

PSiRA ONLINE USER MANUAL



PSiRA
Private Security Industry Regulatory Authority

SECURITY OFFICER APPEAL APPLICATION

Version 012022

Security Officer Appeal 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...

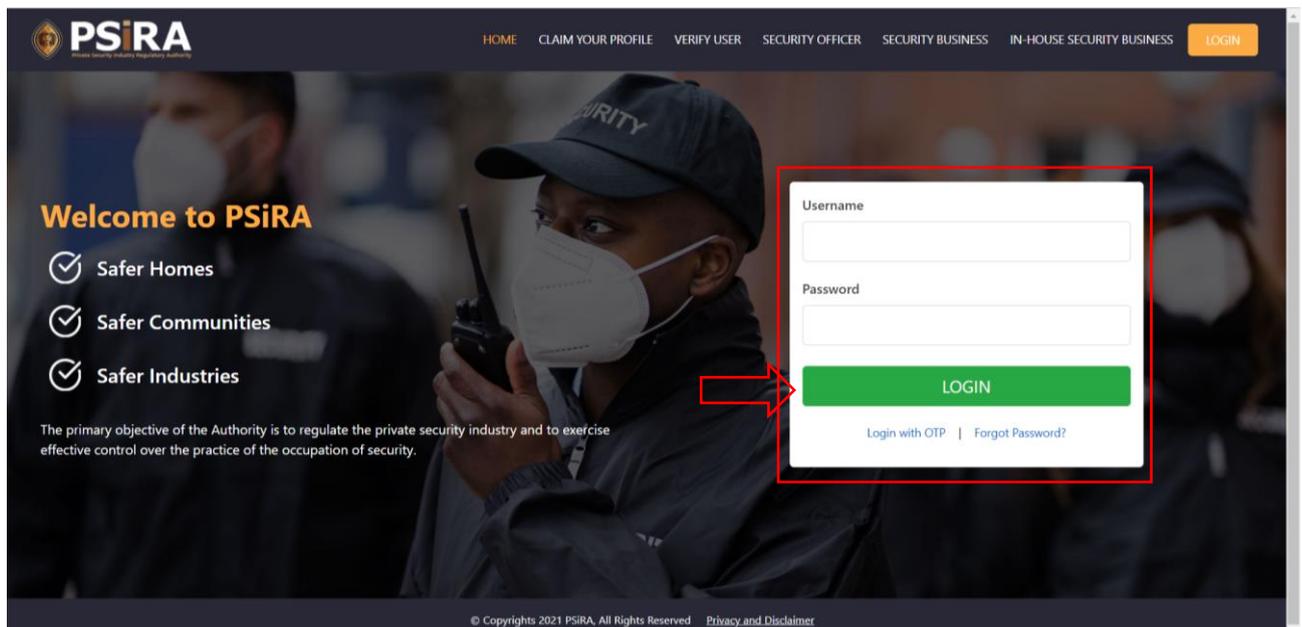
- i. Login credentials
- ii. Smartphone / laptop / Computer

4. Appeal 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 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 **Appeal** button.

The screenshot shows the PSIRA application portal. At the top left is the PSIRA logo. At the top right, it says "Logged in As : Security Officer" and "Phil". The main content area is divided into two sections. The left section shows a "Rejected" status for a "CRC Status - Criminal Record" application. The application details are: PSIRA Status - Inactive, App. No - APP-87063, and Date of App. - 13-12-2021. Below these details are several verification status indicators: Phone verified (green check), Email verified (green check), DHA (green check), and Finger Print verified (green check). There is a "View Profile" link and a green "Appeal" button, which is highlighted by a red arrow. The right section is a yellow box with a document icon and the text: "Your course report is pending to be uploaded at TP end." Below these sections is a "Latest Updates" table with columns for "Last Updated Date" and "Description". The table contains several rows of update logs, each with a "Show all" link and a "Times" indicator.

