

PSiRA ONLINE USER MANUAL



PSiRA
Private Security Industry Regulatory Authority

SECURITY OFFICER CERTIFICATE RENEWAL MANUAL

Version 012022

Security Officer ID Card Request Manual

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1. Background

Private Security Industry Regulatory Authority was established in terms of Section 2 of the Private Security Industry Regulation Act (56 of 2001) which came into operations in 2002. The strategic mandate of PSIRA originates from the Act and the regulations issued in terms of the Act. The primary objectives of PSiRA are to regulate the private security industry and to exercise effective control over the practice of the occupation of security service providers in the public and national interest and in the interest of the private security industry itself.

2. Purpose

The purpose of this Training manual is to empower PSiRA clients on how to use the new Online System. The document will be enhanced over time to ensure it is aligned to recent changes as they are implemented. Clients of PSiRA are requested to continue using the current version found on <https://www.psira.co.za>

3. Pre-requirements

Clients are requested to ensure they have with them the following information to make the process of applying smooth...

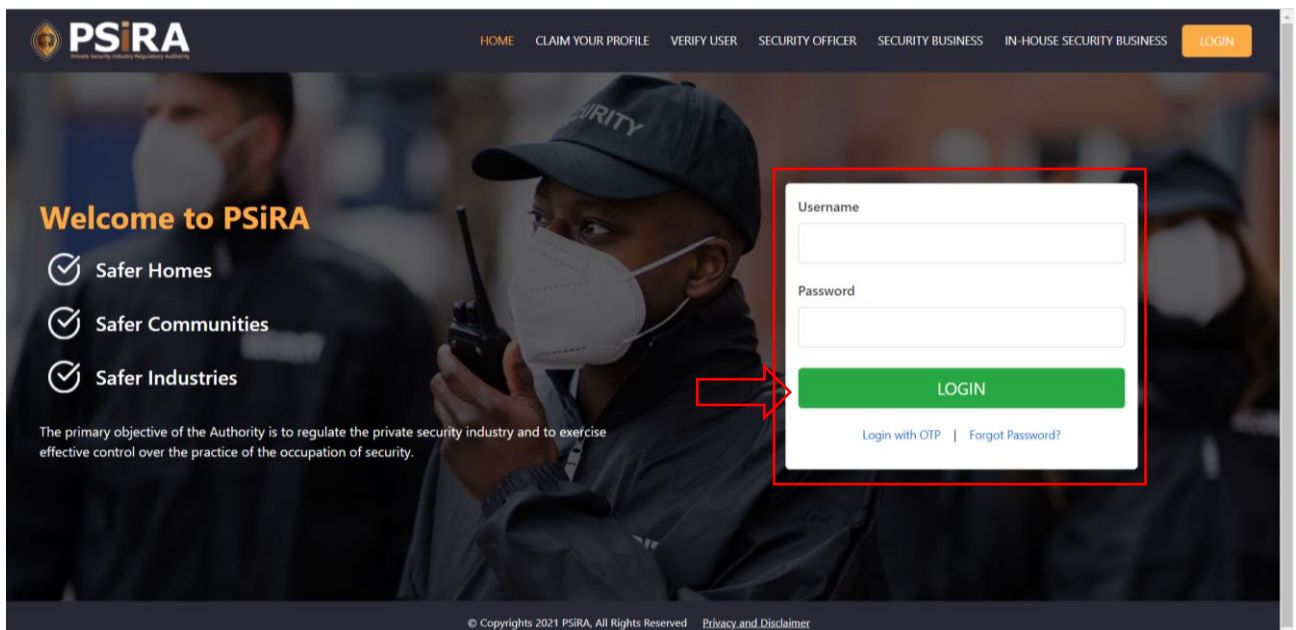
- i. Login credentials
- ii. Smartphone / laptop / Computer

4. ID Card Request Process

- 4.1 Access the link via your Laptop, Computer or Smartphone,
 - 4.1.1 Go to the website and type <https://digitalservices.psira.co.za>
 - 4.1.2 On the web page, select the **Login** button



- 4.1.3 On the next screen, enter your username and password and click the **Login** button



If the login credentials provided are correct you will be directed to the dashboard

If the login credentials provided are incorrect an error message will pop-up

4.1.4 On the next screen, click the **Service Request** button.

The screenshot shows the PSIRA user dashboard. At the top left is the PSIRA logo. At the top right, it says 'Logged in As : Security Officer' and 'hunry'. In the center, there is a profile card for an approved user with details: PSIRA Status - Active, App. No - APP-86548, PSIRA No - SIRA-86773, Date of App. - 20-09-2021, and Reg. Approval Date - 20-09-2021. Verification status is shown as Phone verified, Email verified, DHA, and Finger Print verified. A yellow box states 'Your security officer grade is A.' On the left sidebar, the 'Service Requests' button is highlighted with a red arrow.

