PSiRA ONLINE USER MANUAL

SECURITY COMPANIES PROFILE CLAIM

Version 012022

Security Companies Profile Claim Training 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 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,
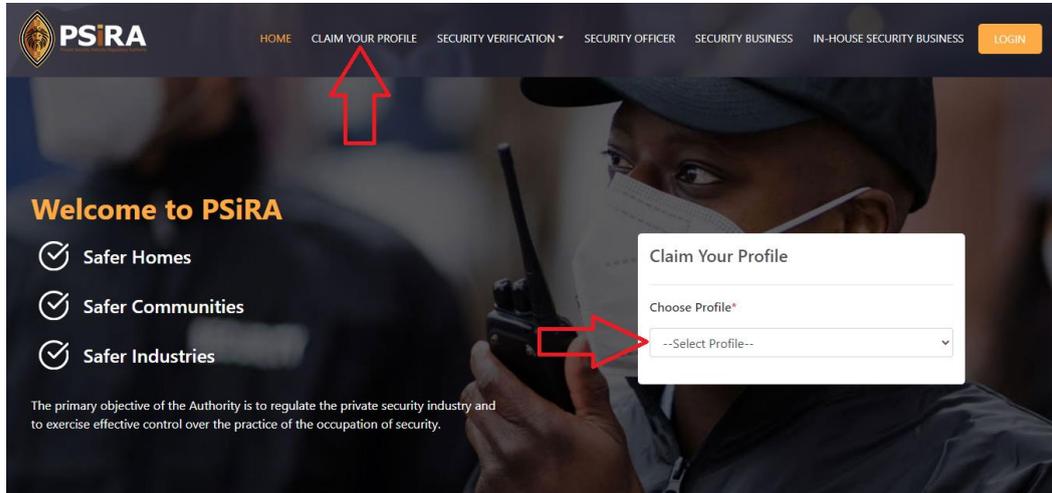   iv.   Type of business entity

4. Process of claiming Profile

    4.1   Access the link via your Laptop, Computer or cellphone,
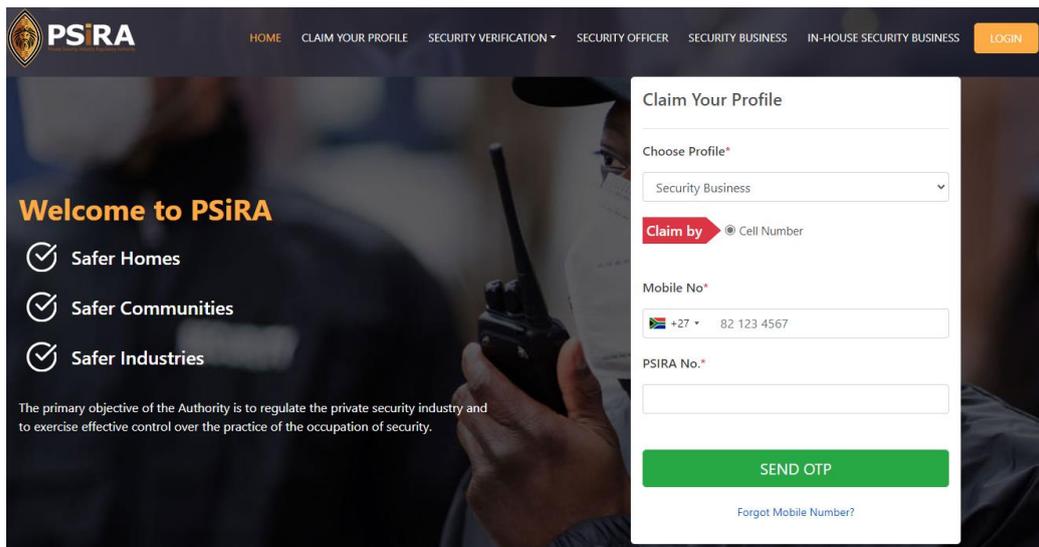
        4.1.1 Go to the website and type

