

# PSiRA ONLINE USER MANUAL



**PSiRA**  
Private Security Industry Regulatory Authority

## SECURITY OFFICER PROFILE CLAIM

**Version 012022**

# Security Officer Profile Claim 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](mailto:info@psira.co.za)

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

## Table of Contents

1.	Background .....	4
2.	Purpose .....	4
3.	Pre-requirements .....	4
4.	Process of claiming Profile.....	5
5.	Profile Claiming using Cell Number .....	5
6.	Profile claiming using ID Number .....	8
7.	Forgot Mobile Number .....	10

## 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. Know your latest Grade,
- iii. Identification Number,
- iv. Know your date of birth

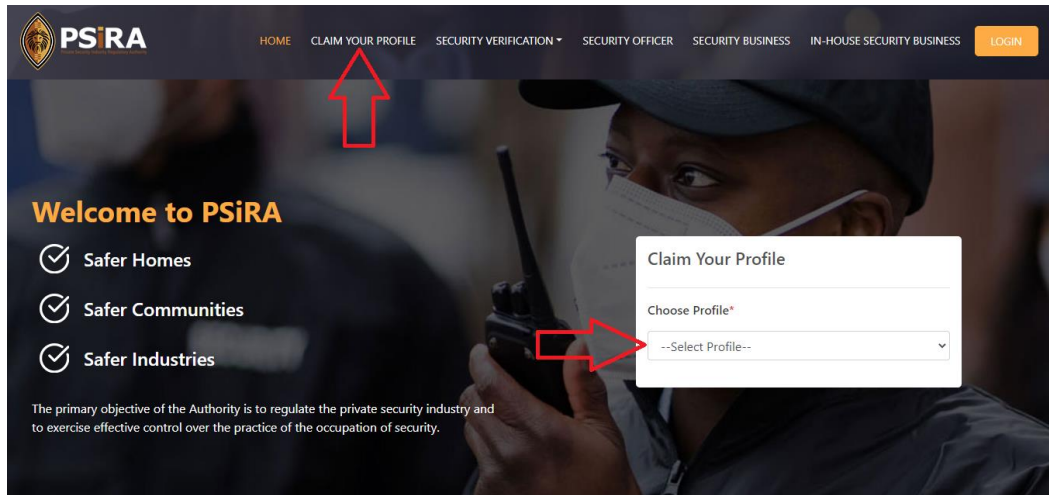
## 4. Process of claiming Profile

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>

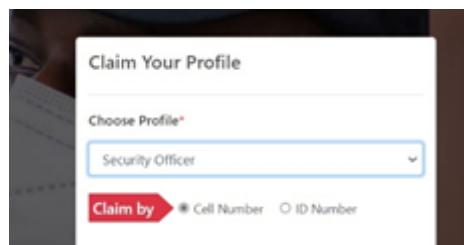
4.1.2 On the "Claim your Profile" screen, select Security Officer



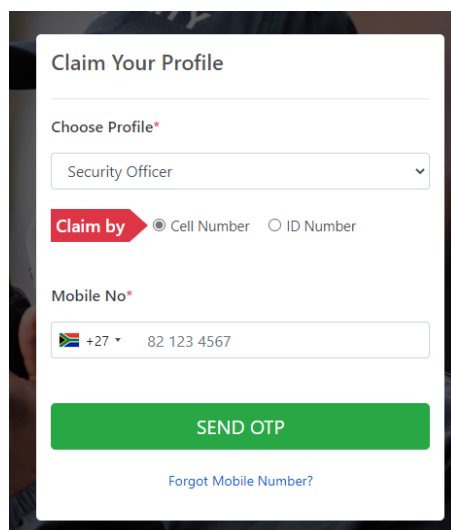
4.1.3 On the next screen, choose either claim by "Cell Number" or "ID Number"

