PSiRA ONLINE USER MANUAL



SECURITY OFFICER APPEAL APPLICATION

Version 012022

Security Officer Appeal Application Manual

420 Witch-Hazel Avenue, Eco Glades 2 Office Park, Highveld Ext 70, Centurion, 0157

Private Bag X11, Pretoria, 0001

Phone 086 10 PSIRA (77472) • Call Center: 086 133 3850 • email: info@psira.co.za

Website: https://www.psira.co.za

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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 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

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

PSIRA	HOME CLAIM YOUR PROFILE	VERIFY USER SECURITY OFFICE	R SECURITY BUSINESS IN-HOUSE SECU	
The	e Easiest Wa Regist r	ay to Get Y ration	our	4
SECURITY OFFICER		USINESS IN-H	HOUSE SECURITY BUSINESS	
The Authority hereby warrants that your perso taken to secure its integrity and confidentiality. T	nal information it receives through this proc his will be done by taking appropriate, reas destruction and unlawful access or proc	cess will be processed lawfully, fairly an onable, technical and organisational m essing of your personal information	d transparently and all reasonable steps will b easures to prevent loss, damage or unauthori	e sed

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

PSIRA	HOME CLAIM YOUR PROFILE	VERIFY USER	SECURITY OFFICER	SECURITY BUSINESS		
C-22	ARITY				1	
Welcome to PSiRA	Re		Username			
Safer Homes	and the second second	1	Password			1
Safer Communities						
Safer Industries	NT I			LOGIN		
The primary objective of the Authority is to regulate the private security effective control over the practice of the occupation of security.	industry and to exercise			Login with OTP Forg	ot Password?	
	© Copyrights 2021 PSiRA, All Rights Res	served <u>Privacy ar</u>	nd Disclaimer			

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.

6 P	SiRA Acuty Industry Authority		Logged in As : Security Officer Phil 🔻
83 44 63 13 13 14 14 15 10	Latest Updates	 CRC Status - Criminal Record PSIRA Status - Inactive App. No - APP-87063 Date of App 13-12-2021 Phone verified Email verified Email verified View Profile View Profile Appeol 	
	Last Updated Date	Description	Show all
	13-12-2021 10:53 AM	Training completed successfully	1) Times
	13-12-2021 10:53 AM	Training registration marked successfully	1 Times
	13-12-2021 07:00 AM	APP-87063 have been Approved by the Robbet for Finger Print	1 Times
	13-12-2021 07:00 AM	Application details have been Approved by the administrator for Finger Print	1 Times
	13-12-2021 07:00 AM	Documents uploaded by the applicant in FingerPrintPhoto section.	1 Times
	13-12-2021 07:00 AM	APP-87063 have been Approved by the Robbet for Declarations	1 Times
	13-12-2021 07:00 AM	Application details have been Approved by the administrator for Declarations	1 Times
	13-12-2021 06:59 AM	APP-87063 have been Approved by the Robbet for Questionnaire	1 Times
	43 43 3034 05 50 414		

