PSiRA ONLINE USER MANUAL

SECURITY OFFICER APPEAL APPLICATION

Version 012022

Security Officer Appeal Application Manual

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Table of Contents

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 new 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…
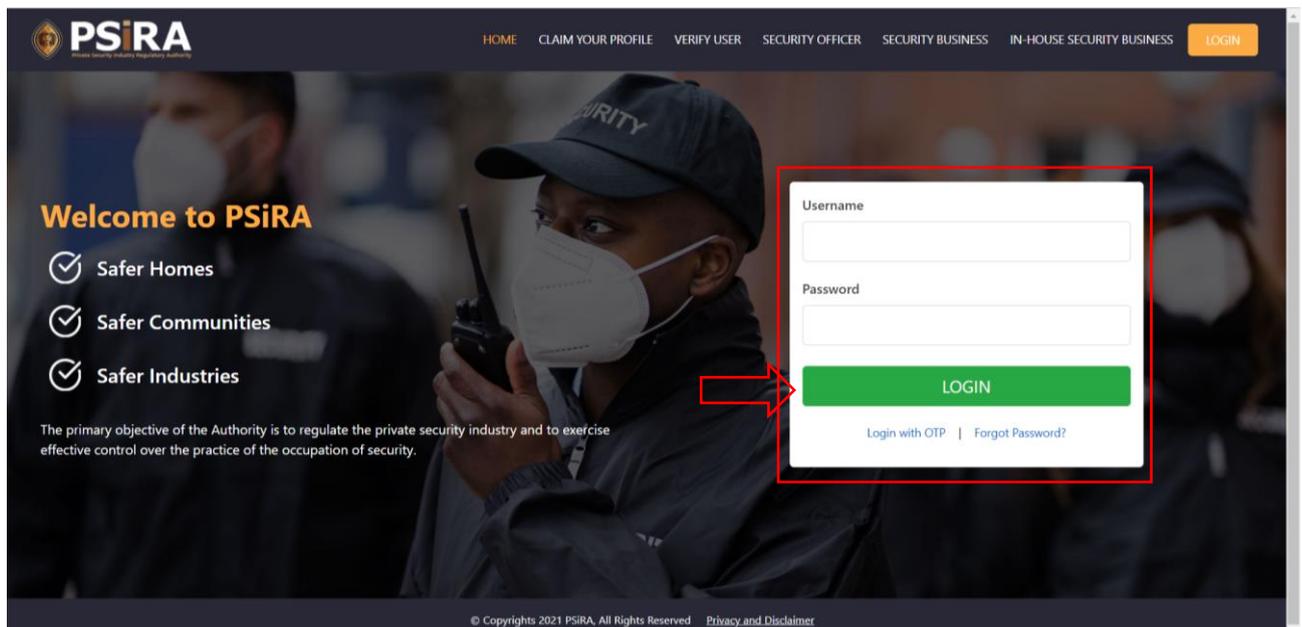
i.   Login credentials
ii.   Smartphone / laptop / Computer

