



Companies and Intellectual
Property Commission
a member of **the dtic** group

STEP BY STEP GUIDE: NEW E-SERVICES CUSTOMER REGISTRATION AND LOGIN V0.3

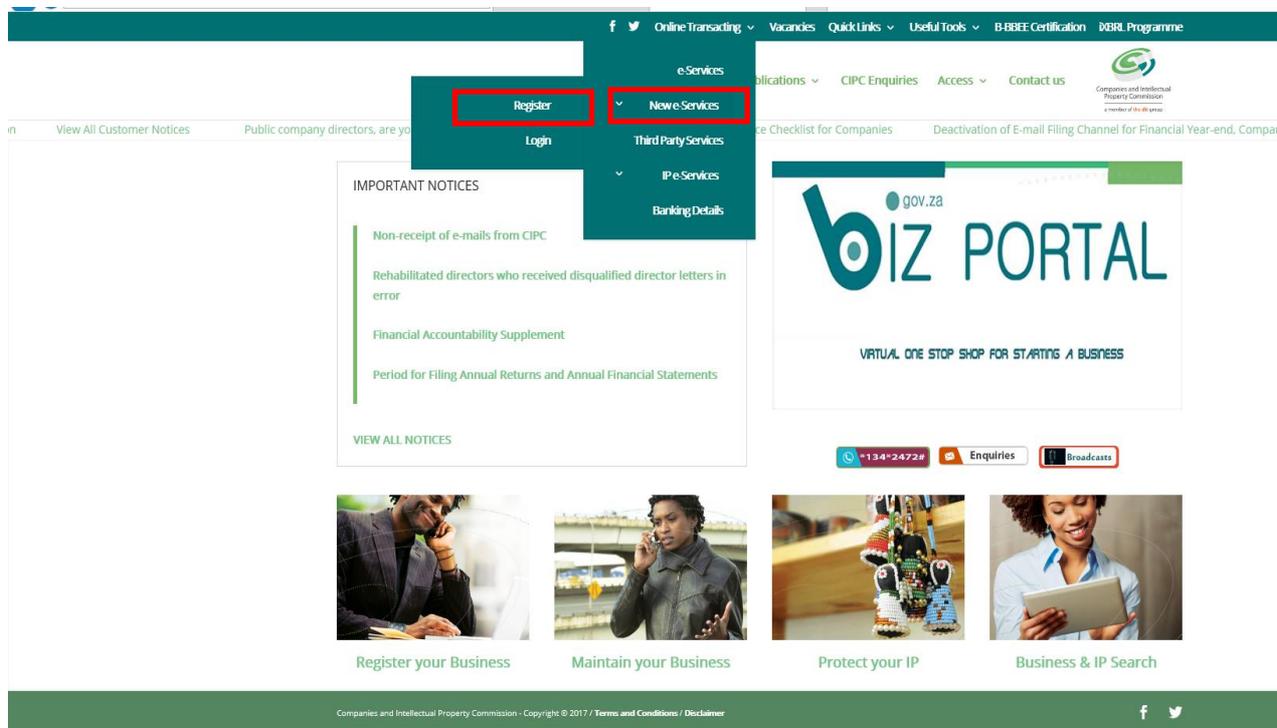
the dti Campus (Block F - Entfufukweni), 77 Meintjies Street, Sunnyside, Pretoria | P O Box 429, Pretoria, 0001
Call Centre: 086 100 2472
Website: www.cipc.co.za

Step by Step Guide: New E-Services Customer Registration and Login

Note:

- All customers must update their details before they use the New E-services, even if they are an existing customer.
- New customers may register on the New E-services.
- Once registered, you can click on Login to access the New E-services
- Your personal information is validated against the Department of Home Affairs' database
- Your email address will be used as USERNAME when using the NEW E-Services.
- Your username will always be the initial email address you registered with on the New E-Services. You may update your profile to change the e-mail on your profile, which will be used for e-mail communication.
- Only RSA citizens with a valid ID number will be able to register on the New E-services currently. Foreigners will be able to register at a future date (will be communicated via the CIPC website)
- To update your email address and/or cell phone number, log in with your original email address (your USER NAME), and update your profile accordingly
- If you forgot your password, click on **Customer Password Reset** at the bottom of the login screen

