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DIGITISATION OF PATENT CERTIFICATE
USER GUIDE

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On behalf of SWORD SA

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1. Purpose

This step-by-step guide is designed for both existing CIPC customers who intend to access and utilise the digitised Patent Certificates on IP Online. The relevance of this guide is associated with the introduction of electronic Patent Certificates and their integration into the Patent Division's workflow. The screenshots in this guide are simplified to assist users in consuming the features related to electronic Patent Certificates.

The objective is to:

1. Improve business efficiency, service delivery, and reliability within the Patent Division.
2. Ensure alignment with the Patents Act and regulations, specifically by:
   - Generating electronic certificates with authorised signatures and built-in security measures.
   - Downloading certificates in PDF format.
   - Ensuring accessibility of LPs on IP Online.
   - Utilising QR codes for authentication, security, and compliance.
   - Including the seal of the Republic of South Africa and the CIPC Patent Office seal.
3. Allow ease of access to electronic Patent Certificates on IP Online.
4. Provide a simplified and improved user experience for both first-time and frequent users of the portal.
5. Enable professional law firms to utilise the electronic certificates more proficiently and consume full functionality of the incorporated digital features.

The guide is simplified and delineated as follows:

1.1 How to download Letters Patent on IP Online:
- Step 1: The client receives an email with link to IP Online
- Step 2: Access the portal and access IP online as a customer: Login
- Step 3: Letters Patent Certificate Download

1.2 How to download Letters Patent of Addition on IP Online
- Step 1: The client receives an email with link to IP Online
- Step 2: Access the portal and access IP online as a customer: Login
- Step 3: Letters Patent of Addition Certificate Download

1.3 How to download Certified Letters Patent/ Certified Letters Patent on IP Online
- Step 1: Access the portal and access IP online as a customer: Login
- Step 2: IP Online Menu Access
- Step 3: Request for Certificate (P4) selection
- Step 4: User fills in the relevant application number
- Step 5: Initiate Certified Copy Request
- Step 6: Billing Agreement
- Step 7: Application Queued
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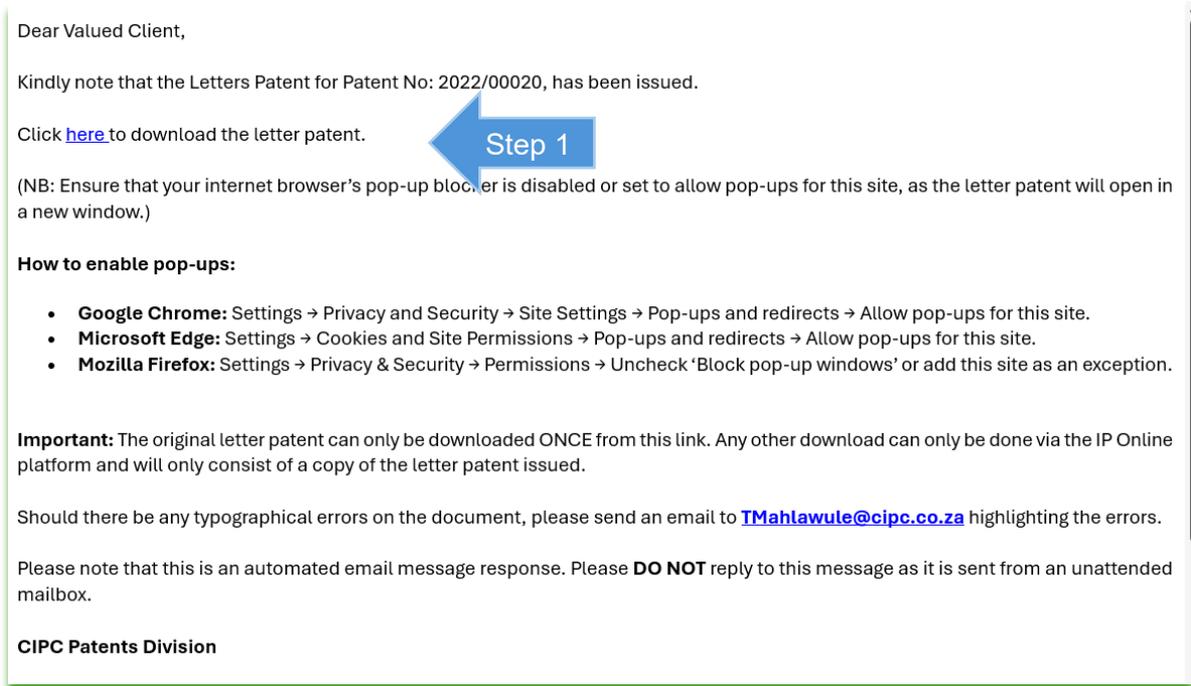
1.1 How to download Letters Patent on IP Online

Dear Valued Client,

Kindly note that the Letters Patent for Patent No: 2022/00020, has been issued.

Click here to download the letter patent. **Step 1**

(NB: Ensure that your internet browser's pop-up blocker is disabled or set to allow pop-ups for this site, as the letter patent will open in a new window.)

How to enable pop-ups:

- **Google Chrome:** Settings → Privacy and Security → Site Settings → Pop-ups and redirects → Allow pop-ups for this site.
- **Microsoft Edge:** Settings → Cookies and Site Permissions → Pop-ups and redirects → Allow pop-ups for this site.
- **Mozilla Firefox:** Settings → Privacy & Security → Permissions → Uncheck 'Block pop-up windows' or add this site as an exception.

Important: The original letter patent can only be downloaded ONCE from this link. Any other download can only be done via the IP Online platform and will only consist of a copy of the letter patent issued.

Should there be any typographical errors on the document, please send an email to **TMahlawule@cipc.co.za** highlighting the errors.

Please note that this is an automated email message response. Please **DO NOT** reply to this message as it is sent from an unattended mailbox.

