposit** payments are the **same**, the only difference is that the Integrated EFT payment enables you to **copy and paste** the **payment details**

Figure 20 - Integrated EFT payment

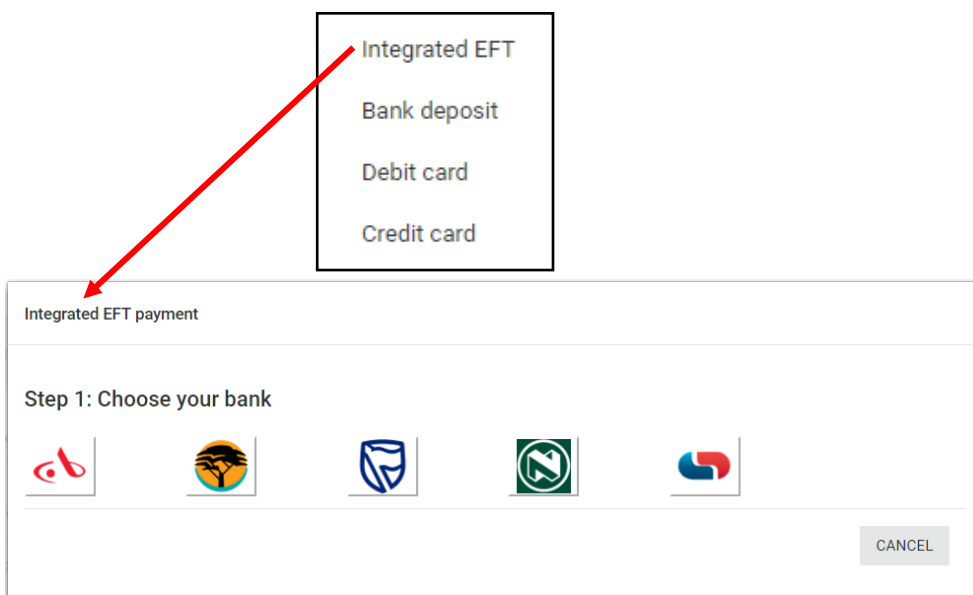


Figure 21 - Integrated EFT payment continued

Integrated EFT payment

Step 1: Choose your bank

Step 2: Login to your internet banking (this will open a new window)

LOGIN

Step 3: EFT details (click to copy to clipboard)

Payment reference:	ANT	
Name:	HPCSA	
Bank:	FNB	
Branch Code:	210 554	
Account no:	62667755551	
Amount:	R932.25	

Please email your proof of payment to finance@hpcsa.co.za

Step 4 Confirm

I HAVE MADE PAYMENT

CANCEL

6.2.2 Bank deposit payment

- Click on **Pay Now**, and select the **Bank deposit payment** method, as shown in Figure 19 - also see the dropdown list depicted on the top of Figure 23
- The Files from your computer will appear as shown similar to Figure 22
- **Save** and **download** the EFT /Bank deposit form, this form contains all information needed to make a bank payment. Email the proof of payment to the HPCSA

Figure 22 – Bank Deposit payment

Save As

This PC > Documents

File name: Bankdepositform (4)

Save as type: Adobe Acrobat Document

Save Cancel

Health Professions Council of South Africa

VAT No: 455 010 923

PO BOX 205
PRETORIA
0001

572 MADIBA ST
CENTURION
PRETORIA
0002

TEL: 012 338 9300 www.hpcsa.co.za
info@hpcsa.co.za

HPCSA
Health Professions Council of South Africa
22/02/2017

EFT / BANK DEPOSIT FORM

This document contains the required information for you to make an EFT payment or a Bank deposit as indicated in your renewal process.

Total cost: R 734.00

Please use the following reference number when making your payment: DA

Banking details:

Name: HPCSA
Bank: FNB
Branch Code: 210 554
Account no: 62667755551

Please email your proof of payment to info@hpcsa.co.za.

You can draw your invoice or statement at any time directly off the HPCSA Practitioners Portal, once you are logged in.

Thank you.

