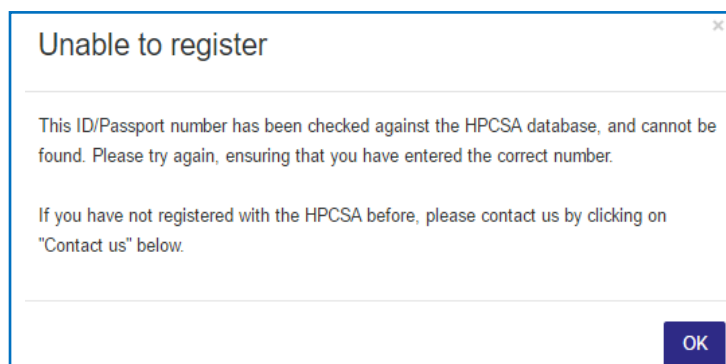


Following is a list of Challenges and Solutions associated with the Online Renewal of Membership:

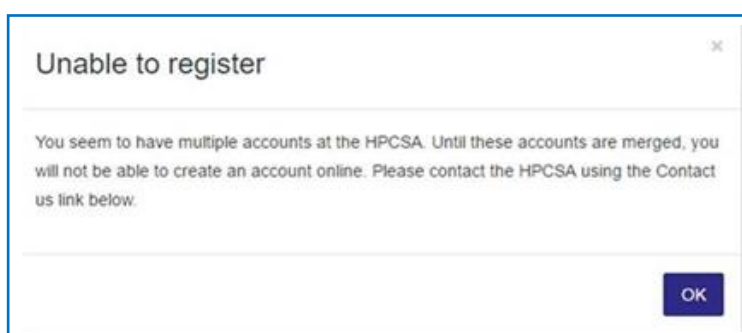
Challenge	Solution
<p>Members get a message that their <b>ID number</b> has been checked against the database and cannot be found when they try to create an account. See <b>figure 1</b></p>	<p>The call centre agent should make sure that the <b>ID is entered correctly</b>, if it has been correctly entered, do the following: 1) Call centre agents should <b>compare the ID number against the ID number on the Oracle database</b>. The users' ID number usually do not match the database. The member can create an account using his/her <b>old ID number</b>, but should <b>send all relevant documentation</b> to the <b>Records department</b> to be updated. 2) If the <b>ID number is correct</b>, take <b>down the detail</b> and send it to the <b>HPCSA IT dept.</b>, as well as <b>SpesMed</b>- see contact details below</p>
<p>Members get a message that they have <b>multiple accounts</b>. See <b>figure 2</b></p>	<p>This happens when when the member has more than one member number on Oracle e.g. a person who was registered as an intern, and then registered as a practitioner. The call centre agent should <b>take the details</b>, give it to the <b>Line Manager</b>, who will forward it to the <b>HPCSA IT dept.</b> (e.g. Ben) to consolidate. After above, the member should be informed that he can create an account.</p>
<p>Member doesn't <b>receive the confirmation email link</b> to complete Creating an account. Or member didn't receive the OTP when selected cell phone as preferred contact method</p>	<p>Call centre agents should ask the member if he/she entered the <b>email address/ cell number correctly</b>. <b>1.)</b> If the member entered the email address/cell number <b>incorrectly</b>, the agent should <b>take down</b> the details e.g. the ID number and correct email address/cell number, and ask <b>HPCSA Admin Super user</b> change. <b>2.)</b> If the email address was <b>entered correctly</b>- ask member to look in their '<b>junk mail</b>' folder for the email. <b>3.)</b> If the email is not in junk mail, or if the OTP was not received after 10 minutes, send info to <b>SpesMed</b> to investigate.</p>
<p>Member <b>struggles to create his/her online account</b>. He/she unable click on continue/save, or stays on the Profile page after clicking continue/save.</p>	<p>1)Call centre agents should ask the member to <b>inspect</b> the member's <b>profile page</b> carefully, and look for prompts/warnings in red. Check that all the compulsory fields have been completed correctly. E.g. passwords, addresses, 'Im not a robot' etc. 2) If all above detail seem correct, ask member to <b>close the browser</b>, and <b>try</b> again, and if he/she still struggles, 3) ask them to <b>send a screenshot</b> to the call centre which can be forwarded to <b>SpesMed</b></p>
<p>Member made the full payment, but this <b>payment doesn't reflect</b> on the Renewal system, and therefor can't access their member cards</p>	<p>1) Call centre agents should inform the member that the <b>HPCSA payment allocation process</b> may not be completed yet, and that they should <b>try again</b> in a day or two. 2) If the member paid via <b>EFT</b>, the payment will only reflect in <b>(max) 3 days</b>, and then it can be allocated. The member should follow up again If 5 days passed without success, they should send <b>proof of payment</b>, and the call centre agent should forward this to the <b>Finance department</b>.</p>
<p>Member struggles to succesfully pay with his/her debit/credit card, the <b>last step of the payment gets stuck</b>. See <b>figure 3</b> as an example</p>	<p>1) Call centre agents should ask the member to try again in <b>a few hours</b> as there could be a communication problem between the system and the <b>Bank</b>. The call centre agents should also ask the member for the following detail, and email this info to SpesMed to follow up with the bank: Member ID, and the exact time he/she tried to complete the payment. 2) An alternative solution is to ask the member to make an <b>EFT payment</b>.</p>

