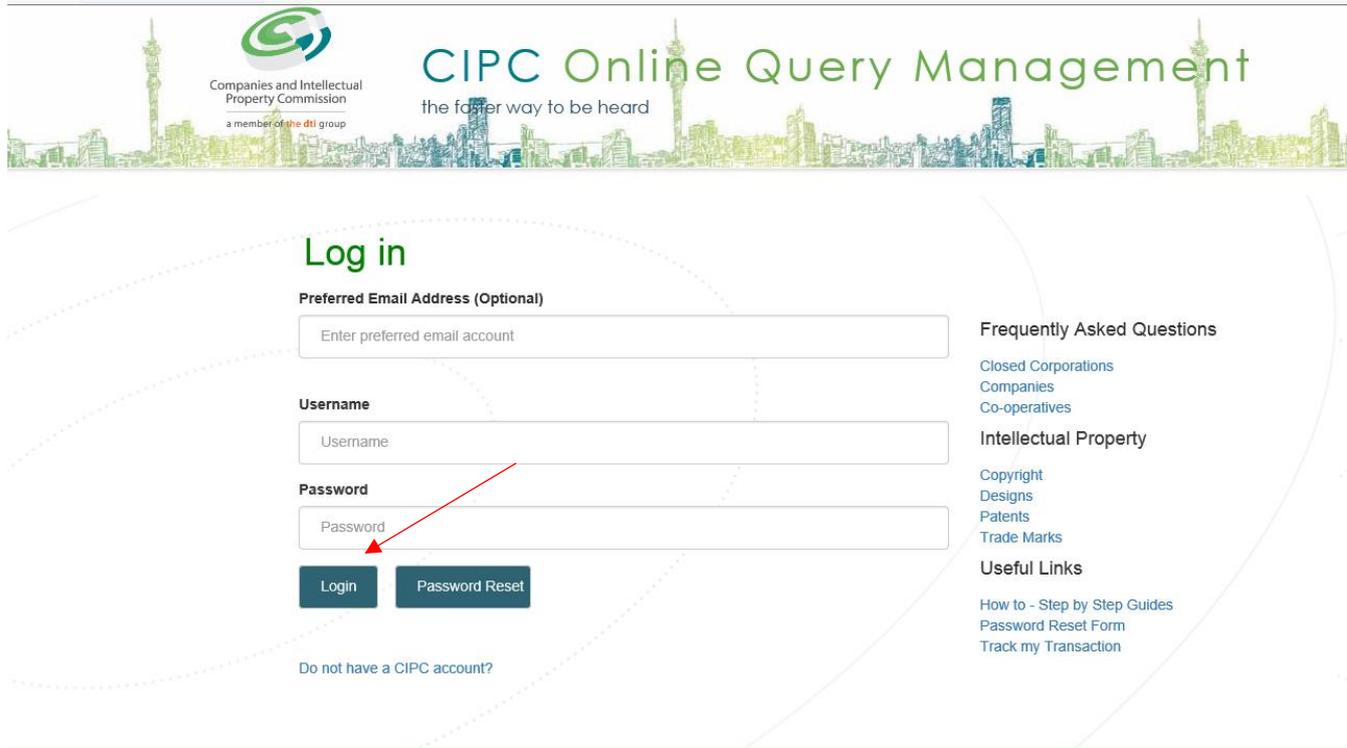


## STEP BY STEP GUIDE: UPDATE CUSTOMER CONTACT DETAILS

### 1. Click on **Password Reset**



The screenshot shows the CIPC Online Query Management login interface. At the top, there is a header with the CIPC logo and the text 'Companies and Intellectual Property Commission a member of the dti group' and 'CIPC Online Query Management the faster way to be heard'. The main content area is titled 'Log in' and contains three input fields: 'Preferred Email Address (Optional)', 'Username', and 'Password'. Below the 'Password' field are two buttons: 'Login' and 'Password Reset'. A red arrow points to the 'Password Reset' button. To the right of the login form is a sidebar with sections: 'Frequently Asked Questions' (with links for Closed Corporations, Companies, and Co-operatives), 'Intellectual Property' (with links for Copyright, Designs, Patents, and Trade Marks), and 'Useful Links' (with links for How to - Step by Step Guides, Password Reset Form, and Track my Transaction). At the bottom left of the login form, there is a link: 'Do not have a CIPC account?'.

**Log in**

**Preferred Email Address (Optional)**  
Enter preferred email account

**Username**  
Username

**Password**  
Password

[Login](#) [Password Reset](#)

[Do not have a CIPC account?](#)

**Frequently Asked Questions**  
[Closed Corporations](#)  
[Companies](#)  
[Co-operatives](#)

**Intellectual Property**  
[Copyright](#)  
[Designs](#)  
[Patents](#)  
[Trade Marks](#)

**Useful Links**  
[How to - Step by Step Guides](#)  
[Password Reset Form](#)  
[Track my Transaction](#)

2. Fill in required fields and click the Verify button.



## Customer details update/ Password Recovery

CIPC Customer Code

SA ID No

Names

For more information about password requests, [click here](#)

3. Complete required fields and click on I agree (When clicking on I agree, the customer confirms that he/she read the terms and conditions and that the information supplied is true and correct.



### Customer details update/ Password Recovery

CIPC Customer Code	<input type="text"/>
SA ID No	<input type="text"/>
Names	<input type="text"/>
Email Account	<input type="text"/>
Phone Number	<input type="text"/>
Province	<input type="text" value="Gauteng"/>
Physical Address	<input type="text" value="77 Meintjies str"/>
	<input type="text" value="Sunnyside"/>
	<input type="text" value="Pretoria"/>
	<input type="text" value="0001"/>
	<input type="text" value="0001"/>
Postal Address	<input type="text" value="PO Box 426"/>
	<input type="text" value="Sunnyside"/>
	<input type="text" value="Pretoria"/>
Postal Address	<input type="text" value="Gauteng"/>
	<input type="text" value="0001"/>
Previous Customer Codes?	<input type="checkbox"/>

By clicking on AGREE you confirm that the Terms & Conditions have been read and understood and that the information provides is both true and correct. Providing false information is an offence in terms of Sect 215(2) of the Companies Act, 71 of 2008.  
[Please enter postal code]

4. Create the ticket by completing the fields below and attach certified ID copy (not older than three months) and click on Submit.
5. The password reset staff will attend to the ticket and update required contact details. Once updated, the customer must reset the password by visiting e-services and click on Forgot password.
6. An OTP and email link will be send to the customer's cell phone and email address for verification.
7. There is a step by step guide on electronic password reset on the website [www.cipc.co.za](http://www.cipc.co.za) under Access.



Companies and Intellectual  
Property Commission  
a member of the dti group

# CIPC Online Query Management

the faster way to be heard

Logout MARIA

## Create Ticket

Subject

Reference No

Province

Message

You need to attach a CERTIFIED ID COPY (not older than 3 months) to be able to proceed. Select Add files and attach EnableTheming required document.

Attach Files [ [Add Files](#) ] Allowed extentions .pdf, .doc, .png, .jpg, .txt, .docx, .pptx, .bmp, .xlsx, .xls, .xml

Enter the text in the image shown

CAPTCHA

Can't read it? [Try another one.](#)