6.2.3 Debit card or Credit card payments

- Click on **Pay Now**, and select either **Debit card** or **Credit card payment** method, as shown in Figure 19- also see the dropdown list depicted at the top of Figure 23
- A screen similar to **Figure 23** will appear
- Select the **type of Card** you will be using, and a screen similar to **Figure 24** will appear
- Continue the steps set out on the screen by entering :
 - **Name on card**
 - **Card number**
 - **Expiry date**
 - **Security code**, otherwise known as the cvv code
- Click '**Pay now**', or opt to 'cancel'
- Receive a **confirmation** that the payment was **successful**

Figure 23 – Debit card as well as Credit card payment

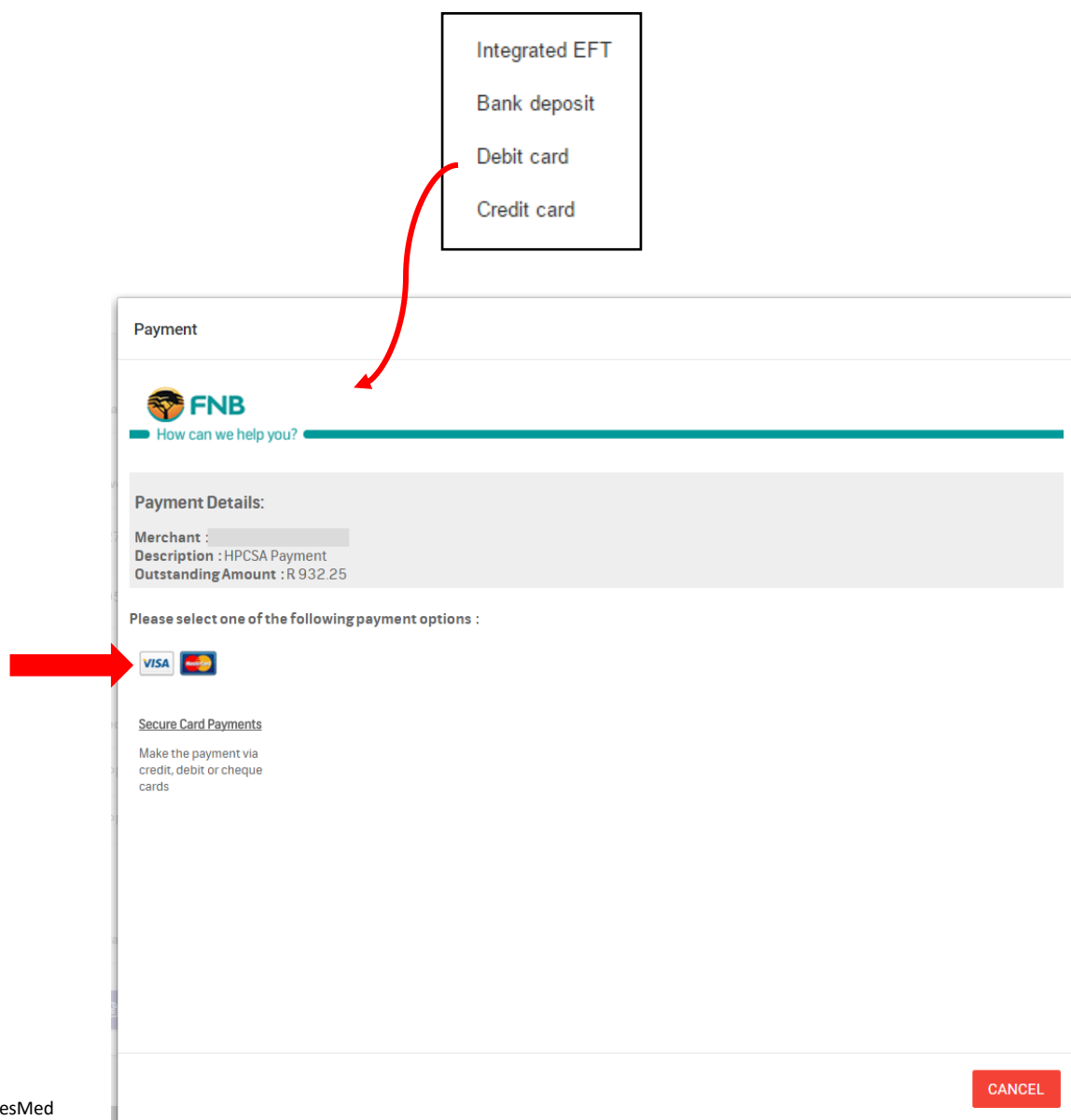


Figure 24 – Debit card and Credit card payment

Payment

FNB
How can we help you?

