

# PSiRA ONLINE USER MANUAL



**PSiRA**  
Private Security Industry Regulatory Authority

## **IH-HOUSE SECURITY BUSINESS APPLICATION**

**Version 012022**

# **In-house Security Business Application 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 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 applying smooth...

- i. Cell phone Number,
- ii. Smartphone / laptop

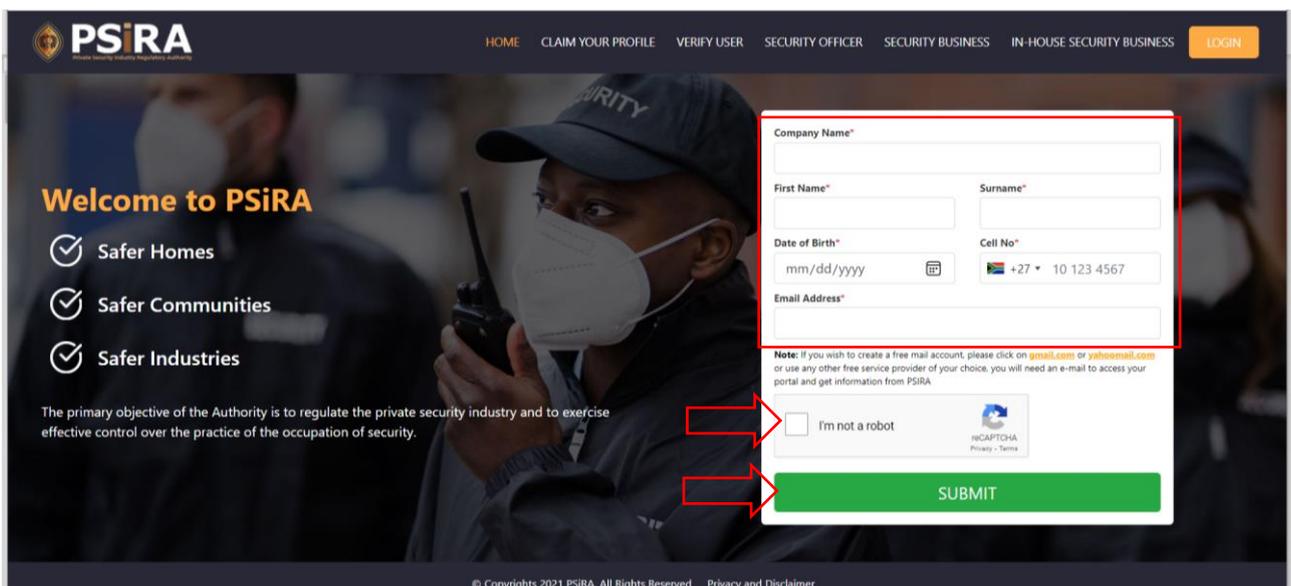
## 4. In-house Security Business Application Process

- 4.1 Access the link via your Laptop, Computer or Smartphone,
  - 4.1.1 Go to the website and type <https://digitalservices.psiira.co.za>
  - 4.1.2 On the web page, select **In-house Security Business** button



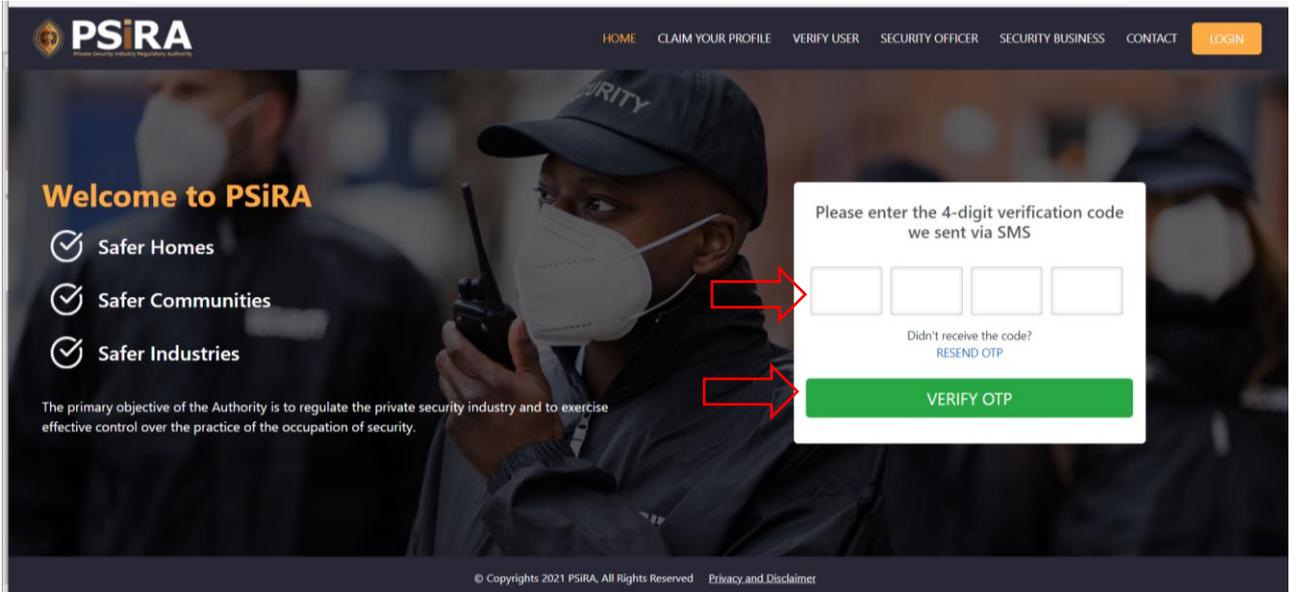
- 4.1.3 On the next screen, enter your Company name, First name, Surname, Date of birth, Cell No, Email address and click the "I'm not a robot" checkbox.

