PSiRA ONLINE USER MANUAL

PSiRA

Private Security Industry Regulatory Authority

SECURITY OFFICER ID CARD REQUEST

Version 012022

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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

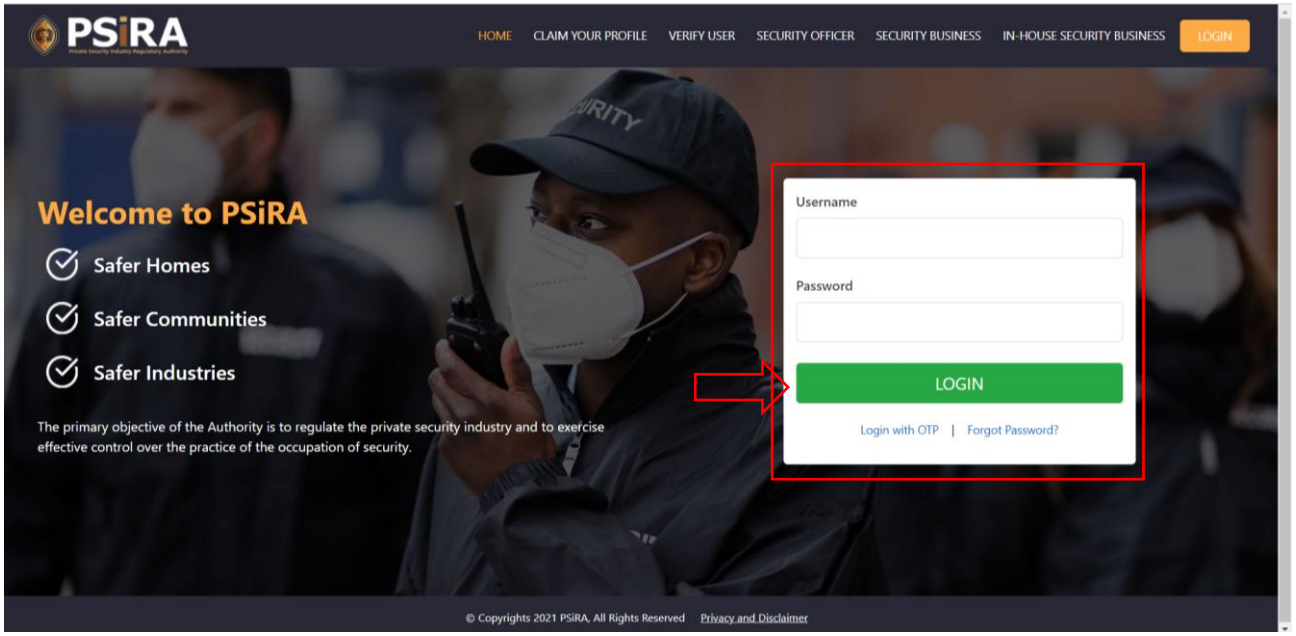
4. ID Card Request Process

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

