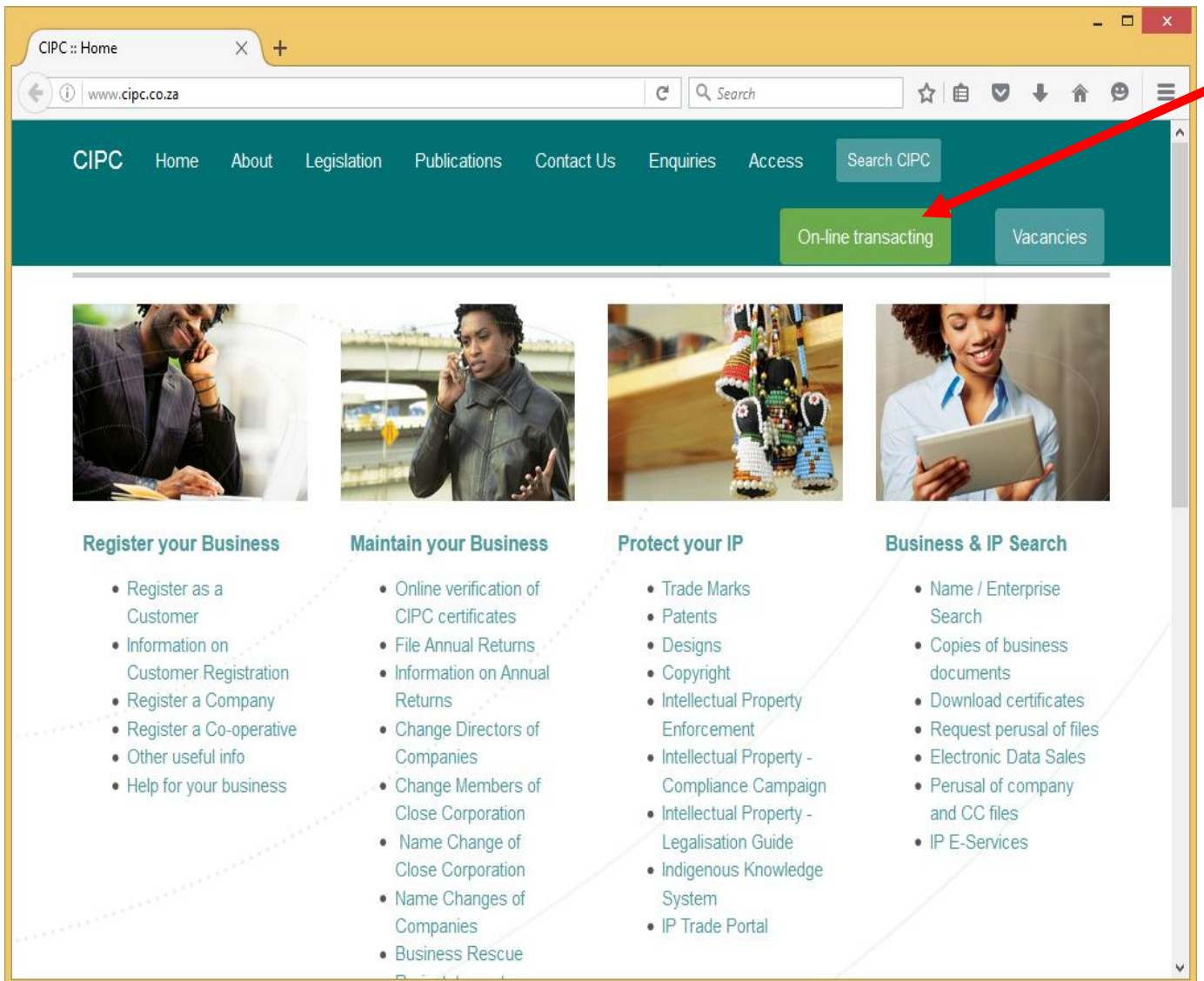