Last Updated Date	Description	Show all
13-12-2021 10:53 AM	Training completed successfully	1 Times
13-12-2021 10:53 AM	Training registration marked successfully	1 Times
13-12-2021 07:00 AM	APP-87063 have been Approved by the Robbet for Finger Print	1 Times
13-12-2021 07:00 AM	Application details have been Approved by the administrator for Finger Print	1 Times
13-12-2021 07:00 AM	Documents uploaded by the applicant in FingerPrintPhoto section.	1 Times
13-12-2021 07:00 AM	APP-87063 have been Approved by the Robbet for Declarations	1 Times
13-12-2021 07:00 AM	Application details have been Approved by the administrator for Declarations	1 Times
13-12-2021 06:59 AM	APP-87063 have been Approved by the Robbet for Questionnaire	1 Times

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

The screenshot shows the PSIRA payment information screen. At the top left is the PSIRA logo. At the top right, it says "Logged in As : Security Officer" and "Phil". The main content area is titled "Payment Information". Below this title, it shows "Total Due" as "R170.00". There is a red heading "Please read Terms & Conditions". Below this heading is a section titled "TERMS AND CONDITIONS FOR ONLINE PAYMENTS". The section starts with an "Introduction:" and a paragraph of text. Below this is a "Key terms:" section with a summary of the key terms of the service. The key terms are listed in a bulleted list. At the bottom of the screen, there is a question "Do you Agree to these terms?" with two buttons: "Agree" (green thumbs up) and "Disagree" (red thumbs down). The "Agree" button is highlighted by a red arrow.

Payment Information

Total Due
R170.00

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:

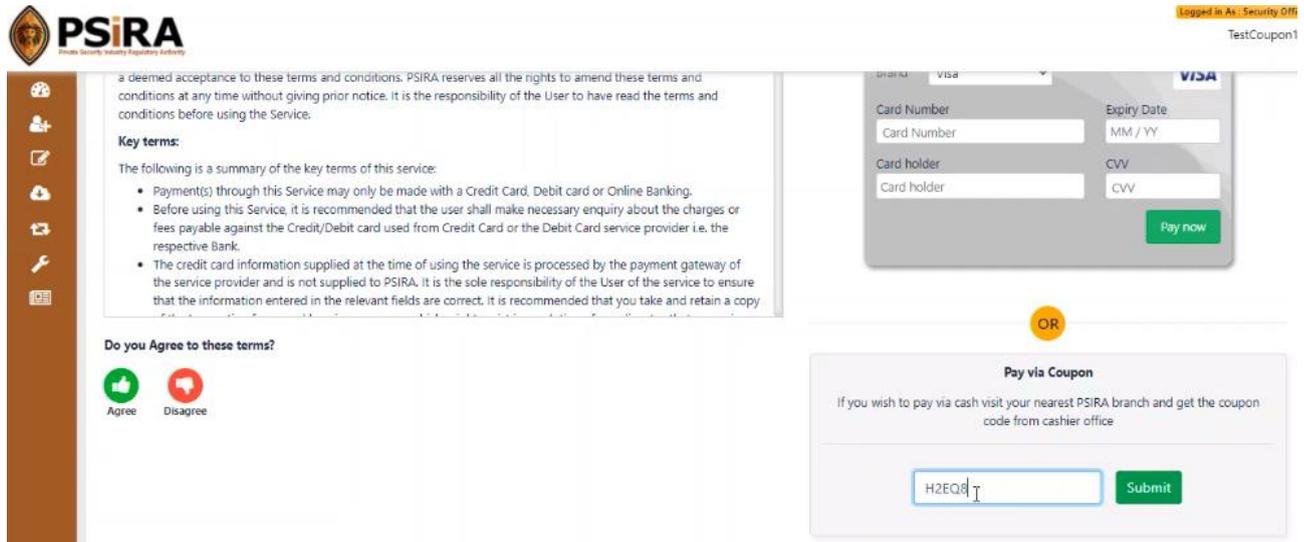
The following is a summary of the key terms of this service:

- 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

Do you Agree to these terms?