4. Appeal 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 **Appeal** button.

4.1.5 On the next screen, click the **Agree** button if you agree to the terms and conditions

4.1.6 The payment method window will pop-up on the page, select the preferred payment method
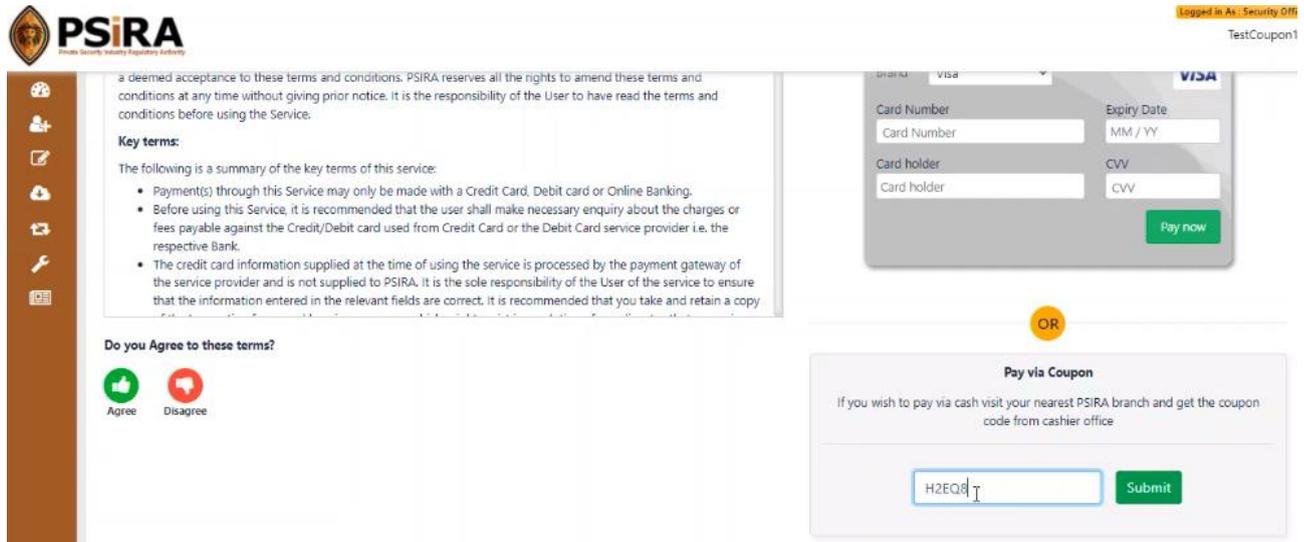
5. Pay Via Credit/Debit Card

5.1 Enter the Card number, Expiry date, Card holder, CVV (3-digit number at the back of your card) and click the **Pay now** button
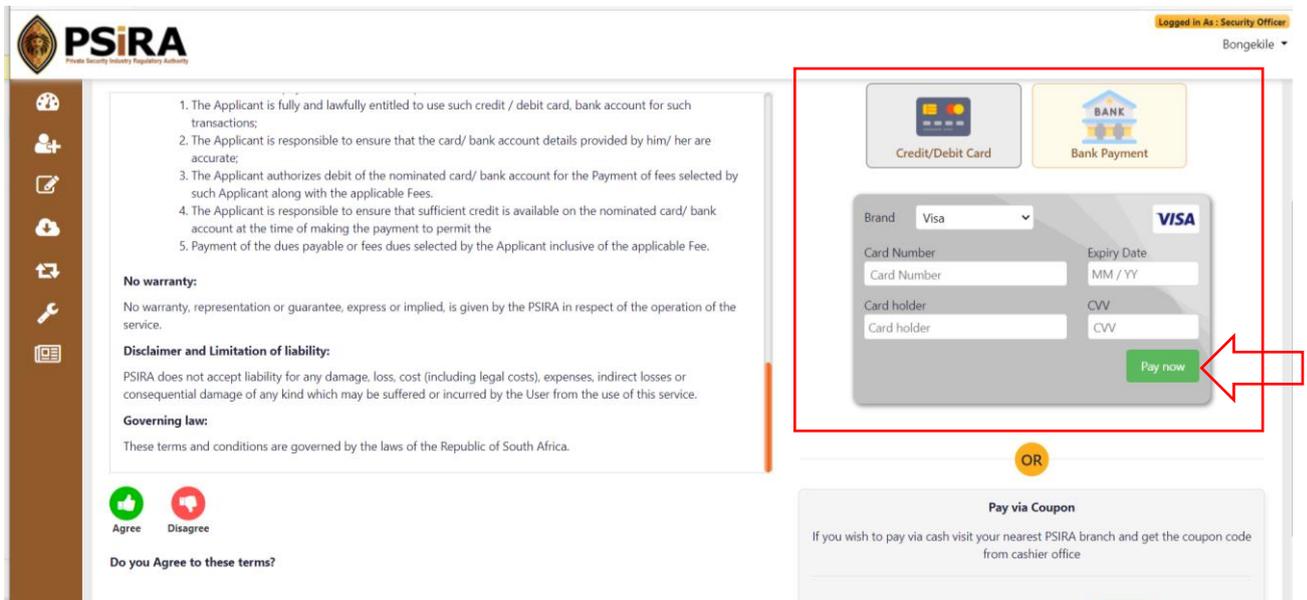
If all the required information is filled in correctly when you click the **Pay now** button, and payment is successful you will be directed a new screen.