- 4.1.4 After you have entered all the required details, click the **Submit** button



If the details entered meet the set parameters an OTP number will be sent to the cell no you would have provided. if the details entered did not meet the set parameters a pop-up error message will be displayed, relook at the information provided to make necessary changes and press the **Submit** button when you are done.

4.1.5 On the next screen enter the 4-digit OTP number received via SMS

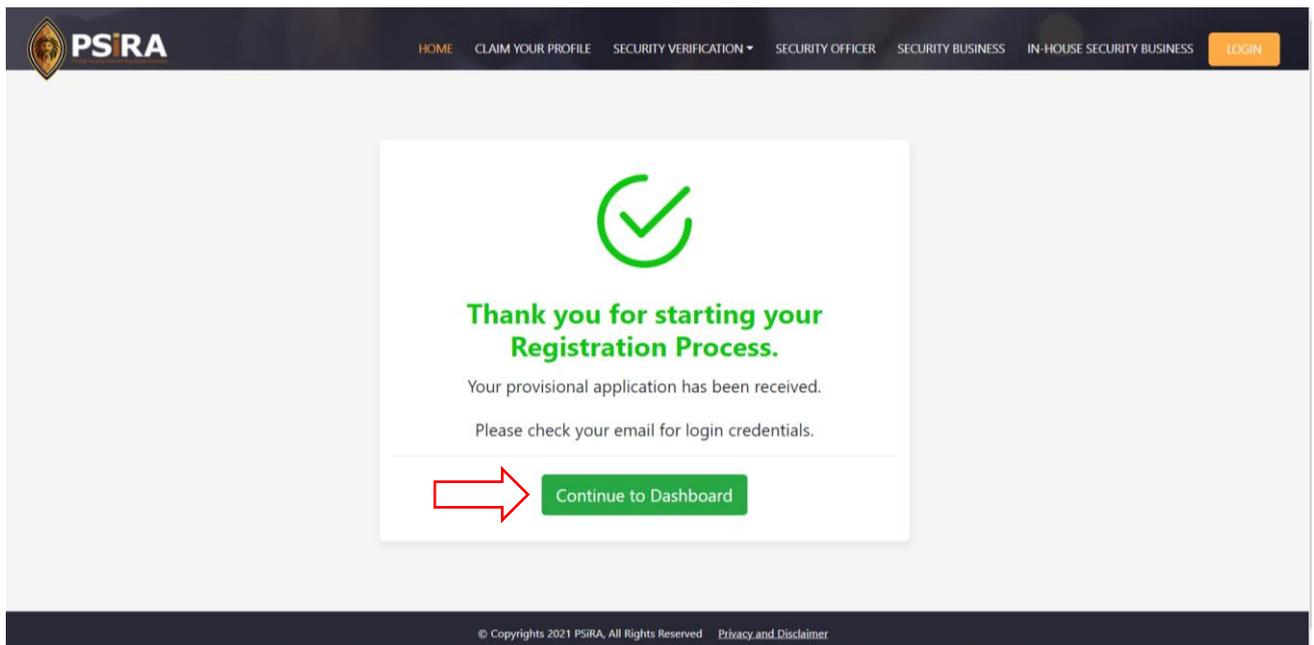


4.1.6 After entering the 4-digit OTP number, click the **Verify OTP** button

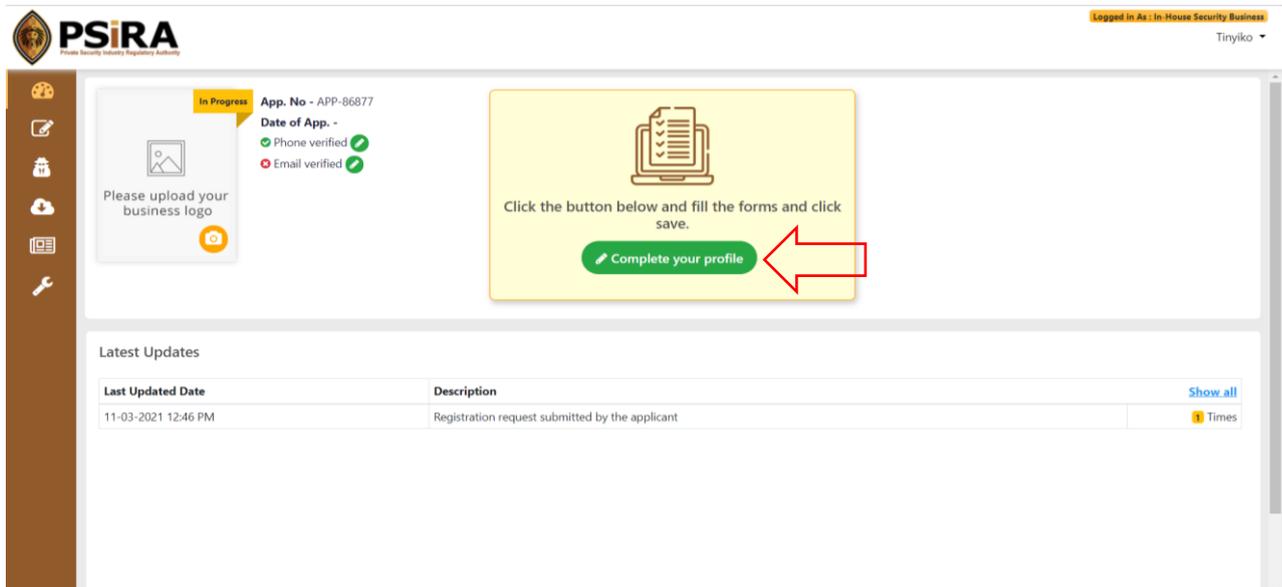
If the OTP entered is correct you will be directed to the next screen.

If the OTP entered is incorrect an error message will pop-up on the screen.

4.1.7 On the next screen click the **Continue to Dashboard** button



4.1.8 On the dashboard, click the **Complete Your Profile** button, the system will open the **Business Details** tab by default



4.1.9 On the next screen, fill in company business information and click the **Save** button

PSIRA  
Private Security Industry Regulatory Authority

Logged in As: In-House Security Business  
Tinyiko

In Progress App. No - APP-86877  
Date of App. -  
Phone verified ✓  
Email verified ✓

Please upload your business logo

**Business Details**

Address  
Documents  
Management  
Declarations

Application No APP-86877 XXXXX  