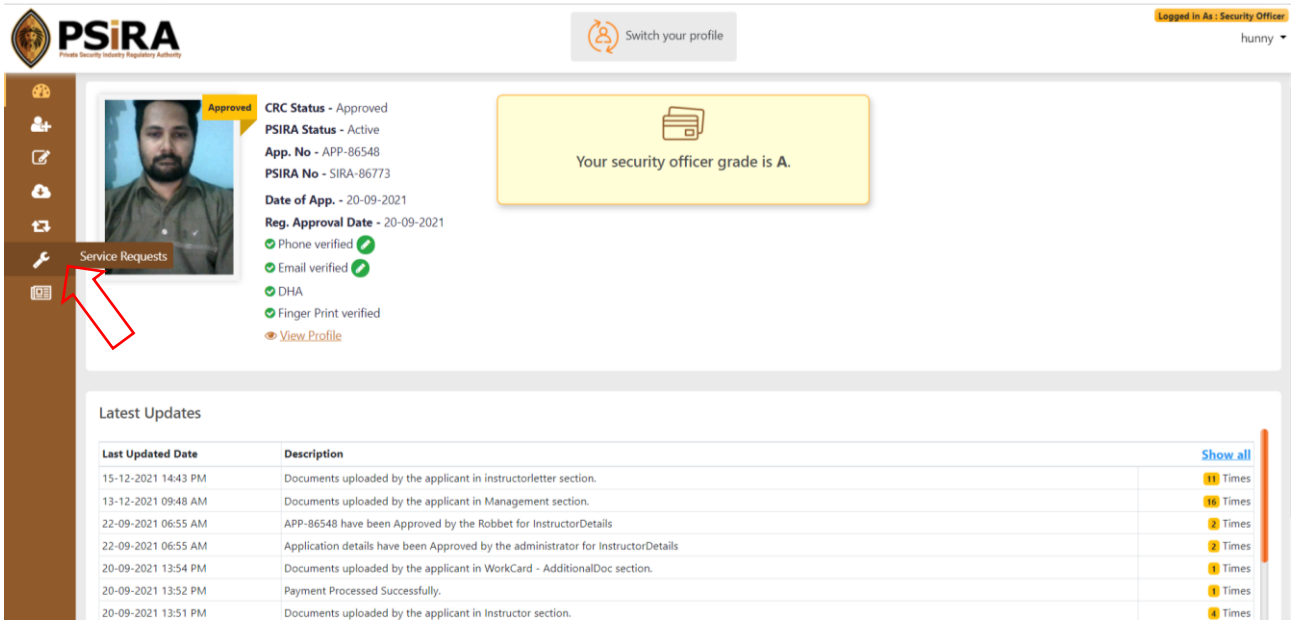
4.1.3 On the next screen, enter your username and password and click the **Login** button



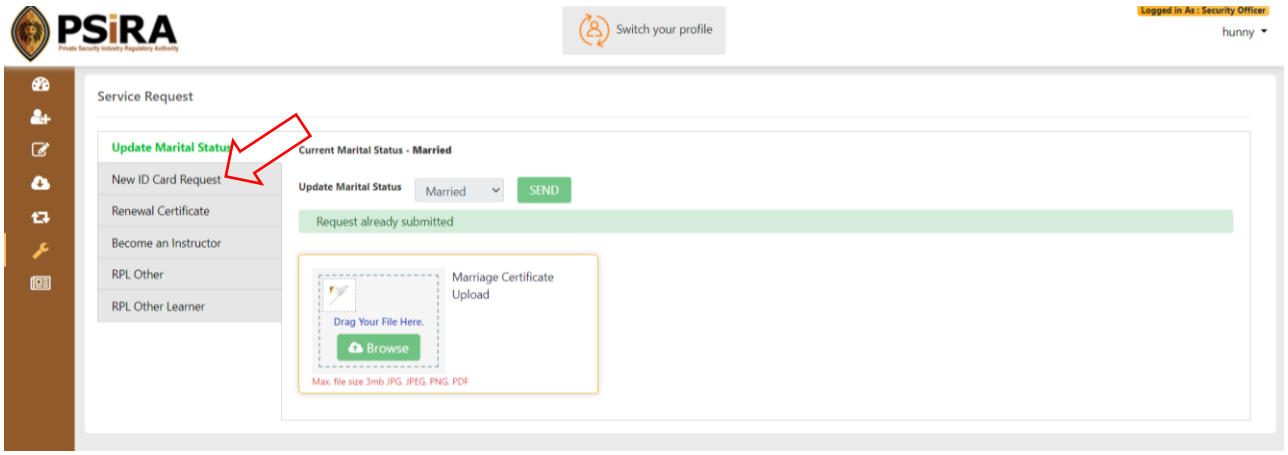
If the login credentials provided are correct you will be directed to the dashboard

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.