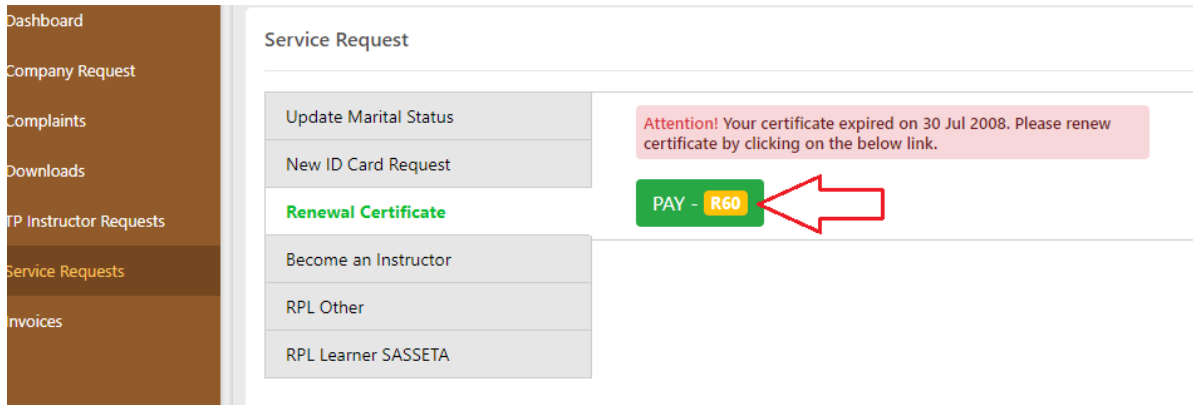
4.1.5 On the next screen, click the **Renewal Certificate** tab

The screenshot shows the 'Service Request' page. It has a header 'Service Request' and a sub-header 'Update Marital Status'. The current marital status is 'NA'. There is a dropdown menu for 'Update Marital Status' with a 'SEND' button. A red arrow points to the 'Renewal Certificate' option in the list of service requests.

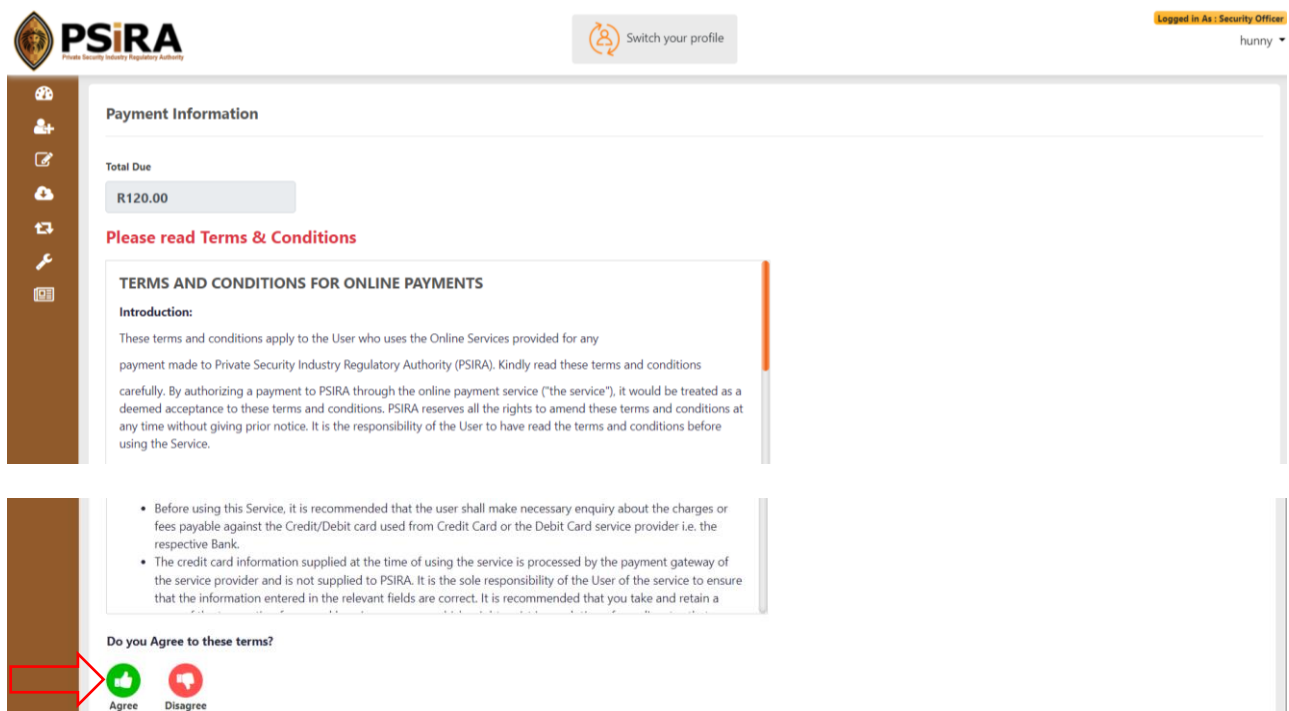
4.1.6 On the next screen click the Re-issue option, once selected the **Pay – R120** button will pop-up