Business Name\* Ntsengo Category\* Educational sector  
BBBEE Status\* Level 1 Type\* Small (1-50 security officers empl)

Type of Business Entity

SOLE PROPRIETOR  
 COMPANY  
 PARTNERSHIP  
 MUNICIPALITY  
 GOVERNMENT

CLOSE CORPORATION  
 TRUST  
 FOUNDATION  
 OTHER

Indicate the Nature of the security service/s you intend to render to

GUARDING AND/OR PATROLLING COMMERCIAL, INDUSTRIAL OR RESIDENTIAL  
 SAFEGUARDING ASSETS IN TRANSIT/PROVIDING SECURE TRANSPORT  
 PROVIDING CLOSE PERSONAL PROTECTION/BODYGUARDING  
 PROVIDING ADVICE ON THE PROTECTION OF PERSONS OR PROPERTY, ANY OTHER SECURITY SERVICE OR THE USE OF SECURITY EQUIPMENT  
 PROVIDING REACTION OR RESPONSE SERVICES  
 ENSURING SAFETY AND ORDER ON PREMISES (SPORTING, RECREATIONAL, ENTERTAINMENT)  
 MANUFACTURING, IMPORTING, DISTRIBUTING OR ADVERTISING OF MONITORING DEVICES  
 FUNCTIONING AS PRIVATE INVESTIGATOR

PROVIDING SECURITY TRAINING OR INSTRUCTION  
 INSTALLING, SERVICING OR REPAIRING SECURITY EQUIPMENT  
 PROVIDING SERVICES OF A LOCKSMITH  
 MONITORING SIGNALS FROM ELECTRONIC SECURITY EQUIPMENT (SECURITY CONTROL ROOM)  
 MAKING PERSONS OR THEIR SERVICES AVAILABLE FOR RENDERING OF A SECURITY SERVICE  
 "CAR WATCH" OR RELATED ACTIVITIES  
 OTHER (Please specify below)

SAVE

If all the required information is filled in correctly when you click the **Save** button, the system will display a pop-up message "Business Information updated successfully".