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



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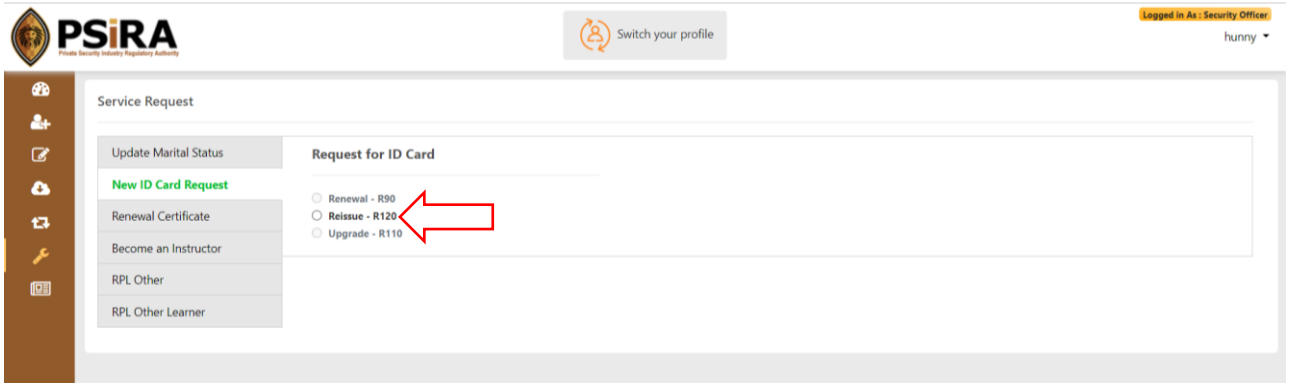
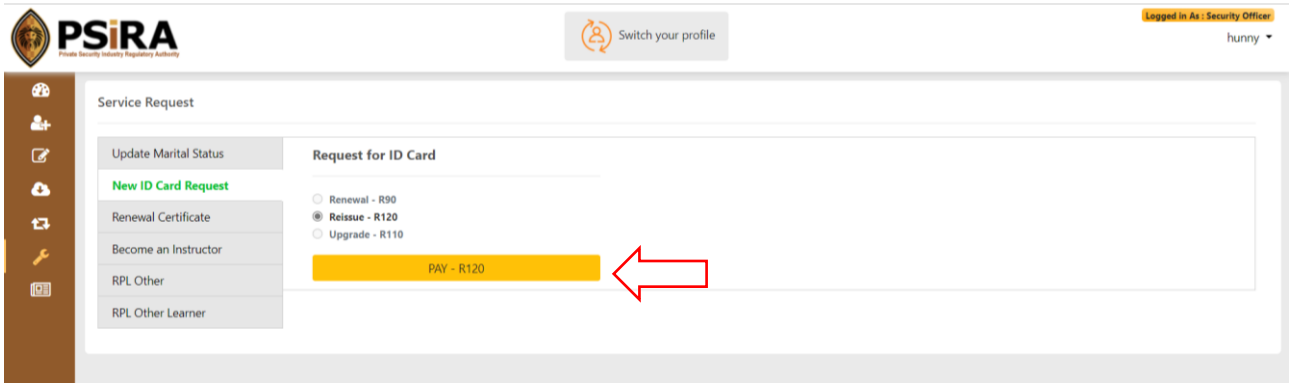
4.1.6 On the next screen click the Re-issue option, once selected the **Pay – R120** button will pop-up