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Figure 1: Receive Email with Link to IP Online

Step 1: To access; the client receives an automated email containing a secure link to the **IP Online** portal.
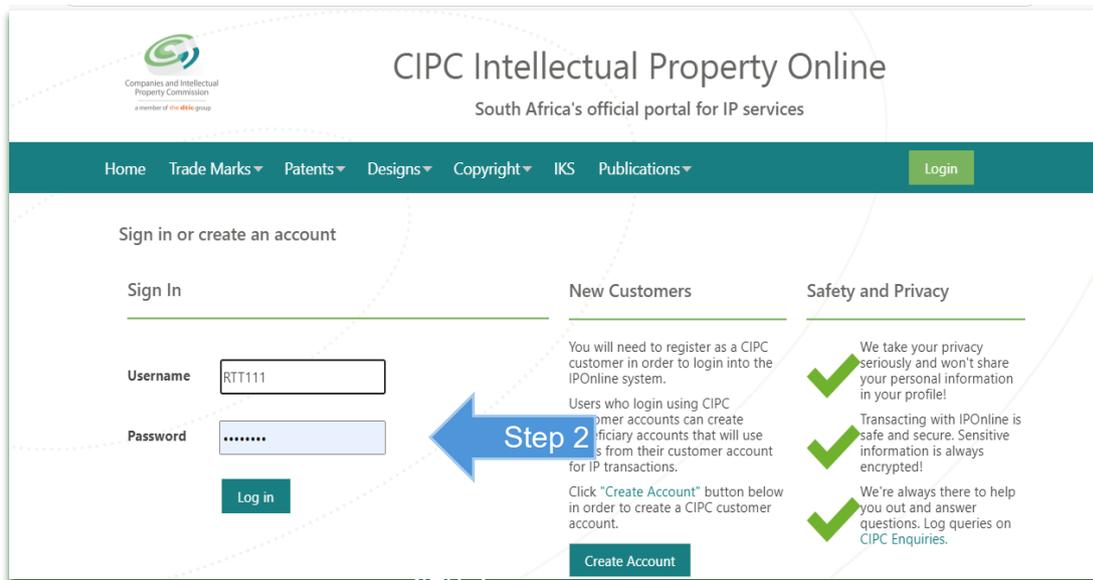