## 5. Profile Claiming using Cell Number

5.1 Select **Claim by Cell Number**



5.2 Enter cellphone number in the following format, please do not enter zero...

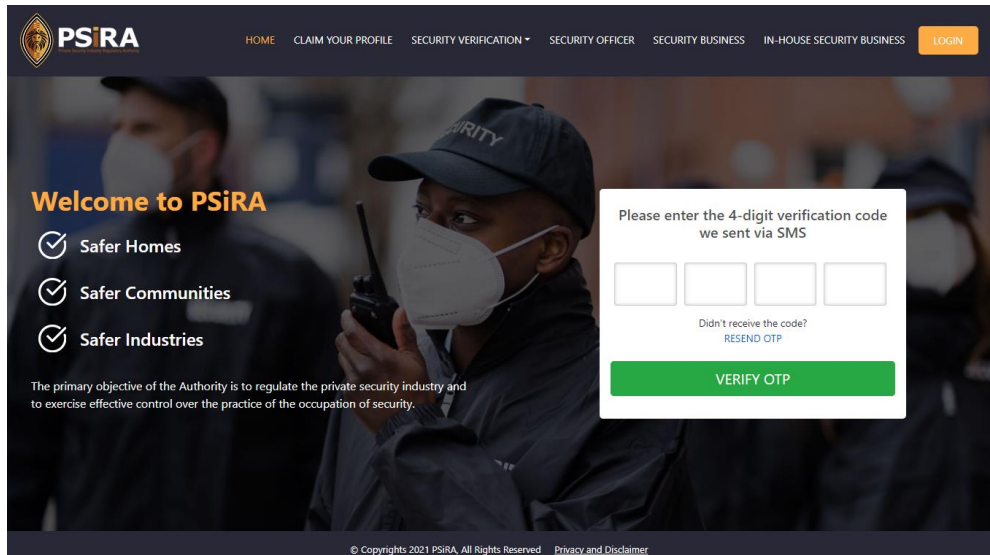


82 123 4567

5.3 Click SEND OTP

- If number entered does not match on the system, you will receive an error message: "Cellphone number entered could not be verified. Click Forgot Mobile Number". If so, please move to Section 2

5.4 Once you click "SEND OTP", OTP will be sent to your number



5.4.1 Enter OTP as per the SMS send

- If you don't receive OTP in 30 seconds, please click on "RESEND OTP"

5.4.2 Click on VERIFY OTP

5.4.3 The system will ask for security questions.. Please complete as per the table below

### Security Questions

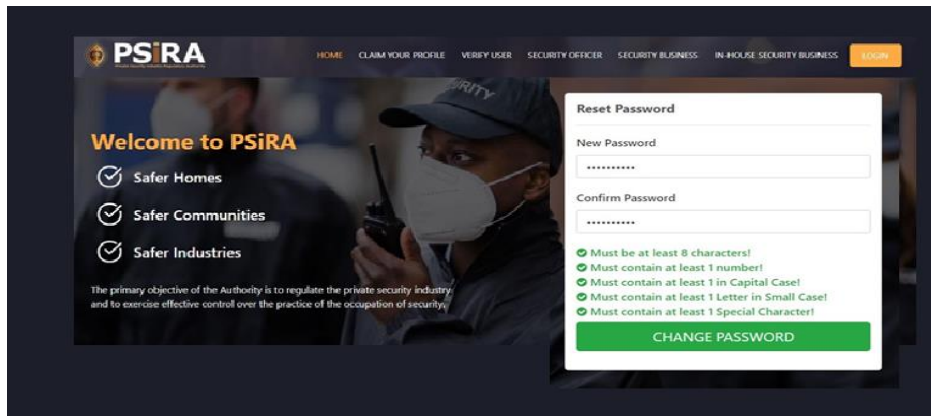
- Confirm Identification Number,
- Confirm Date of Birth,
- Choose Highest Grade

Click **SUBMIT**

*NB: If you are unable to submit any of the information the system will not validate the process.*

A screenshot of the security questions form. The title is "Please answer the following security questions". It contains three fields: "Confirm Identity Number\*" with a text input box; "Confirm Date of Birth\*" with a date picker showing "dd/mm/yyyy"; and "Confirm Highest Grade\*" with a dropdown menu showing "--Select Grade--". A green "SUBMIT" button is at the bottom.