If some or all the required information is not filled in correctly when you click the **Save** button, an error will be displayed. Relook at the information entered and make corrections where necessary before clicking the **Save** button.

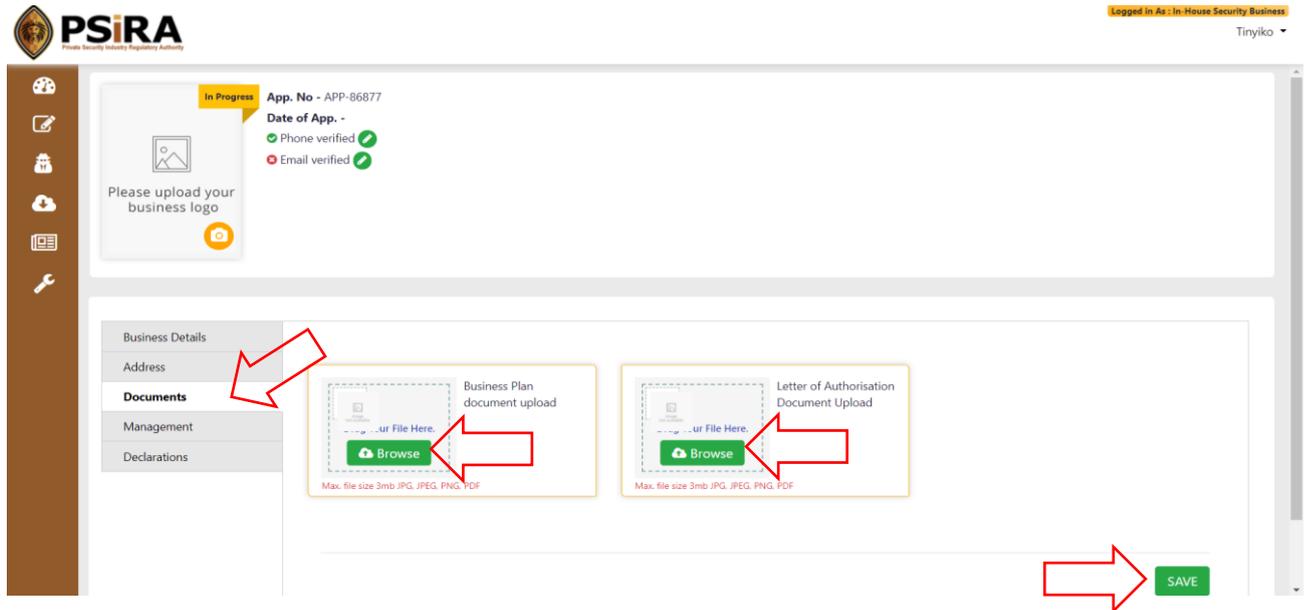
4.1.10 Click the **Address** tab, fill in the address information and click the **Save** button

The screenshot shows the PSIRA online application interface. At the top left is the PSIRA logo. The top right shows the user is logged in as 'Security Business' and the name 'Tinyiko'. A status bar indicates 'In Progress' with application number 'APP-86864' and date '02-11-2021'. It also shows 'Phone verified' and 'Email verified' with green checkmarks. A prompt asks the user to 'Please upload your business logo'. The main form area is divided into several sections: 'Business Details' (with 'Address' selected and highlighted by a red arrow), 'Street Address of the Applicant Business', 'Street Address of the Administration Office', 'Postal Address', and 'General'. Each address section contains fields for Address 1\*, Address 2\*, Address 3, Province\*, City\*, Suburb\*, and Postal Code\*. The 'General' section includes fields for Business Telephone\*, Administrative Office Telephone\*, Cell Number\* (with value 82-889-2365), Email (with value bongie@ptpi.co.za), and Website Address. A red arrow points to a green 'SAVE' button at the bottom right of the form.

If all the required information is filled in correctly when the user clicks the **Save** button, the system will display a pop-up message "Address details updated successfully".

