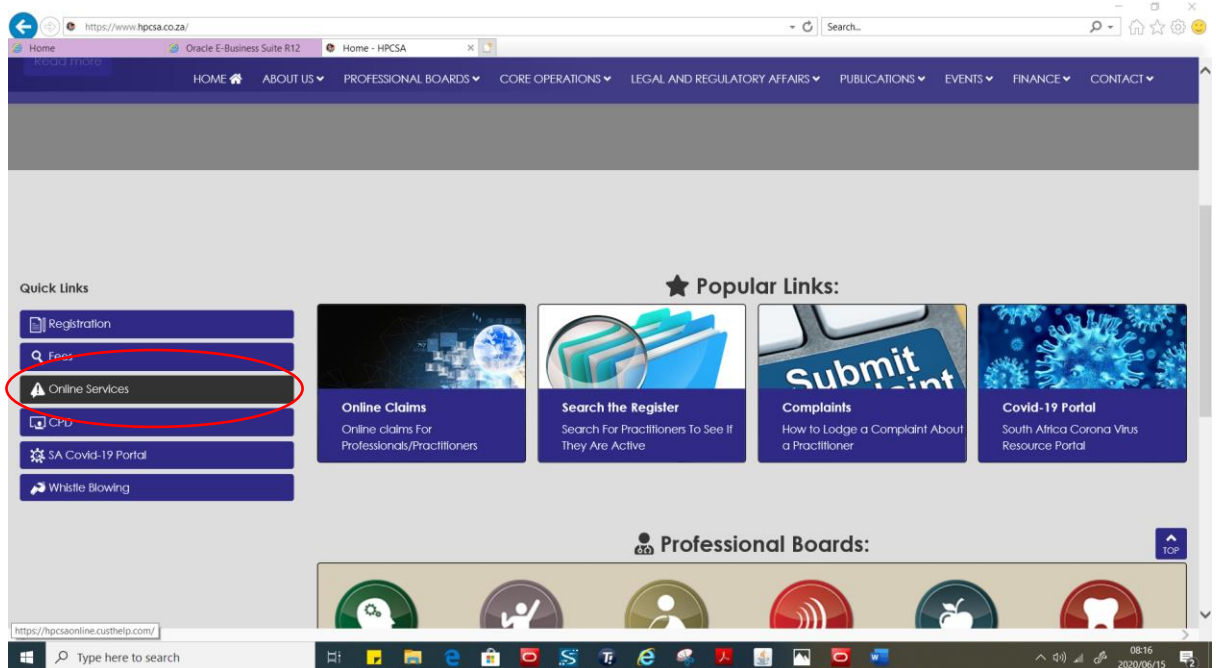




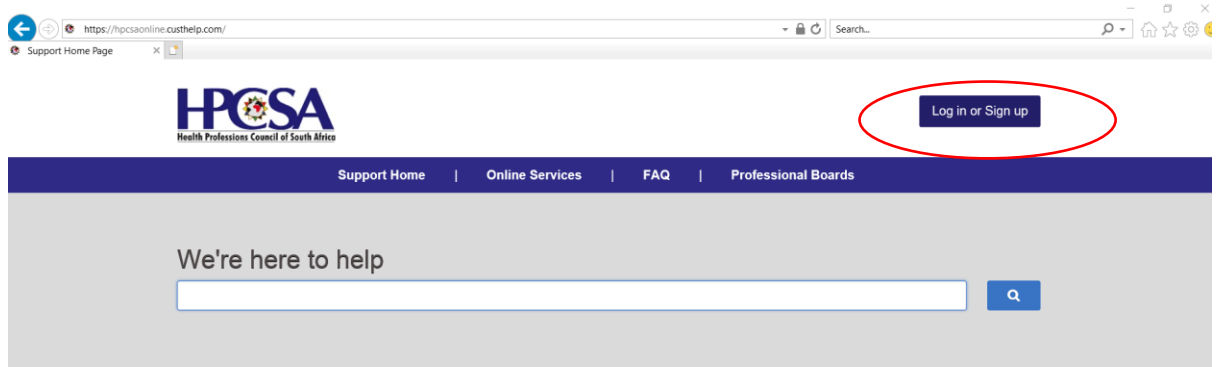
User Manual
for
Practitioners to
send a request
for CPD update

The Purpose of the Manual is to guide Health Practitioners on how to raise an incident to update CPD points on OSVC Portal.