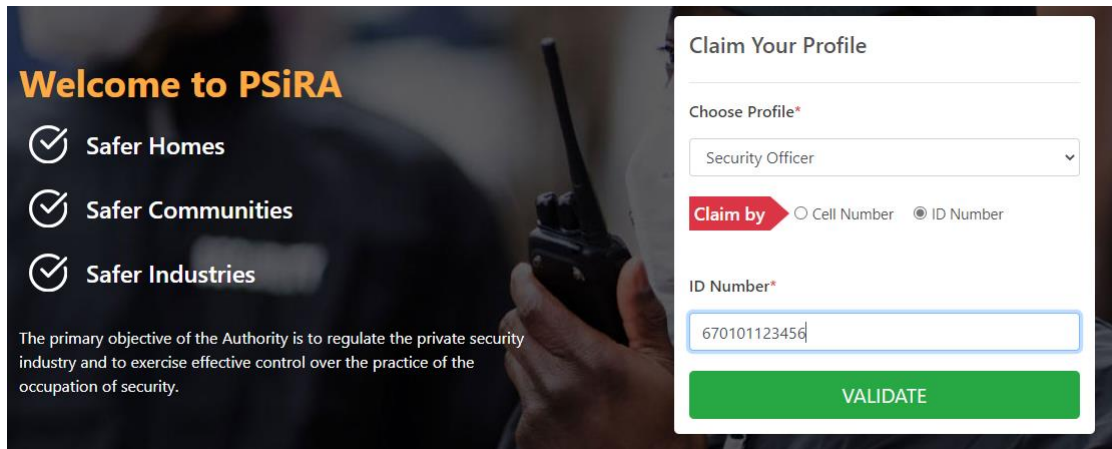
#### 5.4.4 The system will direct the user to reset password



- 5.5 Enter new password and password must meet the minimum requirements
- 5.6 Enter the password again and press **Change Password**

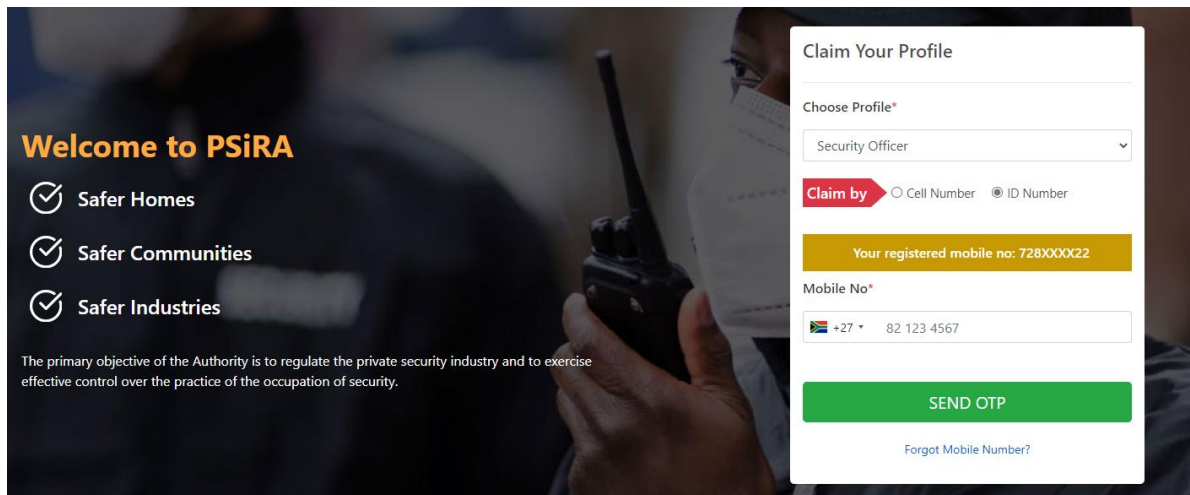
## 6. Profile claiming using ID Number

- 6.1 Select Claim by ID NUMBER
- 6.2 Click VALIDATE



The screenshot shows a mobile application interface for claiming a profile. On the left, there is a 'Welcome to PSiRA' section with three checked items: 'Safer Homes', 'Safer Communities', and 'Safer Industries'. Below this is a paragraph: '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, the 'Claim Your Profile' form is displayed. It includes a 'Choose Profile\*' dropdown menu set to 'Security Officer'. Below this is a 'Claim by' section with two radio buttons: 'Cell Number' (unselected) and 'ID Number' (selected). An 'ID Number\*' input field contains the number '670101123456'. A green 'VALIDATE' button is at the bottom of the form.