Figure 2: Login Page

Step 2: The client accesses the portal and selects the Login button to proceed to the customer access area for IP Online.
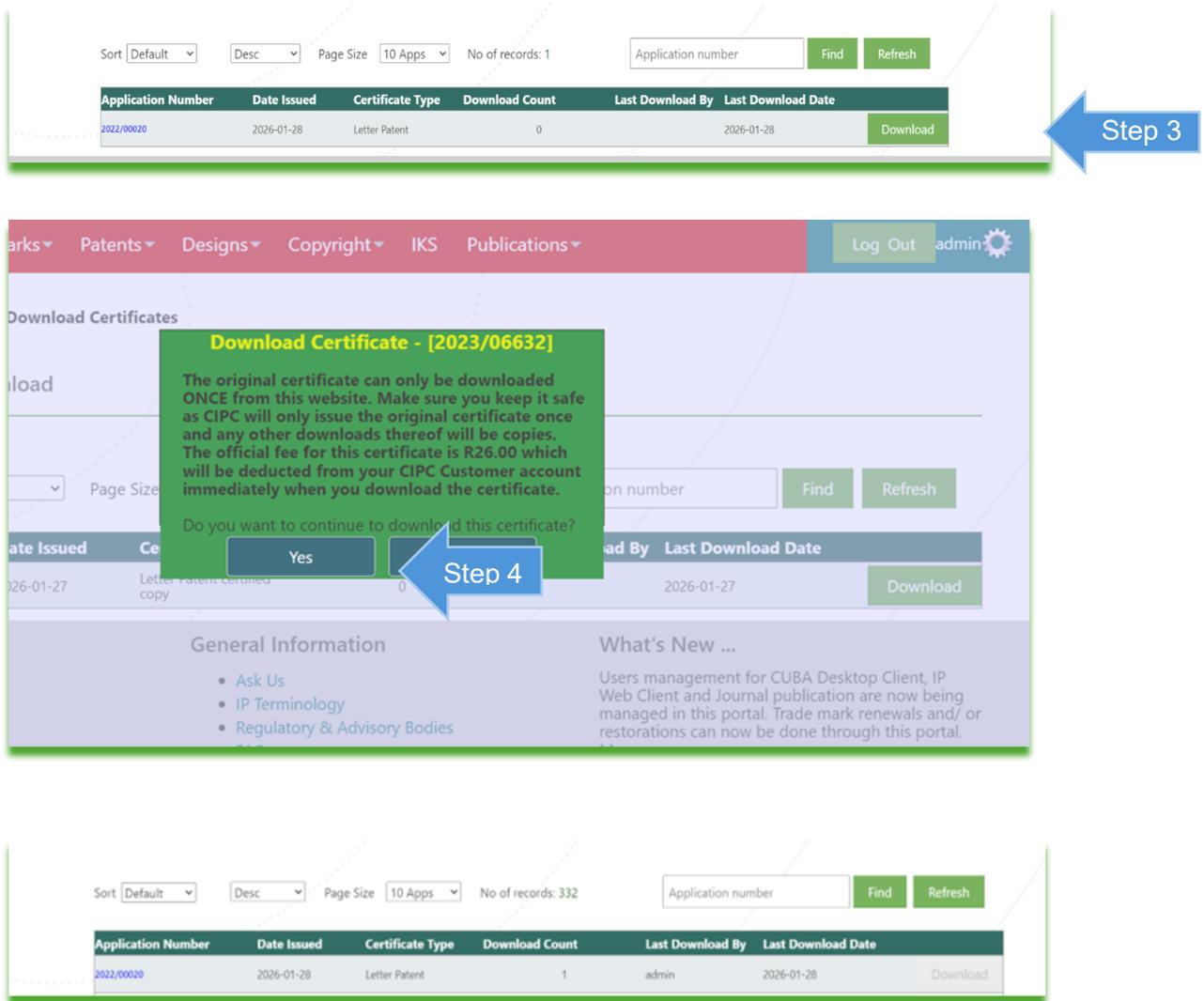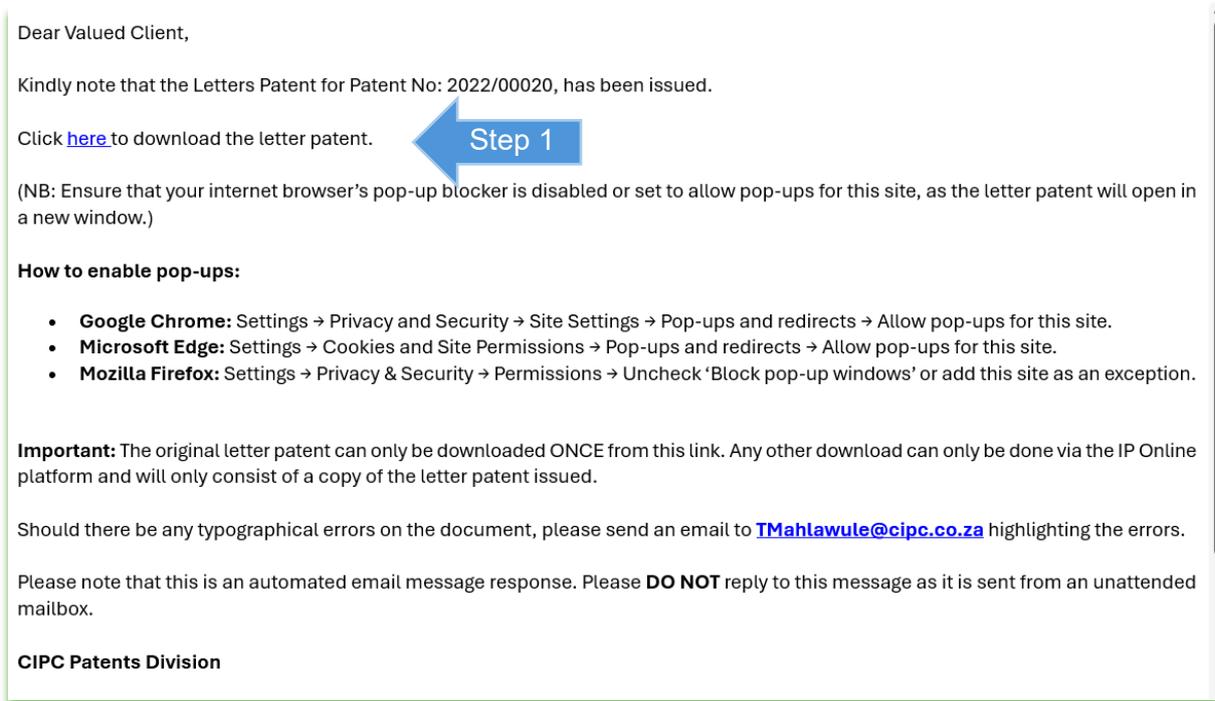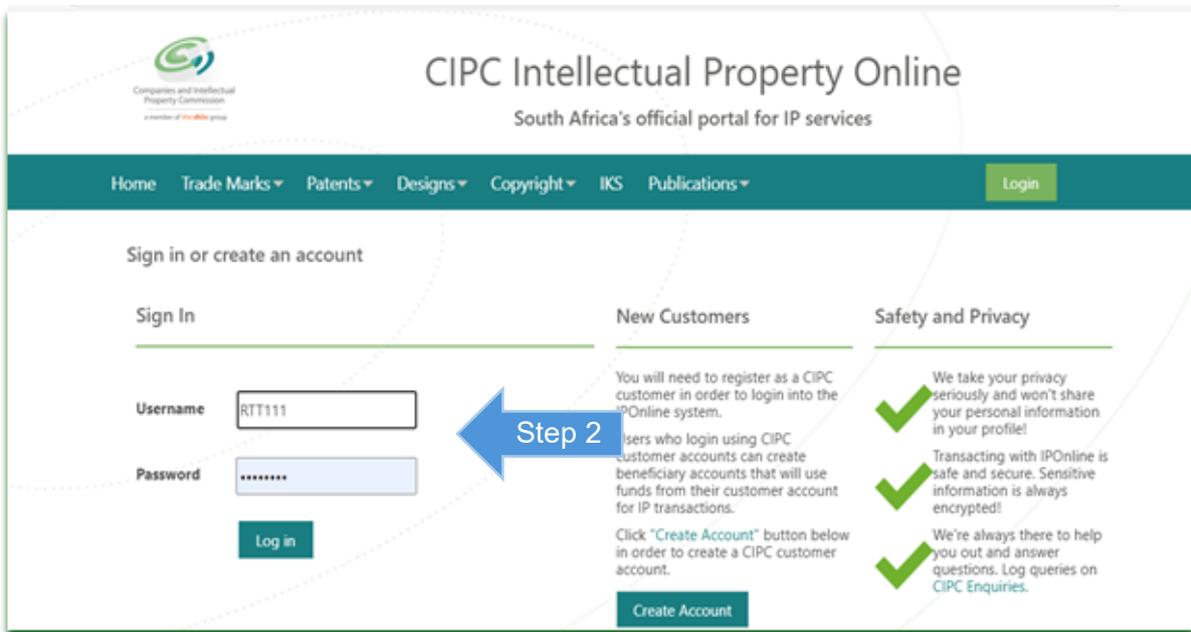
Figure 3: Letters Patent Certificate download page

Step 3: The client will be presented with certificate details, and the download button will be activated. When the client clicks on here on the (**Click here to download the certified certificate**) link on the email, the link should direct them to IP Online to enter their credentials and click login, upon a successful login the screen above will be displayed.

The user should click on the download button to download the certificate. The certificate will be downloadable only ONCE.

1.2 How to download Letters Patent of Addition on IP Online

Dear Valued Client,

Kindly note that the Letters Patent for Patent No: 2022/00020, has been issued.