1. Visit the CIPC website www.cipc.co.za and click on **On-line transacting/New E-services/Register**



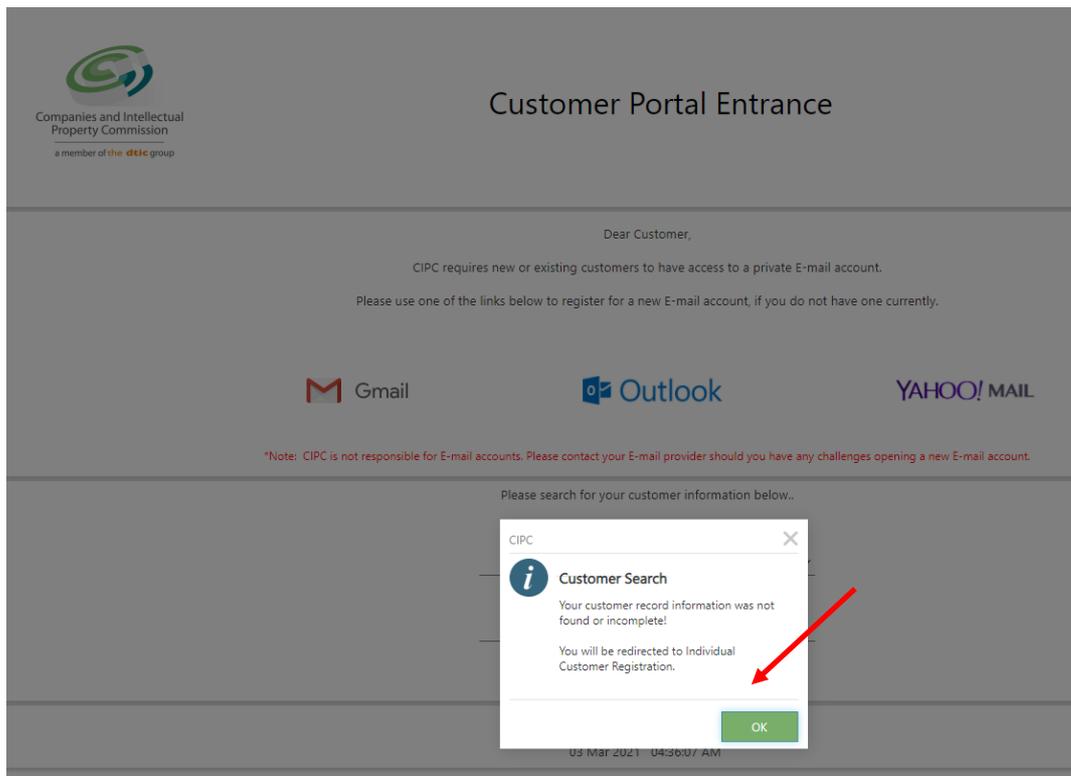
2. The Customer Portal Entrance page will display. Select RSA Individual, type in your ID number and click on **Search**.

The screenshot shows the 'Customer Portal Entrance' page. At the top left is the logo for 'Companies and Intellectual Property Commission' with the tagline 'a member of the dtic group'. The main heading is 'Customer Portal Entrance'. Below this, it says 'Dear Customer,' followed by the text: 'CIPC requires new or existing customers to have access to a private E-mail account. Please use one of the links below to register for a new E-mail account, if you do not have one currently.' There are three email provider logos: Gmail, Outlook, and YAHOO! MAIL. A red note states: '*Note: CIPC is not responsible for E-mail accounts. Please contact your E-mail provider should you have any challenges opening a new E-mail account.' Below this is a search prompt: 'Please search for your customer information below..'. The search form has a 'Type:' dropdown menu with 'RSA Individual' selected, an 'Identification: ID Number' text input field, and a green 'Search' button. Red boxes highlight the dropdown and input fields, and a red arrow points to the 'Search' button.