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

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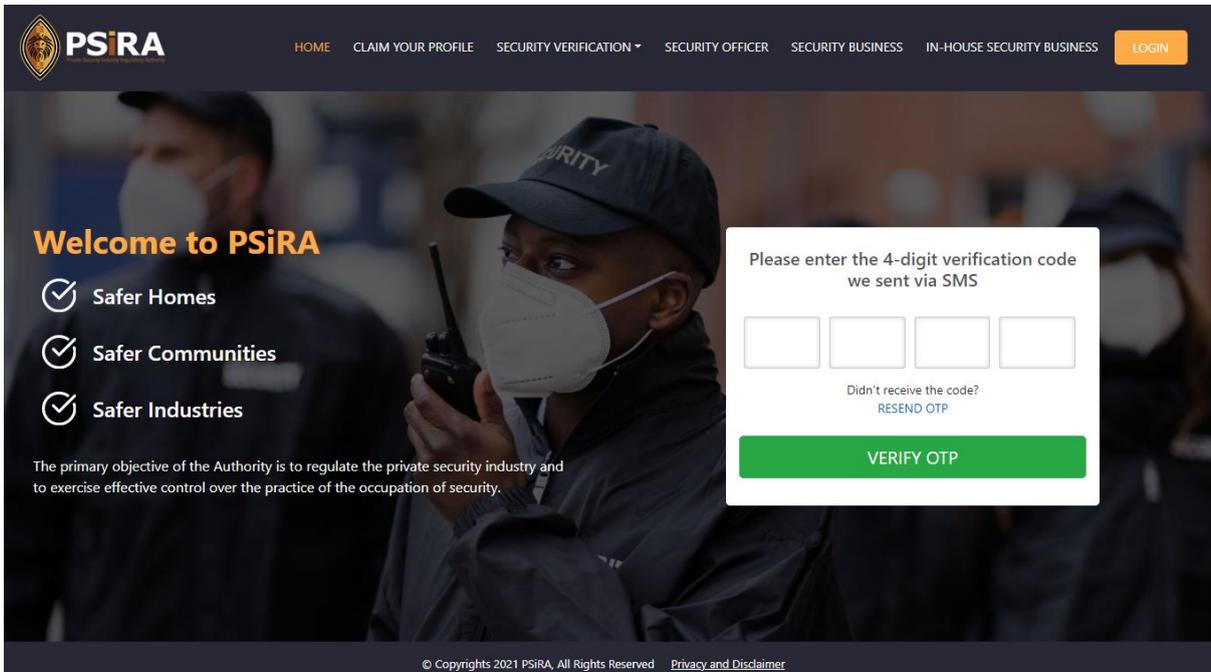

        4.1.3 On the next screen, select "Cell Number"

        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

i. You will be presented with a screen to Reset Password, ii. Enter new password in the format shown below and re-enter it again before clicking CHANGE PASSWORD. **Please remember to keep your password safe.**	

iii.   Proceed to **Section C** to login into your Profile

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?",***

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	

5.5 Enter OTP Number and Click Verify OTP

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*	

| 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. | **Reset Password**
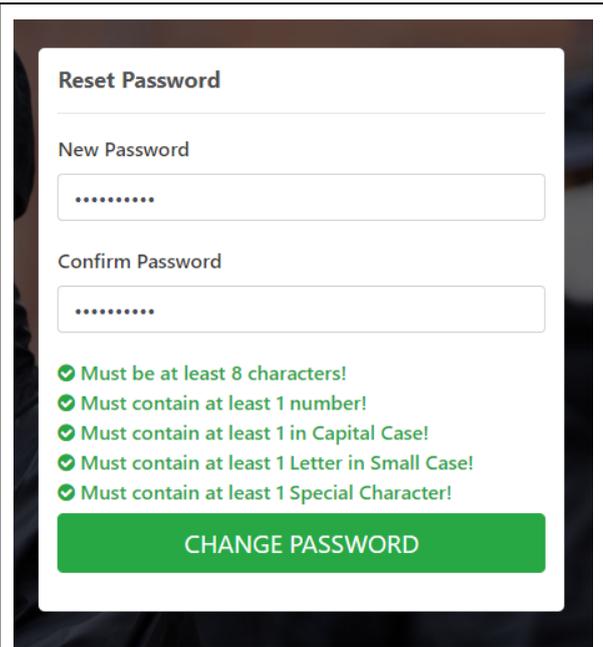
New Password
••••••••••

Confirm Password
••••••••••

✅ 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 |

The End