If some or all the required information is not filled in correctly when you click the **Save** button, an error will be displayed. Relook at the information entered and make corrections where necessary before clicking the **Save** button.

4.1.11 Click the **Document** tab, attach the required documents and click the **Save** button



If all the required information is filled in correctly when you click the **Save** button, the system will display a pop-up message "Documents saved successfully".

If not all the required information is filled in correctly when you click the **Save** button, an error will be displayed. Relook at the information entered and make corrections where necessary before clicking the **Save** button.

4.1.12 Click the **Management** tab

4.1.13 Select management by searching for their information using their PSIRA number and click the **Save** button

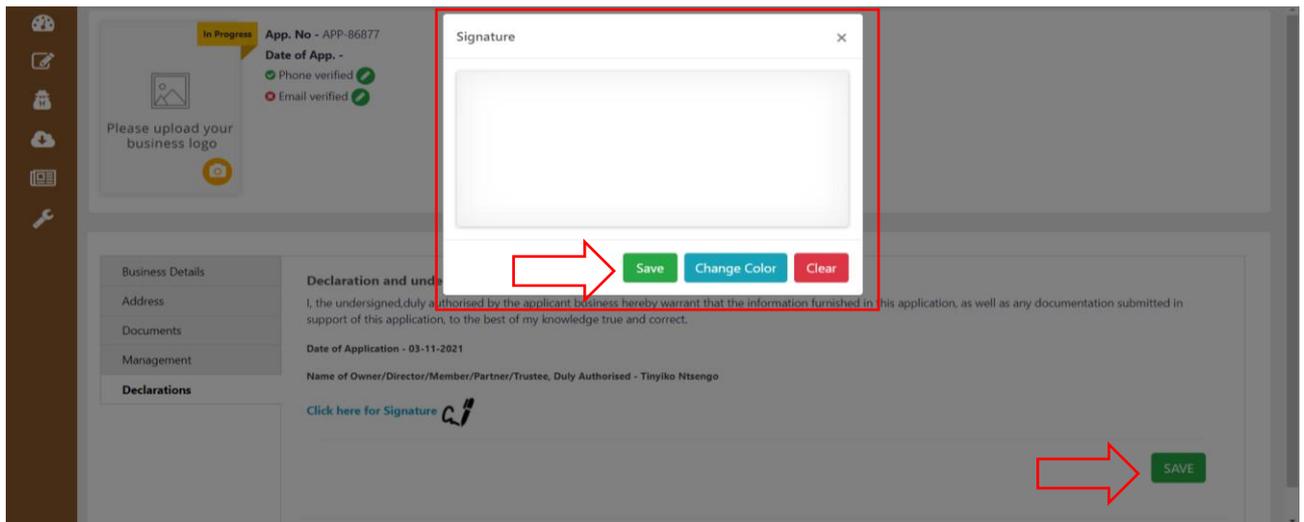
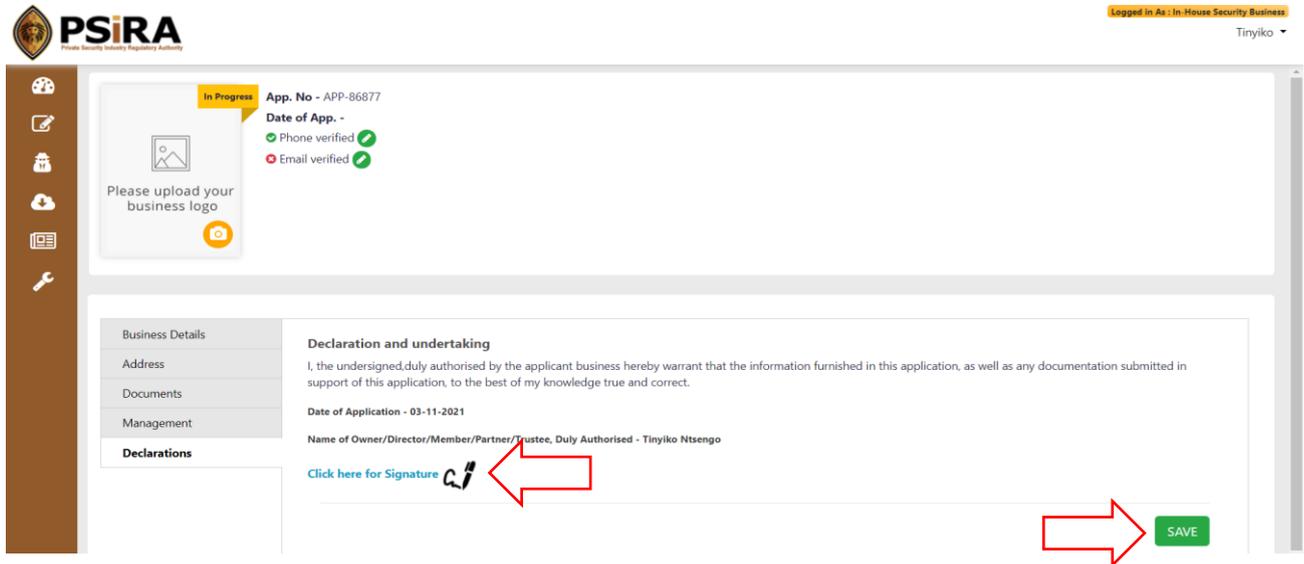
The screenshot displays the PSIRA web application interface. At the top left is the PSIRA logo. The top right shows the user is logged in as 'Tinyiko'. A sidebar on the left contains navigation icons. The main content area shows an 'In Progress' status for application APP-86877, with 'Date of App.' and verification status (Phone verified, Email verified). Below this is a section for 'Business Details' with tabs for Address, Documents, **Management**, and Declarations. The 'Management' tab is active, showing a list of roles to provide particulars for: 1. The owner of sole proprietorship, 2. Every director of company, 3. Every member of a close corporation, 4. All trustees of business trust, 5. All partners of a partnership, 6. All administrators or person in control of a foundation or other body, 7. Responsible person authorized to manage In-house security. Below this list is a search form with the label 'On the table below, provide particulars of the Director, Owner, Trustee and Partner -' and a text input field for 'PSIRA Registration No.' with a green 'SEARCH' button. A green 'SAVE' button is located at the bottom right of the form area. Red arrows point to the 'Management' tab, the 'SEARCH' button, and the 'SAVE' button.