1. Go to the HPCSA website www.hpcsa.co.za

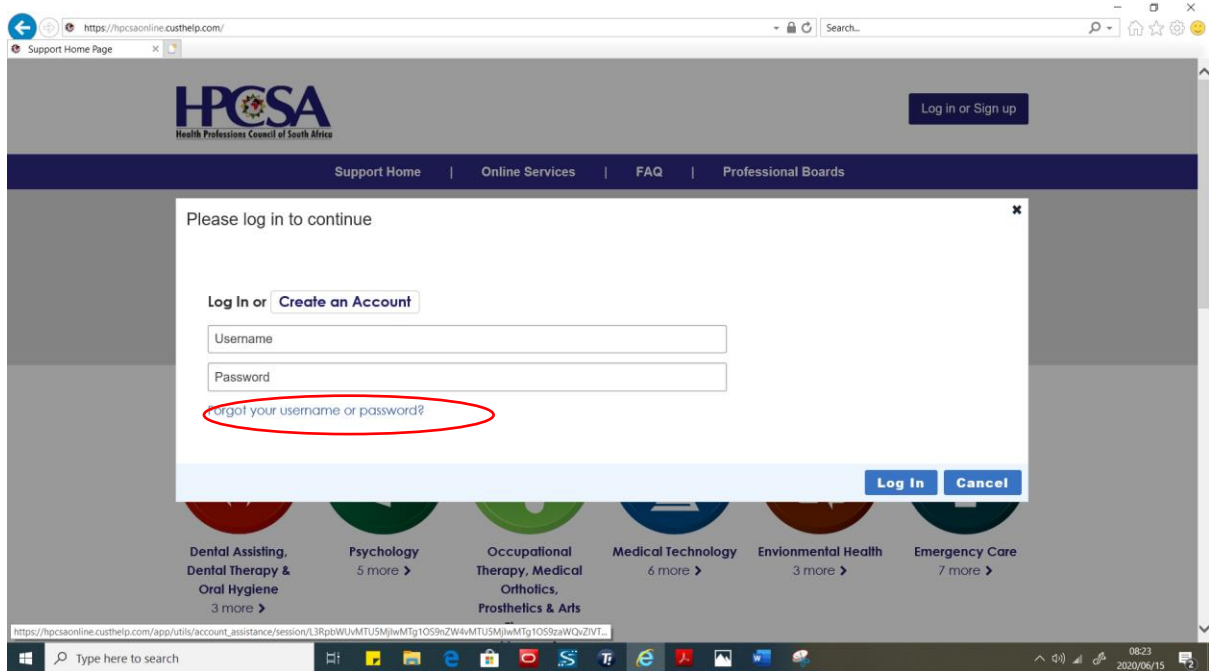


2. Click on Online services and the below page will be displayed.



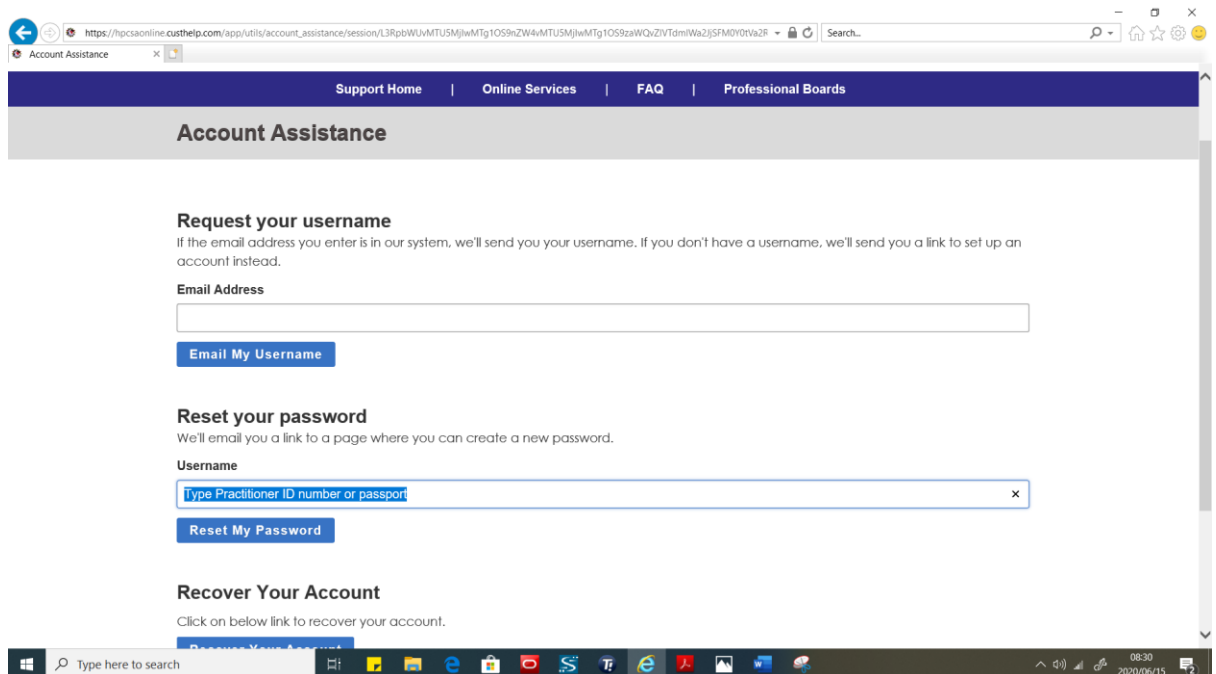
3. Please note All registered practitioners has been assigned accounts please do not create