Payment Details:
Merchant :
Description : HPCSA Payment
Amount : R 734

Secure Card Payment:

Name on Card*

Card Number*

Expires*

Security Code*

7. HPCSA card

The membership card can be accessed and viewed by clicking on the HPCSA card tab, shown in Figure 26.

If all the requirements of the renewal process are not met, the system will not allow the member access to the card. Please see Figure 25 for an example. The three requirements are:

- The balance should be R0 (all due payments should be settled)
- The Renewal status is Active (Status should not be e.g. Erased, Pending etc.)
- The renewal process has been completed (all profile details completed)

Figure 25 - HPCSA card not available

Unable to reveal membership card: Amount outstanding, Please click below to resolve this.

COMPLETE RENEWAL

Figure 26 - HPCSA card



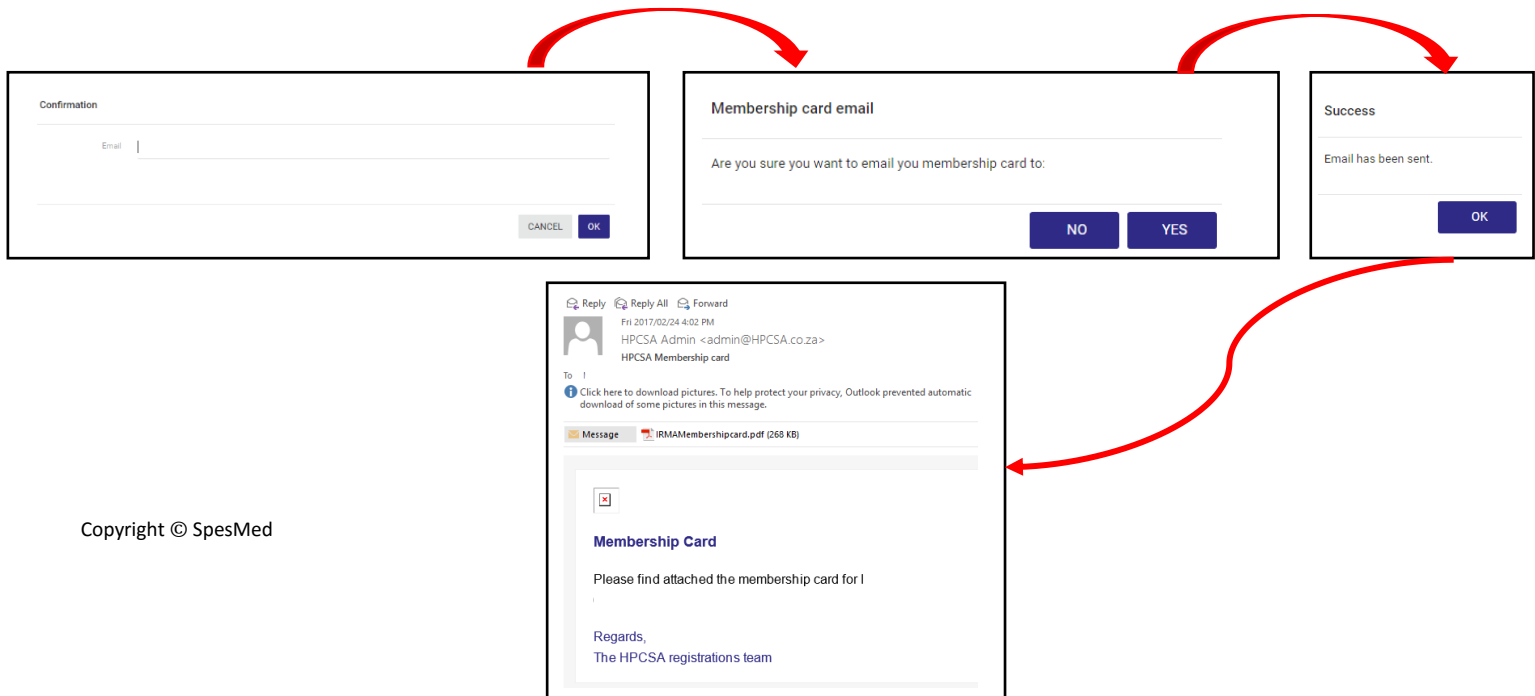
The photo you uploaded during the completion of the profile detail will display here. (Please see point 2.1 on page 8). Your name, ID number, type of member, email address, as well as cell phone number are displayed on the card. Please see below points how to Email the card, Show the QR code, and Download the registration confirmation.

