# PSiRA ONLINE USER MANUAL



# COURSE REPORT UPLOAD MANUAL


# Version 022022

## Tracking Version

| Version | Changes | Implementation Date |
|---|---|---|
| Version 012022 | New | 27 Jan 2022 |
| Version 022022 | Uploading process enhanced to simplify the process | 14 Feb 2022 |
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## Course Report Training 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 for Course Reports Capturing and processing smooth…

    i.     Must be a registered Security Business

    ii.    Valid Username and Password

    iii.   Valid Cell Number

## 4. Log in with Username and Password

    4.1      Access the link via your Laptop, Computer, or cell phone.

        4.1.1   Go to the website and type

              https://digitalservices.psira.co.za/login

        4.1.2   On the  Home Page, select the "LOGIN" tab.

        4.1.3   Enter "username" and "password"
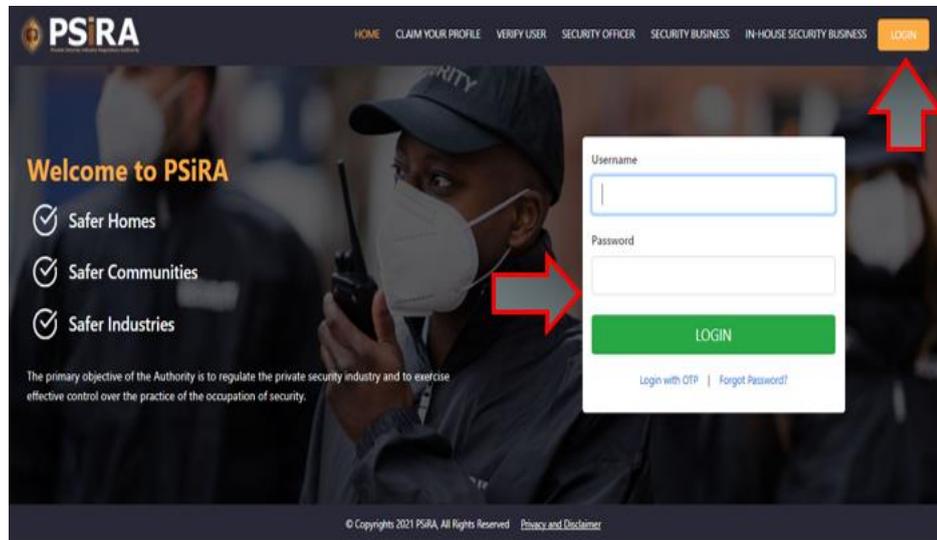


        4.1.4   Click Login.

           **NB:** *Alternatively,  user can log in with the OTP, or even change the password if forgotten.*

## 5. Log in with OTP

    5.1      On the Home Page, select the "LOGIN" tab.

    5.2      Select "Login with OTP".
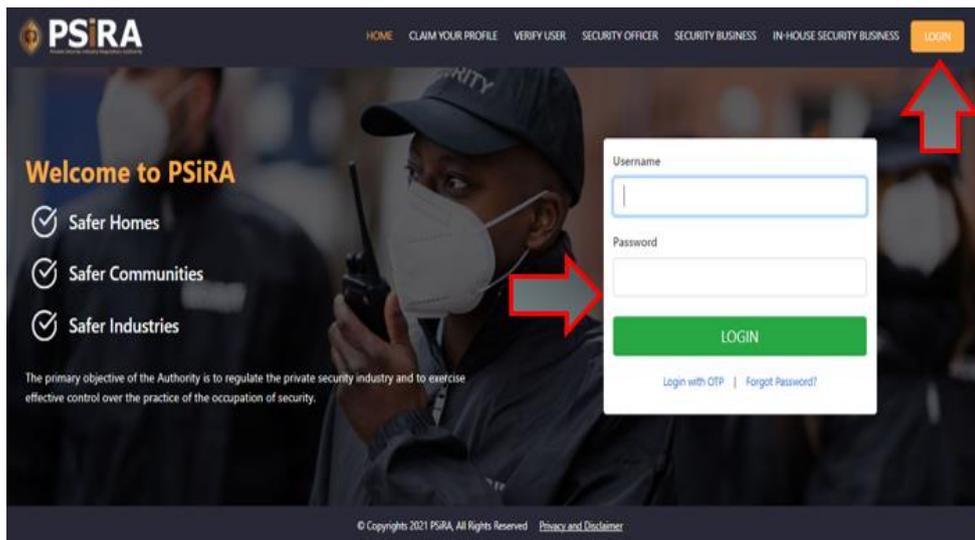
5.3    Enter Cell No.
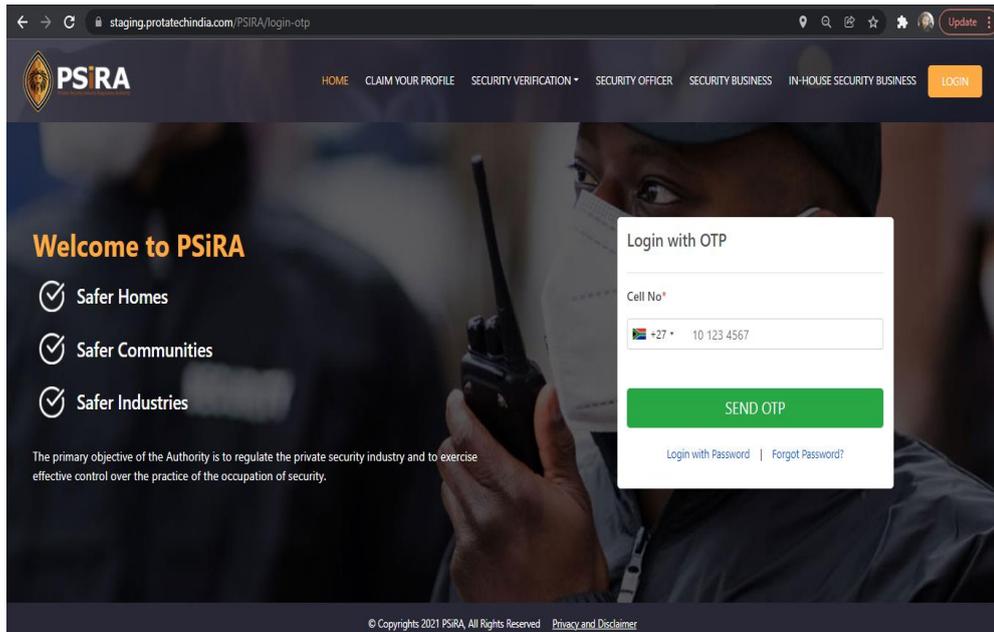