The screenshot shows the 'Request for ID Card' page. It has a header 'Service Request' and a sub-header 'Request for ID Card'. There are three radio button options: 'Renewal - R90', 'Reissue - R120', and 'Upgrade - R110'. A red arrow points to the 'Reissue - R120' option.

4.1.7 Click the **Pay – RXXX** button

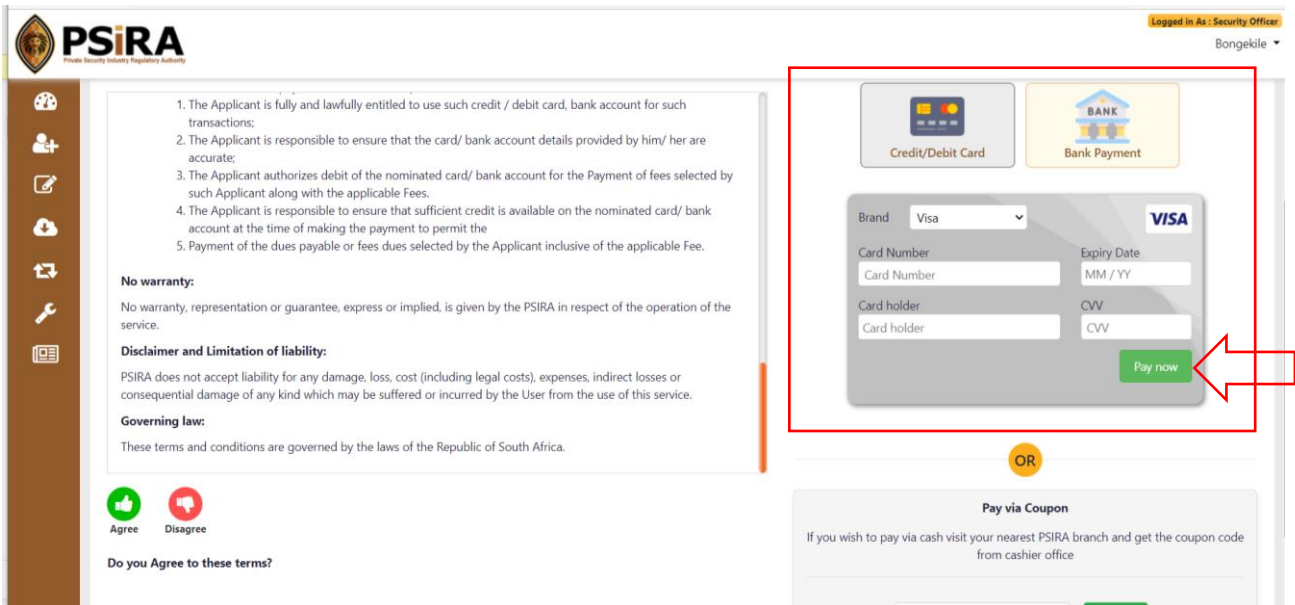


4.1.8 On the next screen click the **Agree** button if you agree to the Terms and Conditions outlined



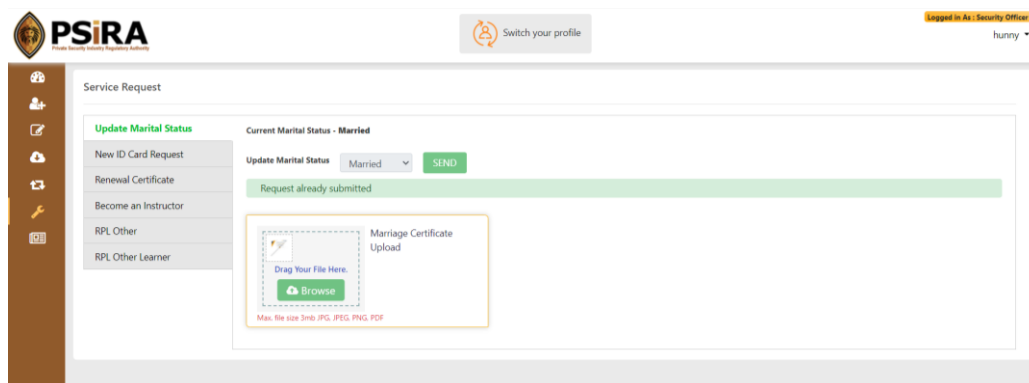
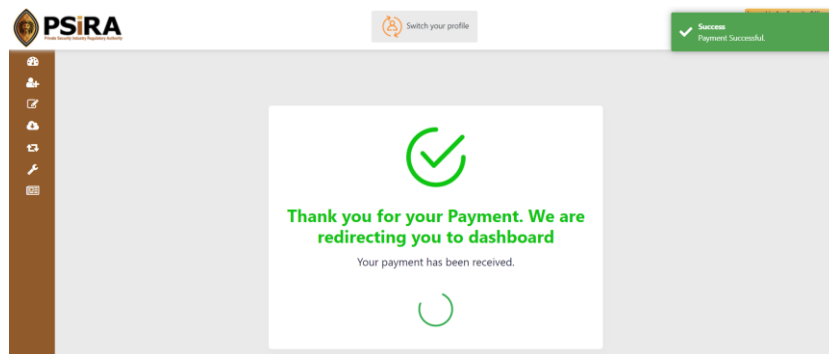
4.1.9 The payment method window will pop-up on the page, select the preferred payment method

4.2 Enter the Card number, Expiry date, Card holder, CVV (3-digit number at the back of your card) and click the **Pay now** button



4.2.1 If all the required information is filled in correctly when you click the Pay now button, and payment is successful you will be redirected the service request page.