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7

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.
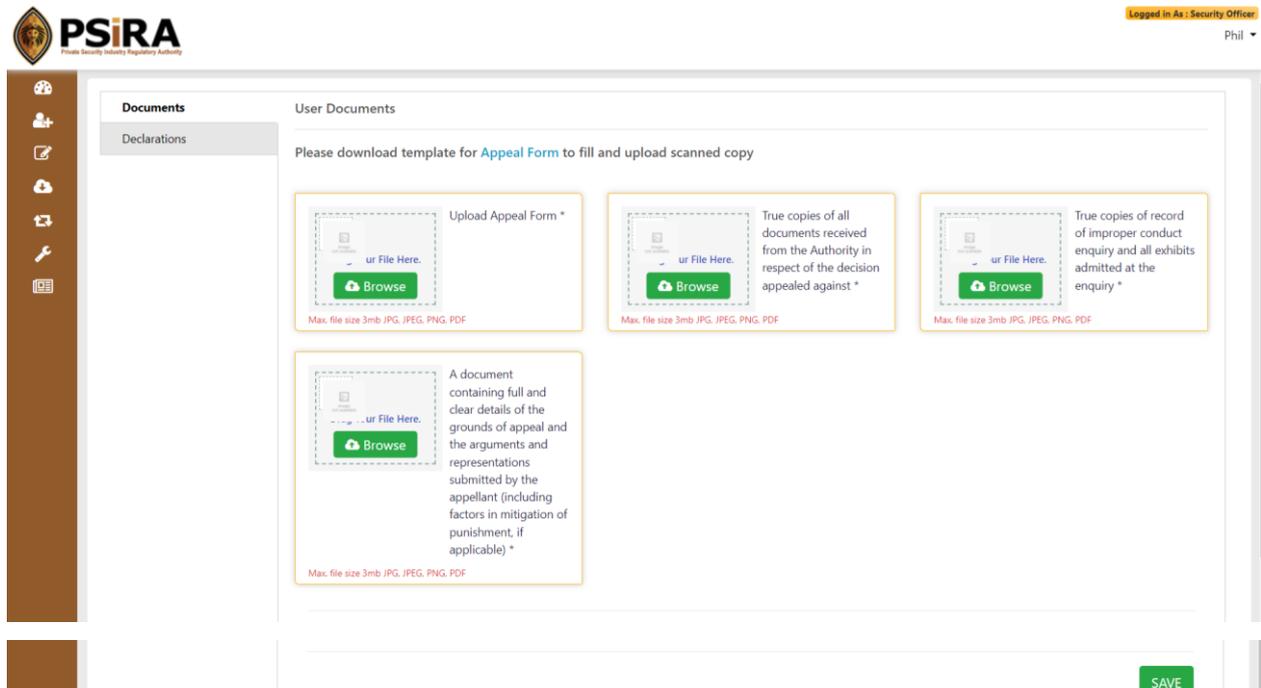
5.2   Click the Appeal form icon to download the form, a new web page is open to facilitate