5.4    Once you click **SEND OTP**, you will receive an SMS with the OTP.
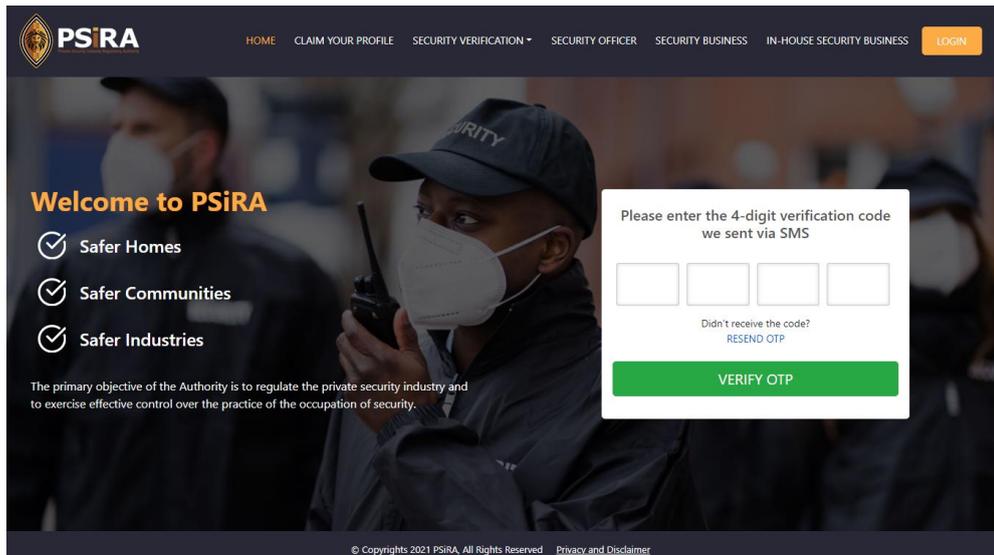


**NB:** *If you don't receive the OTP in 30 seconds, please click on "RESEND OTP".*

5.5    Enter OTP as per the SMS.

5.6    Click **VERIFY OTP**.

## 6. Uploading of Course Reports

6.1     On the next screen, the system will present 2 profiles to choose from, select the ==Training Provider== option.



6.2     On the next screen, click the ==Uploading Course Report== option.



6.3     Click "Create Batch"
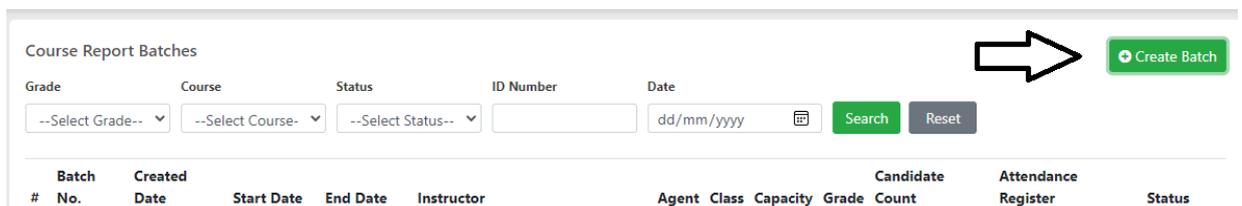


6.4     A screen "Create Course Report Batch" will pop up and the user must complete the information as follows:

| | |
|---|---|
| **Create Course Report Batch** ✕<br><br>Course Type :*<br>--Select Course Type-- ▾<br><br>Course :*<br>--Select Course-- ▾<br><br>Start Date:*        End Date:*<br>dd/mm/yyyy 📅   dd/mm/yyyy 📅<br><br>Training Method:*     Instructor :*<br>--Select Method-- ▾   --Select Instructor-- ▾<br><br>Class:*    Capacity    Branch :*<br>--Select Class-- ▾    0    --Select Branch-- ▾<br><br>Submitted By<br><br>Fullname*        PSIRA Number*<br><br>☐ I accept the Terms & Conditions<br><br>                [ Close ] | 6.4.1 Course Type – Select **Normal Class** if the training is for Normal Security Officers otherwise, select **Instructor Class** if it is relating to Instructor's training.<br><br>6.4.2 Course – *(Important - Please make sure you pay attention as incorrect choice may result in submission of wrong course reports)* – Select the Grade as per submission.<br><br>6.4.3 Enter Start Date and End Date,<br><br>6.4.4 Training Method:<br>  a. Contact Training - refers to Physical training in class and<br>  b. Self-Study – refers to self-study as approved by certain Training Providers,<br><br>6.4.5 Instructor – Select Instructor who was conducting Training,<br><br>6.4.6 Class – Select the relevant class and based on the selected class, the system will display the relevant **capacity**. *Please note submission can only be limited to the maximum capacity shown under Class Capacity*.<br><br>6.4.1 Branch – Select Branch in which Training was provided.<br><br>6.4.2 Full Names and PSIRA Number fields;<br>  a. Please complete the name and surname of the person submitting under Full Names and<br>  b. Enter PSIRA Number of the person submitting.<br><br>6.4.3 Click on "I accept the Terms & Conditions"<br><br>6.4.4 Click on Submit to continue to the next screen. |