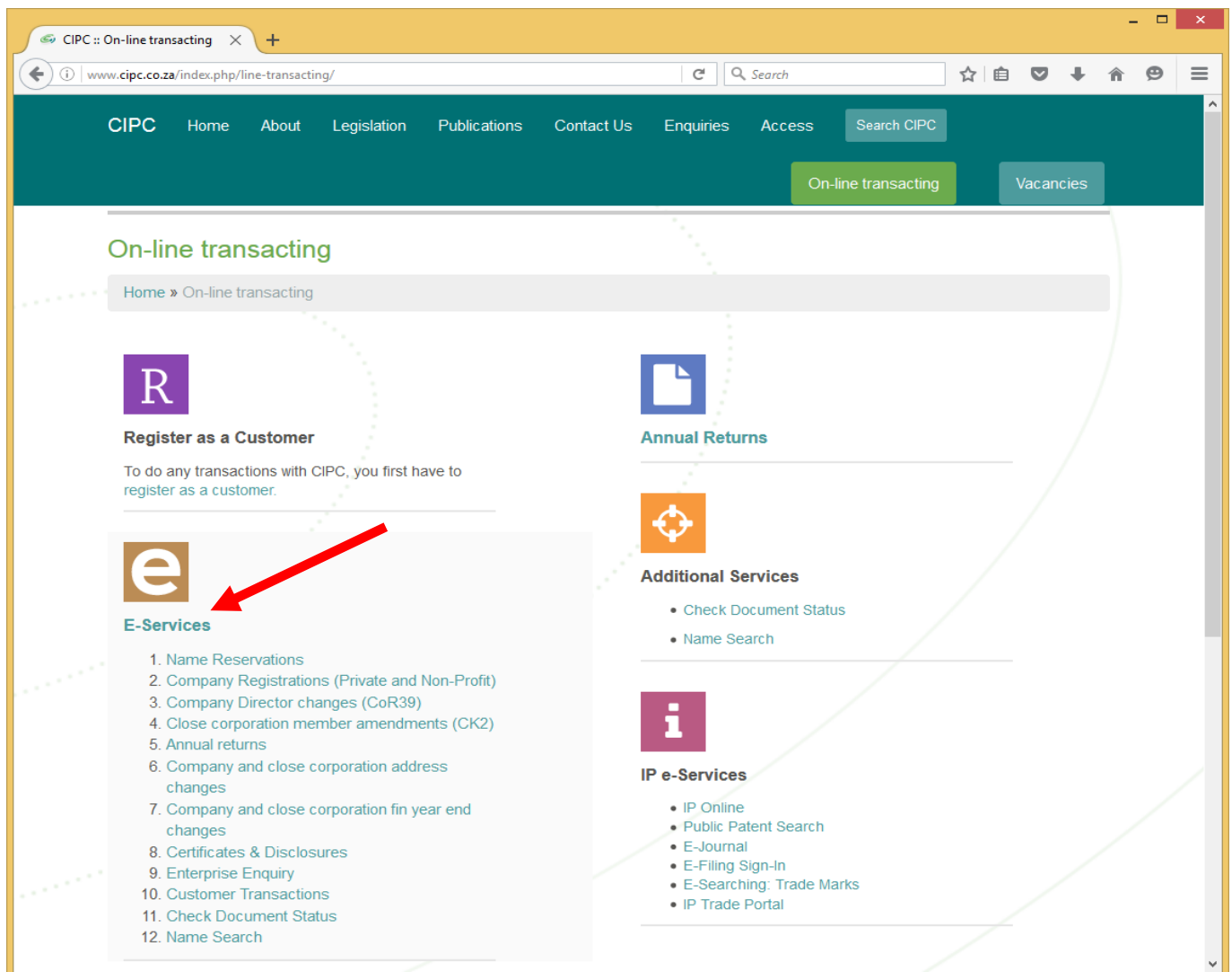