download. After printing go back to the previous web page to complete the process
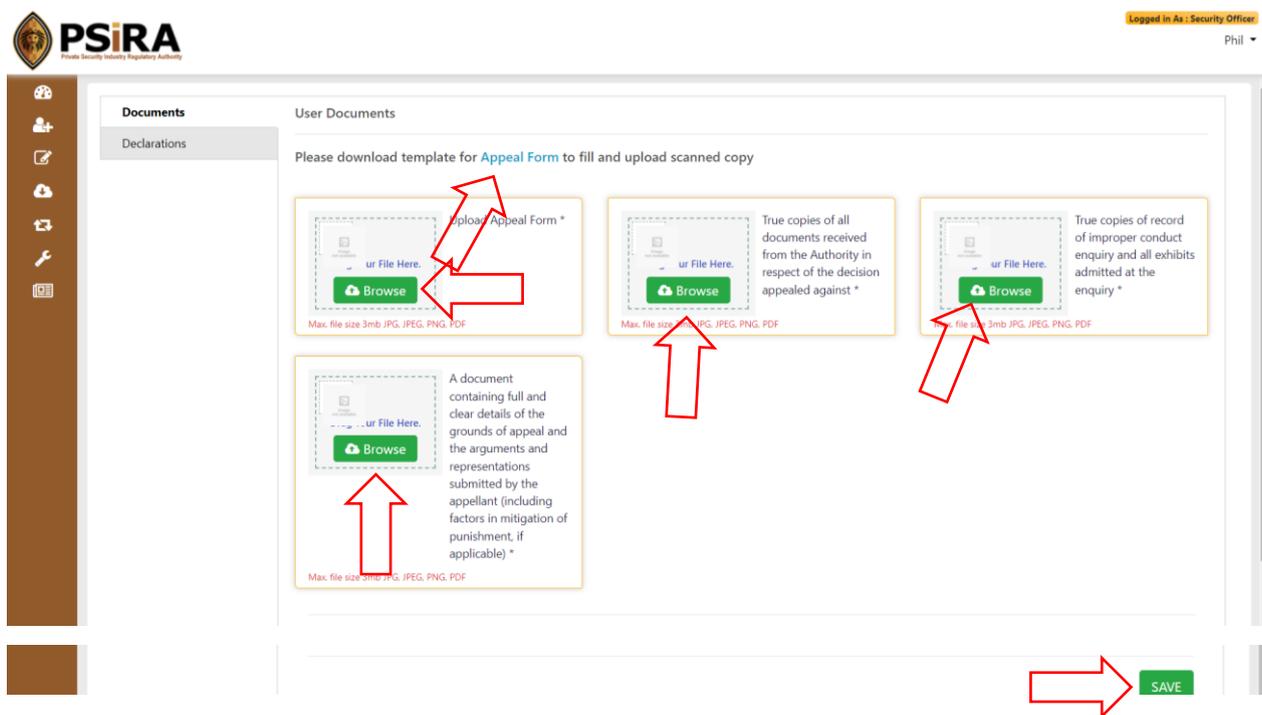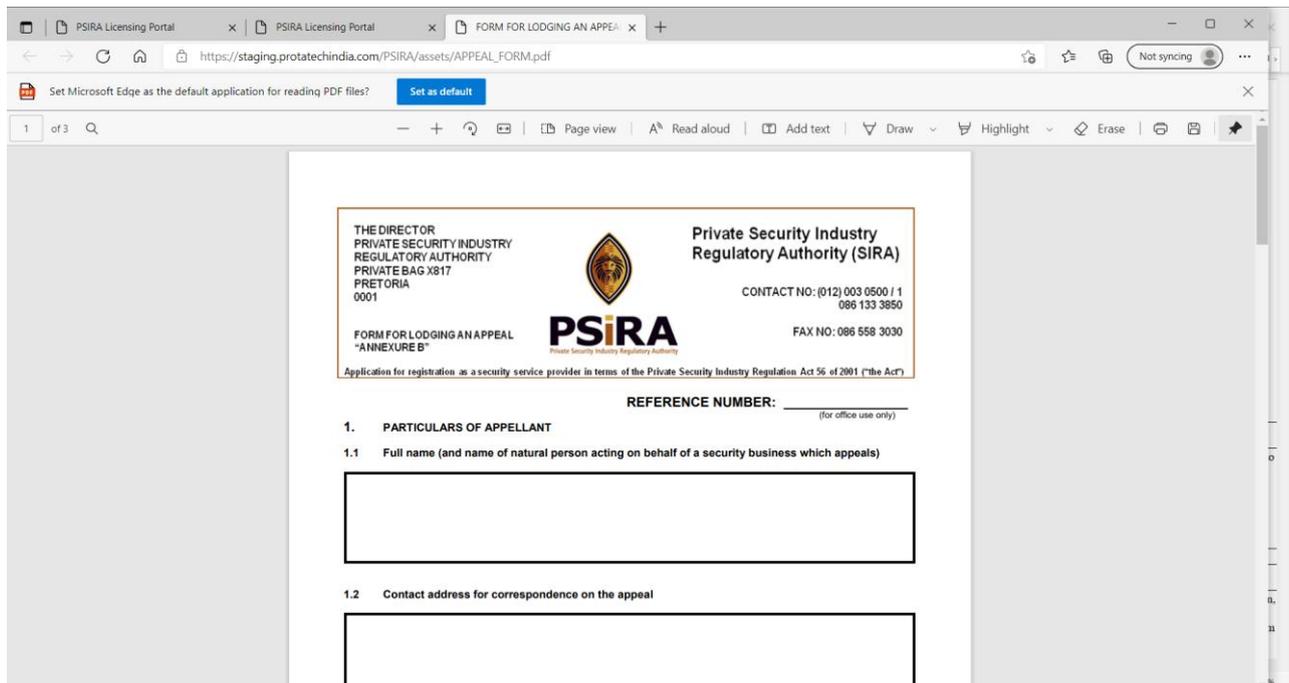
5.3   Fill in the form, attach all required documents and click the **Save** button