4.2.2 If not all the required information is filled in correctly when you click the **Pay Now** button, an error will be displayed. Relook at the information entered and make corrections where necessary and check your balance before clicking the **Pay now** button.



5. Printing of the Digital Certificate

5.1 Certificates are generated on the Online system. Certificates are digital and are used for all purposes. You do not need to print the certificate to show your prospective employer.

5.1.1 Employers have been advised to always verify **Individual certificates** using the link:

<https://digitalservices.psira.co.za/verify-user/4>

OR

5.1.2 Business certificate using the link:

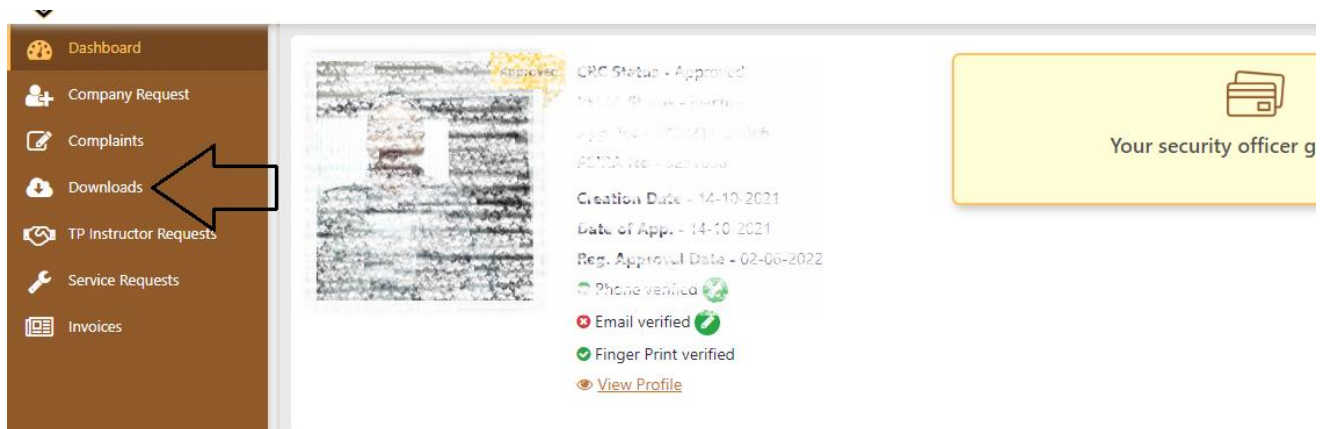
<https://digitalservices.psira.co.za/verify-user/8>