STEP BY STEP GUIDE TO RESET PASSWORD

Step 1: Visit www.cipc.co.za Home and click On-Line transacting



Step 2: Click E-Services



Step 3: Click on PASSWORD RESET

The screenshot shows the CIPC eServices System homepage. At the top right is the CIPC logo and text: "Companies and Intellectual Property Commission" and "a member of the dti group". Below this is a breadcrumb trail: "You are here: CIPC eServices » Home". A search bar is labeled "ENTERPRISE NAME SEARCH" with a "SEARCH" button. To the right of the search bar is an "ENTERPRISE NUMBER ENQUIRY" section with input fields and an "ENQUIRE" button. On the left side, there is a vertical menu with four buttons: "eServices Home", "Customer Login", "Password Reset", and "Customer Registration". A red arrow points to the "Password Reset" button. Below the menu, there is a "SUPPORTED BROWERS" section with logos for Google Chrome, Mozilla Firefox, Safari, and Microsoft Edge. Below the logos, it says "You are using: Chrome 50.0". The main content area is titled "CIPC eServices System" and contains a welcome message: "Welcome to the CIPC eServices System. To transact on this portal you must have a valid CIPC customer code. Please note that currently you can only register a private company with a standard memorandum of incorporation, all other company types must be filed manually. Forms are available on www.cipc.co.za". Below the welcome message is a "CUSTOMER REGISTRATION & LOGIN" section with a list of instructions: "- Click on 'Customer Registration'", "- Indicate whether you are South African or not", "- Type in ID or passport number", "- South Africans are verified with Home Affairs", "- Fill in required details", "- Choose password and answer security question", "- Login using customer code and password", and "- Security code and password are case sensitive". To the left of this section is a "SERVICES OFFERED" list: "- Private company registration", "- Company director amendments", "- CC member amendments", "- Annual returns", "- Name reservations", "- Auditor changes", and "- B-BBEE certificates". To the right of the "CUSTOMER REGISTRATION & LOGIN" section is another "SERVICES OFFERED" list: "- Address changes", "- Financial year end changes", "- Enterprise enquiries", "- Transaction status enquiries", "- Customer transactions", "- Balance enquiries", and "- Enterprise certificates". Below the "CUSTOMER REGISTRATION & LOGIN" section is a "PASSWORD RESET" section with two options: "OPTION 1" and "OPTION 2". "OPTION 1" includes: "- Click on 'Password Reset'", "- Answer security question", and "- New password will be sent via email". "OPTION 2" includes: "- Email resetpassword@cipc.co.za, with", "- Certified ID or passport copy", "- Customer code", "- Current email address", and "- Current cellphone number". Below the "PASSWORD RESET" section is a "PLEASE NOTE" section with the following text: "Use Google Chrome or Mozilla Firefox - DHA data is updated once a month - Make sure your contact details are updated - Queries must be logged on QRS, do not email -". At the bottom left, there is a "LOGIN" button with a lock icon.

CIPC eServices System

Welcome to the CIPC eServices System. To transact on this portal you must have a valid CIPC customer code. Please note that currently you can only register a private company with a standard memorandum of incorporation, all other company types must be filed manually. Forms are available on www.cipc.co.za

CUSTOMER REGISTRATION & LOGIN

- Click on "Customer Registration"
- Indicate whether you are South African or not
- Type in ID or passport number
- South Africans are verified with Home Affairs
- Fill in required details
- Choose password and answer security question
- Login using customer code and password
- Security code and password are case sensitive

SERVICES OFFERED

- Private company registration
- Company director amendments
- CC member amendments
- Annual returns
- Name reservations
- Auditor changes
- B-BBEE certificates

PASSWORD RESET

OPTION 1

- Click on "Password Reset"
- Answer security question
- New password will be sent via email

OPTION 2

- Email resetpassword@cipc.co.za, with
- Certified ID or passport copy
- Customer code
- Current email address
- Current cellphone number

PLEASE NOTE

Use Google Chrome or Mozilla Firefox -
DHA data is updated once a month -
Make sure your contact details are updated -
Queries must be logged on QRS, do not email -

SERVICES OFFERED

- Address changes
- Financial year end changes
- Enterprise enquiries
- Transaction status enquiries
- Customer transactions
- Balance enquiries
- Enterprise certificates

PLEASE NOTE

- Send documents to designated email addresses
- All ID or passport copies must be certified
- Format must be PDF or TIFF only
- If transaction is rejected start over

LOGIN

Step 4: Type in your customer code and click on CONTINUE.