a new account. If a practitioner has not logged on the portal before click on the login or sign up button.
4. If a practitioner has logged in before He\She must capture the username and password.

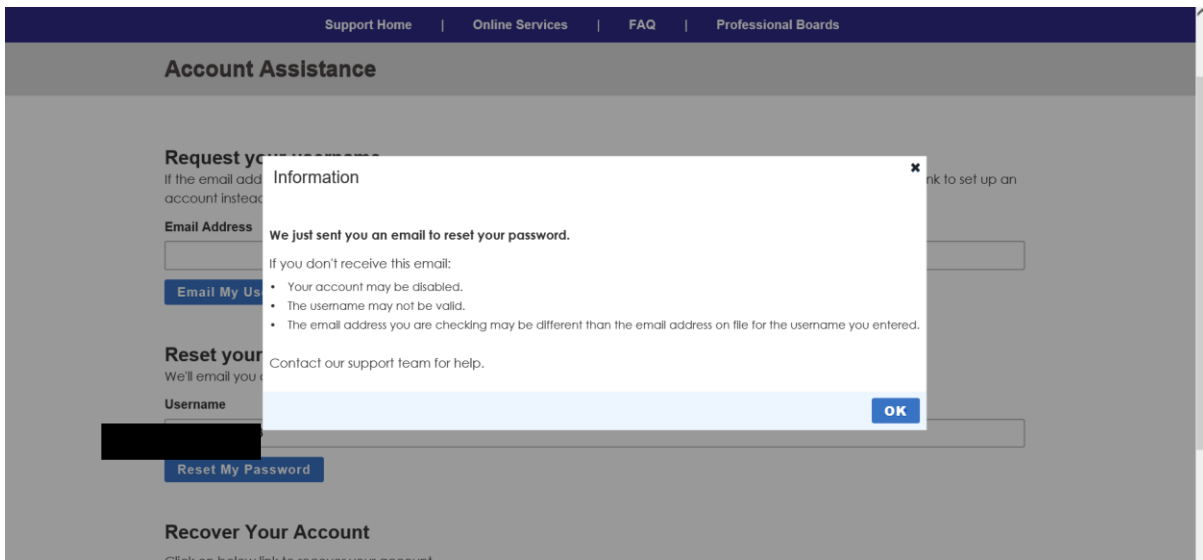
5. Click on the Forgot username or Password link



