

PSiRA ONLINE USER MANUAL



PSiRA
Private Security Industry Regulatory Authority

SECURITY COMPANIES PROFILE CLAIM

Version 012022

Security Companies Profile Claim Training 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 Registration 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 claiming smooth...

- i. Cellphone Number,
- ii. Date of registration as per the PSiRA certificate
- iii. Name and Surname of the Directors, Members, Owner, etc as when business was registered,
- iv. Type of business entity

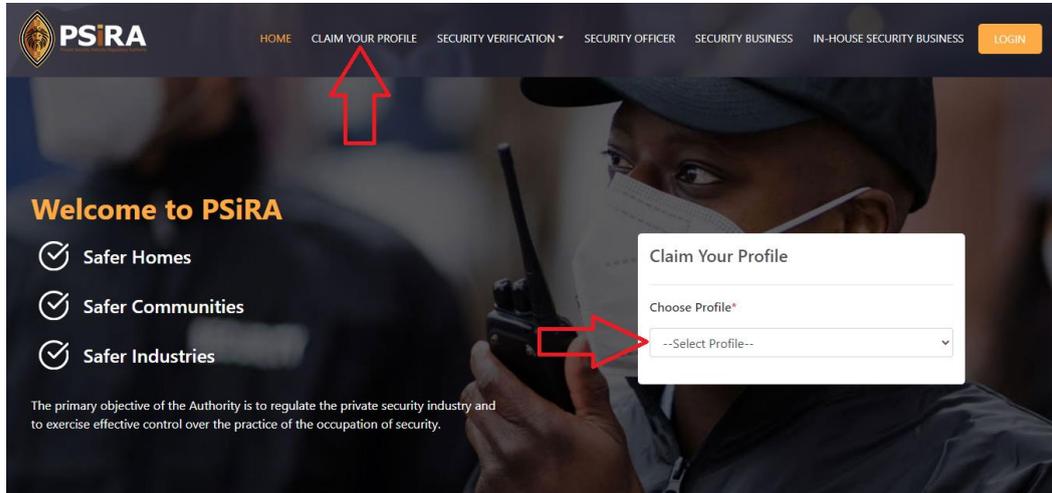
4. Process of claiming Profile

4.1 Access the link via your Laptop, Computer or cellphone,

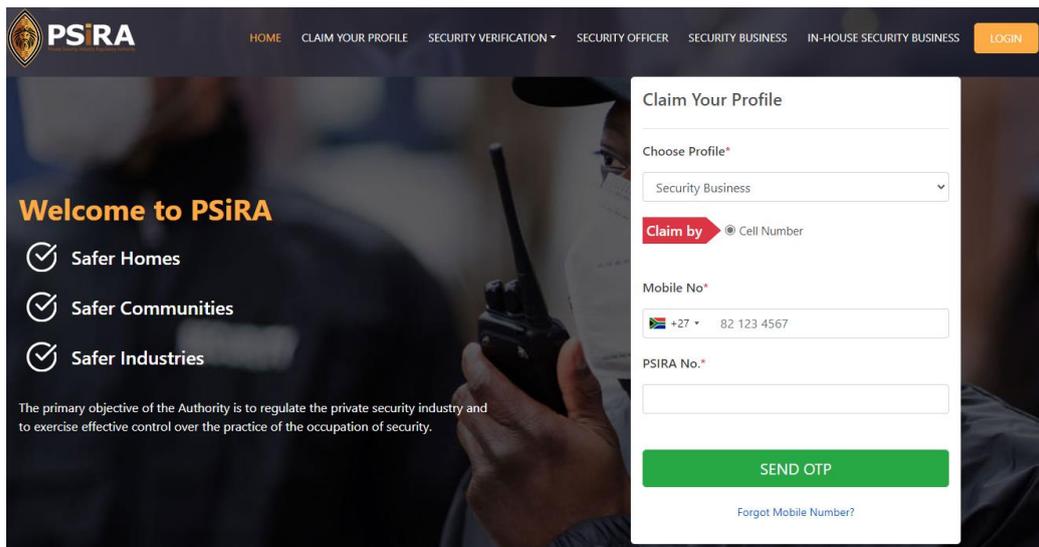
4.1.1 Go to the website and type

<https://digitalservices.psira.co.za/claim-profile>

4.1.2 On the "Claim your Profile" screen, select Business

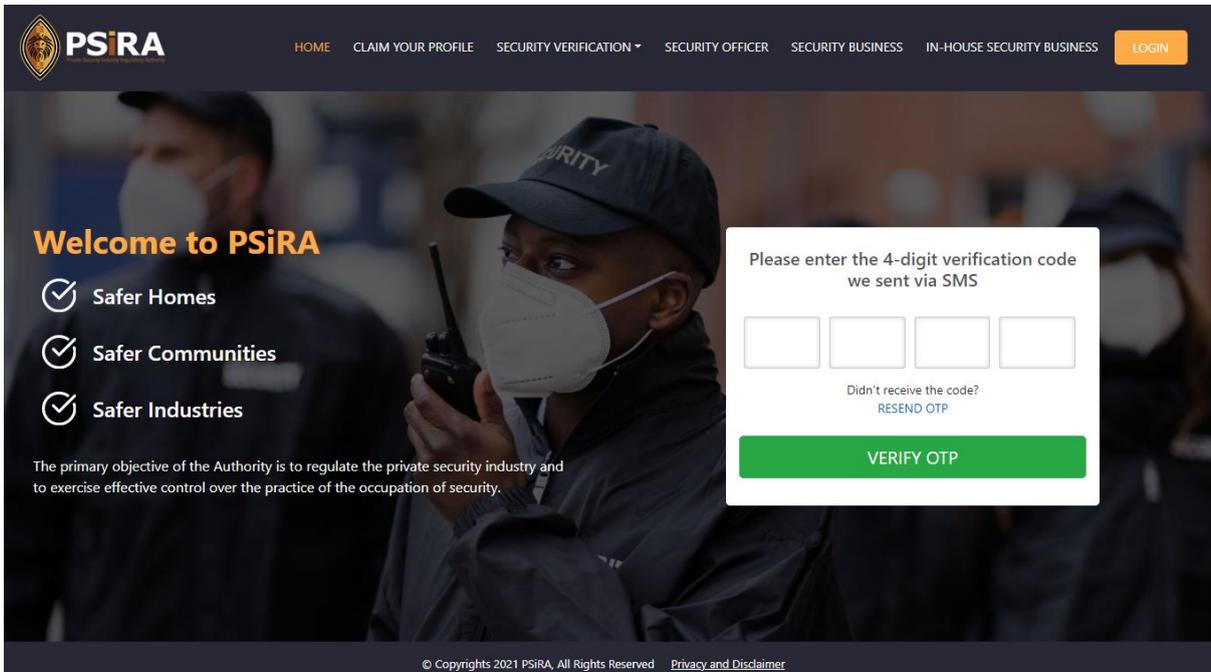


4.1.3 On the next screen, select "Cell Number"



4.1.4 Enter "Cell Number" followed by "Business PSiRA Number"

4.1.5 Click **SEND OTP**



4.1.6 Enter OTP number send to your Cellphone

4.1.6.1 If you don't receive OTP in 30 seconds, please click on RESEND OTP.

4.1.7 Click on **VERIFY OTP**

<p>i. You will be presented with a screen to Reset Password,</p> <p>ii. Enter new password in the format shown below and re-enter it again before clicking CHANGE PASSWORD.</p> <p>Please remember to keep your password safe.</p>	<p>The screenshot shows a 'Reset Password' form with two input fields: 'New Password' and 'Confirm Password', both containing masked characters. Below the fields are five green checkmarks indicating password requirements: at least 8 characters, at least 1 number, at least 1 capital letter, at least 1 small letter, and at least 1 special character. A green 'CHANGE PASSWORD' button is at the bottom.</p>