If all the required information is filled in when you click the **Save** button, the system will display a pop-up message "Management saved successfully".

If some or all the required information is not filled or filled in incorrectly when you click the **Save** button an error message will appear on the screen.

#### 4.1.14 Click the Declarations tab

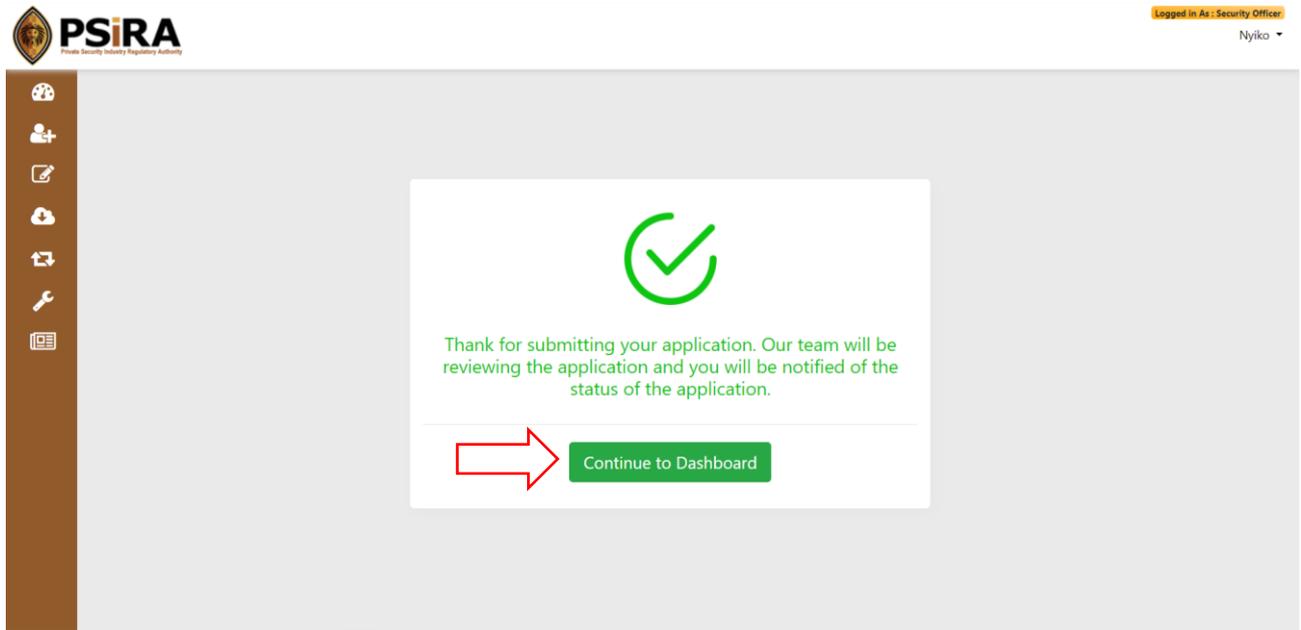
4.1.15 Click the **Click here for Signature** icon signature window will pop-up, sign on the blank signature box and click the **Save** button