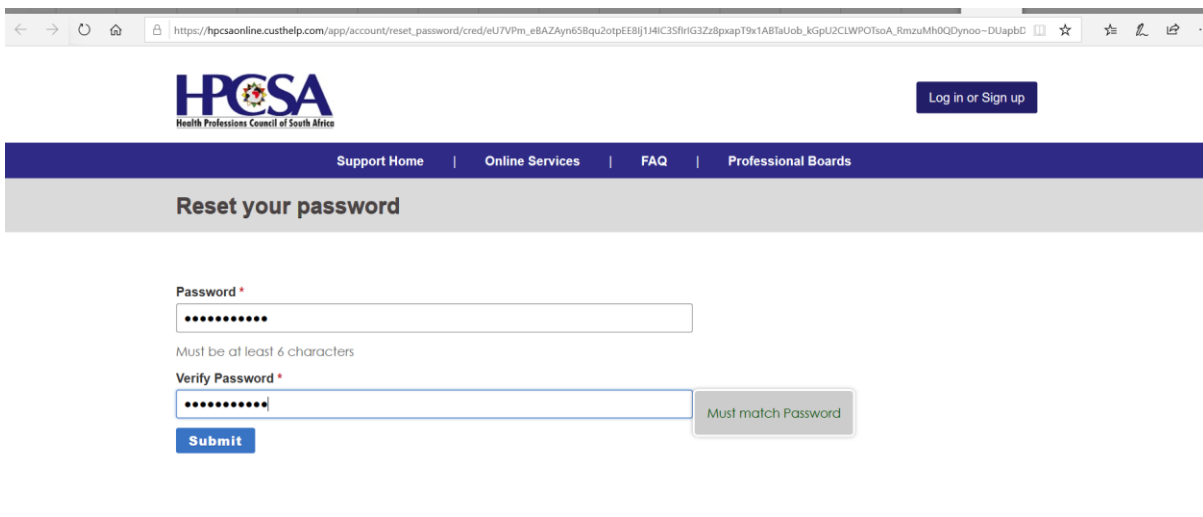
Please note the username is the practitioner's ID number or passport number.

6. Type Practitioner ID number or passport below Username and click on the button Reset My password. An email will be sent to the registered email address and an SMS will be sent to the registered cell number.

