

PSiRA ONLINE USER MANUAL



PSiRA
Private Security Industry Regulatory Authority

SECURITY OFFICER ID CARD REQUEST

Version 012022

Security Officer ID Card Request 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...

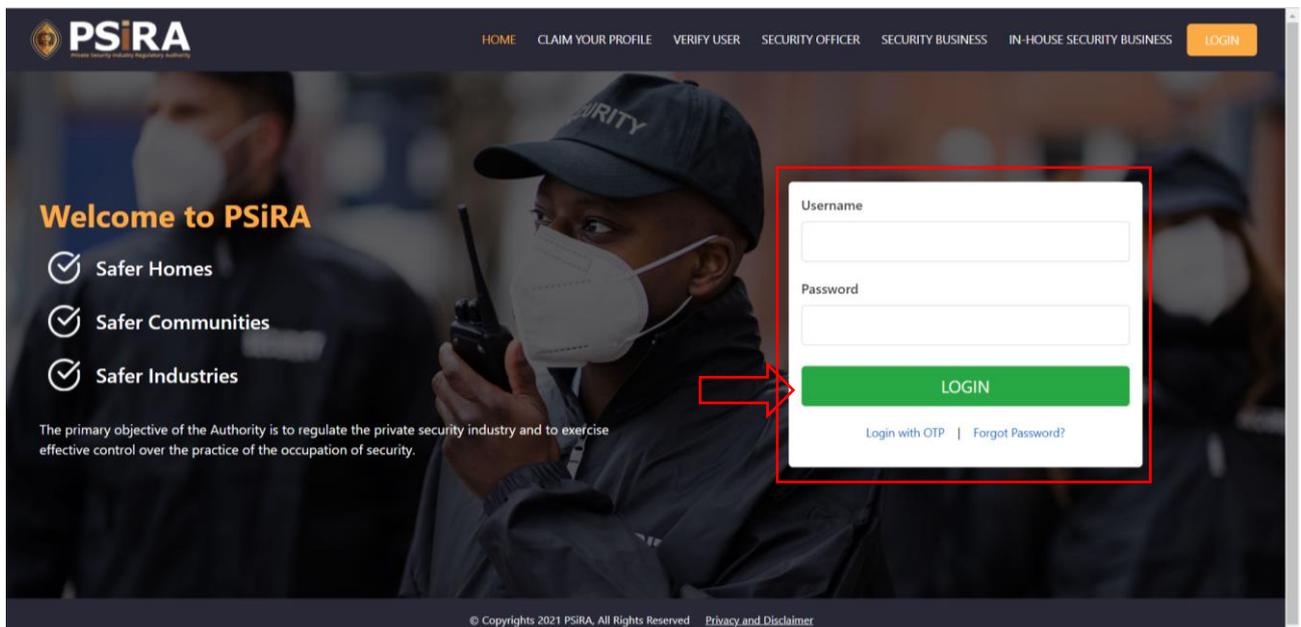
- i. Login credentials
- ii. Smartphone / laptop / Computer

4. ID Card Request Process

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



- 4.1.3 On the next screen, enter your username and password and click the **Login** button



If the login credentials provided are correct you will be directed to the dashboard

If the login credentials provided are incorrect an error message will pop-up

4.1.4 On the next screen, click the **Service Request** button.

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Switch your profile

Logged in As: Security Officer
hunny

Approved

CRC Status - Approved
PSIRA Status - Active
App. No - APP-86548
PSIRA No - SIRA-86773
Date of App. - 20-09-2021
Reg. Approval Date - 20-09-2021

Phone verified ✓
Email verified ✓
DHA
Finger Print verified

[View Profile](#)

Your security officer grade is A.