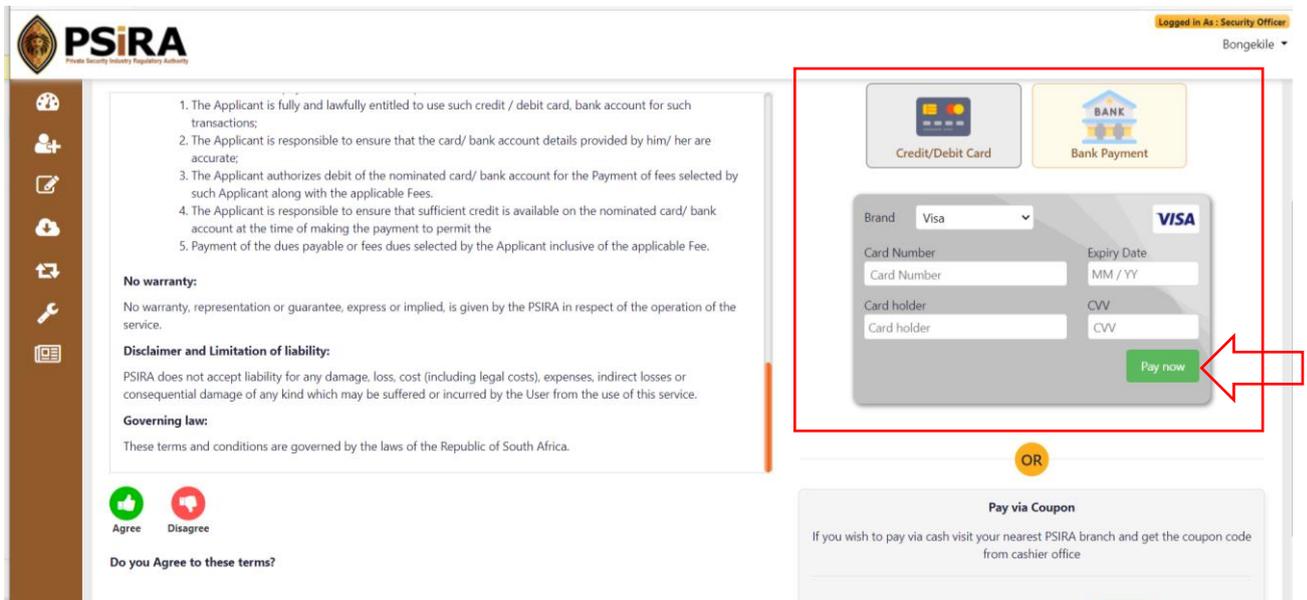
Agree Disagree

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



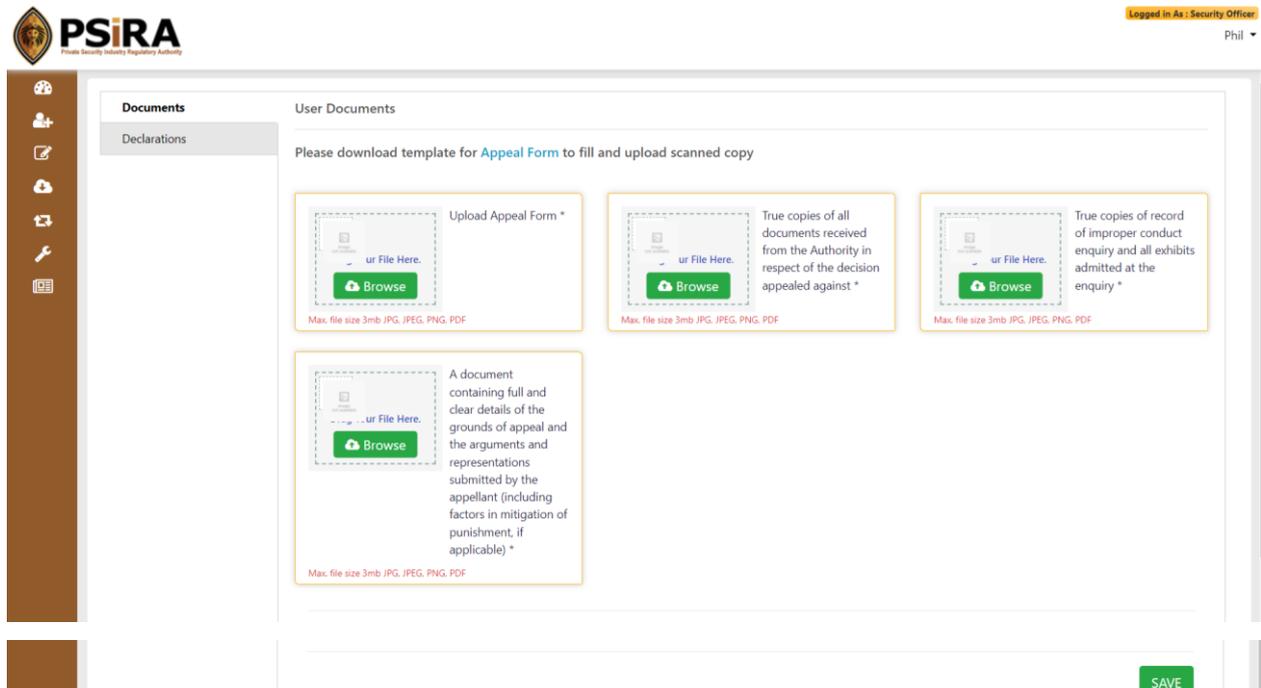