4.1.7 Click the **Pay – R120** button



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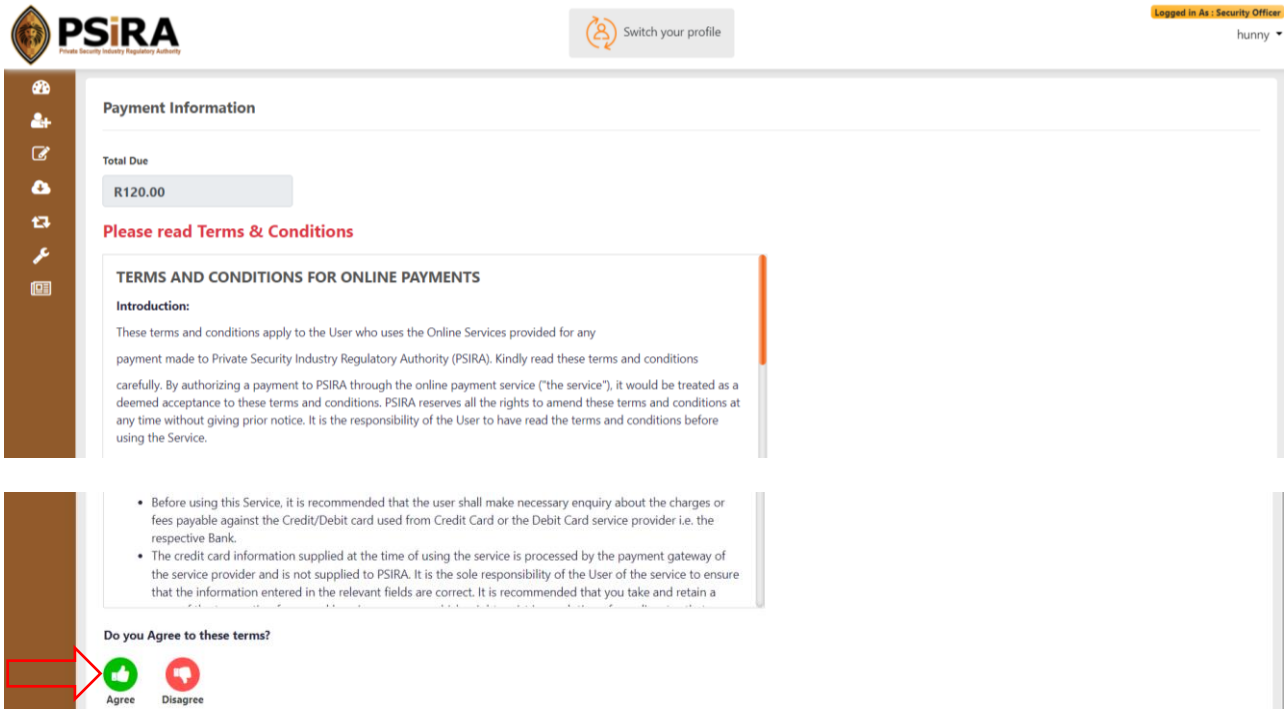
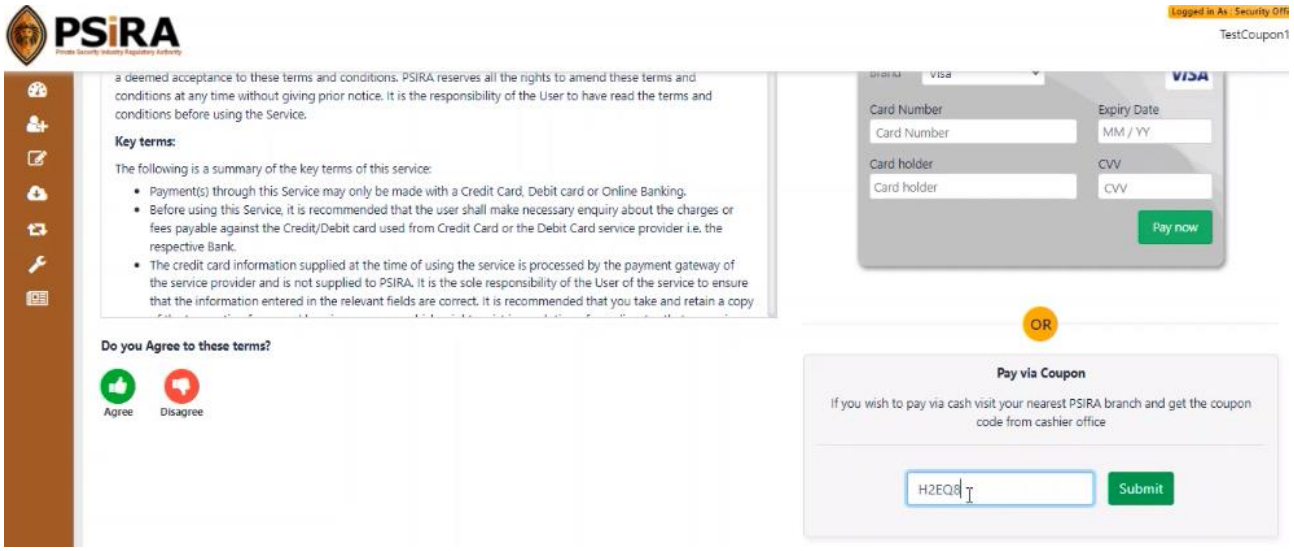