Service Requests

Latest Updates

Last Updated Date	Description	Show all
15-12-2021 14:43 PM	Documents uploaded by the applicant in instructorletter section.	11 Times
13-12-2021 09:48 AM	Documents uploaded by the applicant in Management section.	16 Times
22-09-2021 06:55 AM	APP-86548 have been Approved by the Robbet for InstructorDetails	2 Times
22-09-2021 06:55 AM	Application details have been Approved by the administrator for InstructorDetails	2 Times
20-09-2021 13:54 PM	Documents uploaded by the applicant in WorkCard - AdditionalDoc section.	1 Times
20-09-2021 13:52 PM	Payment Processed Successfully.	1 Times
20-09-2021 13:51 PM	Documents uploaded by the applicant in Instructor section.	4 Times

4.1.5 On the next screen, click the **New ID Card Request** tab

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Switch your profile

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hunny

Service Request

Update Marital Status

Current Marital Status - Married

New ID Card Request

Update Marital Status Married SEND

Request already submitted

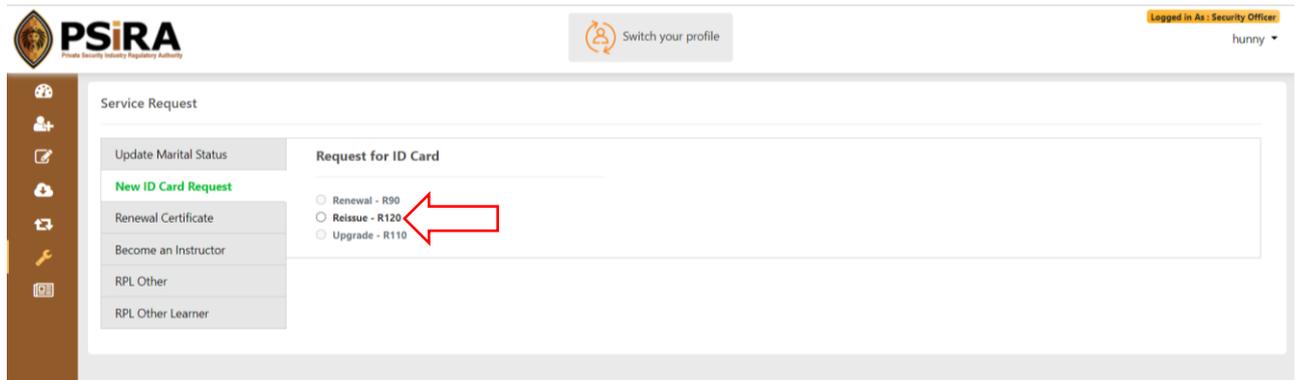
Marriage Certificate Upload

Drag Your File Here.