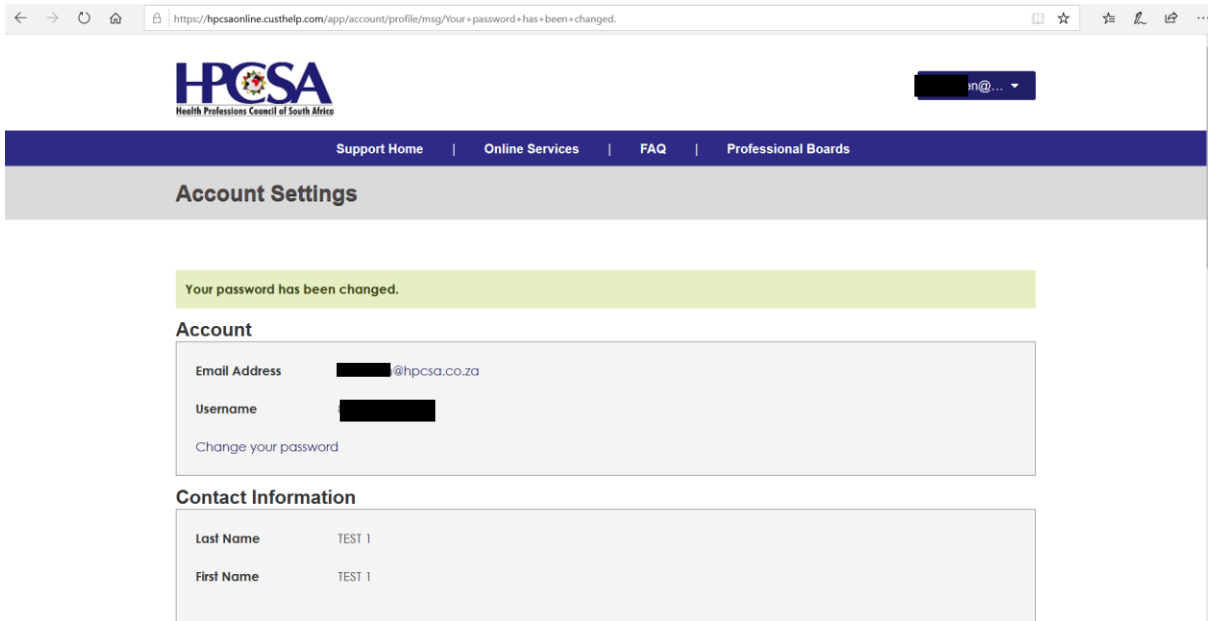




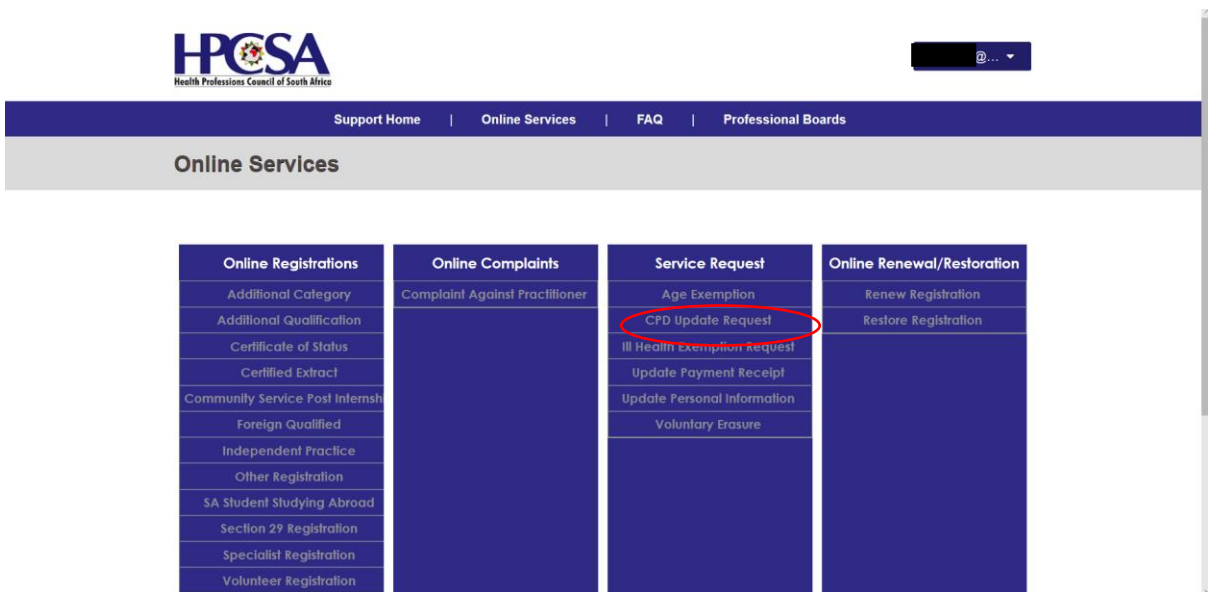
7. If you don't receive any communication click on the Recover Account button.
8. The email or sms will be having a link to reset your password and you will have to type the password and verify it. An example of a strong password that can be used is #Password1