Click here to download the letter patent. ⬅ Step 1

(NB: Ensure that your internet browser's pop-up blocker is disabled or set to allow pop-ups for this site, as the letter patent will open in a new window.)

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Figure 4: Receive Email with Link to IP Online

Step 1: To access; the client receives an automated email containing a secure link to the **IP Online** portal.

Figure 5: Login Page

Step 2: The client accesses the portal and selects the Login button to proceed to the customer access area for IP Online.

Figure 6: Letters Patent of Addition Certificate download page

Step 3: The client will be presented with certificate details, and the download button will be activated. When the client clicks on here on the (**Click here to download the certified certificate**) link on the email, the link should direct them to IP Online to enter their credentials and click login, upon a successful login the screen above will be displayed.

The user should click on the download button to download the certificate. The certificate will be downloadable only ONCE.

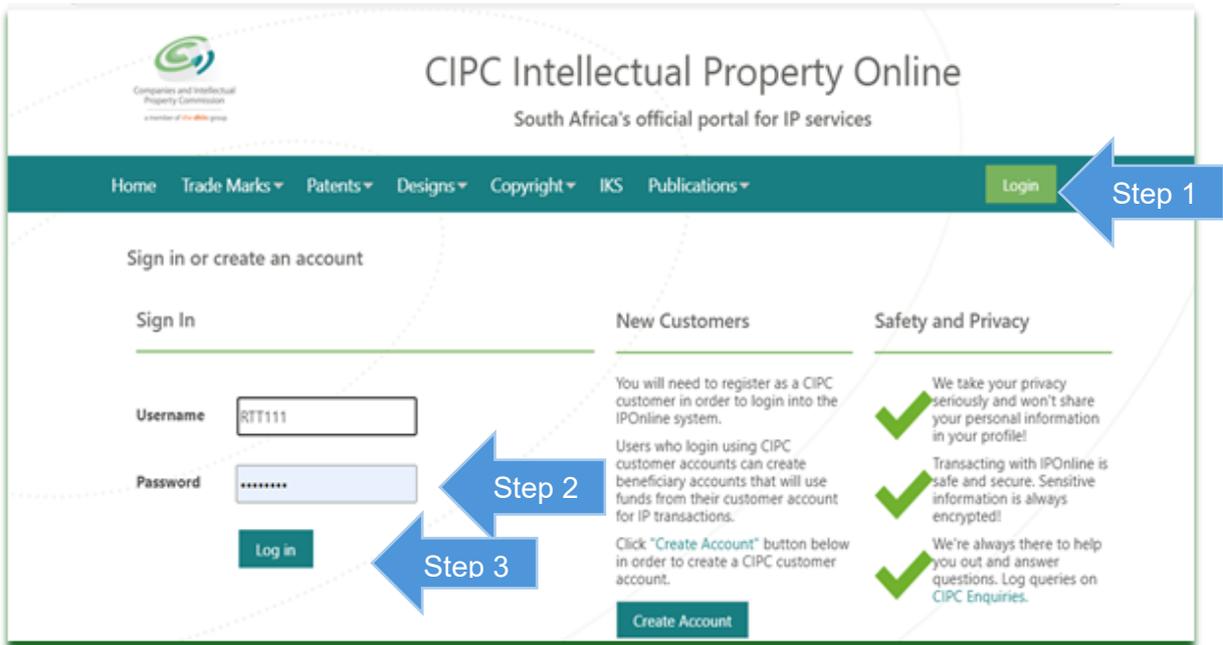## 1.3. How to download Certified Letters Patent/ Certified Letters Patent on IP Online

Figure 7: Login Page

Step 1: To access; the client should (select)/ click on the login button for the login page to be displayed, this is for the user to enter their credentials.
Step 2: The client should enter their username and password.
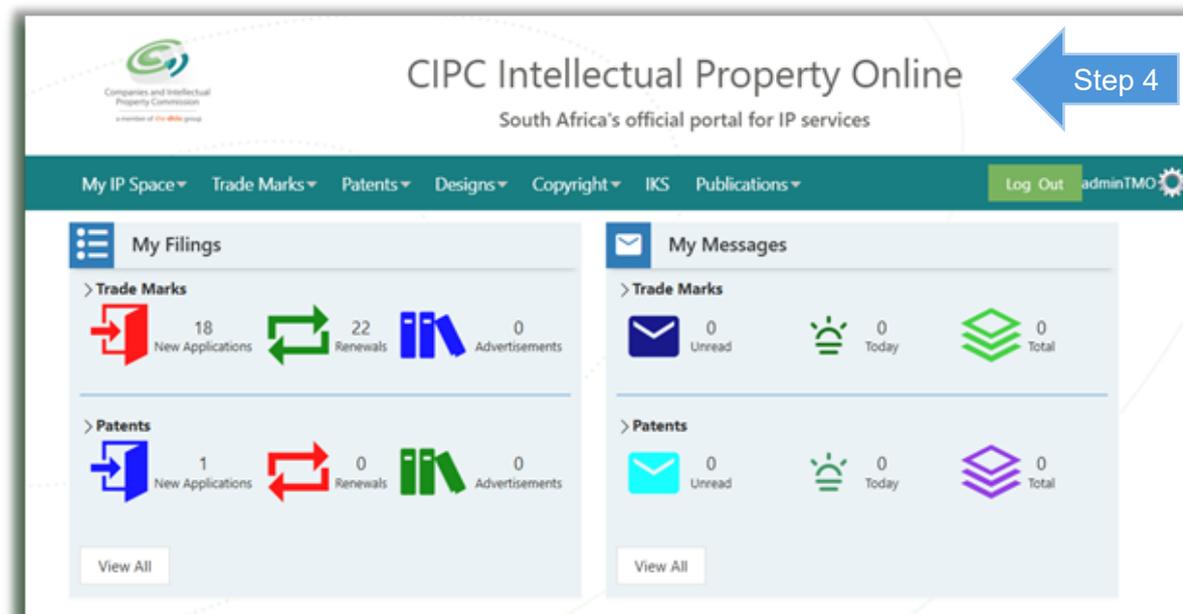**Step 3:** The client should Select login.
.

