STEP BY STEP GUIDE:
NEW E-SERVICES
PASSWORD RESET
V0.2

# Step by Step Guide: New E-Services Password Reset

Note:
- To update your personal information on your customer profile, you need to Login, and update the required details on your customer profile.
- If you forgot your password, you need to follow steps as per the password reset step by step guide.

1. Visit the CIPC website www.cipc.co.za   and click on **On-line transacting/New E-services/Login**
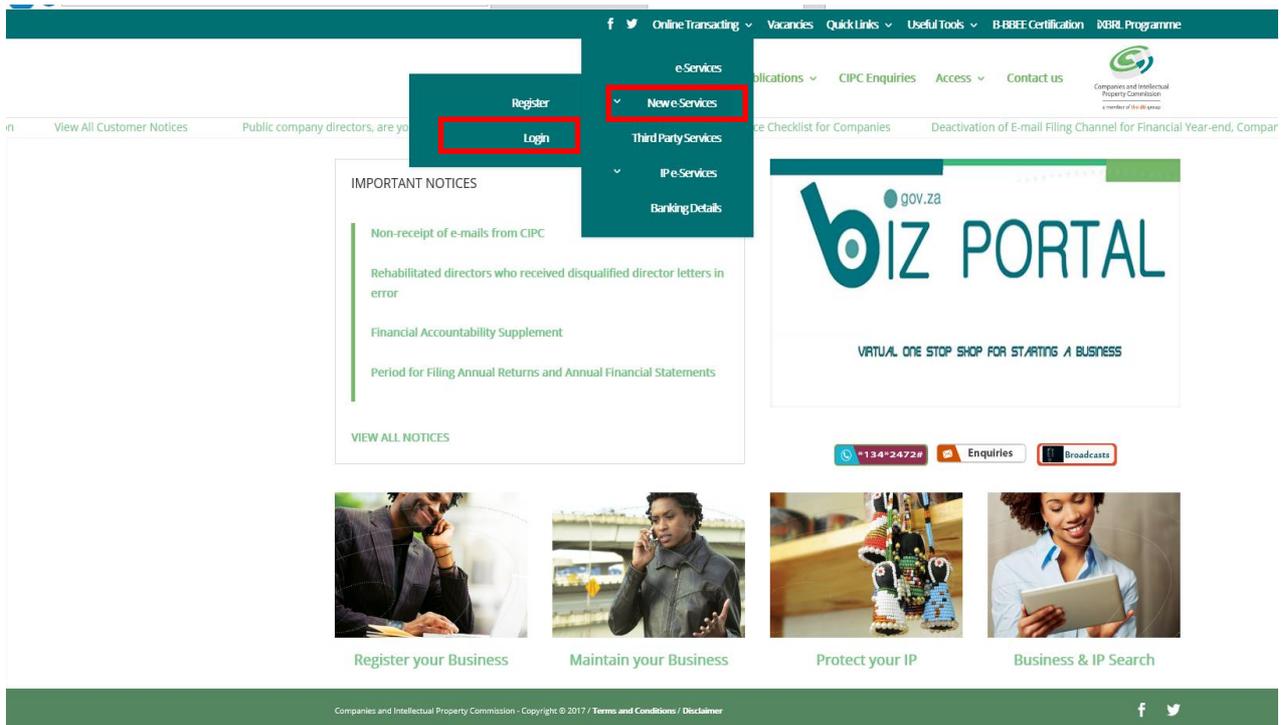
2. Click on **Customer Password reset.**
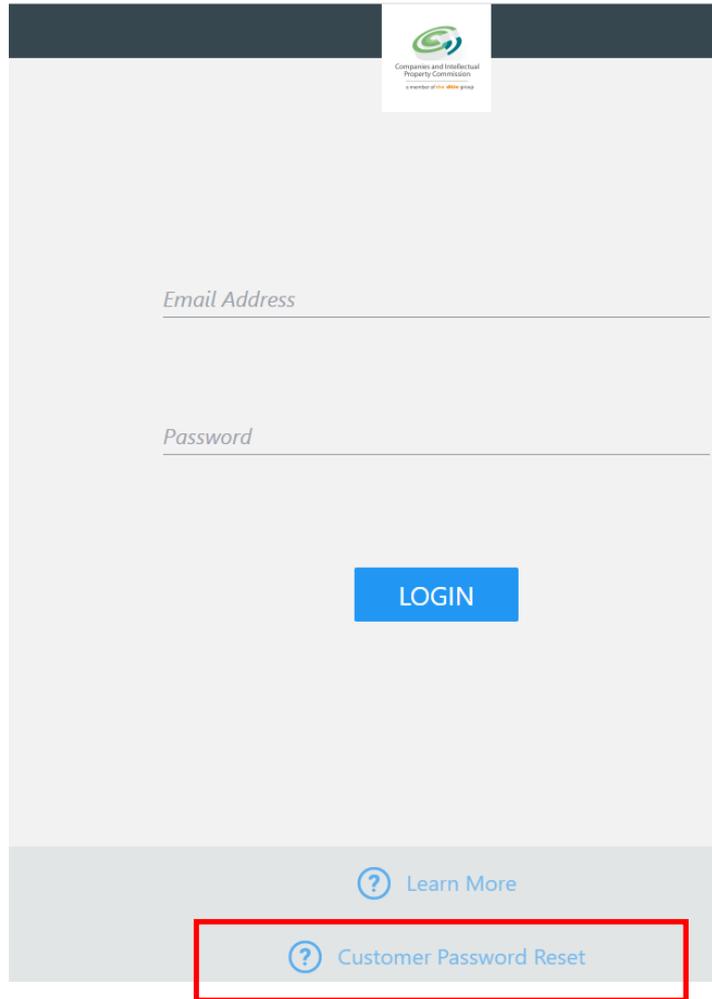
3. Select the Customer Type (RSA Individual) and type in your ID number. Click on **Search.**