7.1 Email member card

You can email the card to someone using the following steps:

- Click on **Email card** as shown in Figure 26
- A screen for an **email address** will appear
- Enter the **receivers email address** and click on **Ok**
- A **confirmation** prompt will appear, click on **Ok**
- The receiver will receive the member card in his/her **email inbox**

Figure 27 - Email member card



7.2 Show QR (Quick Response Code)

You have an option to scan the QR code on your membership card, using your smartphone. The code contains your member card information. Use the following steps to view the QR code:

- Click on **Show QR** as shown in Figure 26, a QR code similar to Figure 28 will appear
- Scan the **QR code** with your smartphone, and view the member card detail similar to Figure 29
- To **hide** the QR code and view the profile photo, click on **Hide QR** shown in Figure 28

Figure 28 - QR code

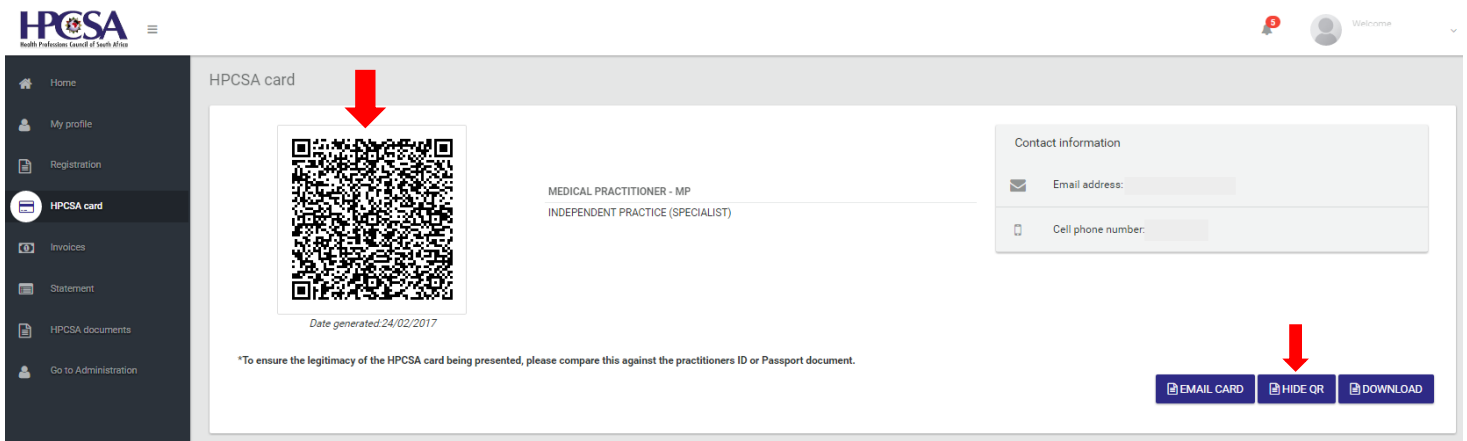
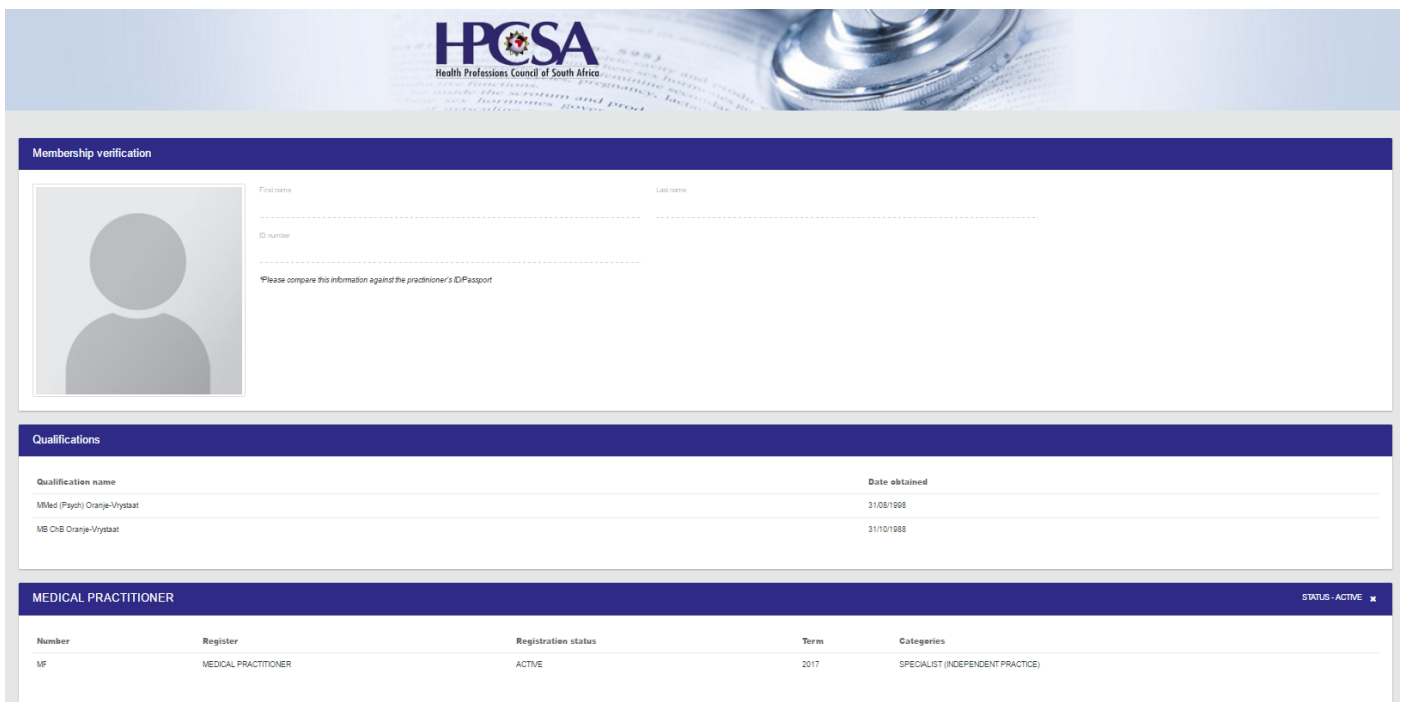