If all the required documents are attached when you click the **Save** button, a pop-up message will be displayed "Documents uploaded successfully". The declaration page will open automatically.

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9

If some or all the required documents are not attached when you click the **Save** button, an error message will on the screen.
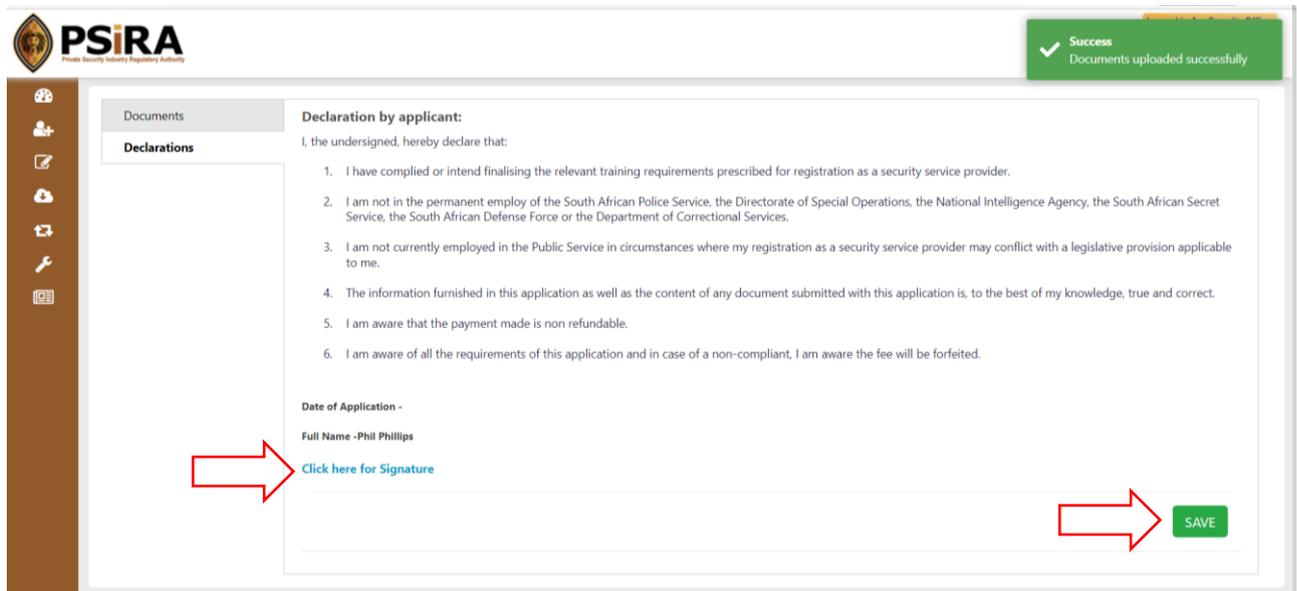
5.4   Click the **Click here for Signature** icon signature window will pop-up, sign on the blank signature box to sign your signature,