5. Pay Via Credit/Debit Card

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

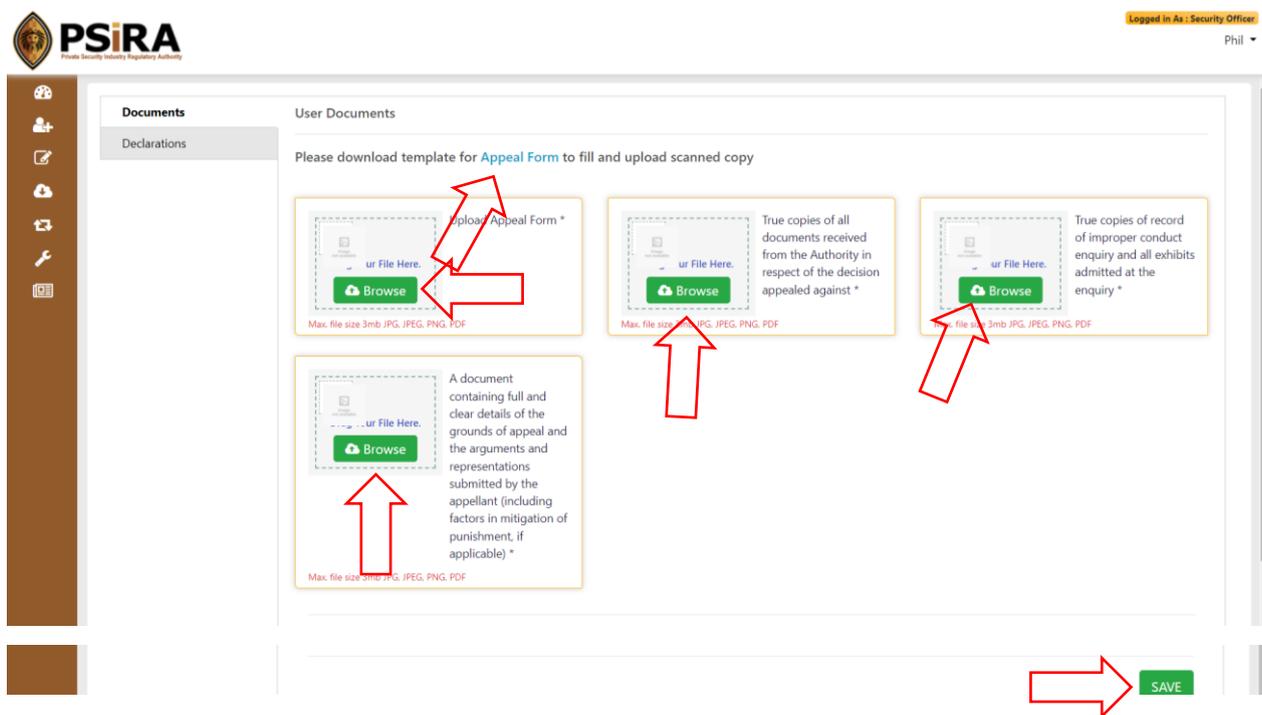
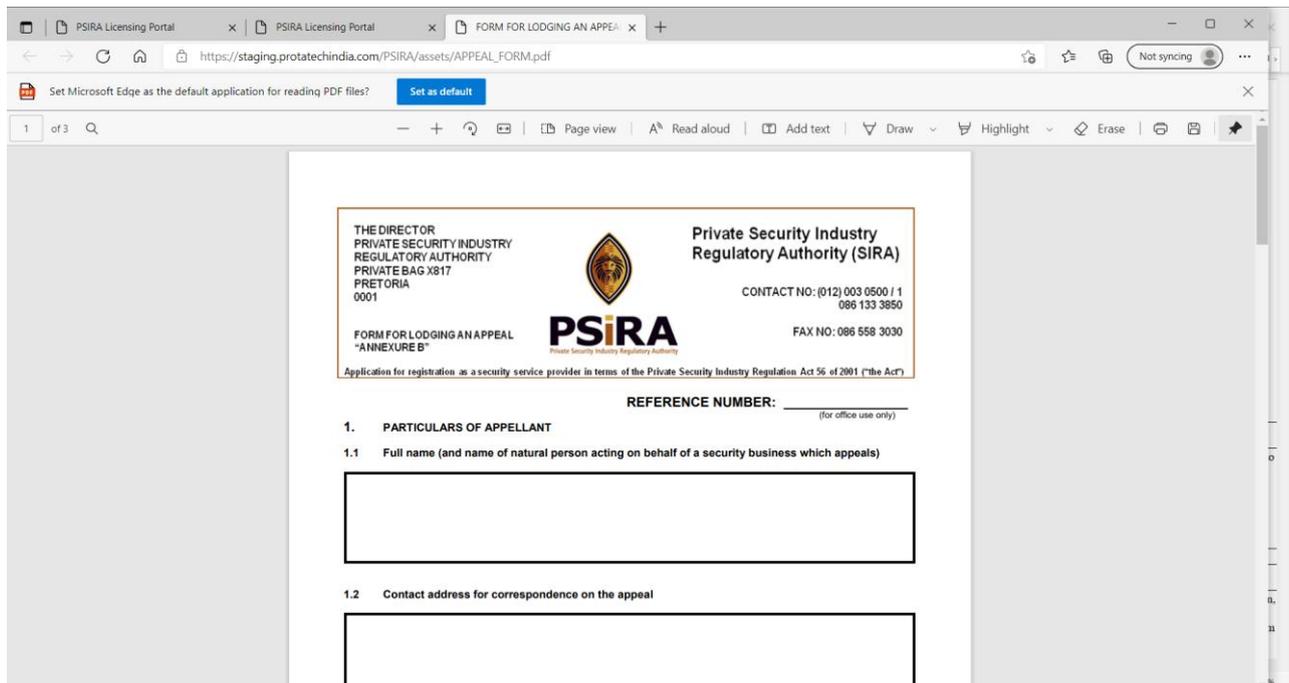