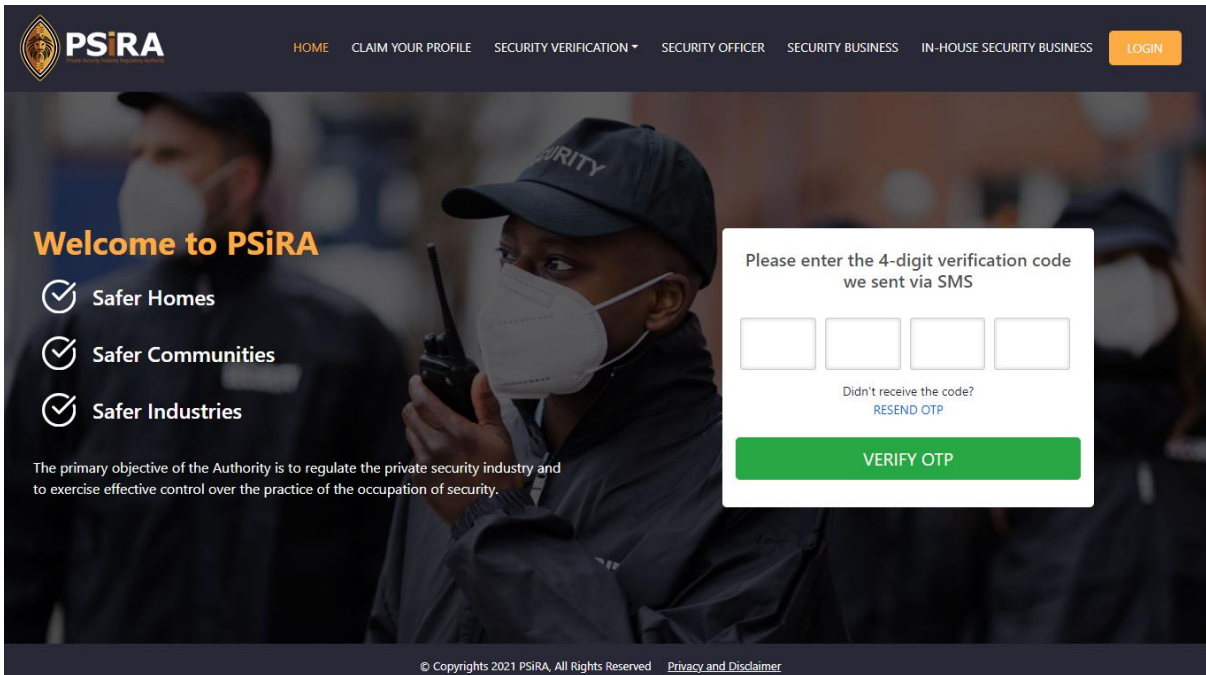
- 6.3 The system will prompt you to validate the mobile number. Please take note of the registered mobile number if it looks familiar. For example "0728\*\*\*\*\*22". If the number you are claiming is similar to the you are claiming, please re-enter it on the Mobile no section (Similar to the screen below),
  - 6.3.1 If the number is different, please click on **FORGOT MOBILE NUMBER** and follow the process on **Section 2**
- 6.4 Otherwise please proceed to the next screen



This screenshot shows the same 'Claim Your Profile' form as above, but with additional information. Below the 'Claim by' section, a yellow box displays 'Your registered mobile no: 728XXXX22'. The 'Mobile No\*' input field now shows a South African flag, '+27', and the number '82 123 4567'. A green 'SEND OTP' button is at the bottom of the form, and a link for 'Forgot Mobile Number?' is located below it.

- 6.5 Click on **SEND OTP**
- 6.6 An OTP will be sent to your cellphone number,
  - 6.6.1 Enter the OTP number
    - If you don't receive OTP in 30 seconds, please press **RESEND OTP**





6.7 Click on **VERIFY OTP**

6.8 The system will prompt you to change your password

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

6.10 **Please remember to keep your password safe.**

## 7. Forgot Mobile Number

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

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

**Welcome to PSiRA**

- ✓ Safer Homes
- ✓ Safer Communities
- ✓ Safer Industries

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.

**Claim Your Profile**

Choose Profile\*

Security Officer

**Claim by**  Cell Number  ID Number

Mobile No\*

+27 82 123 4567

**SEND OTP**

[Forgot Mobile Number?](#)

- 7.2 Select **Security Officer** on Profile

- 7.3 Enter your New Mobile Number in the format 821234567 (**Please do not enter 0 in the beginning**) and press **SEND OTP**

**Welcome to PSiRA**

- ✓ Safer Homes
- ✓ Safer Communities
- ✓ Safer Industries

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.

