

PSiRA ONLINE USER MANUAL



PSiRA
Private Security Industry Regulatory Authority

COURSE REPORT UPLOAD MANUAL

Version 022022

Tracking Version

Version	Changes	Implementation Date
Version 012022	New	27 Jan 2022
Version 022022	Uploading process enhanced to simplify the process	14 Feb 2022

Course Report 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 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>

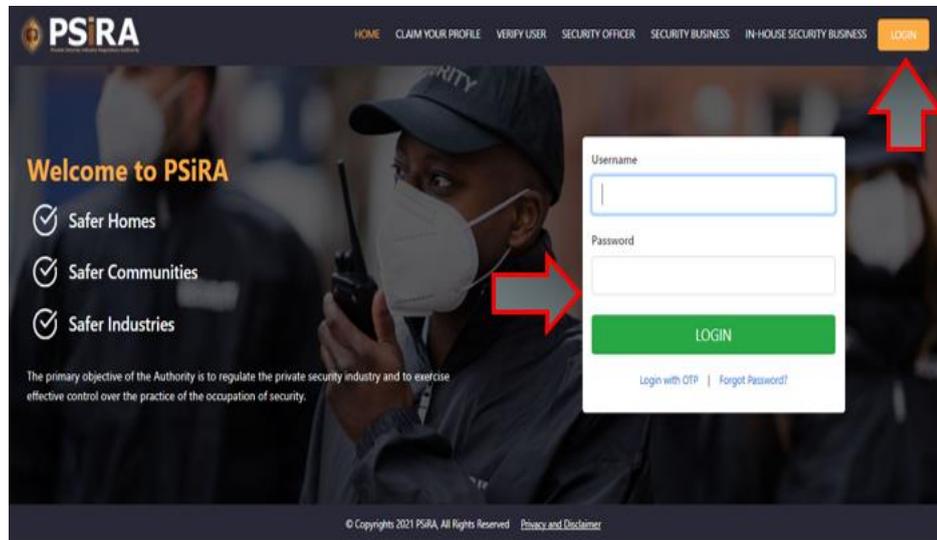
3. Pre-requirements

Clients are requested to ensure they have with them the following information to make the process for Course Reports Capturing and processing smooth...

- i. Must be a registered Security Business
- ii. Valid Username and Password
- iii. 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 Home Page, select the "LOGIN" tab.
 - 4.1.3 Enter "username" and "password"

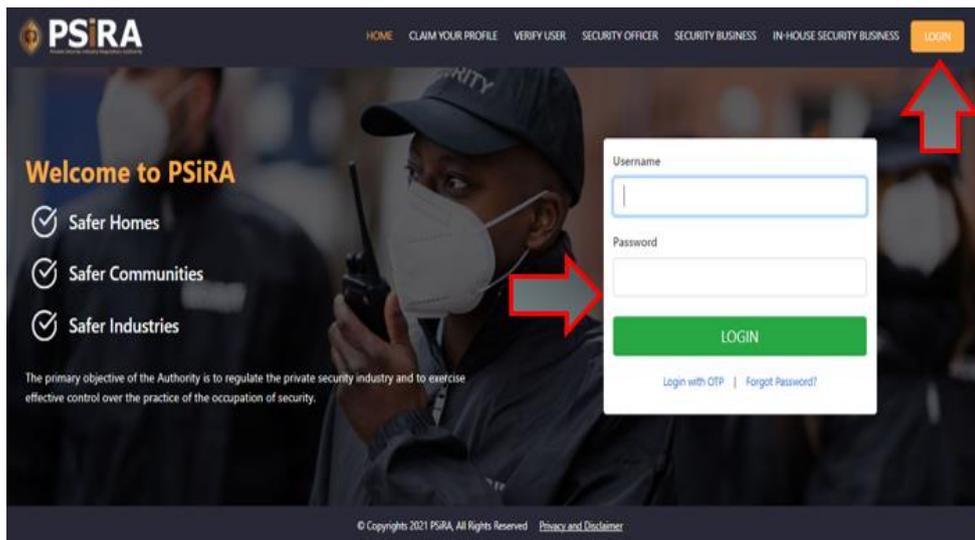


- 4.1.4 Click **Login**.