If all the required information is filled in correctly when you click the **Pay now** button, and payment is successful you will be directed a new screen.

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.



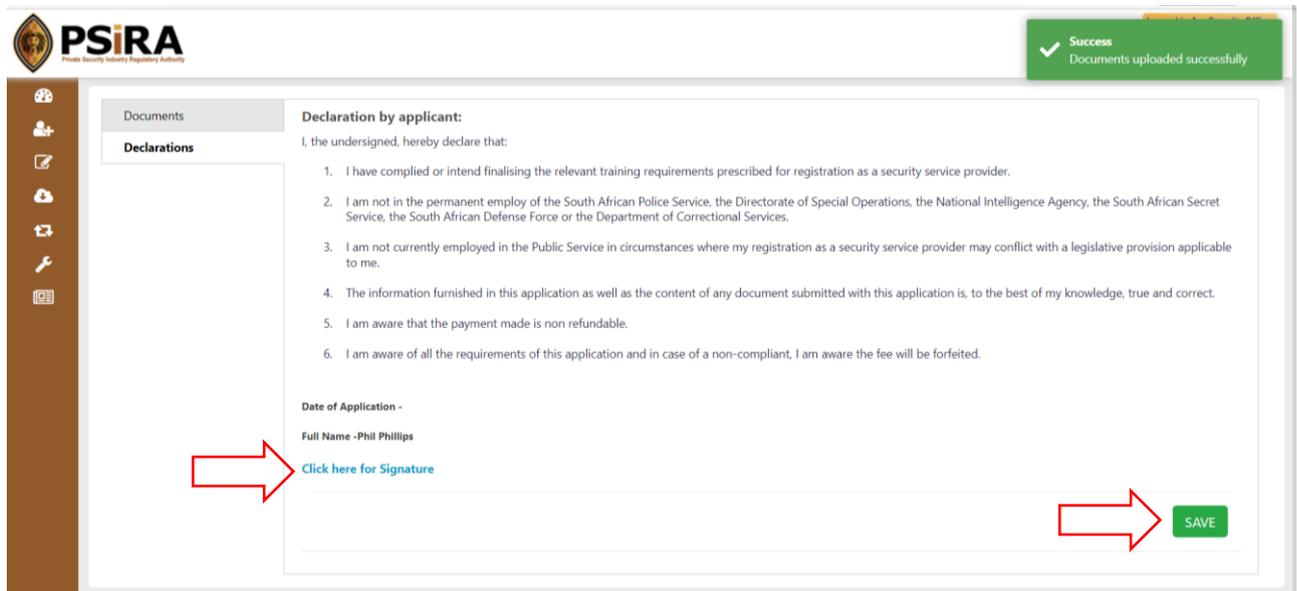
- 5.2 Click the [Appeal form](#) icon to download the form, a new web page is open to facilitate download. After printing go back to the previous web page to complete the process