3. If you were registered as a Customer with CIPC previously, and had an existing customer profile, the following message will display:
“Your customer profile record could be successfully validated! You will be redirected to Login. Click on **OK**. You will be redirected to the Login screen.
(Go to step number 7 of the step by step guide)

This screenshot shows the same 'Customer Portal Entrance' page as above, but with a white modal dialog box overlaid in the center. The dialog box has a title bar that says 'CIPC' and a close button. It contains an information icon, the title 'Customer Search', and the text: 'Your customer profile record could be successfully validated! You will be redirected to Login.' At the bottom of the dialog is a green 'OK' button.

4. If you have never registered as a CIPC customer, the following message will display:
“Your customer record information was not found or incomplete. You will be redirected to individual Customer Registration”. Click on **OK**.



5. You will be redirected to the Customer Registration screen. Complete the required fields and click on **Submit**.
- Email address (This will be your USER NAME to log in).
 - Password
 - Retype your password
 - Title
 - Full Names (As per your ID document)
 - Surname
 - Cell Number
 - Telephone Number
 - Indicate if you are a citizen of South Africa
 - Country of Origin
 - Date of birth (CCYY-MM-DD format (this field will be pre-populated)
 - South African ID number (this field will be pre-populated)
 - ID Document Type
 - Green bar coded ID book
 - Passport
 - Smart ID card
 - ID document Date of Issue (CCYY-MM-DD format)
 - Gender
 - Demographics
 - Disability Status
 - Physical and Postal Address Information

NOTE:

- **All fields** have to be completed to be able to proceed
- Ensure that you do not leave any spaces before you start typing your first name or after typing your last name. (e.g. “ Mary” or “Mary...” will not pass the validation test, it must be typed without any spaces i.e. “Mary” The same principle is valid for Surname verification



Customer Registration

Individual

Customer Information

Email Address *

Please enter a email address

Password *

Re-type Password *

Title *

Please select a title



Full Name *

Please enter a full name

Surname *

Please enter a Surname

Cellphone Number *

Please enter a cellphone number

Telephone Number

Please enter a telephone number

Are you a citizen of South Africa ?

Yes



Country Of Origin

Select an item



Date Of Birth (yyyy-MM-dd)

1961 - 10 - 26

South African ID Number

ID Document Type

Select an ID Document Type



ID Document Date Of Issue (yyyy-MM-dd)

Select an it... - Sel... - Sel...

Personal Information

Gender *

Please select a gender

▼

Demographic *

Please select a demographic

▼

Disability Status *

Please select a disability status

▼

Physical Address Information

Street Address

Please enter a street address

City

Please enter a city

ZIP | Postal Code

Please enter a zip/postal code

Country

Please select a country

Region | Area | Province

▼

Postal Address Information

Street Address

Please enter a street address

City

Please enter a city

ZIP | Postal Code

Please enter a zip/postal code

Country

Please select a country

Region | Area | Province

▼

Submit

Close

6. A verification code will be emailed to the email address provided. Copy the verification code from the email and click on **Verify**.

Take note of the disclaimer:

Disclaimer: Upon submission of this Customer Registration along with all the required supporting documentation, **the responsibility remains with you the Customer, to ensure that the quality, accuracy and integrity of information is maintained.** The CIPC does not accept responsibility for information that is incorrectly captured and will not amend such.

EXAMPLE OF EMAIL FOR VERIFICATION OF PROFILE



CIPC - Customer Profile - Email Verification Notification

From: CIPC CLIENT SERVICES

To:

Dear Customer,

Your profile information for Email Address needs to be verified to ensure successful communication.

Please use the information below to specify the required verification information:

Email:

Verification Code: 5E8AE69C-F9EC-6445-AA85-E921C97FA32D

You may continue to register your profile once your Email Address has been verified successfully.

Regards,
CIPC Customer Registration Team.

Please do not reply to this email address. For any queries kindly contact the CIPC Call Centre on [086 100 2472](tel:0861002472).

Disclaimer: Upon submission of this Customer Registration along with all the required supporting documentation, the responsibility remains with you the Customer, to ensure that the quality, accuracy and integrity of information is maintained. The CIPC does not accept responsibility for information that is incorrectly captured and will not amend such.