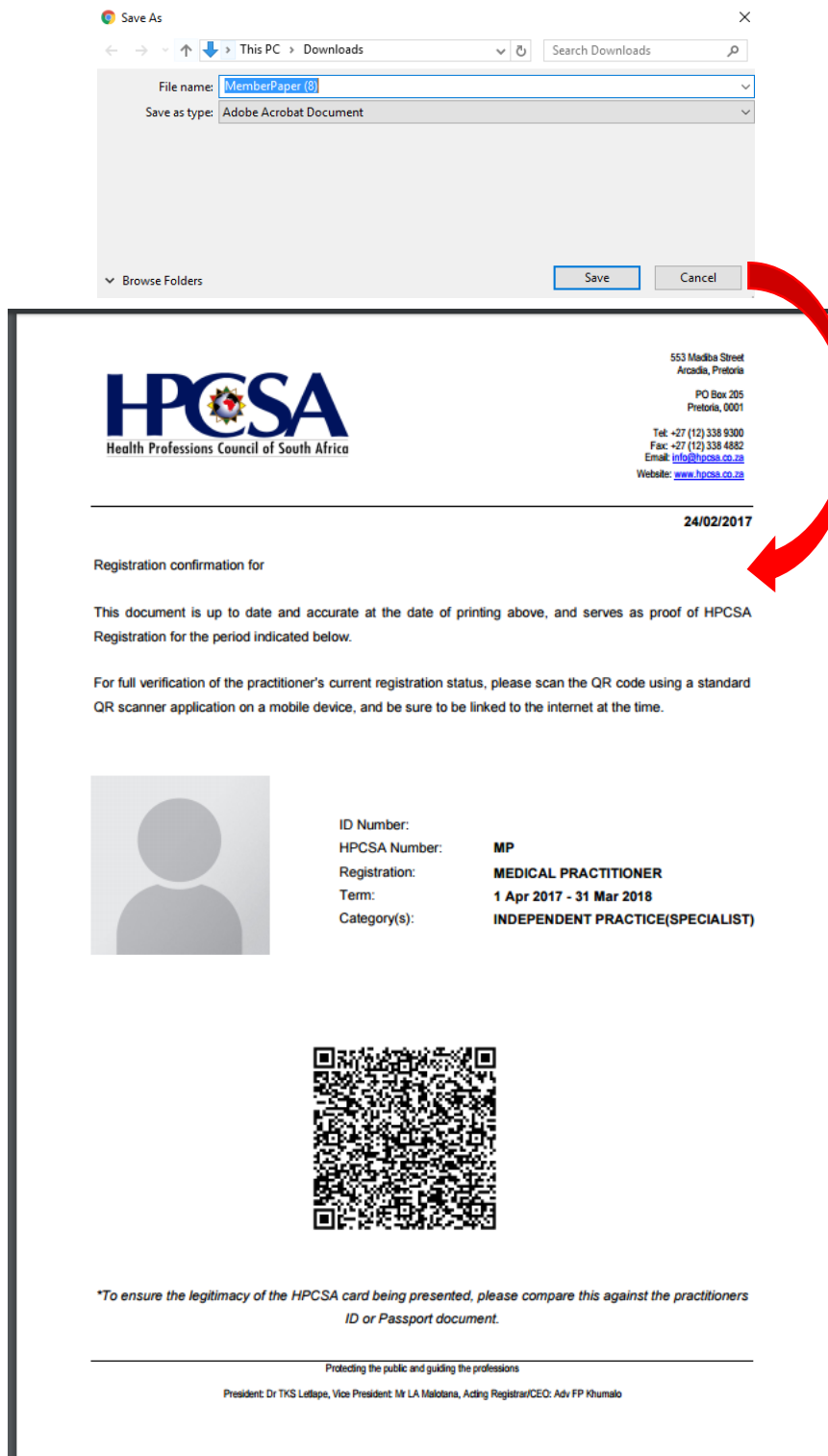
Figure 29 - Member card detail using the QR code



7.3 Download the registration confirmation

- Click on **Download** as shown in Figure 26
- **Save** the downloaded membership **confirmation** on your computers file, as shown in Figure 30
- Email, print or view the registration confirmation as shown in Figure 30

Figure 30 – Save and open the membership confirmation



8. INVOICES