Companies and Intellectual Property Commission
a member of the dti group

You are here: CIPC eServices » Reset Password

Logged in as: Not logged in

ENTERPRISE NAME SEARCH

ENTERPRISE NUMBER ENQUIRY

Reset Password

Customer Code

SUPPORTED BROWSERS

GOOGLE CHROME MOZILLA FIREFOX SAFARI MICROSOFT EDGE

You are using: Chrome 50.0

Step 5: The following screen will be displayed and you will receive an email and a SMS on your cell phone number which is linked to your customer code registered with CIPC

Companies and Intellectual Property Commission
a member of the dti group

You are here: CIPC eServices » Reset Password

Logged in as: Not logged in

ENTERPRISE NAME SEARCH

ENTERPRISE NUMBER ENQUIRY

Reset Password

Customer Code

ONE TIME PIN (OTP) SENT

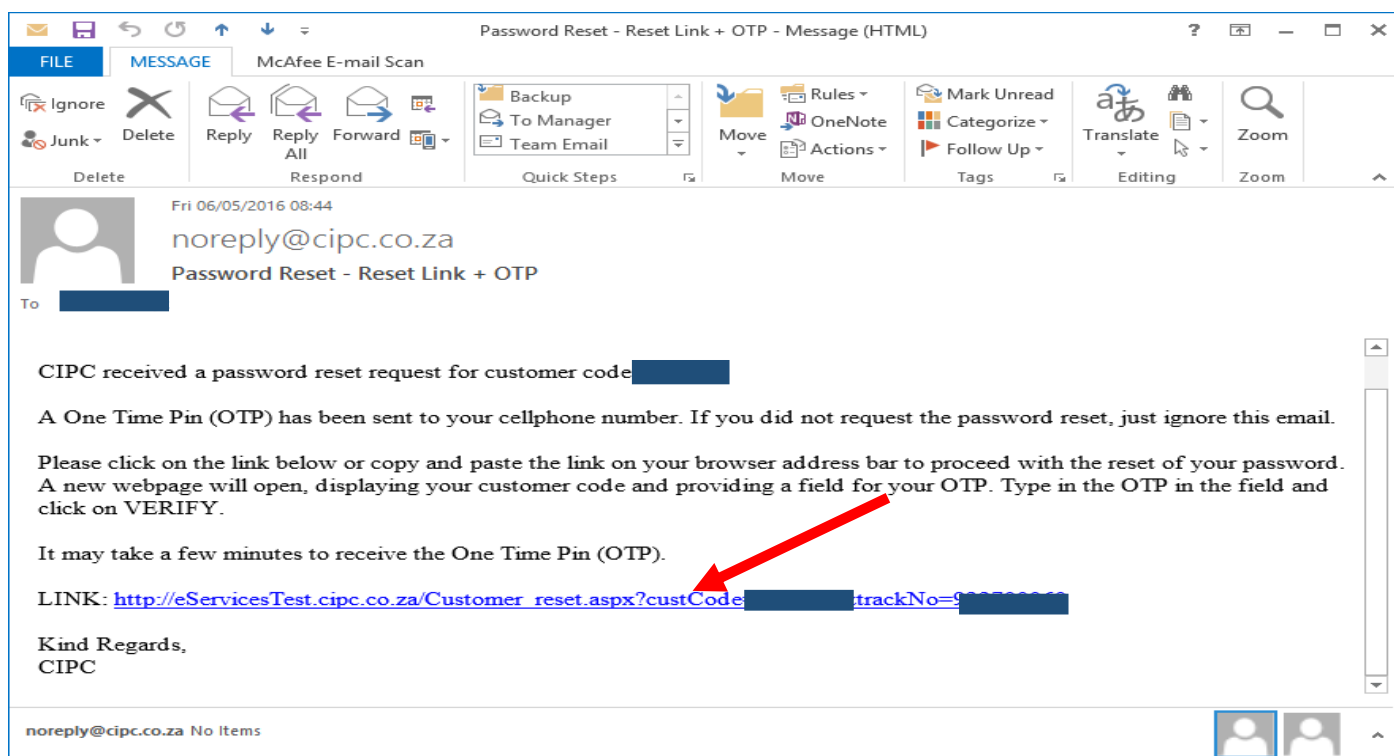
A One Time Pin (OTP) has been sent to your cellphone number, 08[redacted]6, and a reset link to your email address, M[redacted]A. You will have to click on the link on your email then use the OTP on your cellphone to reset your password.

