

# PSiRA ONLINE USER MANUAL



**PSiRA**  
Private Security Industry Regulatory Authority

## SECURITY TRAINING PROVIDER UPGRADE

**Version 012022**

# Security Training Provider Upgrade 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>

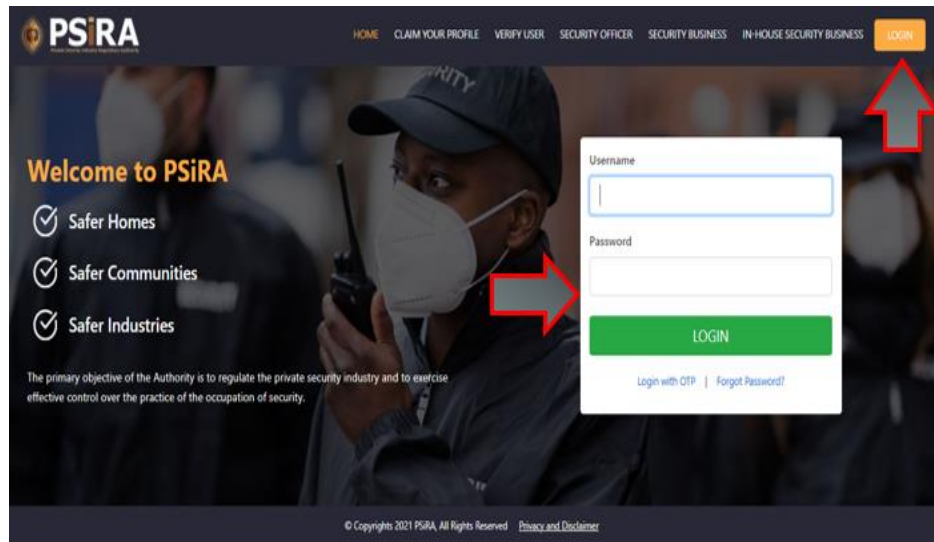
## 3. Pre-requirements

Clients are requested to ensure they have with them the following information to make the process for Security Training Provider Upgrade smooth...

- i. Valid Username and Password
- ii. 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 Registration Home Page, select the "LOGIN" tab.
  - 4.1.3 Enter "username" and "password"

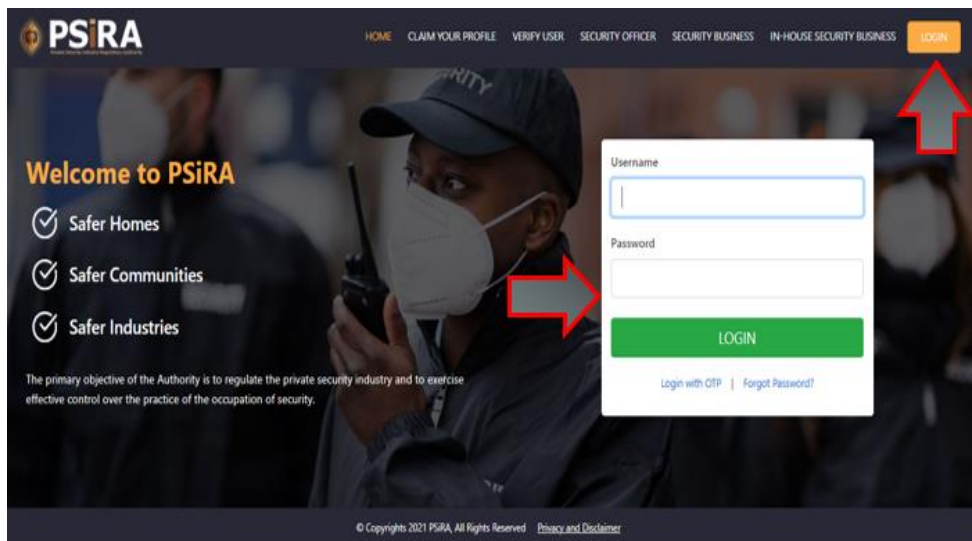


- 4.1.4 Click **Login**.