**Forgot Mobile Number?**

Profile\*

Security Officer

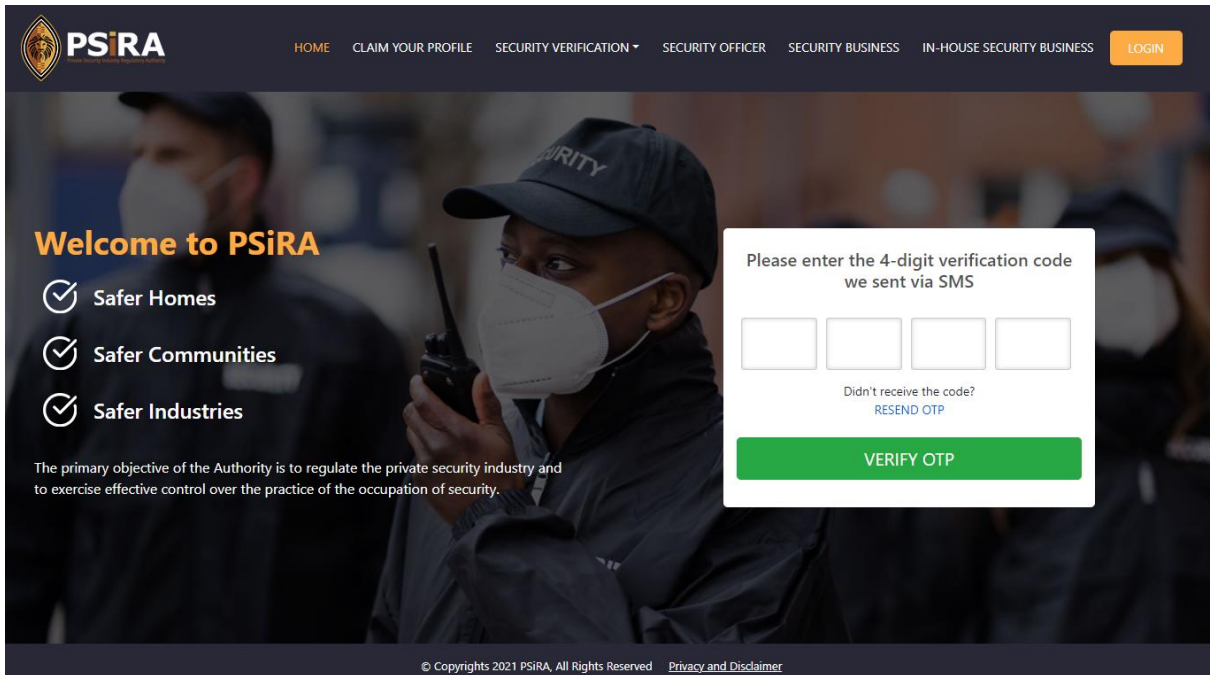
Enter New Mobile No\*

+27 82 123 4567

**SEND OTP**

- 7.4 OTP will be sent to your mobile number

- 7.5 Enter OTP Number and Click **Verify OTP**



**7.5.1 If you don't receive OTP in 30 seconds, please press RESEND OTP**

7.6 **On the next screen,** you will be asked to enter the following information. Incorrect information will result

- Confirm Identification Number,
- Confirm Date of Birth,
- Confirm Highest Grade

**Click SUBMIT**

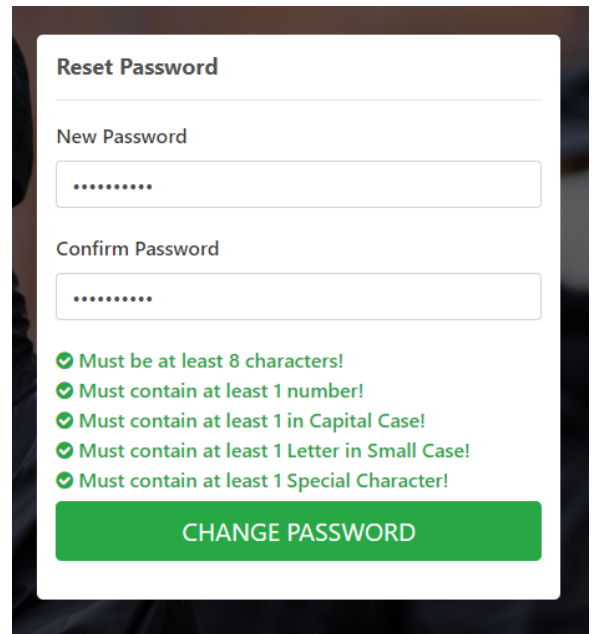
*NB: If you are unable to submit any of the information the system will not validate your process.*

## 7.7 **Once you are Validated,** you will be asked to enter new password

You will be presented with a screen to Change 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.
- Five validation rules, each preceded by 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**