5.5   Click the Save Signature button, the Signature window will close. Click the Save button

If all the required information under Declaration is filled in when you click the **Save** button, the system will display a pop-up message "Declarations saved successfully".

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10

If all the required information in both tab is complete, the system will display a new page confirming successful submission of the application.

5.6   On the next screen, click the Continue to Dashboard button
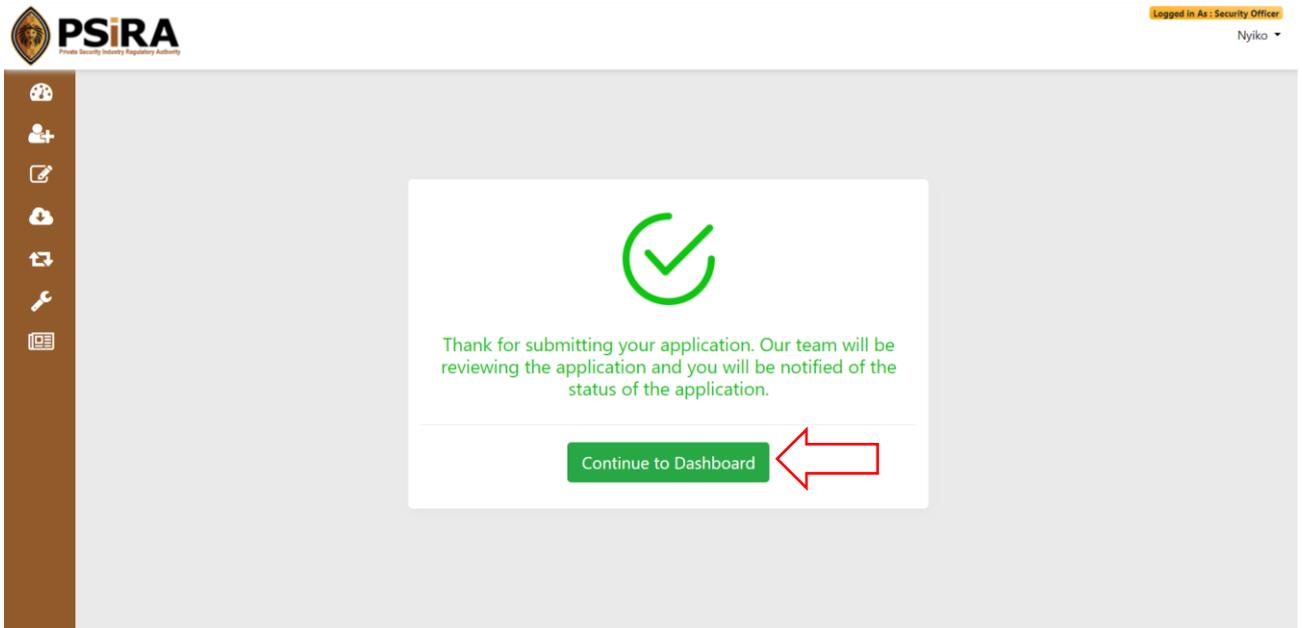
The appeal request will be reviewed, and the CRC status will remain as Criminal record or updated to Approved once the appeal is processed.

The End

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11