User Manual

HPCSA Registration Renewal
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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:

Create Account → Confirm Link → Login → Confirm Profile → Renew → Pay

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
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:
  o ID or Passport number
  o Select Preferred contact method e.g. Email or SMS (You will receive a registration confirmation at the selected preferred method)
  o Email address
  o Cell phone number
  o Type in your ‘Password’, and ‘Confirm password’
  o Read the Terms and Conditions, scroll down to the end of the terms and conditions
  o Click on the tick box that you have read above
  o Click the tick box that you are not a robot, and follow the instructions to prove that you are not a robot.
  o Click on ‘Create Account’. See Figure 3 below.
- If your preferred contact method is ‘Email’:
  o A prompt will appear, informing you that an email has been sent and that you need to click on it. See Figure 4.
  o 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’:
  o A verification code or OTP (One Time Pin) will be sms’ed to you
  o Enter this OTP on the screen shown on Figure 5.1
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 ("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:

I have read and accept these Terms and Conditions

[Checkbox]

[Widget: reCAPTCHA]

CREATE ACCOUNT
Figure 4 – Account created

Thank you for creating your account.
You will now receive an email to the address you supplied, in which you need to click the link to confirm your email address.
You will then be able to log into the HPCSA Practitioner Portal to complete your registration process and renew and pay your HPCSA fees.
This can be done at any time by going to practitioners.hpcsa.co.za

Figure 5 – Email Confirmation and Link

You have successfully created your HPCSA account
Thank you for creating your account on the HPCSA Practitioners online portal.
You can now update your information, renew your registration and make your payment online.
Please click [link] to confirm your email address, and to continue to the HPCSA portal. This link will only be active for the next 48 hours.

Regards,
The HPCSA Registrations Team

Figure 5.1 – SMS Confirmation

Please enter the One Time Pin (OTP) sent to your cell phone

Figure 6 – Login

Renewing for the first time using this portal?

Login

Password

Remember this for the future? [ ]

FORGET PASSWORD  LOGIN

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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**

![Forgot Password](image)

**Figure 8 – Verification Code**

![Verification Code](image)

**Figure 9 – Verification Code in Email**

![Verification Code Email](image)

**Figure 10 – Password reset Success**

![Password reset Success](image)
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**

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 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 PO 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
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@hpcs.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**
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
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
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
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**
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

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**Figure 28 - QR code**

![QR code image]

**Figure 29 - Member card detail using the QR code**

![Member card detail image]
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](image-url)

![Tax Invoice](image-url)
9. **STATEMENTS**

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

- **Click on ‘Download Statement’**

**Figure 32 - Statements**

![Statement screenshot](image-url)
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.