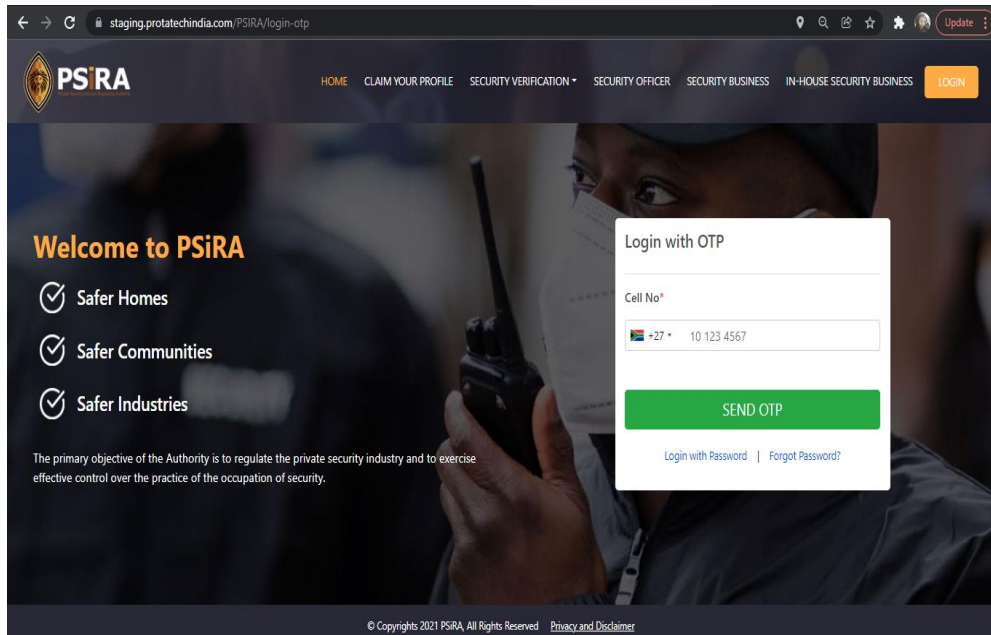
**NB: Alternatively, you user can log in with the OTP, or even change the password if forgotten.**

## 5. Log in with OTP

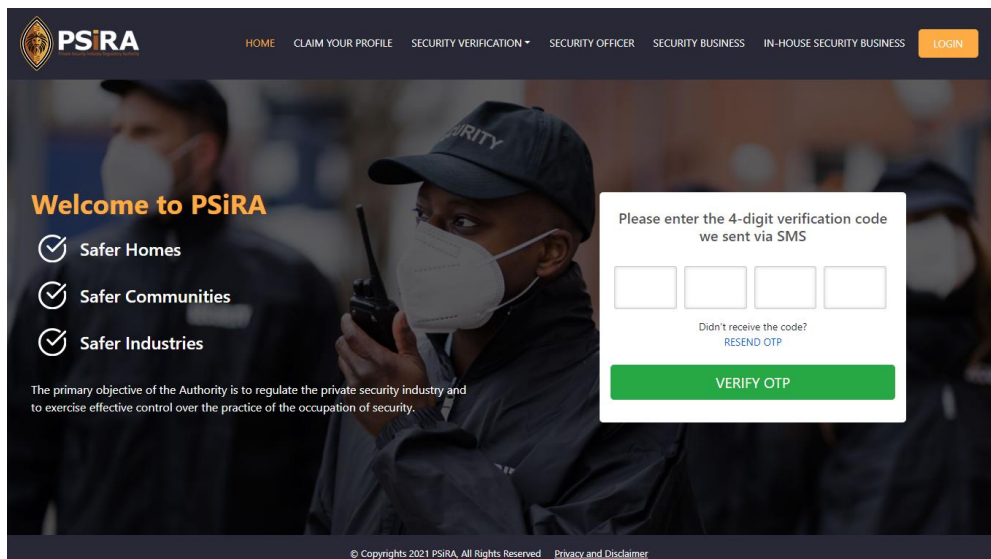
- 5.1 On the Registration Home Page, select the "LOGIN" tab.
- 5.2 Select "Login with OTP".