All invoices can be accessed by clicking on the Invoices tab shown in Figure 31


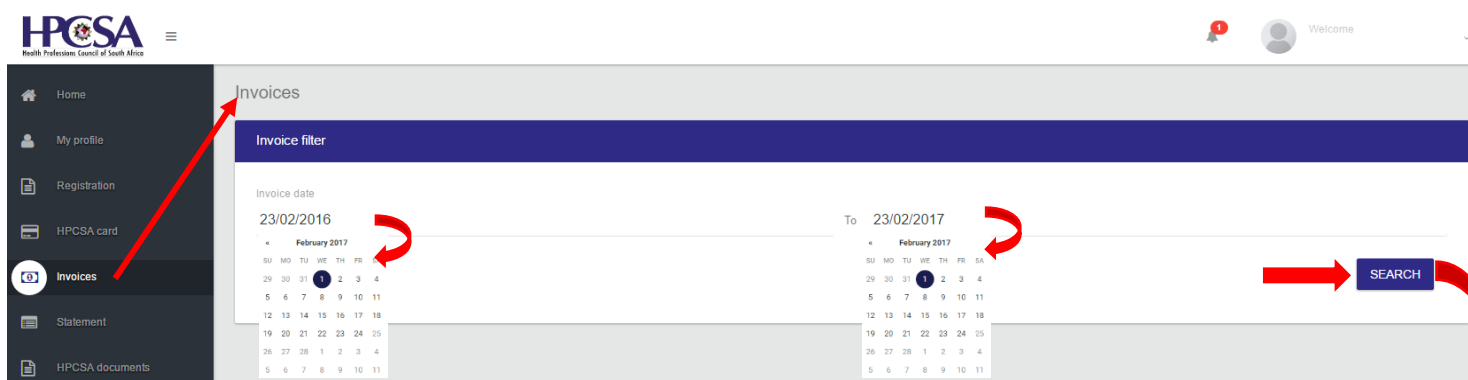
- **Select** the beginning and end **dates** of the invoice you need to generate. You may use the date picker, or you can enter the dates in the format: dd/mm/yyyy. Please see below Figure as an example
- **Click on Search**
- **Alternatively** you can **click on the Download icon** shown in Figure 32, and appearing similar to 