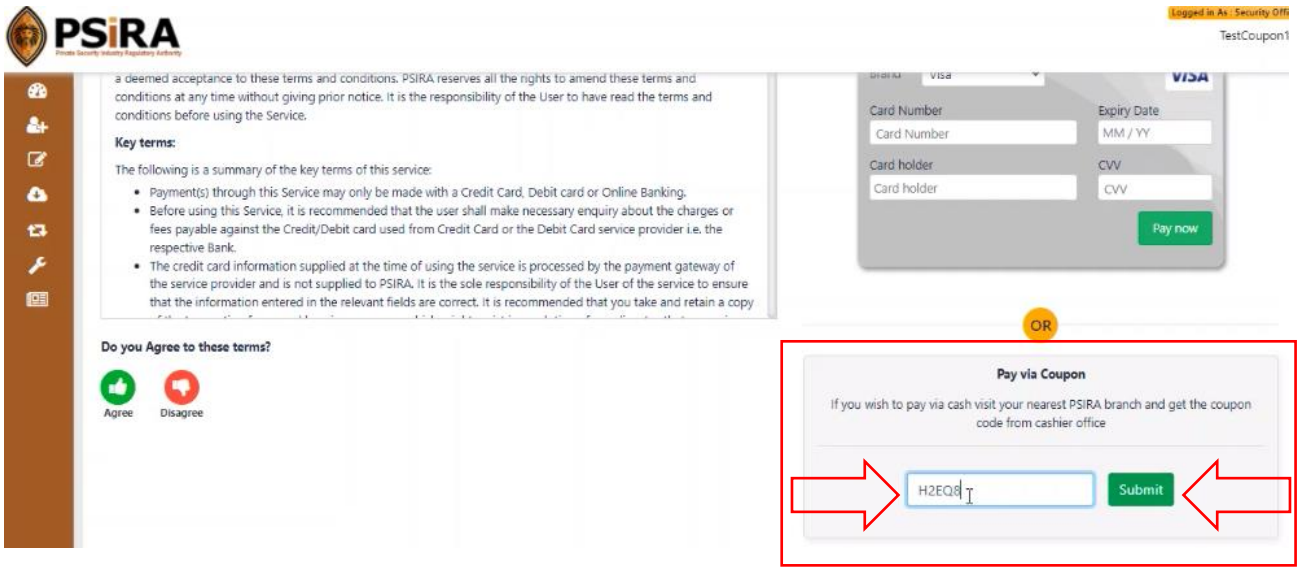
4.1.8 On the next screen click the **Agree** button if you agree to the Terms and Conditions outlined