6.5       Capture the Security Officers reports.

| ID Number | | | | | | | Upload Un-Registered Officer |
|---|---|---|---|---|---|---|---|
| ID Number | [ Search ] [ Reset ] | | | | | | |

| Existing | | | | | | | |
|---|---|---|---|---|---|---|---|
| **App No** | **Name** | **PSIRA No** | **Mobile** | **Marks** | **Remarks** | **Document** | **Paid** |

6.5.1   The field ID Number is used to **search Security Officers on the system**.

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a.  If you are unable to find the id number of the individual, use "==Upload Un-==
==Registered Officer==".

b.  **"Upload New Entrance"** button is for any individual who is still new in the
industry and has never been registered before. *Please make sure you enter Full
Names, Surname and Identification number of the individual and press Submit.*



6.5.2  **To search and add course reports, enter the ID Number and click Search**.

a.  Enter the marks in a form of percentage (as shown above) followed by Remarks

b.  ==Browse== – mean uploading of individual reports as attained by the individual.
This information is necessary to audit the results of the individual.

c.  Click on ==Add== and search for another report to submit.

6.5.3  **To add new entrance information to the system (See below),**



a.  Enter First Name

b.  Enter Surname

c.  Enter ID number

d.  Select the Course Report
Grade being submitted

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e. Once you submit, the information will be shown on the capturing screen. Please enter Marks, Remarks, and uploads Reports

f. Click ADD to continue.

g. Once you have entered all, please click on Pay Course Report Fee at the bottom of the page.

h. A pop-up screen will be displayed with the message "You have selected xx candidates and total payable amount is Rxxxx. Please click on pay now button to proceed.