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iii. Proceed to **Section C** to login into your Profile

5. Forgotten \ Lost Mobile Number or Registering a New User

5.1 The following process only applies if you do no longer own the number you registered with.

5.2 *Please make sure you have with you:*

5.2.1 *PSiRA Business Certificate,*

5.2.2 *Director\Member\Owner\etc PSiRA number and*

5.2.3 *you are aware of the business entity type at the time of registration.*

5.3 On the screen similar to the one below, click on "**Forgot Mobile Number?**",

The screenshot shows the PSiRA website interface. At the top, there is a navigation bar with links: HOME, CLAIM YOUR PROFILE, SECURITY VERIFICATION, SECURITY OFFICER, SECURITY BUSINESS, IN-HOUSE SECURITY BUSINESS, and LOGIN. The main content area features a 'Welcome to PSiRA' message with three icons: Safer Homes, Safer Communities, and Safer Industries. Below this is a brief description of the Authority's objective. On the right, a 'Claim Your Profile' form is displayed. The form has a 'Choose Profile*' dropdown menu set to 'Security Business'. Under 'Claim by', the 'Cell Number' option is selected. The 'Mobile No*' field contains '+27 82 123 4567'. The 'PSiRA No.*' field is empty. A green 'SEND OTP' button is at the bottom of the form. A white arrow points to a 'Forgot Mobile Number?' link located below the button.