Figure 8: IP Online Landing Page.
The user may proceed by hovering over the Patents "tab" and **select Patents**.
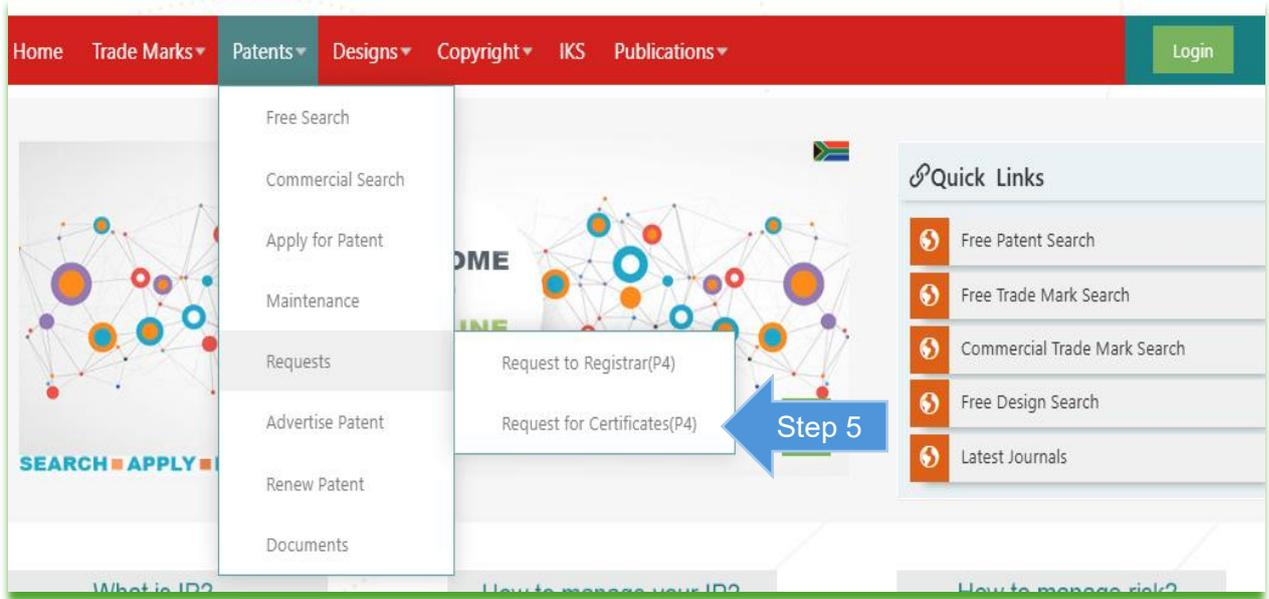
Figure 9: *Patent Tab*

Step 5 : Under the Patent menu, the client will click on **Requests,** then click on **Request for Certificate (P4)** under Requests to be directed to the Request Certified Certificate page.
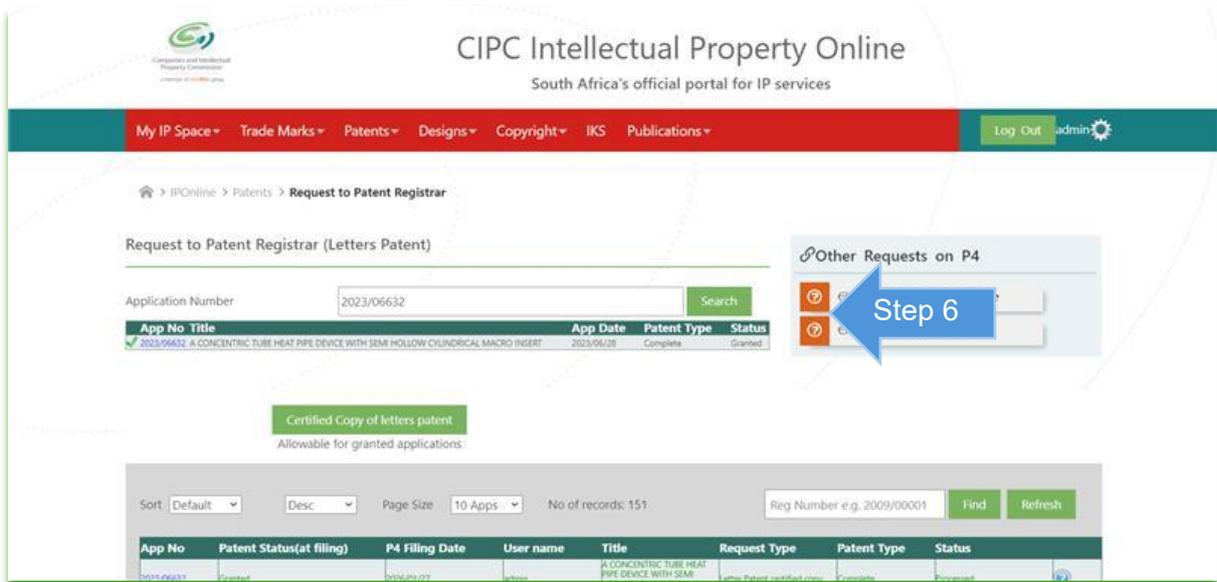