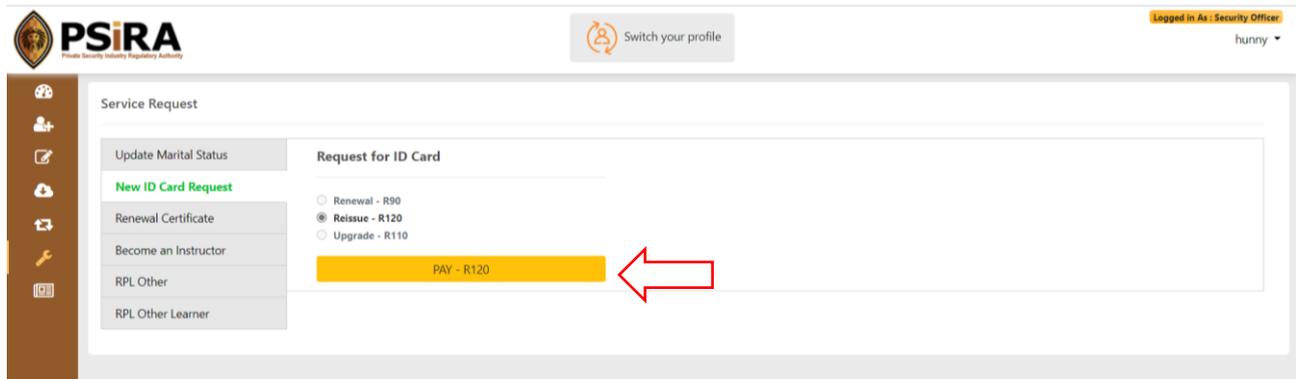
Browse

Max. file size 3mb JPG, JPEG, PNG, PDF

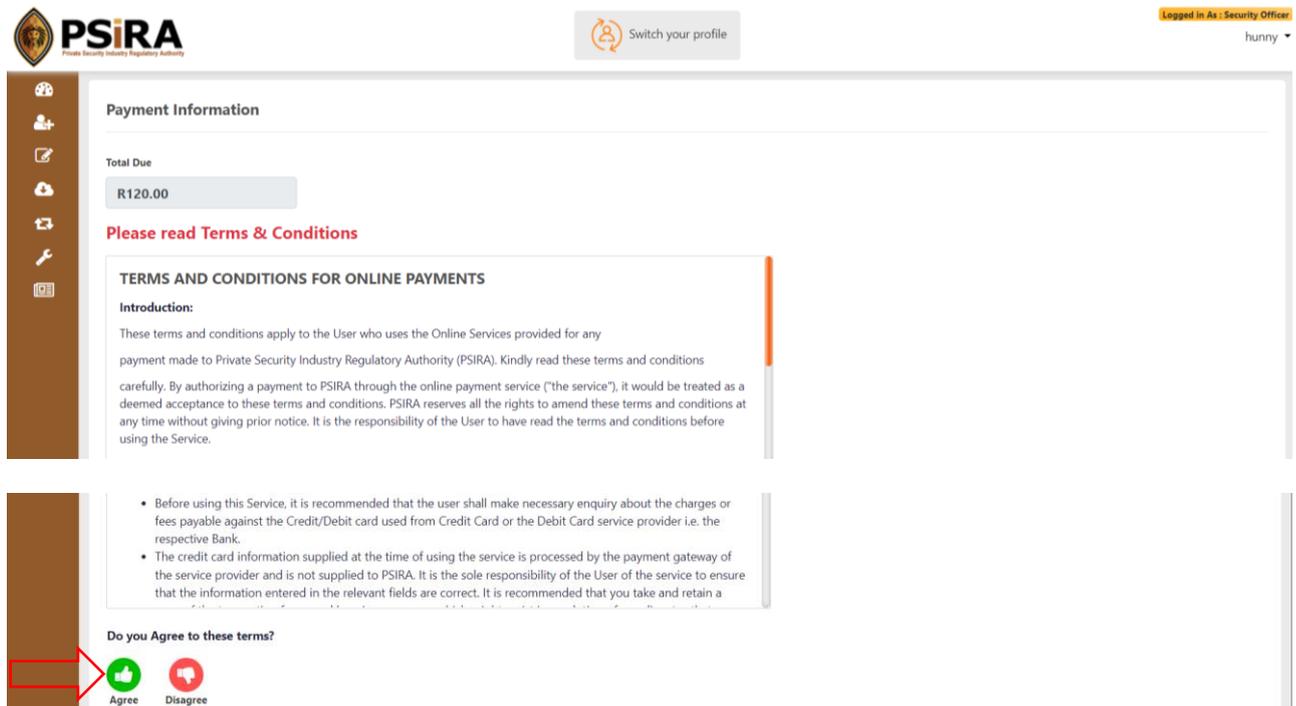
4.1.6 On the next screen click the Re-issue option, once selected the **Pay – R120** button will pop-up



