



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

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

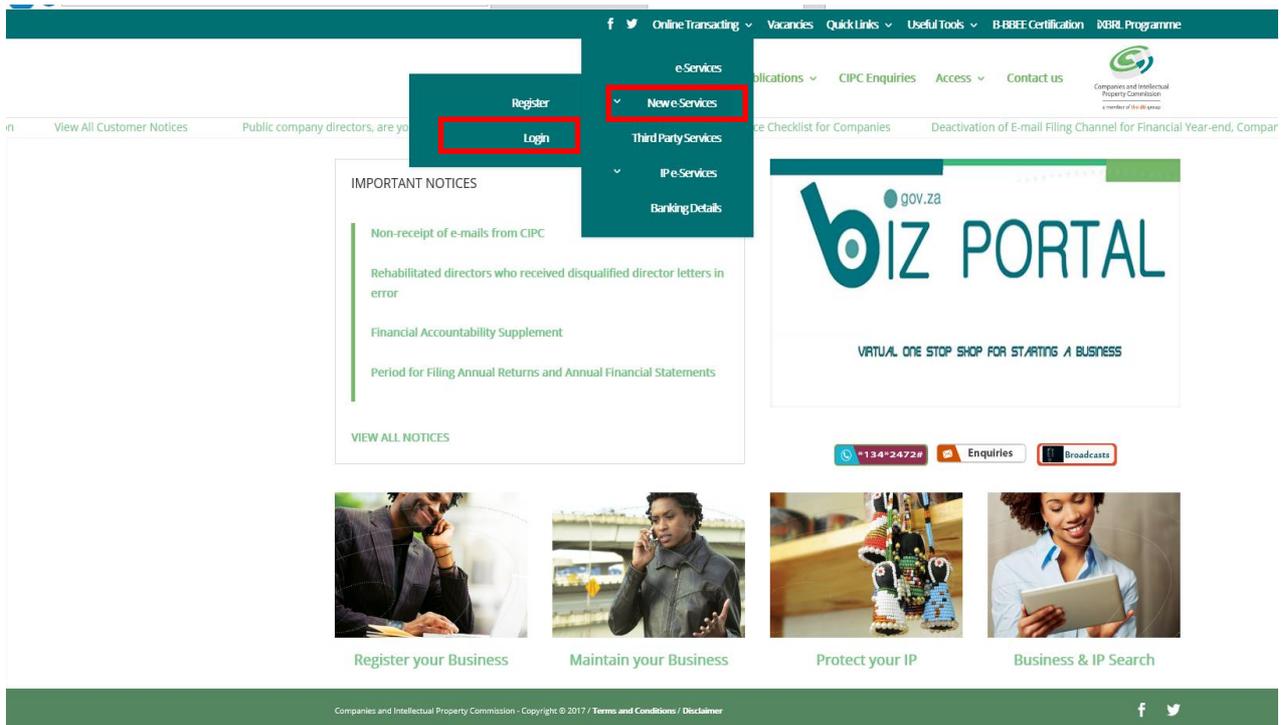
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Call Centre: 086 100 2472
Website: www.cipc.co.za

Step by Step Guide: New E-Services Password Reset

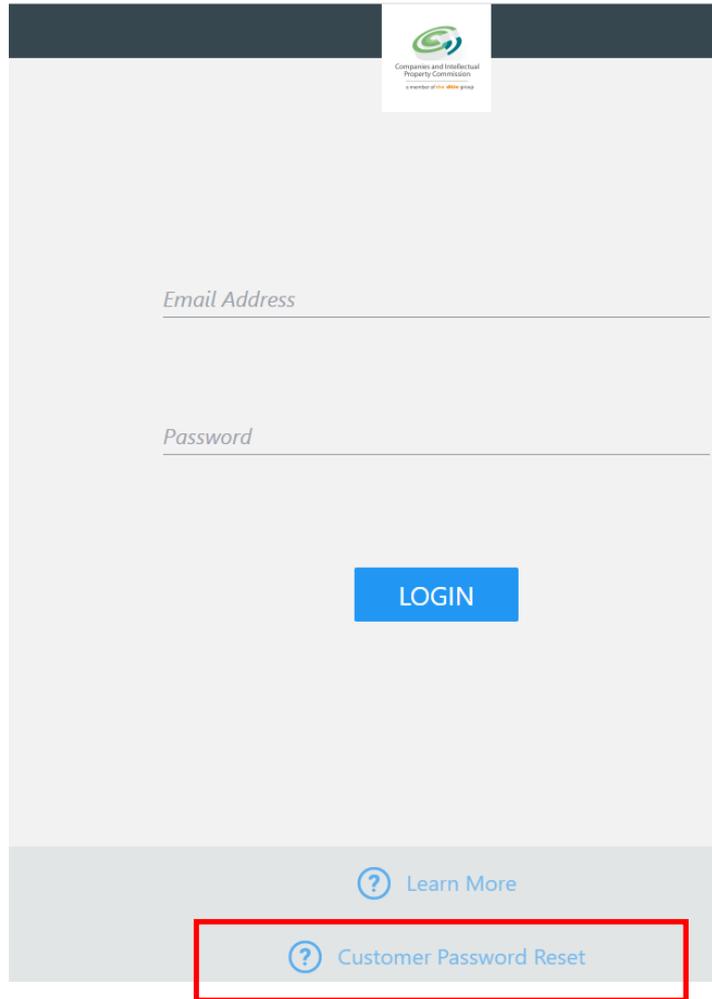
Note:

- 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.**



The screenshot shows a login interface with a dark header containing a logo and the text "Company and Intellectual Property Commission a member of the group". Below the header are two input fields labeled "Email Address" and "Password". A blue "LOGIN" button is centered below the fields. At the bottom, there are two links: "Learn More" and "Customer Password Reset". The "Customer Password Reset" link is highlighted with a red rectangular box.