Figure 31 - Invoices



Tax Invoice
HPCSA VAT no: 455 010 4923

Prepared for

Tax Invoice 3297846	Tax Invoice Date 16-Feb-2017
Request Number 2016	Registration Number DA
Customer Number 2006	Customer Location New York County
Board DOH	Register DA
From Date 2017/04/01	To Date 2018/03/31
Comments Registration Renewal 2016	

Item Number	Description	Quantity	Tax	Unit Price	Extended Amount
12049	Dental Assistant Annual Fee	1	Yes	659.65	659.65
Subtotal					659.65
Tax					92.35
Total					752.00

9. STATEMENTS

Statements can be accessed by clicking on the Statement tab shown in Figure 32

- Click on 'Download Statement'

Figure 32 - Statements



Statement

Prepared for

1250 Amsterdam Avenue
Manhattan
New York County
10027

File number:

Account details:

Statement date: 23-Feb-2017
Registration number: DA

According to our records, your HPCSA account contains a balance as seen below, on the Statement date 23-Feb-2017

Invoice number	Transaction type	Invoice date	Due date	Original amount	Amount due
30	Invoice	03-Feb-2016	03-Feb-2016	723.00	0.00
329	Invoice	16-Feb-2017	16-Feb-2017	752.00	734.00
Amount of open invoices				ZAR	734.00

Receipt status	Receipt numbers	Receipt date	Due date	Amount	Open amount
APPLIED	DA	29-Jul-2015		-682.00	0.00
APPLIED	DA	29-Mar-2016		-723.00	0.00
Amount of open receipts				ZAR	0.00

Balance	0-30 Days	31-90 Days	91-365 Days	1-3 Years	Over 3 years	Total
ZAR	734.00	0.00	0.00	0.00	0.00	734.00

Proof of payment can be forwarded to fax number 012 338 9395 or email to finance@hpcsa.co.za . Kindly only use your full HPCSA registration number (DA 0014281) as reference for timeous and correct allocation.