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

Payment Information		
Total Due		
R170.00		
Please read Terms & Conditions		
TERMS AND CONDITIONS FOR O	ILINE PAYMENTS	
Introduction:		
These terms and conditions apply to the User	who uses the Online Services provided for any	
payment made to Private Security Industry Re-	ulatory Authority (PSIRA). Kindly read these terms and conditions	
carefully. By authorizing a payment to PSIRA th a deemed acceptance to these terms and conc conditions at any time without giving prior no conditions before using the Service.	rough the online payment service ("the service"), it would be treated as itions. PSIRA reserves all the rights to amend these terms and ice. It is the responsibility of the User to have read the terms and	
Key terms:		
The following is a summary of the key terms o	this service:	
 Payment(s) through this Service may on Before using this Service, it is recommer fees payable against the Credit/Debit ca respective Bank. The credit card information supplied at the service provider and is not supplied that the information entered in the releving the service again the service of the service of the service again that the information entered in the releving the service of the service again the service of the serv	y be made with a Credit Card, Debit card or Online Banking. ded that the user shall make necessary enquiry about the charges or rd used from Credit Card or the Debit Card service provider i.e. the he time of using the service is processed by the payment gateway of to PSIRA. It is the sole responsibility of the User of the service to ensure ant fields are correct. It is recommended that you take and retain a	
 Before using this Service, it is recommended to the credit/Debit carespective Bank. The credit card information supplied at the service provider and is not supplied that the information entered in the relevant of the service provider and is not supplied that the information entered in the relevant of the service provider and the service provid	ided that the user shall make necessary enquiry about the charges or rd used from Credit Card or the Debit Card service provider i.e. the the time of using the service is processed by the payment gateway of to PSIRA. It is the sole responsibility of the User of the service to ensure ant fields are correct. It is recommended that you take and retain a	
Do you Agree to these terms?		

THIS DOCUMENT REMAINS THE PROPERTY OF PRIVATE SECURITY INDUSTRY REGULATORY AUTHORITY AND MAYBE MODIFIED FROM TIME TO TIME TO ENSURE IT IS UPTO DATE. ALWAYS CHECK OUR WEBSITE TO ENSURE YOU HAVE THE UPDATED VERSION

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

a c cor	eemed acceptance to these terms and conditions. PSIRA reserves all the rights to amend these terms and oftitions at any time without giving prior notice. It is the responsibility of the User to have read the terms and without before using the Score of the second sec	Card Number	Expiry Date
Ke	v terms:	Card Number	MM / YY
Th	e following is a summary of the key terms of this service:	Card holder	CVV
	Payment(s) through this Service may only be made with a Credit Card, Debit card or Online Banking.	Card holder	CVV
	 Before using this Service, it is recommended that the user shall make necessary enquiry about the charges or fees payable against the Credit/Debit card used from Credit Card or the Debit Card service provider i.e. the respective Bank. 		Pay now
	 The credit card information supplied at the time of using the service is processed by the payment gateway of the service provider and is not supplied to PSIRA. It is the sole responsibility of the User of the service to ensure that the information entered in the relevant fields are correct. It is recommended that you take and retain a copy 		
		OR	
Do ye	ou Agree to these terms?	-	
0	0	Pay via Cou	pon
Agree	2 Disagree	If you wish to pay via cash visit your nearest code from cashie	PSIRA branch and get the co er office

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

I	1. The Applicant is fully and lawfully entitled to use such credit / debit card, bank account for such transactions;		BANK
	The Applicant is responsible to ensure that the card/ bank account details provided by him/ her are accurate;	Credit/Debit Card	Bank Payment
	 The Applicant authorizes debit of the nominated card/ bank account for the Payment of fees selected by such Applicant along with the applicable Fees. 		
	4. The Applicant is responsible to ensure that sufficient credit is available on the nominated card/ bank account at the time of making the payment to permit the	Brand Visa 🗸	VISA
	5. Payment of the dues payable or fees dues selected by the Applicant inclusive of the applicable Fee.	Card Number	Expiry Date
	No warranty:	Card Number	MM / YY
	No warranty, representation or guarantee, express or implied, is given by the PSIRA in respect of the operation of the service.	Card holder Card holder	cvv cvv
	Disclaimer and Limitation of liability:		
	PSIRA does not accept liability for any damage. loss, cost (including legal costs), expenses, indirect losses or consequential damage of any kind which may be suffered or incurred by the User from the use of this service.		Pay now
	Governing law:		
	These terms and conditions are governed by the laws of the Republic of South Africa.	OR	j
	0 0	Pay via Co	oupon
	Agree Disagree	If you wish to nay via cash visit your pagast	DCIDA branch and get the coupon co

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.

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



	User Documents
Declarations	Please download template for Appeal Form to fill and upload scanned copy
	Image: Second

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.

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".

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