Figure 10: *Request Certified Copy of Certificate page*

Step 6: The client will be presented with the **Request Letters Patent Certificate** page. On this page, they will be required to **enter the relevant application number** for which they wish to request a duplicate certificate and then proceed to press the search button to search for the application.
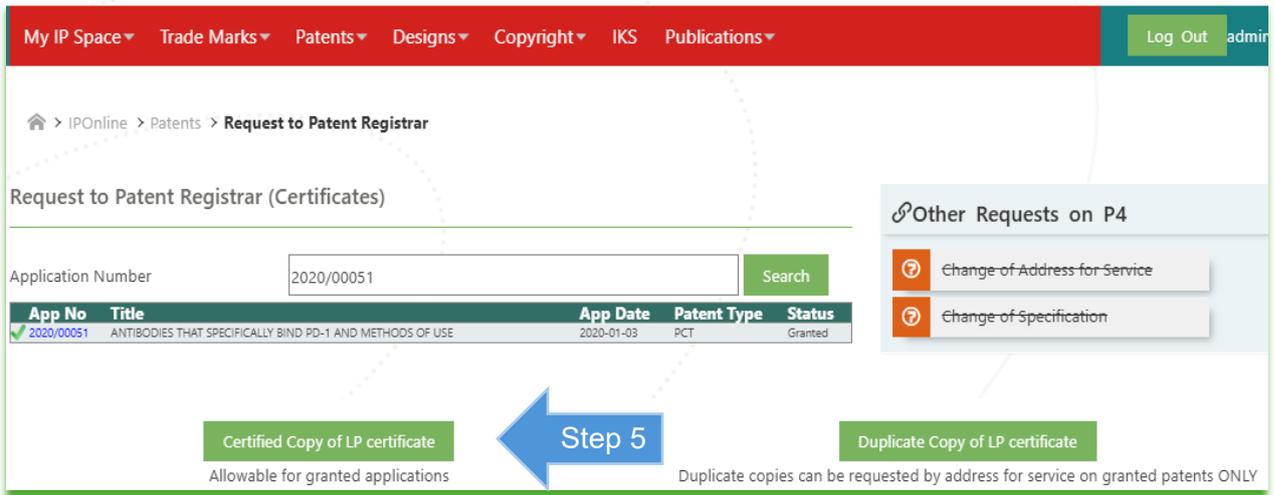
Figure 11: *Application Number textbox*

Step 5: Once the "Search" button is clicked, the **certified copy of LP Certificate** option will become enabled. To proceed to the next page, the user must then click on **certified copy of LP certificate button**.
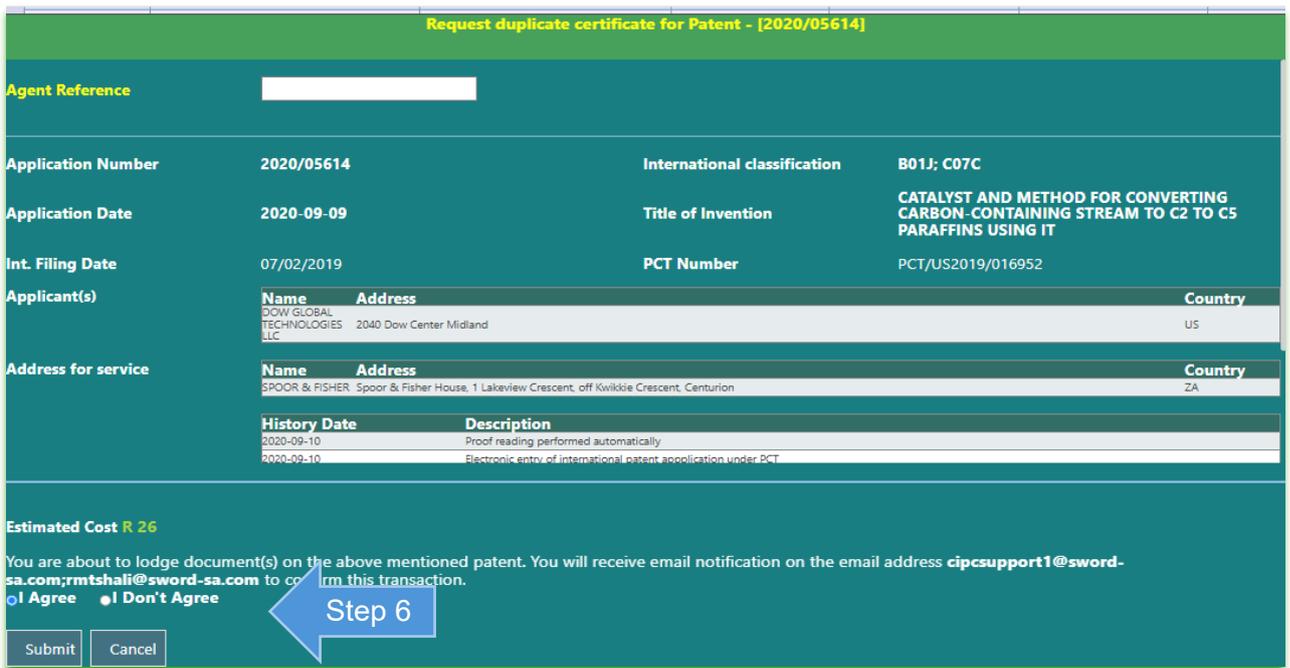

Figure 12: *Lodge request page*

Step 6: After clicking the "Request for certified copy of Certificate" button, you'll be directed to the **billing page**. Here, you have two options:

- **Click "I agree"** to accept the terms and proceed. This will activate the **"Submit" button**.
- **Click "I disagree"** if you do not wish to proceed. Selecting this option will terminate your current session.

Dear Valued Client,

Please note that your P4 request to registrar for patent application 2005/06464, has been successfully received by CIPC. The request to registrar has not been processed yet.