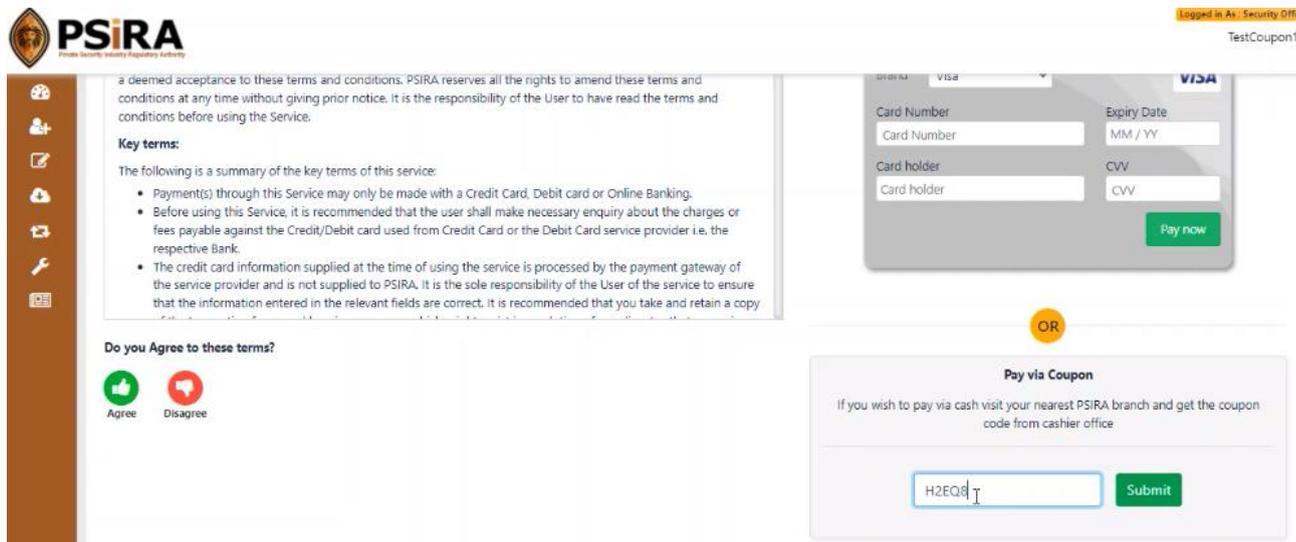
4.1.7 Click the **Pay – R120** button



4.1.8 On the next screen click the **Agree** button if you agree to the Terms and Conditions outlined



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



5. Pay Via Coupon

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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

Card Number: Card Number, Expiry Date: MM / YY, Card holder: Card holder, CVV: CVV, Pay now

OR

Pay via Coupon

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

H2EQ8 Submit

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

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

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 information entered in the relevant fields.

Do you Agree to these terms?

Agree
 Disagree

Card holder CVV Pay now

OR

Pay via Coupon

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

Submit

Your reference number is RefNum-3761

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

→
Continue

5.1.3 Once payment is successful click the **Continue** button, you will be directed a new screen

6. Pay Via Credit/Debit Card

6.1 Enter the Card number, Expiry date, Card holder, CVV (3-digit number at the back of your card) and click the **Pay now** button


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1. The Applicant is fully and lawfully entitled to use such credit / debit card, bank account for such transactions;
2. The Applicant is responsible to ensure that the card/ bank account details provided by him/ her are accurate;
3. The Applicant authorizes debit of the nominated card/ bank account for the Payment of fees selected by such Applicant along with the applicable Fees.
4. The Applicant is responsible to ensure that sufficient credit is available on the nominated card/ bank account at the time of making the payment to permit the
5. Payment of the dues payable or fees dues selected by the Applicant inclusive of the applicable Fee.

No warranty:
No warranty, representation or guarantee, express or implied, is given by the PSiRA in respect of the operation of the service.

Disclaimer and Limitation of liability:
PSiRA does not accept liability for any damage, loss, cost (including legal costs), expenses, indirect losses or consequential damage of any kind which may be suffered or incurred by the User from the use of this service.

Governing law:
These terms and conditions are governed by the laws of the Republic of South Africa.

Agree
 Disagree

Do you Agree to these terms?