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

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

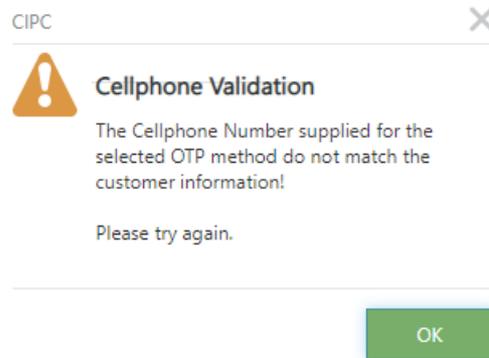
OTP Method:

Please select a contact method

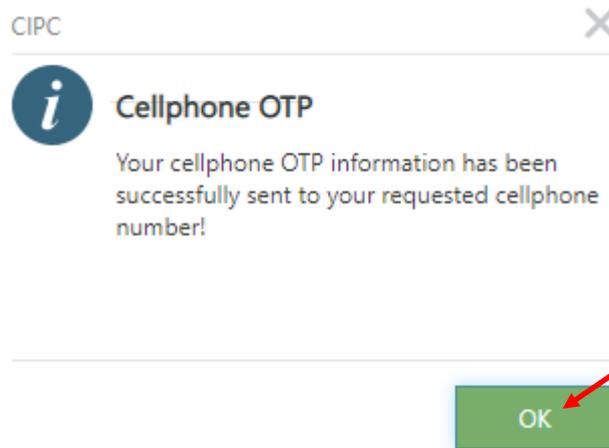
Email

Cellphone

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.



- 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**.



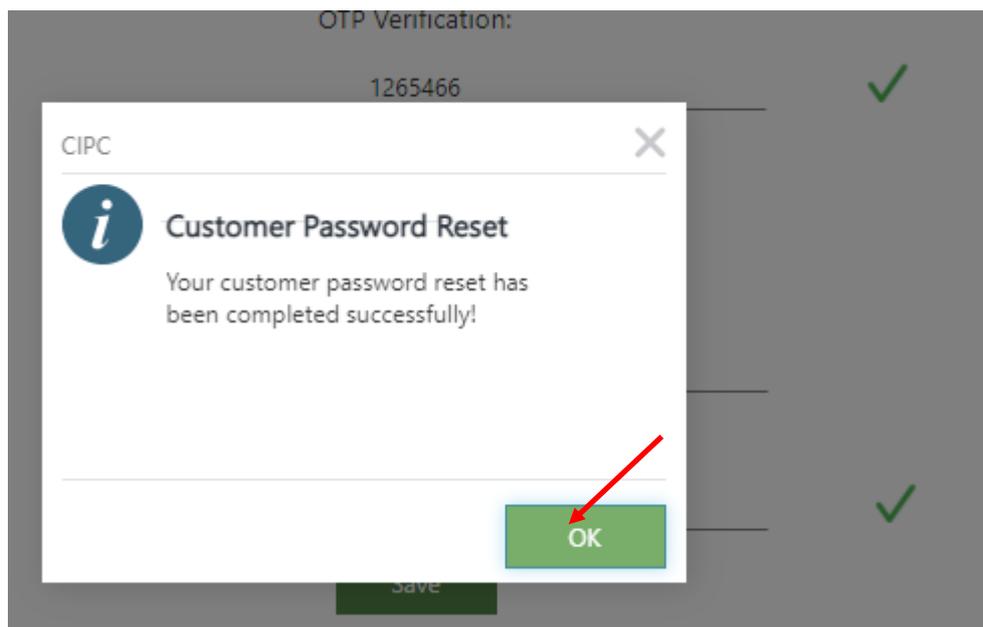
- 6. Type the OTP verification and click on **Verify OTP**.

A form for OTP verification. It has a dropdown menu for "OTP Method:" with "Cellphone" selected. Below it is a "Cellphone Number:" field with an empty input box. A "Send OTP" button is below that. The "OTP Verification:" field contains the number "1265466" and is highlighted with a red box. Below it is a "Verify OTP" button with a red arrow pointing to it. At the bottom of the form is a "Cancel" button.

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

The screenshot shows a web form for password reset. At the top, there is a grey button labeled "Send OTP". Below it, the text "OTP Verification:" is followed by the number "1265466". Underneath is another grey button labeled "Verify OTP". Further down, there are two input fields: "New Password:" and "Re-Type New Password:", both outlined with red rectangles. At the bottom of the form is a green button labeled "Save", with a red arrow pointing to it.

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



9. The CIPC Electronic Self Service page will display



10. You will be redirected to the Login screen

A login screen with a dark grey header bar. In the center of the header is the CIPC logo, which consists of a green stylized 'C' and 'I' with a blue arrow, and the text 'Companies and Intellectual Property Commission' and 'a member of the dsbe group' below it. Below the header, there are two input fields: the first is labeled 'Email Address' and the second is labeled 'Password'. Both labels are in a light blue, italicized font. Below the input fields is a blue rectangular button with the word 'LOGIN' in white, uppercase letters.