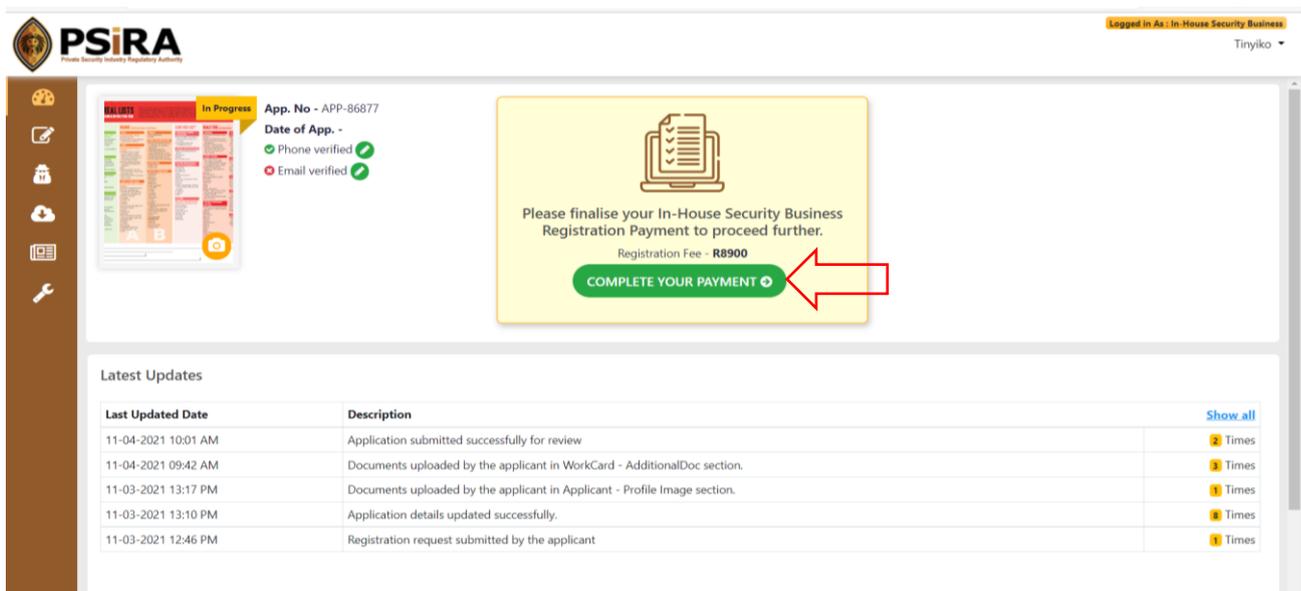
4.1.16 After closing the Signature window click the Save button

If all the required information in each tab is complete when you click the **Save** button under Declarations, the system will display a new page confirming successful submission of the application and an email will be sent out.

4.1.17 Click the **Continue to Dashboard** button, you will be redirected to the dashboard



4.1.18 Click the **Complete Your Payment** button



#### 4.1.19 On the next screen, click the **Agree** button if you agree to the terms and conditions

The screenshot shows the PSIRA website's payment information page. At the top left is the PSIRA logo. The top right shows the user is logged in as 'In-House Security Business' with the name 'Tinyiko'. The main content area is titled 'Payment Information' and shows a 'Total Due' of R8900.00. Below this, there is a red heading 'Please read Terms & Conditions' followed by a box containing the 'TERMS AND CONDITIONS FOR ONLINE PAYMENTS'. The text includes an introduction and key terms. At the bottom of the terms box, there is a question 'Do you Agree to these terms?' with two buttons: a green 'Agree' button and a red 'Disagree' button. A red arrow points to the 'Agree' button.

#### 4.1.20 The payment method window will pop-up on the page, select the preferred payment method

The screenshot shows the PSIRA website's payment information page with a payment method pop-up window. The background shows the same terms and conditions as in the previous screenshot. The pop-up window is titled 'VISA' and contains fields for 'Card Number', 'Expiry Date', 'Card holder', and 'CVV'. A 'Pay now' button is visible. Below the pop-up, there is an 'OR' separator and a 'Pay via Coupon' section. This section includes a text input field containing 'H2EQ8' and a 'Submit' button.