OR

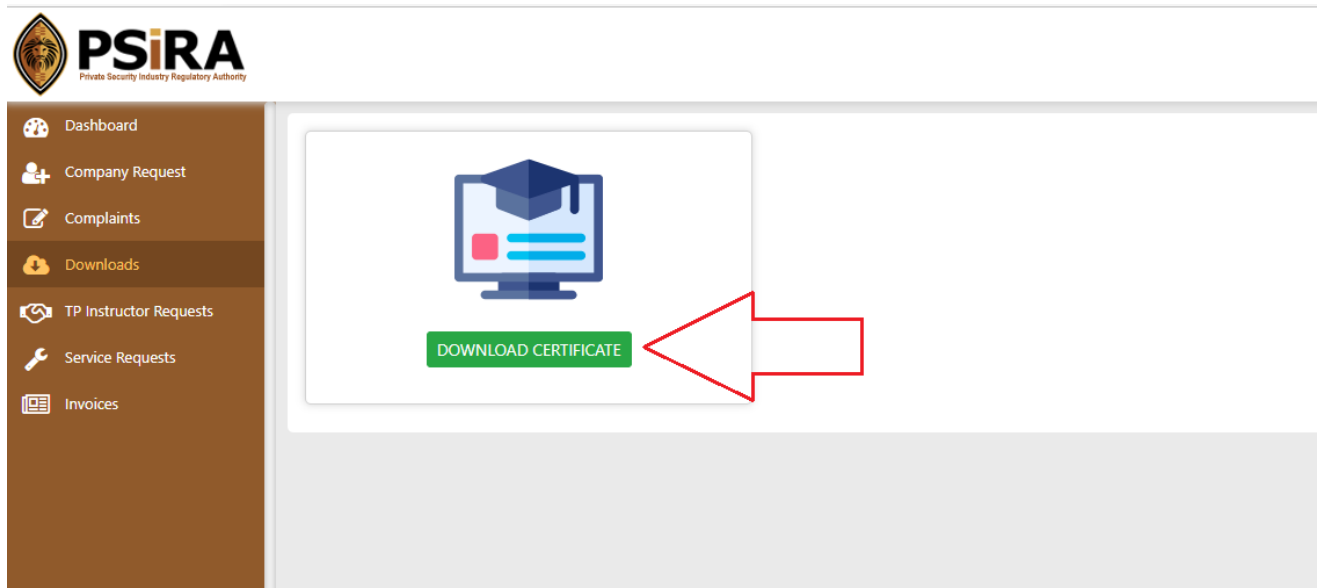
5.1.3 By scanning the QR code on the certificate

5.2 To access your digital certificate,

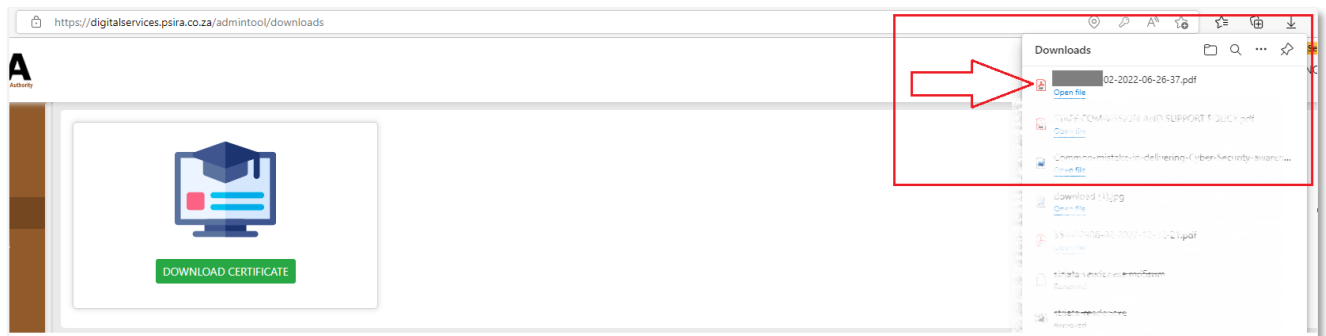
5.2.1 Click on **Downloads**,



5.2.2 Click **Download Certificate**,



5.2.3 The system will download the certificate and may display a message similar to the below which shows the download progress. In most cases, the downloads will be saved under downloads on your computer.



5.3 Your digital certificate will display in the same format as below. Please note the certificate can be printed anytime and if we make changes to the format, they will be available immediately.



The End