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



5. Pay Via Coupon



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

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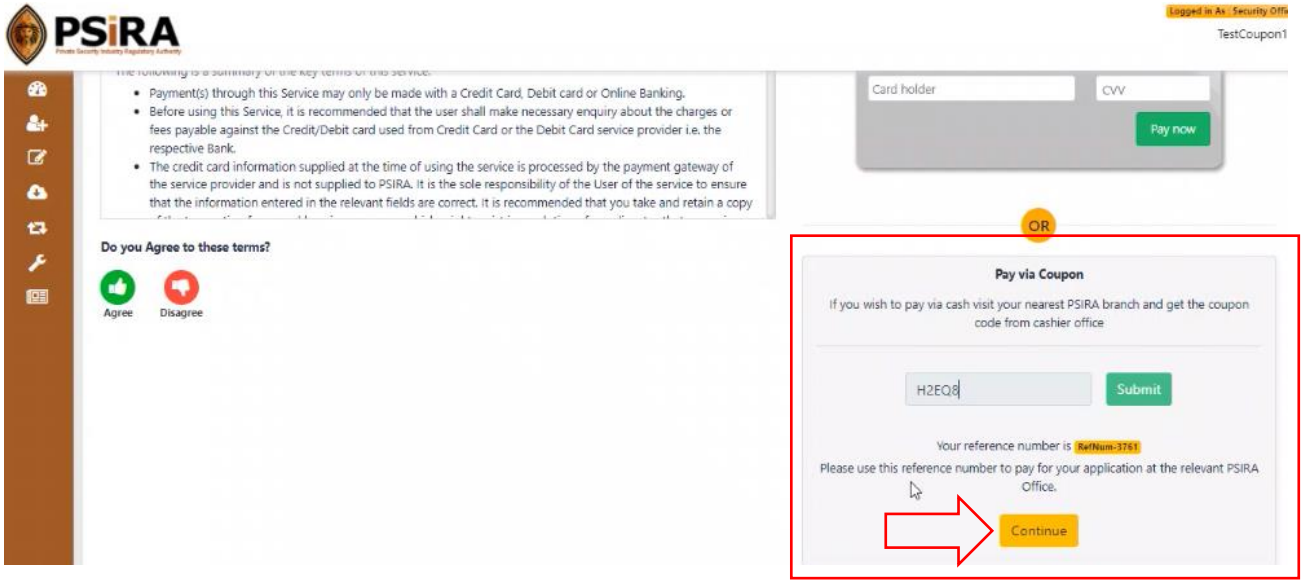
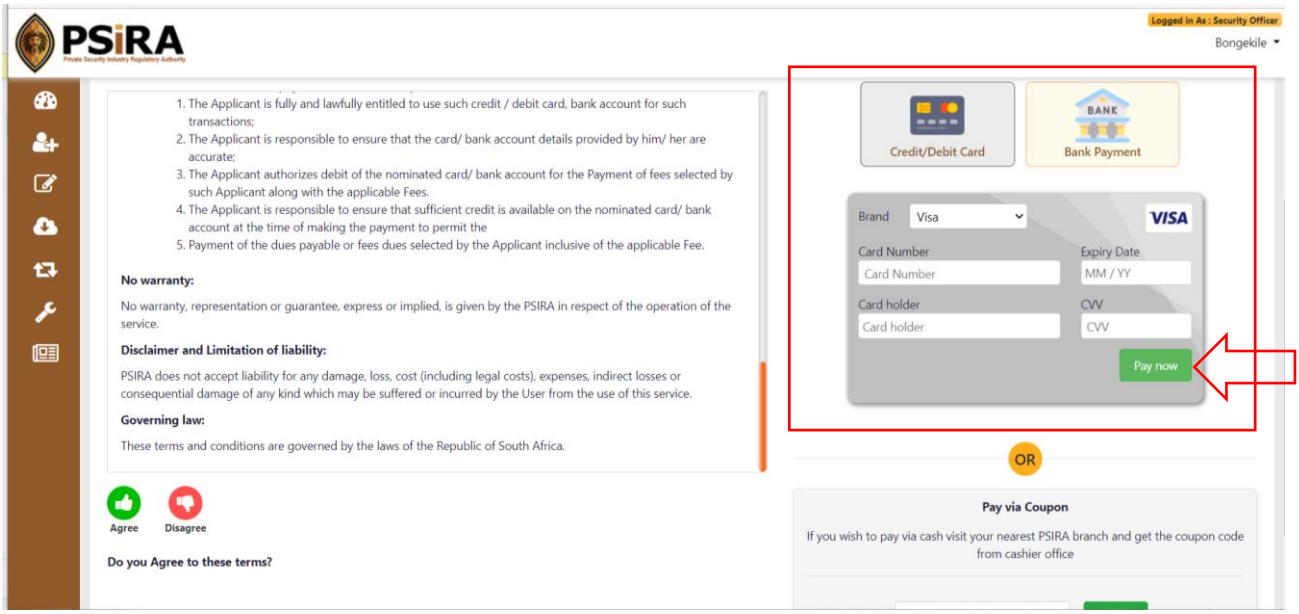