9. After successful login the below page will be displayed.



10. Click on Online Services and click on CPD Update Request.



11. Capture the required details and attach applicable documents.

[Support Home](#) | [Online Services](#) | [FAQ](#) | [Professional Boards](#)

Service Request to Update CPD Points

Registration Number

MP [REDACTED]

Request Details *

Good day

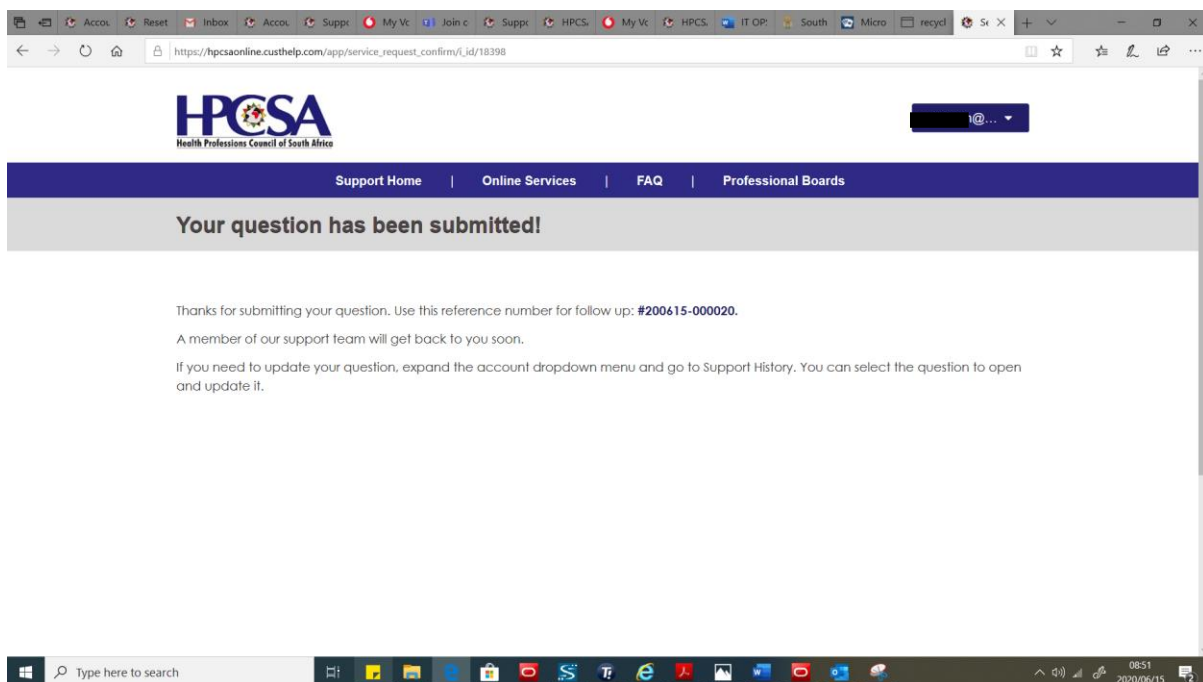
See attached certificates please update my CPD points

Thank you

Attach Documents

- OSvC.pdf Remove

12. Click the Submit Question Button and note the reference number.



13. To check if the request has been resolved. Click Support History.

Account Overview
Support History
Account Settings
Logout

Your question has been submitted!

Thanks for submitting your question. Use this reference number for follow up: **#200615-000020**.

A member of our support team will get back to you soon.

If you need to update your question, expand the account dropdown menu and go to Support History. You can select the question to open and update it.