### 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. Security Training Provider Upgrade

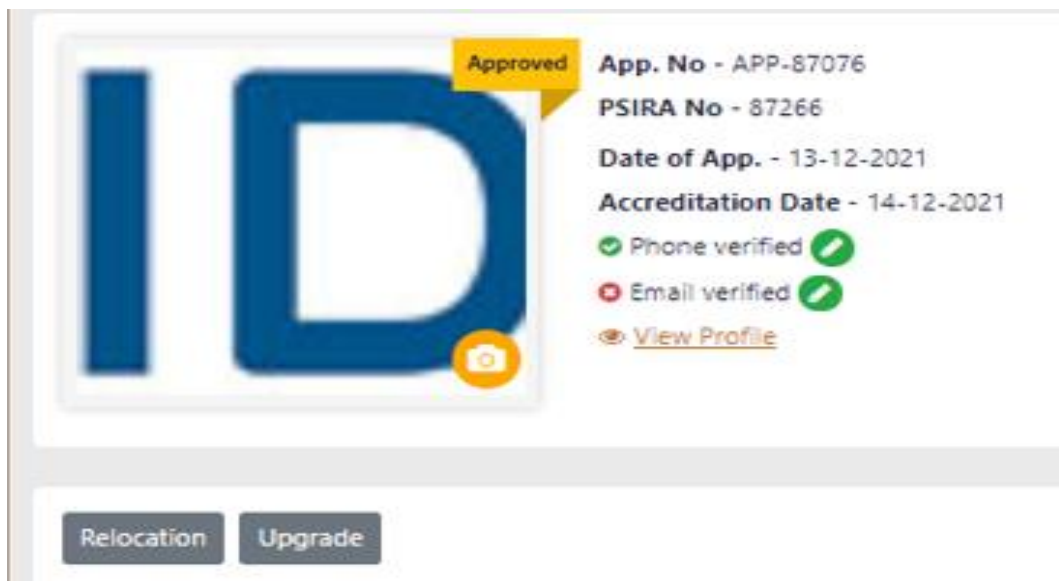
- 6.1 On the next screen, the system will present 2 profiles to choose from, select the **Training Provider** profile.



- 6.2 On the next screen, click **View Profile**.



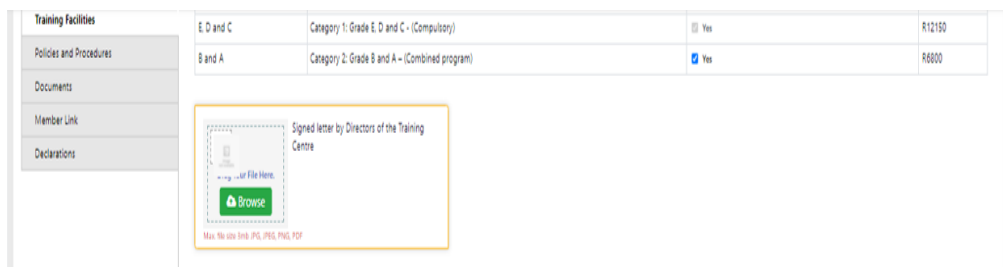
- 6.3 Select the **Upgrade** Option.