SUPPORTED BROWSERS

GOOGLE CHROME MOZILLA FIREFOX SAFARI MICROSOFT EDGE

You are using: Chrome 50.0

Step 6: Click on the link provided in the email received, or copy the link to your web browser, a new web page will open where you will have to enter the One Time Pin (OTP).



Step 7: Enter the One Time Pin (OTP) received in the SMS, the OTP is valid for one use only. It may take several minutes to receive the OTP depending on the service of the cell phone service providers. Click VERIFY to continue.

Step 8: Enter a new password in the space provided. Please note compliance to the password minimum requirements as stipulated on the page.

Companies and Intellectual Property Commission
a member of the dti group

You are here: CIPC eServices » Reset Password

Logged in as: Not logged in

ENTERPRISE NAME SEARCH

ENTERPRISE NUMBER ENQUIRY

Reset Password

Customer Code

One Time PIN (OTP)

PASSWORD MUST CONTAIN (MINIMUM REQUIREMENTS):

- Minimum of 8 characters
- At least 1 UPPERCASE letter
- At least 1 lowercase letter
- At least 1 number
- Special characters not allowed

New Password

Re-Type Password

Step 9: Once the new password has been entered in both the text boxes and accepted, click UPDATE to continue.

Companies and Intellectual Property Commission
a member of the dti group

You are here: CIPC eServices » Reset Password

Logged in as: Not logged in

ENTERPRISE NAME SEARCH

ENTERPRISE NUMBER ENQUIRY

Reset Password

Customer Code

One Time PIN (OTP)

PASSWORD MUST CONTAIN (MINIMUM REQUIREMENTS):

- Minimum of 8 characters
- At least 1 UPPERCASE letter
- At least 1 lowercase letter
- At least 1 number
- Special characters not allowed

New Password

Re-Type Password

Password 1 and 2 don't match

Step 10: A message will display confirming that the password has been successfully changed. Now click LOGIN to commence to the Customer Login page to transact with CIPC.

The screenshot displays the CIPC eServices 'Reset Password' interface. At the top right is the CIPC logo and text: 'Companies and Intellectual Property Commission' and 'a member of the dti group'. Below this is a breadcrumb trail: 'You are here: CIPC eServices » Reset Password' and a login status 'Logged in as: Not logged in'. A search bar is present with 'ENTERPRISE NAME SEARCH' and a 'SEARCH' button, and another section for 'ENTERPRISE NUMBER ENQUIRY' with an 'ENQUIRE' button. On the left sidebar, there are links for 'eServices Home', 'Customer Login', 'Password Reset', and 'Customer Registration'. Below these are 'SUPPORTED BROWSERS' (Google Chrome, Mozilla Firefox, Safari, Microsoft Edge) and a note 'You are using: Firefox 45.0'. The main content area is titled 'Reset Password' and contains two input fields: 'Customer Code' and 'One Time PIN (OTP)', each with a 'CONTINUE' button. Below these is a 'VERIFY' button. A large green box with a key icon contains the message: 'PASSWORD CHANGED. The password reset has been successful and your password has been changed to the password you typed in. Please click login below to proceed.' A red arrow points from this message box to the 'LOGIN' button at the bottom right.

Companies and Intellectual Property Commission
a member of the dti group

You are here: CIPC eServices » Reset Password Logged in as: Not logged in

ENTERPRISE NAME SEARCH SEARCH ENTERPRISE NUMBER ENQUIRY ENQUIRE

[eServices Home](#)
[Customer Login](#)
[Password Reset](#)
[Customer Registration](#)

SUPPORTED BROWSERS
GOOGLE CHROME MOZILLA FIREFOX SAFARI MICROSOFT EDGE

You are using: Firefox 45.0

Reset Password

Customer Code

One Time PIN (OTP)

PASSWORD CHANGED
The password reset has been successful and your password has been changed to the password you typed in. Please click login below to proceed.