CUSTOMER EMAIL VERIFICATION □ ×

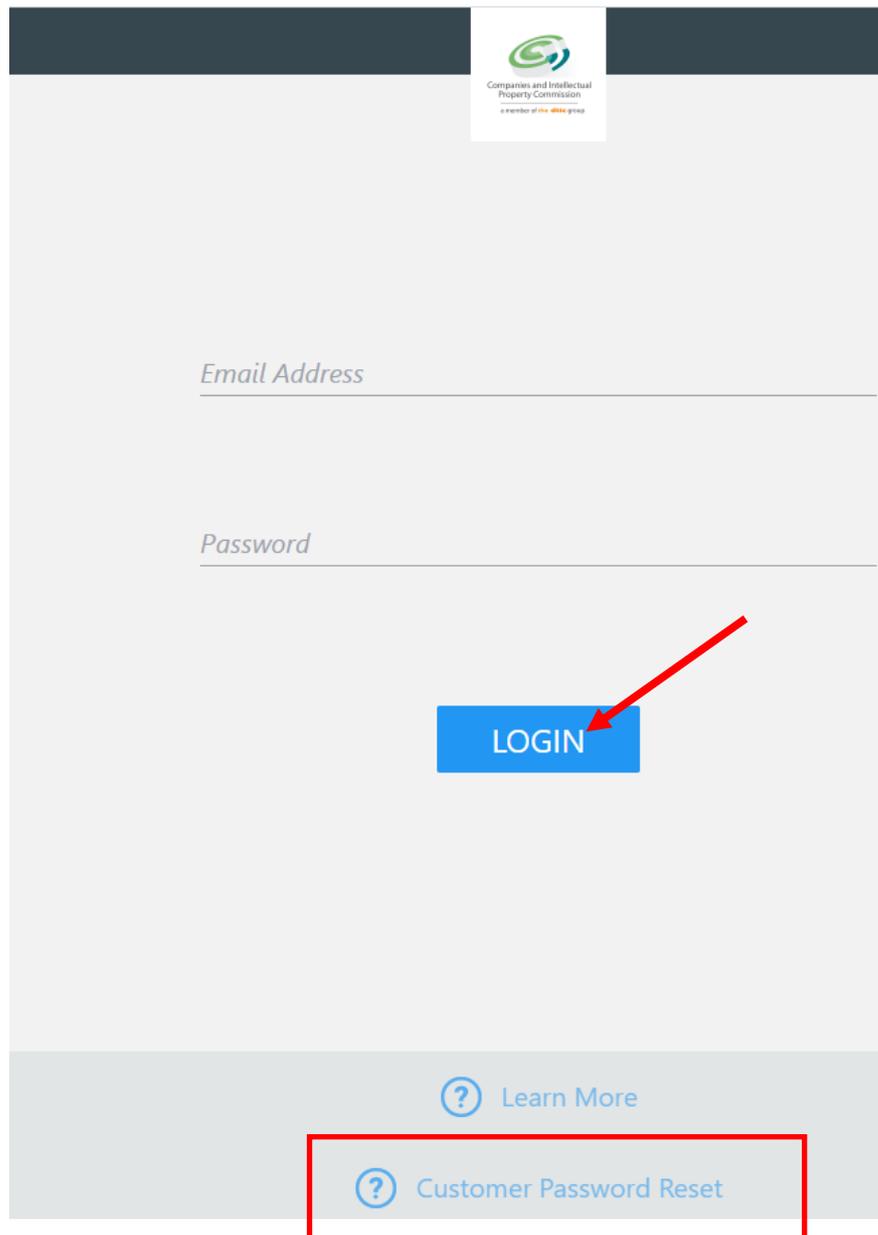
Please provide the verification information below received via email verification notification sent to:

Email:

Verification Code:

Type a value

7. Once verified, you will be redirected to the Login page. Complete your Username (**e-mail address** and Password). Click on **Login**.
If you forgot your Password, click on Customer Password reset.



Companies and Intellectual Property Commission
a member of the **saiba** group

Email Address

Password

LOGIN

? Learn More

? Customer Password Reset

8. The CIPC Electronic Self Service page will display.



9. Click on **Services** and select the preferred transaction.