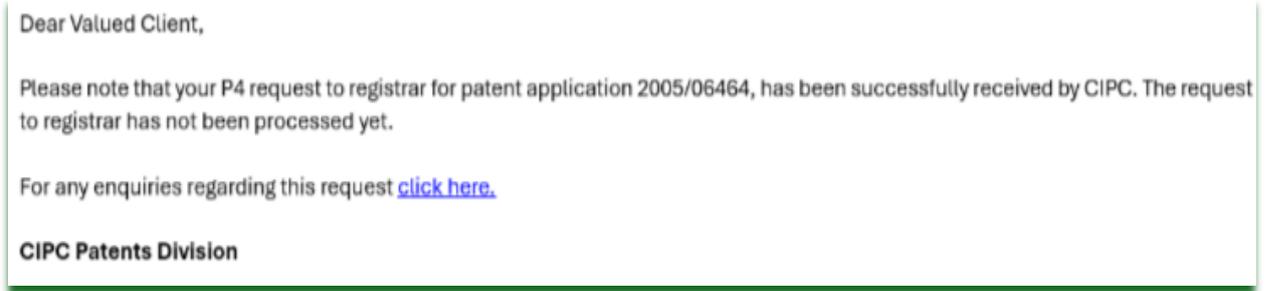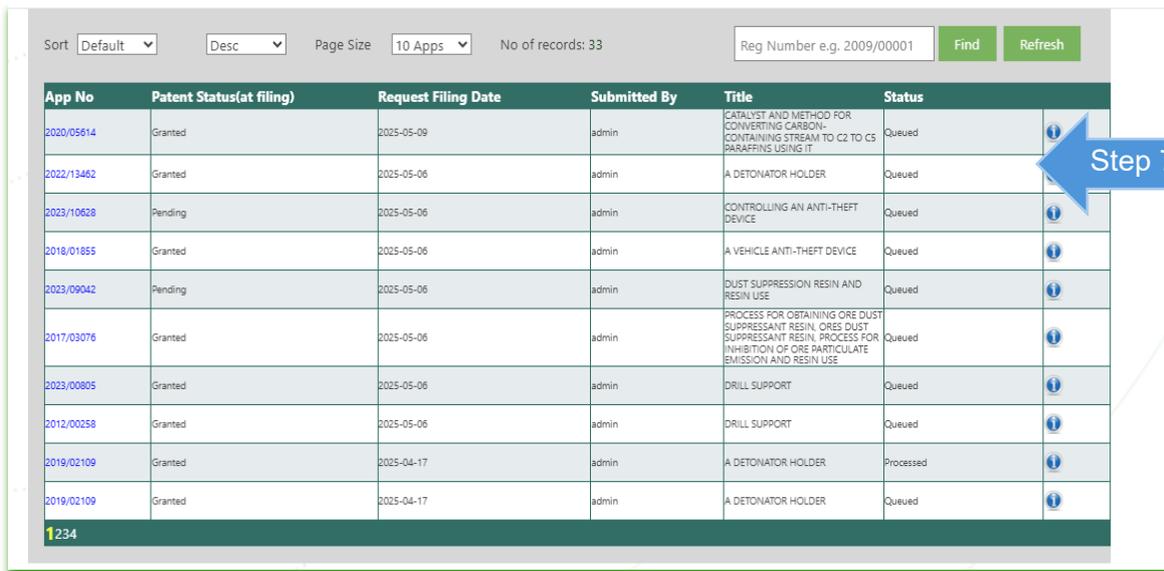For any enquiries regarding this request click here.

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Figure 13: *Automated Email to client*

The client should receive the above confirmation email once the request has been submitted.

Figure 14: *Application status*

Step 7: The application status will change to **"Queued"** once the application has been successfully submitted.

Dear Valued Client,

Kindly note that your request for Letter Patent certified copy with Patent no: 2023/06632 has been processed. The P4 confirmation form with payment receipt can be downloaded by clicking here.

NB: (Ensure that your internet browser's pop-up blocker is disabled or set to allow pop-ups for this site, as the certificate will open in a new window.)

How to disable pop-up blocker:

- **Google Chrome:** Settings → Privacy and Security → Site Settings → Pop-ups and redirects → Allow pop-ups for this site.
- **Microsoft Edge:** Settings → Cookies and Site Permissions → Pop-ups and redirects → Allow pop-ups for this site.
- **Mozilla Firefox:** Settings → Privacy & Security → Permissions → Uncheck 'Block pop-up windows' or add this site as an exception.

Click here to download the certified Letter Patent.

Important: The certified letter patent can only be downloaded ONCE from this link. Any other download must be done via the IP Online platform and will only consist of an uncertified copy.

Should there be any typographical errors on the document, please send an email to amabuto@sword-sa.com highlighting the errors.

Please note that this is an automated email message response. Please **DO NOT** reply to this message as it is sent from an unattended mailbox.
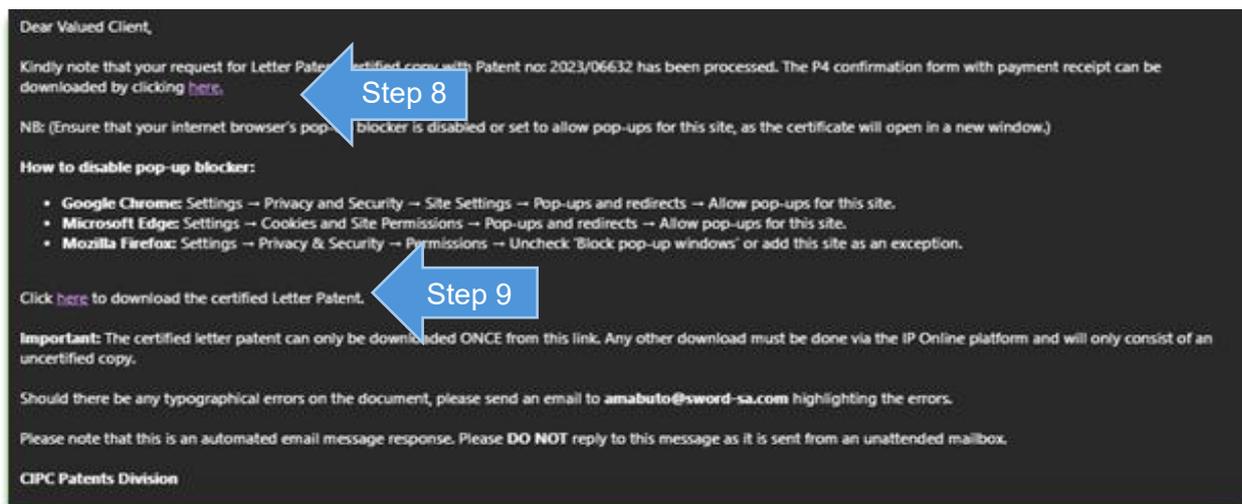
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Figure 15: *Certified Letters Patent Client Email*

Step 8: The client should click on "here" to download the P4 and sales journal.