 Credit/Debit Card


 Bank Payment

Brand Visa



Card Number

Expiry Date

Card holder

CVV

Card holder

CVV

Pay now

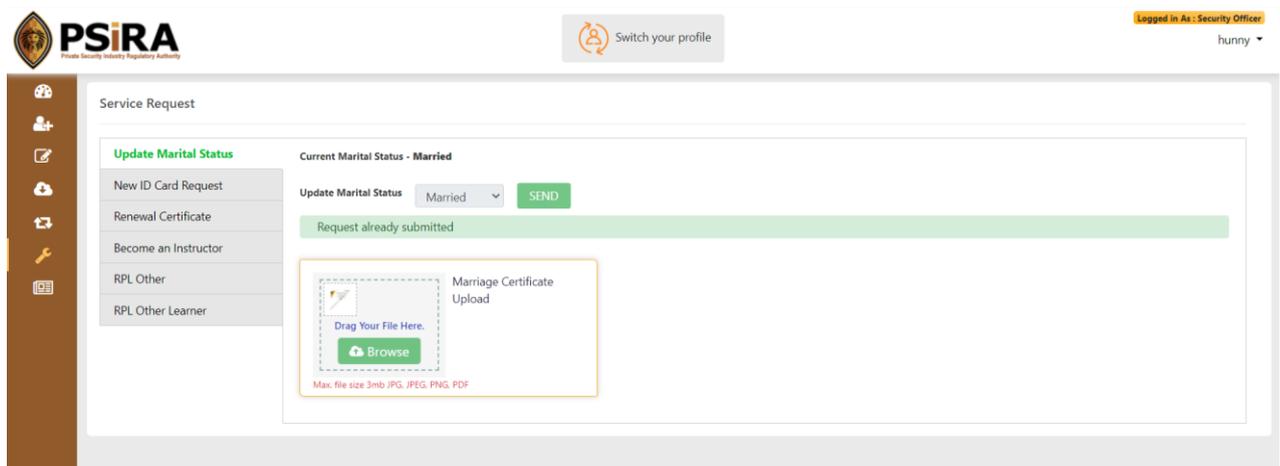
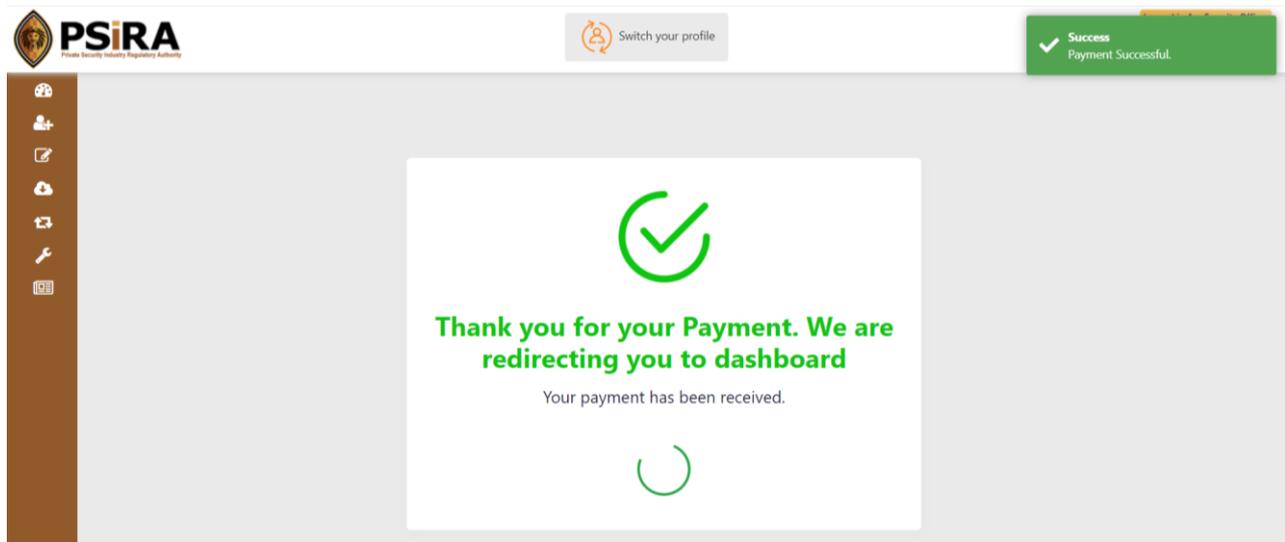
OR

Pay via Coupon

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

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

If not all the required information is filled in correctly 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 End