5.3 Fill in the form, attach all required documents and click the **Save** button

If all the required documents are attached when you click the **Save** button, a pop-up message will be displayed "Documents uploaded successfully". The declaration page will open automatically.

If some or all the required documents are not attached when you click the **Save** button, an error message will on the screen.



5.4 Click the **Click here for Signature** icon signature window will pop-up, sign on the blank signature box to sign your signature,

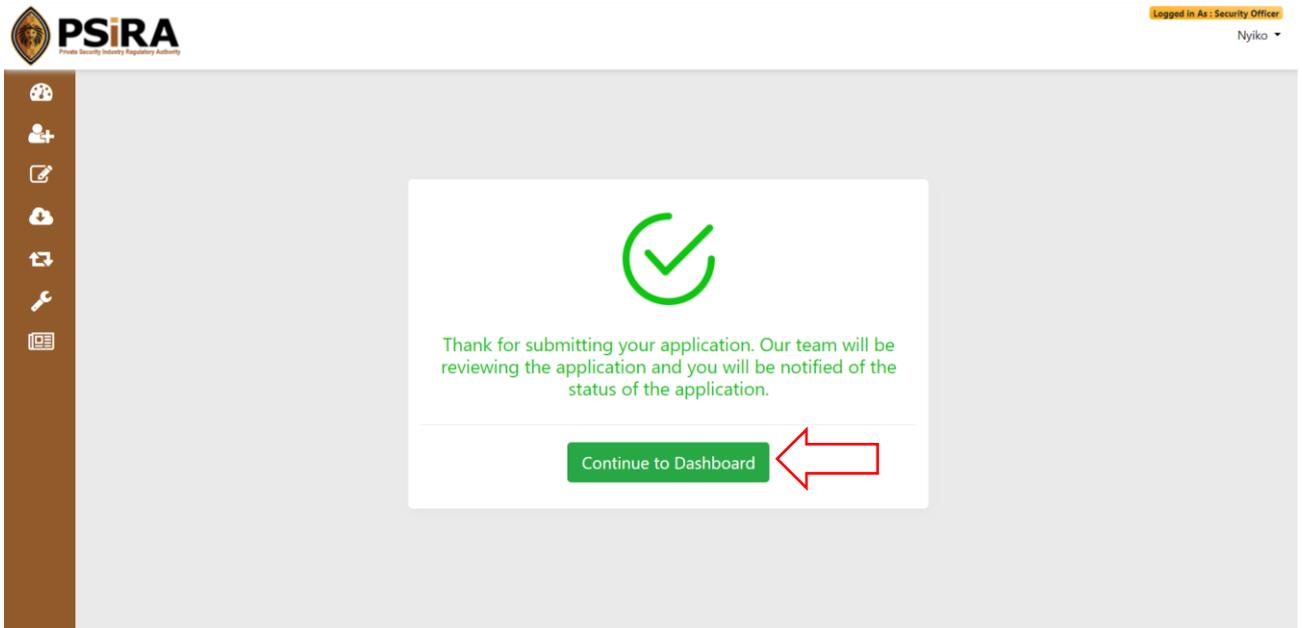


5.5 Click the Save Signature button, the Signature window will close. Click the Save button

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

If all the required information in both tab is complete, the system will display a new page confirming successful submission of the application.

5.6 On the next screen, click the Continue to Dashboard button



The appeal request will be reviewed, and the CRC status will remain as Criminal record or updated to Approved once the appeal is processed.

The End