i. Accept the Terms and Conditions and Click PAY NOW
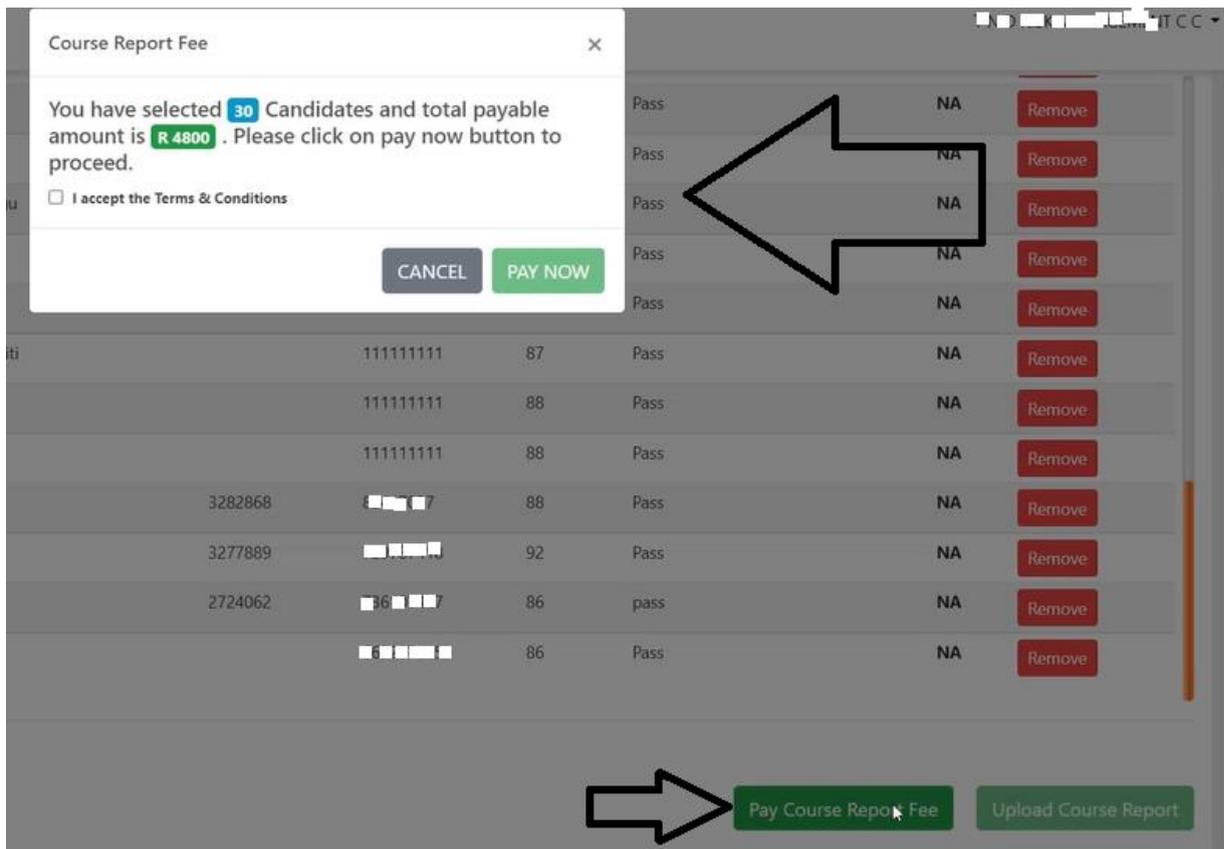


Proceed to 7. Payment for Course Reports

## 7. Payment for Course Reports

7.1    Select the **Agree** option to agree to the payment terms and conditions.



**NB:** *The system prompt you to select the payment method (Credit/Debit Card or Bank Payment)*

7.2    Select the **Credit/Debit Card** payment.



7.3    Enter your card payment details



7.4    Click **Pay Now**.

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Thank you for your Payment. We are redirecting you to dashboard

Your payment has been received.
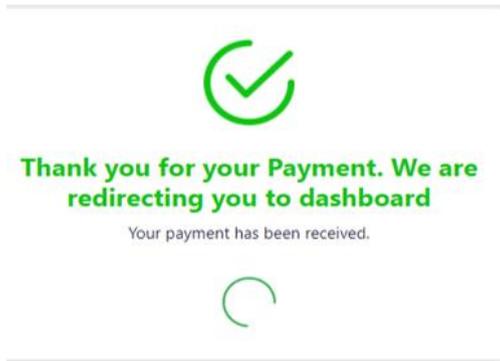
**NB:** *The system will redirect you to the "Course Report Batches" screen if the Attendance Register is not uploaded.*

## 8. Attach Supporting Documents and Submit

8.1    Once payment is successful, you will be redirected to the On the "Course Report Batches" screen,



8.2    Look for the batch number you were working on, it should have Pending Status.

8.3    click **Browse** to upload the "Supporting Documents which must include Attendance Register".

8.4    Once you uploaded the file as one bundle, you should see attached document as shown below,

8.5    Please note the Submit button will also be visible. Click on SUBMIT to complete the process.

8.6    You will be asked to confirm submission, click OK to confirm. *Note, if you don't click submit, your submission will not be forwarded to PSIRA Admin personnel to review and approve*.

8.7    After submission, your status will change from <mark>PENDING</mark> to <mark>SUBMITTED TO BRANCH</mark>



- **NB: *An email notification will be sent to the user to confirm the submitted batch.***

## 9. Download the Invoice

9.1    On the sidebar menu, click the "Invoices" option to view or/and download the payment invoice.



9.2    Click invoices as shown below in red arrow, then download your preferred invoice.



**The End**

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