6.4 Click on **Training Facilities**.



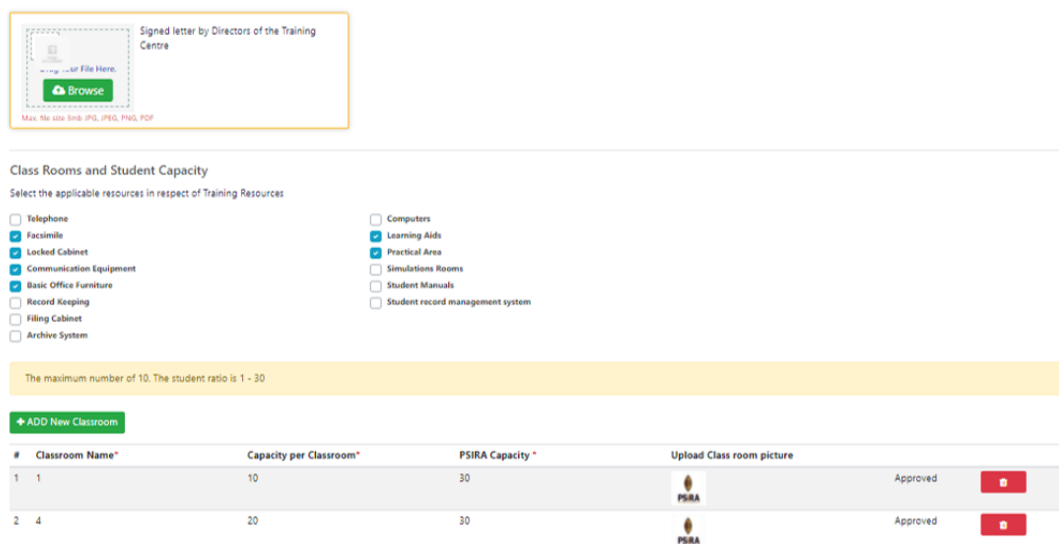
6.5 On the "Training Facilities" screen, select the "Grade" upgrading to (*If the Training Provider is not accredited for both **Grade E-C** and **Grade B-A***).



6.6 Click **Browse** to attach a letter signed by the Directors of the Training Centre.

6.6.2 If you wish to add Training recourses, select resources as per the list presented.

6.2.3 If you wish to add new classes, click on **ADD New Classe**



6.7 Click **Save**.

**NB: You will be redirected to the payment screen.**



## 7. Payment for Upgrade

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

Payment Information

Total Due  
R6800.00

**Please read Terms & Conditions**

**TERMS AND CONDITIONS FOR ONLINE PAYMENTS**

**Introduction:**  
These terms and conditions apply to the User who uses the Online Services provided for any payment made to Private Security Industry Regulatory Authority (PSIRA). Kindly read these terms and conditions carefully. By authorizing a payment to PSIRA through the online payment service ("the service"), it would be treated as a deemed acceptance to these terms and conditions. PSIRA reserves all the rights to amend these terms and conditions at any time without giving prior notice. It is the responsibility of the User to have read the terms and conditions before using the Service.

**Key terms:**  
The following is a summary of the key terms of this service:

- Payment(s) through this Service may only be made with a Credit Card, Debit card or Online Banking.
- 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.
- 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 of the transaction for record keeping purposes, which might assist in resolution of any disputes that may arise out or usage of the service.
- The Applicant agrees, understands and confirms that his/ her personal data including without limitation details relating to debit card/ credit card/net

Do you Agree to these terms?


Agree  Disagree

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

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

Please choose your payment preference.

Credit/Debit Card  Bank Payment

Brand:  


Card Number:  Expiry Date:

Card holder:  CVV:

- 7.3 Enter your card payment details

Please choose your payment preference.

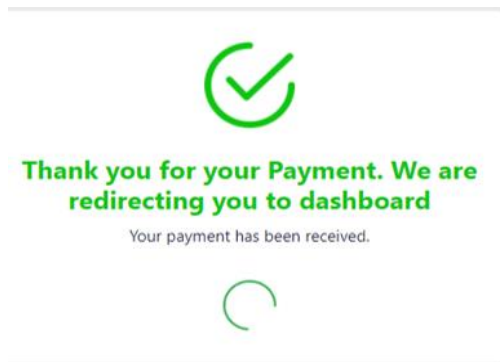
Credit/Debit Card  Bank Payment

Brand:  

Card Number:  Expiry Date:

Card holder:  CVV:

- 7.4 Click **Pay Now**.



***NB: The system will redirect you to the dashboard.***

***NB: The system will send a notification confirming the submission of the application.***

***NB: You will receive a notification following the evaluation of the application.***

## 8. Download the Invoice

- 8.1 On the sidebar menu, click the "Invoices" option to view or/and download the payment invoice.
- 8.2 On the "Invoices" screen, click the **Invoices** option and download the pdf file.

**The End**