5.1.3 Once payment is successful click the **Continue** button, you will be directed a new screen

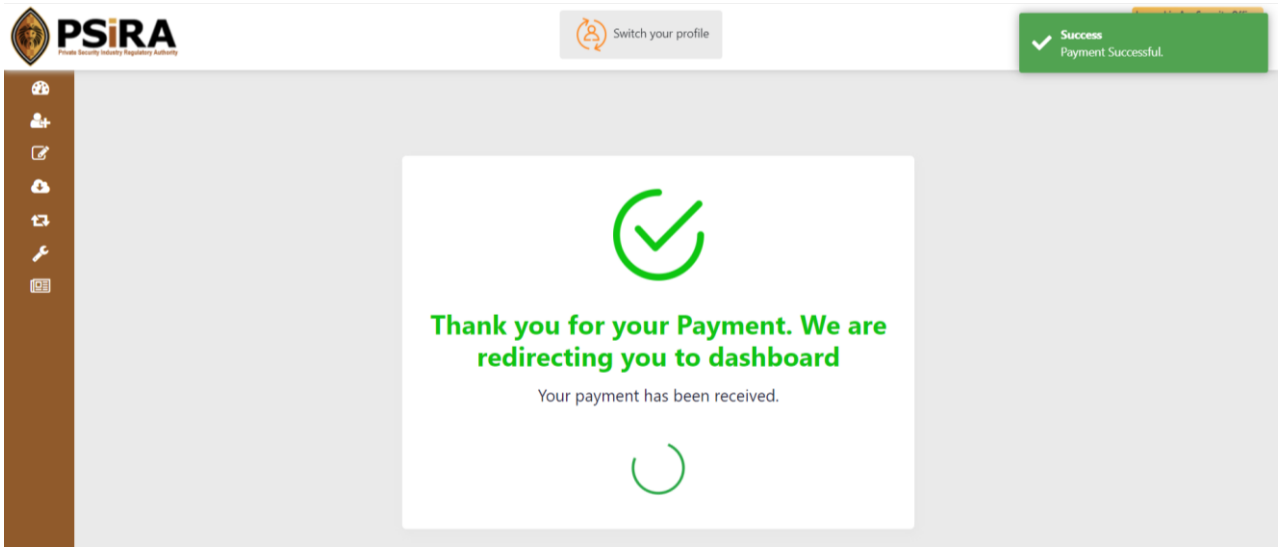
6. Pay Via Credit/Debit Card

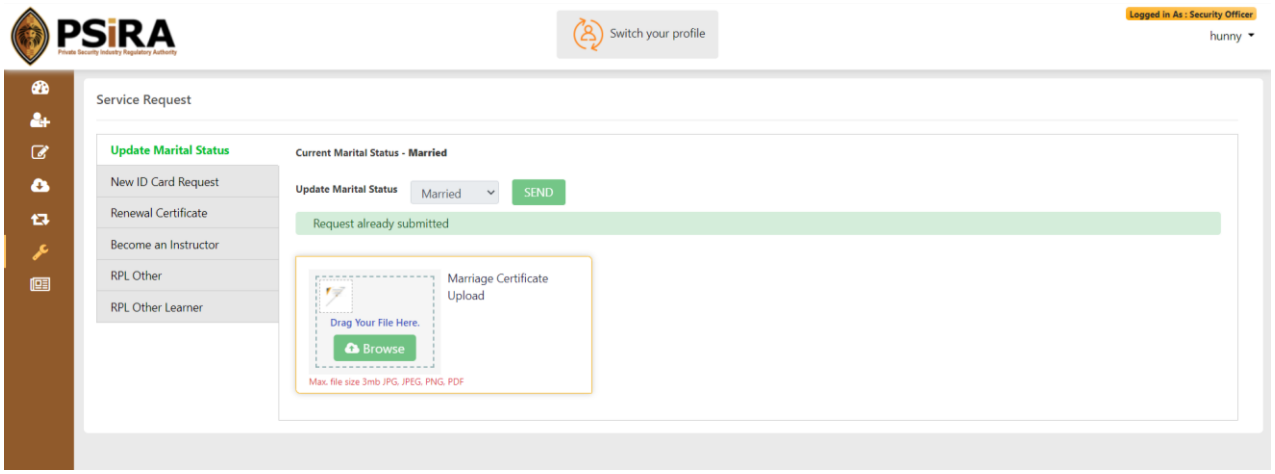
6.1 Enter the Card number, Expiry date, Card holder, CVV (3-digit number at the back of your card) and click the **Pay now** button



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.





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