5.4 On the Next Screen, Select Profile: Business

Enter your Cellphone Number. For example, if your number is 082 123 4567, make sure you enter 821 234 567

Enter PSiRA No

Press SEND OTP

The screenshot shows the 'Forgot Mobile Number?' form. It has a 'Profile*' dropdown menu set to 'Security Business'. The 'Enter New Mobile No*' field contains '+27 821 234-567'. The 'PSiRA No.*' field contains '1129523'. A green 'SEND OTP' button is at the bottom of the form.

5.5 Enter OTP Number and Click Verify OTP

The screenshot shows the PSiRA website's security verification page. At the top, there is a navigation bar with links for HOME, CLAIM YOUR PROFILE, SECURITY VERIFICATION, SECURITY OFFICER, SECURITY BUSINESS, IN-HOUSE SECURITY BUSINESS, and a LOGIN button. The main content area features a background image of a security officer wearing a cap and a face mask, holding a walkie-talkie. On the left, there is a 'Welcome to PSiRA' section with three checkmarks and labels: 'Safer Homes', 'Safer Communities', and 'Safer Industries'. Below this, a paragraph states: 'The primary objective of the Authority is to regulate the private security industry and to exercise effective control over the practice of the occupation of security.' On the right, a white modal box prompts the user to 'Please enter the 4-digit verification code we sent via SMS'. It contains four input fields, a 'RESEND OTP' link, and a green 'VERIFY OTP' button. At the bottom of the page, there is a copyright notice: '© Copyrights 2021 PSiRA, All Rights Reserved Privacy and Disclaimer'.

5.6 If you don't receive OTP in a minute, click on RESEND OTP otherwise, start the process again as the number entered might be wrong.

Enter the date of registration as per the Business Certificate,

Confirm any of the Directors\Member\Owner\etc PSiRA number,

Confirm type of Business entity as when you registered it.

Click SUBMIT

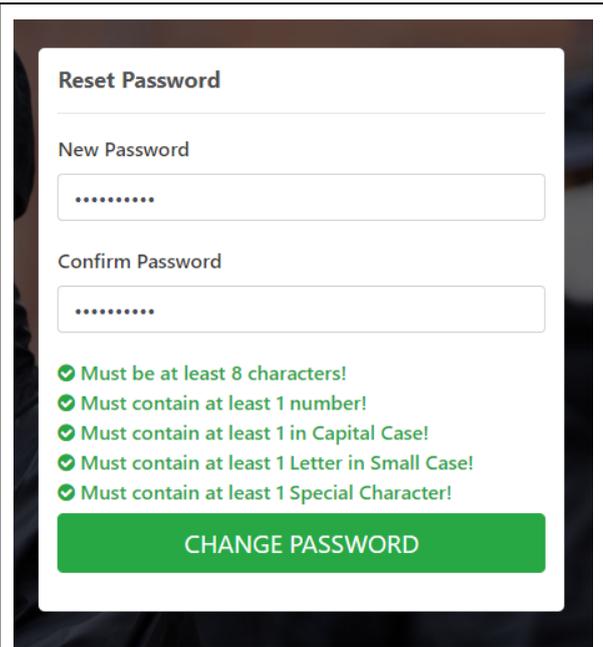
If you are unable to submit any of the information, please consult the Director\Member\Owner\etc for assistance with their information

The screenshot shows a form titled 'Please answer the following security questions'. It contains three fields: 'Confirm Registration Date (as per business certificate) *' with a date input field showing 'dd/mm/yyyy' and a calendar icon; 'Confirm Director\Member\Owner\etc PSiRA Number*' with a text input field; and 'Confirm Type of Business Entity*' with a dropdown menu showing '--Select Business Entity--'. A green 'SUBMIT' button is at the bottom.

You will be presented with a screen to Reset Password,

Enter new password in the format shown below and re-enter it again before clicking CHANGE PASSWORD.

Please remember to keep your password safe.



The screenshot shows a 'Reset Password' form with the following elements:

- Reset Password** (Section Header)
- New Password** (Label) with a text input field containing seven dots.
- Confirm Password** (Label) with a text input field containing seven dots.
- Four validation rules, each with a green checkmark:
 - Must be at least 8 characters!
 - Must contain at least 1 number!
 - Must contain at least 1 in Capital Case!
 - Must contain at least 1 Letter in Small Case!
 - Must contain at least 1 Special Character!
- CHANGE PASSWORD** (Green button)

The End