Customer Password Reset

Please supply the following information to reset your password:

Customer Type:

RSA Individual

Customer Identification: ID Number

Please enter a ID/Passport/Company/Trust No

Search

Cancel

4. Select an OTP method
   - Email, or
   - Cellphone

Customer Password Reset

Please supply the following information to reset your password:

Customer Type:

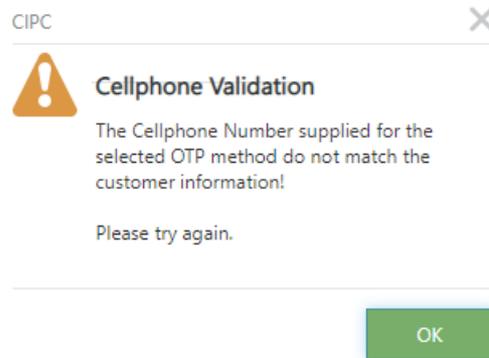RSA Individual

Customer Identification: ID Number

7106300139084

Search

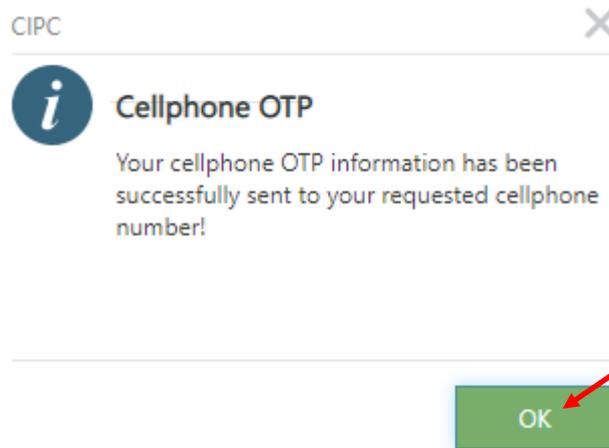OTP Method:

Please select a contact method

Email

Cellphone

Cancel

Note: The same email or cell phone number as per your CIPC customer profile has to be provided to be able to reset the password and/or update the customer information.

CIPC ✕

⚠ **Cellphone Validation**

The Cellphone Number supplied for the selected OTP method do not match the customer information!

Please try again.

OK

5. A message will display, confirming that the OTP information has been successfully sent to the requested cell phone number OR email address   Click on **OK.**
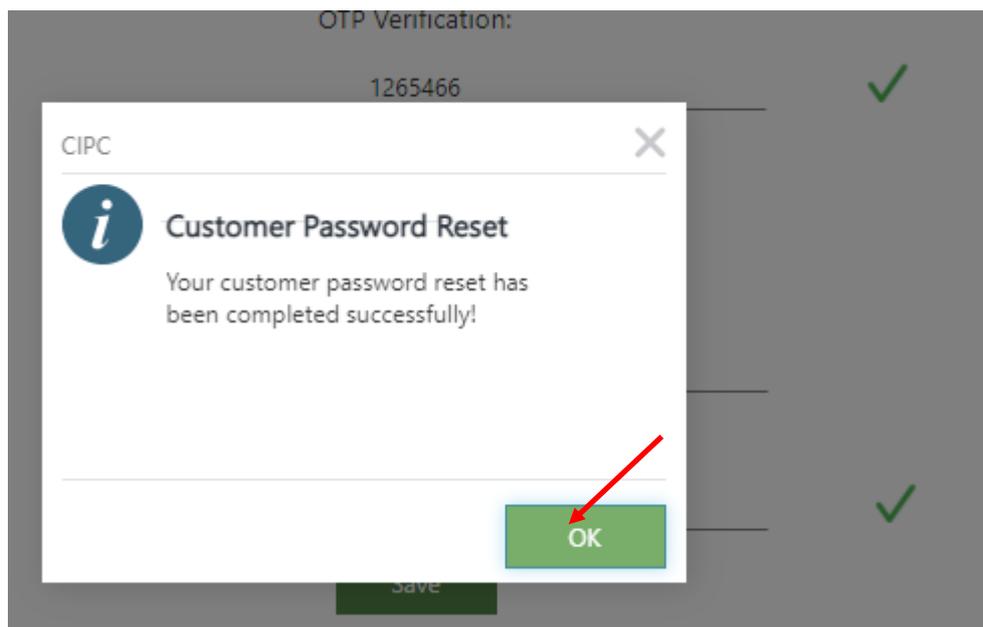
CIPC ✕

ⓘ **Cellphone OTP**

Your cellphone OTP information has been successfully sent to your requested cellphone number!

OK

6. Type the OTP verification and click on **Verify OTP.**

OTP Method:

Cellphone ⌄

Cellphone Number:

Send OTP

OTP Verification

1265466

Verify OTP

Cancel

7. Select a new Password and retype the password for verification. Click on **Save.**

Send OTP

OTP Verification:

1265466

Verify OTP

New Password:

Re-Type New Password:

Save

8. A message will display, confirming that the password reset has been completed successfully. Click **OK.**

OTP Verification:

1265466

CIPC   ×

ℹ **Customer Password Reset**

Your customer password reset has been completed successfully!

OK

Save

9. The CIPC Electronic Self Service page will display

Home | Services | Amendments | Financials | Business Rescue | Authorization

10. You will be redirected to the Login screen

Companies and Intellectual
Property Commission

a member of the **dtic** group

Email Address

Password

LOGIN