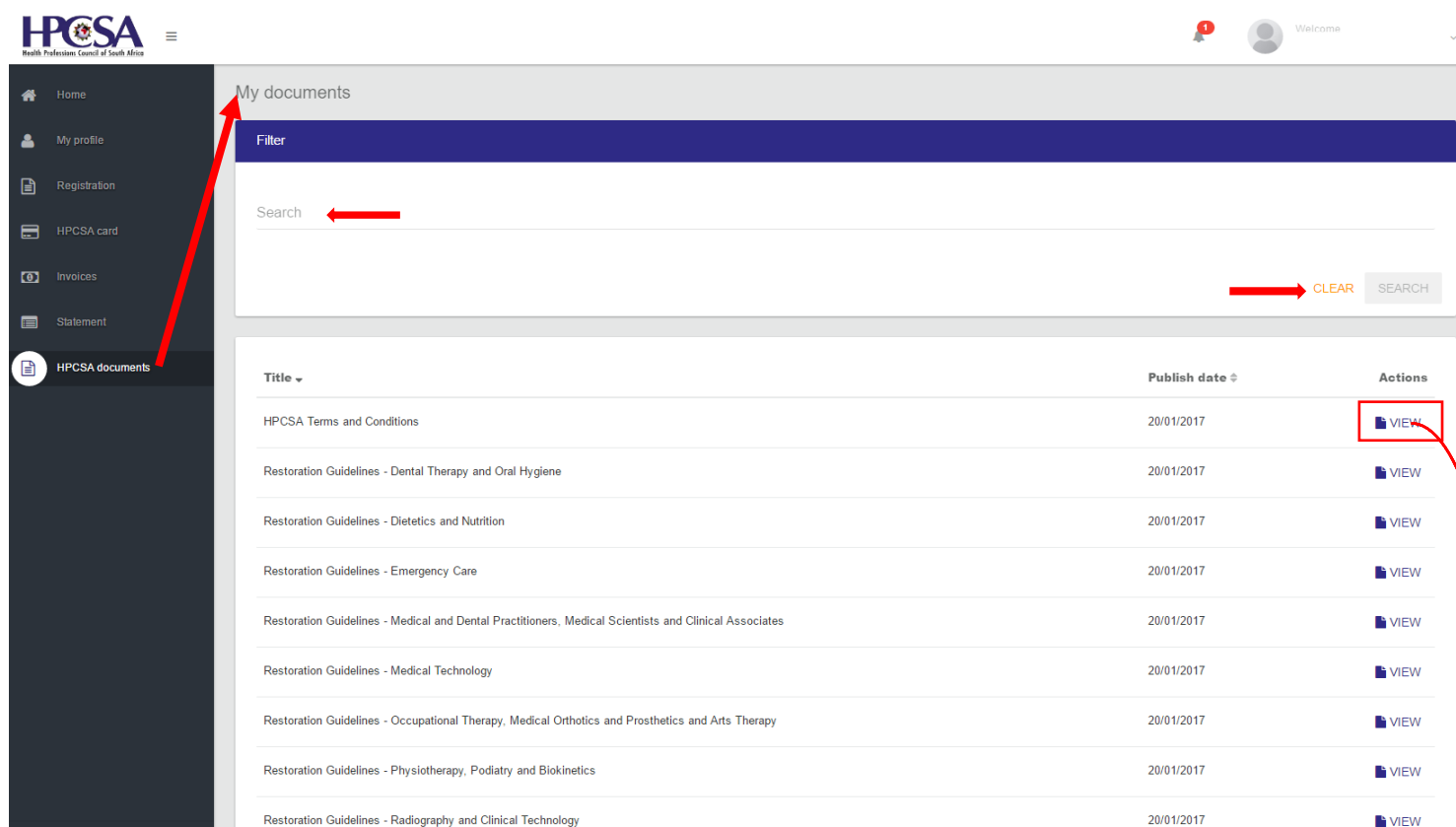
Please note that the full outstanding amount on your account may not reflect, should you have penalties or reinstatement fees due. While you can make payment in the interim on the reflected amounts due, in order to confirm full settlement please contact the HPCSA in the link at the bottom of the HPCSA Portal screen.

If you have made a payment more than 48 hours ago, and this is not reflecting on your statement, please email us by clicking here, and attach your proof of payment.

10. HPCSA DOCUMENTS

HPCSA related documents can be accessed by clicking on the HPCSA Documents tab shown in Figure 33

Figure 33 - HPCSA Documents



HEALTH PRACTITIONER ONLINE RENEWAL PORTAL (“HPCSA-OP”)

USAGE AGREEMENT

1. General Terms and Conditions of Use

1.1 Definition

1.1.1 In this agreement, the terms below have the following meanings:

1.1.2 “HPCSA Online Portal” (abbreviated as follows “HPCSA-OP”) refers to any one or a combination of the following electronic mediums, ranging from but not limited to, web sites, web applications, services, application program interfaces (API), client applications, mobile applications, warehouses, reporting, invoicing / (invoices) and the various databases they consume, as well as any third-party website or mobile application licensed to us or within the Council’s rights to use in its business. This is inclusive but not limited to access and transactions from all devices including desktops, notebooks, thin clients, servers, virtual machines, smartphones, tablets and any device capable of hosting an operating system.