## 5. Pay Via Coupon Payment

5.1.1 To make payment using coupon option visit the PSIRA office and make a cash or card payment at the next available cashier

PSIRA  
Private Security Industry Regulatory Authority

Logged in As: Security Off  
TestCoupon1

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

Do you Agree to these terms?

Agree  Disagree

OR

**Pay via Coupon**

If you wish to pay via cash visit your nearest PSIRA branch and get the coupon code from cashier office

5.1.2 Enter the coupon code provided and click the **Submit** button

If the coupon number entered is correct a reference number will be generated, use this number to make a payment at the next available cashier.

If the coupon number entered is incorrect an error message will be pop-up. Relook at the entered number, make corrections, and click the **Submit** button

Please refer to 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 credit card information.

**Do you Agree to these terms?**

Agree
  Disagree

OR

**Pay via Coupon**

If you wish to pay via cash visit your nearest PSIRA branch and get the coupon code from cashier office

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Your reference number is SerNum-3761

Please use this reference number to pay for your application at the relevant PSIRA Office.

### 5.1.3 Once payment is successful you will be redirected to the dashboard


**PSIRA**  
 Private Security Industry Regulatory Authority

Logged in As: In-House Security Business  
 Tinyiko

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-

ALERTS
Submitted for Review

**App. No - APP-86877**

**Date of App. - 04-11-2021**

- ✔ Phone verified
- ✘ Email verified

[View Profile](#)



**Latest Updates**

Last Updated Date	Description	Show all
11-04-2021 10:30 AM	Payment Processed Successfully.	1 Times
11-04-2021 10:01 AM	Application submitted successfully for review	2 Times
11-04-2021 09:42 AM	Documents uploaded by the applicant in WorkCard - AdditionalDoc section.	3 Times
11-03-2021 13:17 PM	Documents uploaded by the applicant in Applicant - Profile Image section.	1 Times
11-03-2021 13:10 PM	Application details updated successfully.	4 Times
11-03-2021 12:46 PM	Registration request submitted by the applicant	1 Times

## 6. Pay Via Credit/Debit Card

6.1.1 Enter Card number, Expiry date, Card number, Card holder and CVV number (3-digit number at the back of the card)

The screenshot displays the PSiRA website interface. On the left is a navigation sidebar with icons for home, user profile, document, cloud, refresh, and settings. The main content area is divided into two columns. The left column contains terms and conditions, including a list of five points, a 'No warranty' section, a 'Disclaimer and Limitation of liability' section, and a 'Governing law' section. Below this is a 'Do you Agree to these terms?' section with 'Agree' and 'Disagree' buttons. The right column features a payment form. At the top, there are two buttons: 'Credit/Debit Card' (highlighted with a red box) and 'Bank Payment'. Below these is a form for a Visa card. The form includes a 'Brand' dropdown menu set to 'Visa', a 'Card Number' field, an 'Expiry Date' field (MM / YY), a 'Card holder' field, and a 'CVV' field. A green 'Pay now' button is located at the bottom right of the form, with a red arrow pointing to it. Below the form is an 'OR' separator and a 'Pay via Coupon' section with instructions: 'If you wish to pay via cash visit your nearest PSiRA branch and get the coupon code from cashier office'. The top right corner shows the user is logged in as 'Security Officer' and the name 'Bongekile'.

If all the required information is filled in correctly when you click the **Pay now** button, and payment is successful you will be redirected to the dashboard.

If some or not all the required information is filled in or filled in incorrectly when you click the **Pay Now** button, an error will be displayed. Relook at the information entered and make corrections where necessary and check your balance before clicking the **Pay now** button.

The screenshot displays the PSiRA application dashboard. At the top, it shows the application status as 'Submitted for Review' with the application number 'APP-86877' and the date '04-11-2021'. Verification status is shown as 'Phone verified' and 'Email verified', both with green checkmarks. A 'View Profile' link is available. Below this, a 'Latest Updates' table lists the following activities:

Last Updated Date	Description	Frequency
11-04-2021 10:30 AM	Payment Processed Successfully.	1 Times
11-04-2021 10:01 AM	Application submitted successfully for review	2 Times
11-04-2021 09:42 AM	Documents uploaded by the applicant in WorkCard - AdditionalDoc section.	3 Times
11-03-2021 13:17 PM	Documents uploaded by the applicant in Applicant - Profile Image section.	1 Times
11-03-2021 13:10 PM	Application details updated successfully.	8 Times
11-03-2021 12:46 PM	Registration request submitted by the applicant	1 Times

**The End**