Step 9: The client should click on "here" to download the certified Letters Patent.
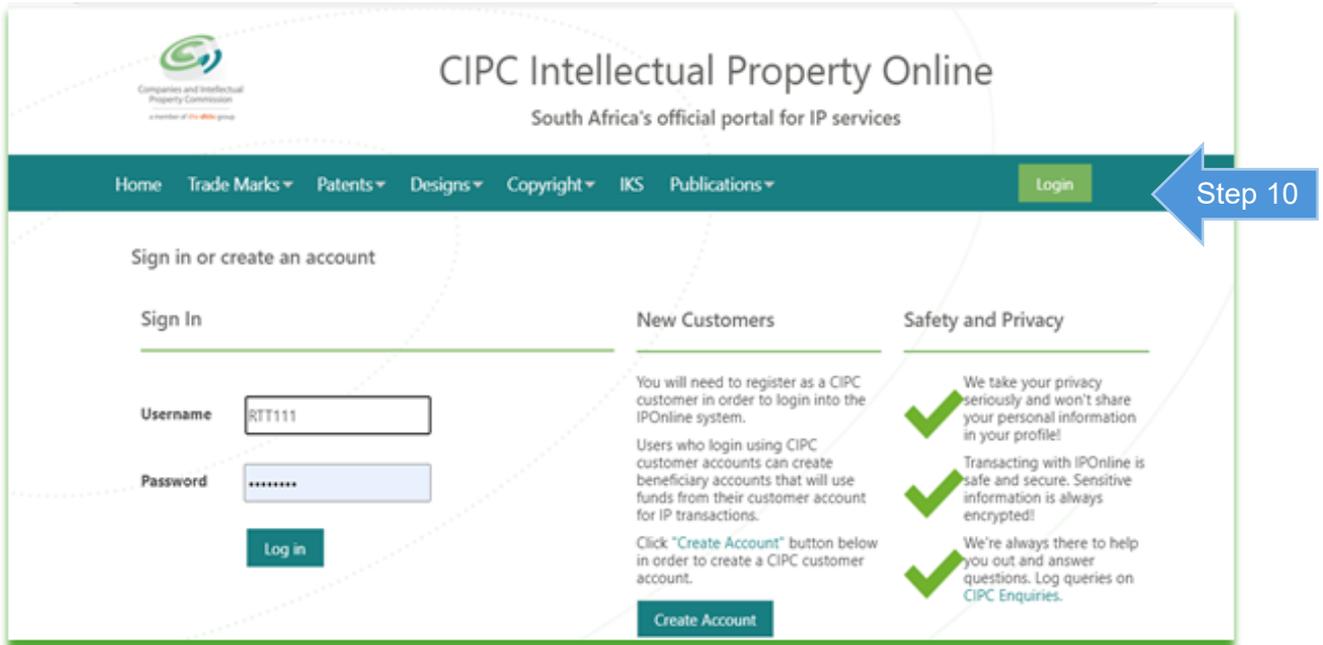

Figure 16: Certified Letters Patent Download

Step 10: When the client clicks on "here" to download certificate, they will be directed to IP Online Login page to enter the correct credentials.
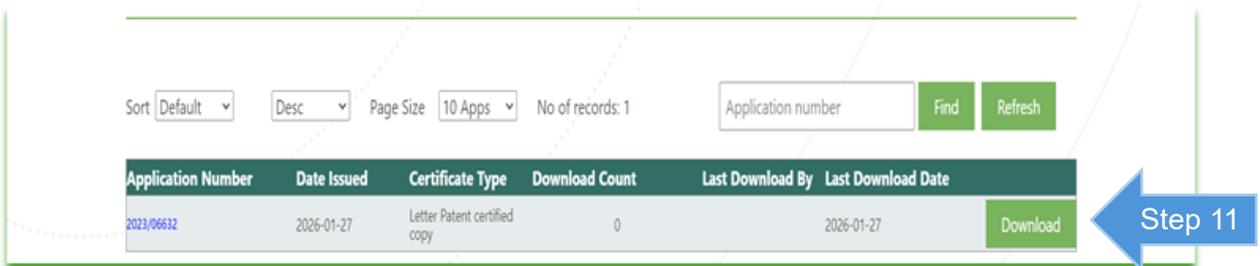

Figure 17: Certified Letters Patent Download

Step 11: Once successfully logged in, the client will land on the certificate download page, the client should click on the "Download" button to download the certificate.

Figure 18: *Download Certified LP Disclaimer pop up*

Step 12: When the client clicks on "Download" a pop-up message will be displayed, to continue with the download the client will click "Yes" then the Certified LP will be downloaded in PDF.
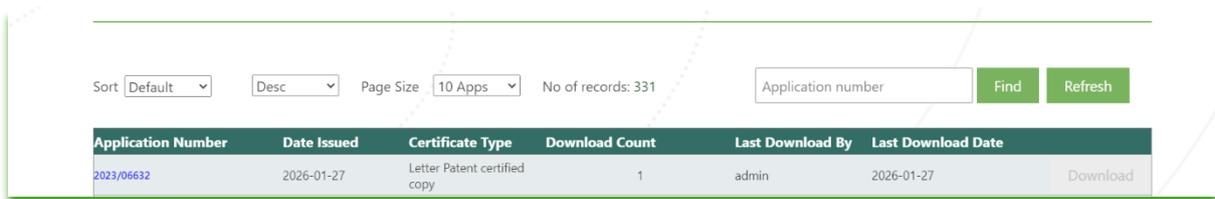

Figure 19: *Downloaded Certified LP*

Once the download has been completed, the "Download" button will be greyed out and download count will be set to 1.