Member <b>entered the incorrect</b> email address, or <b>cell phone</b> number, or selected the incorrect <b>Preffered contact method</b> , and wants it changed	Call centre agents should <b>get all the details</b> of the member like ID number and the correct email address, or cell number, or preffered contact number, and ask a <b>Superuser</b> e.g. the Team leader to <b>change the members details</b> on the HPCSA Admin system.
Member gets a message ' <b>Unverified email</b> ', see Figure 4	Call centre agents should ask the member to go to his/her email inbox and click on the <b>link: "here"</b> , or enter the <b>OTP</b> if he/she used preffered contact method as <b>sms</b> . If the issue continues, send the details like ID number to <b>SpesMed</b> to check if the emails got stuck in the system
Member gets a <b>blank screen</b> after logging in, (or at any stage). See Figure 5	Call centre agents should ask the member to <b>refresh</b> the page by clicking on ' <b>F5</b> '. If the <b>problem continues</b> , please send details to <b>HPCSA IT</b>
Member cannot login because he/she gets the message that the <b>Username or password is Invalid</b> . See Figure 6	1.The call centre agent should make sure that the member entered his/her <b>ID number and password correctly</b> . 2). If above is correct, the agent can <b>search</b> this member on the HPCSA Admin> Practitioner page , using the ID number. If the account creation was successful, the <b>member details appear</b> on the Admin list. 3) The agent can also advise the member to click on ' <b>forgot password</b> ' on the Login screen in order to make sure re the password. 4) If all above fails, send details to <b>SpesMed</b>

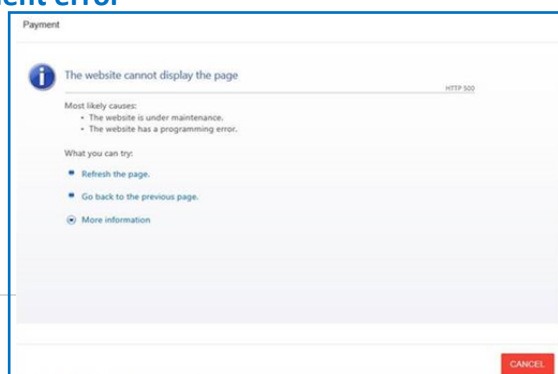
**Figure 1 - ID number cannot be found**



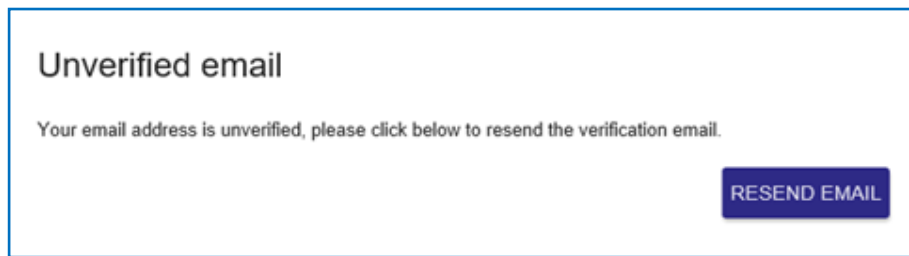
**Figure 2 - Multiple accounts**



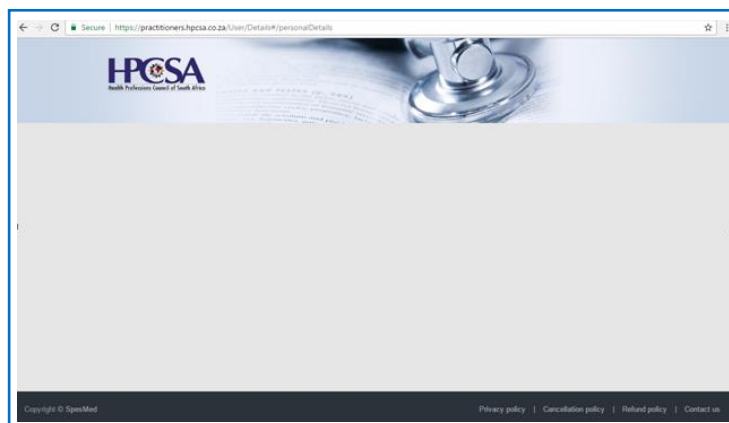
**Figure 3 - Credit/ Debit card payment error**



**Figure 4 - Unverified email**



**Figure 5 - Blank screen**



**Figure 6 - Username or Password Invalid**

