



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

CIPC NOTICE – 27 JANUARY 2023

UPDATE: ROLLBACK TO OLD E-SERVICES AND BIZPORTAL

Dear CIPC customer,

This notice intends to update CIPC customers on the status of the rollback to the old CIPC e-services and BizPortal, as announced on Friday, 20 January 2023.

To migrate back to the old platforms, the CIPC needed to shutdown the E-services and BizPortal platforms in the weekend of 21-22 January 2023. Our teams have been working relentlessly to test the systems to ensure that the rollback is done in the most efficient and seamless way. We do however request that you bear with us during the rollback as we ensure that all data is synced accordingly.

1. Updating customer contact details (continue button not working for company registration)

- Due to the data migration, some data on customer data on the customer profile did not update. This may result in some customers not being able to register companies, as the system hangs when they click the “Continue” button. Customers are advised to update their customer profiles by following these steps:
 - o Visit <https://eservices.cipc.co.za/Login.aspx> and log in with customer code and password
 - o Select the “Edit Customer Details” button on the left menu.
 - o Update all customer details. Ensure that the correct email address and cell phone numbers are inserted. It is important to complete the country, province and address details.
 - o Click on Update.

We appreciate your patience with us during the migration and again apologise for any inconvenience caused.

Customer query contacts:

Call centre: 086 100 2472

QRS: <https://enquiries.cipc.co.za>