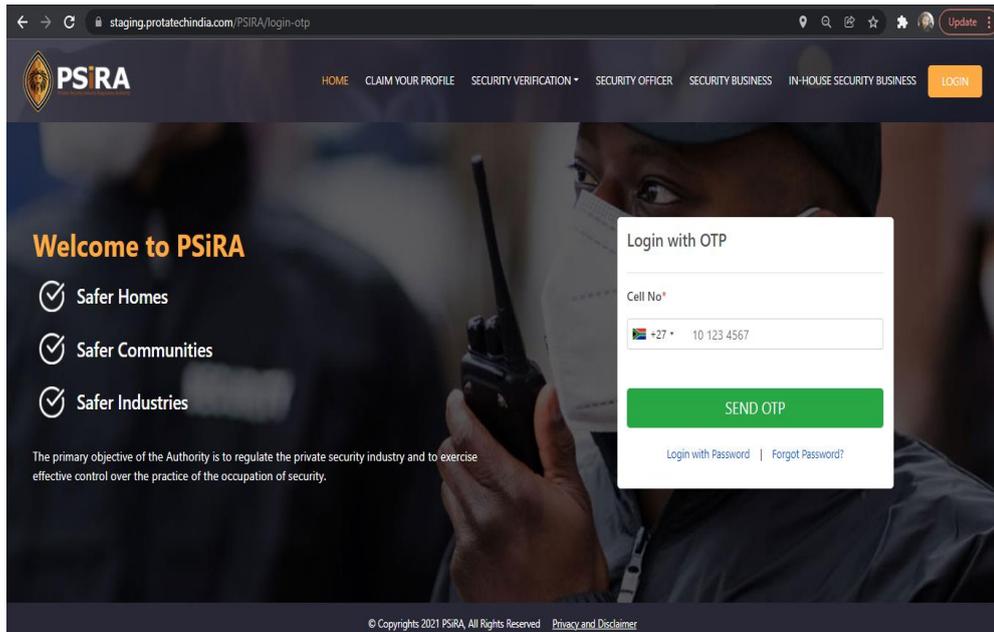
NB: Alternatively, user can log in with the OTP, or even change the password if forgotten.

5. Log in with OTP

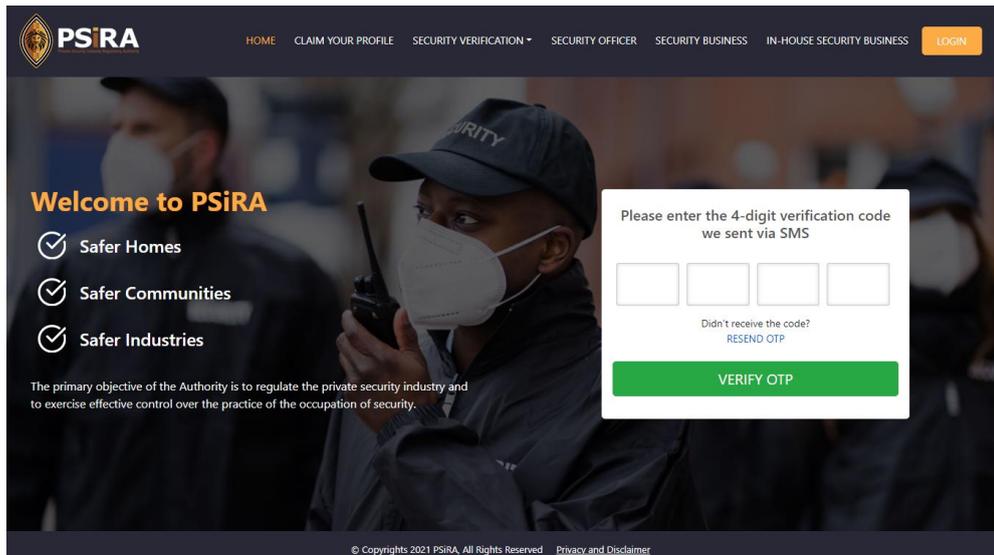
- 5.1 On the Home Page, select the "LOGIN" tab.
- 5.2 Select "Login with OTP".



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. Uploading of Course Reports

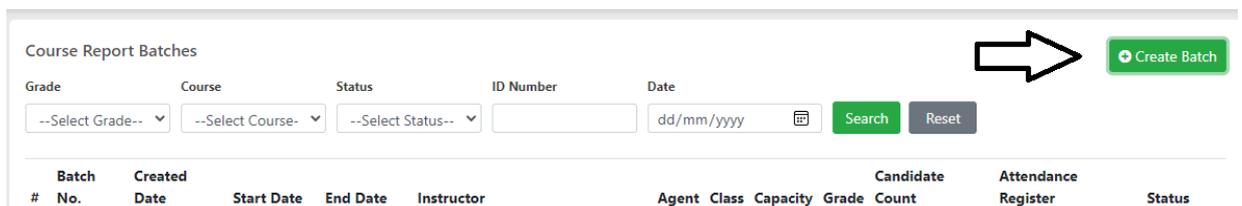
- 6.1 On the next screen, the system will present 2 profiles to choose from, select the **Training Provider** option.



- 6.2 On the next screen, click the **Uploading Course Report** option.



- 6.3 Click "Create Batch"



- 6.4 A screen "Create Course Report Batch" will pop up and the user must complete the information as follows:

Create Course Report Batch

Course Type :*

--Select Course Type--

Course :*

--Select Course--

Start Date:*

dd/mm/yyyy

End Date:*

dd/mm/yyyy

Training Method:*

--Select Method--

Instructor :*

--Select Instructor--

Class:*

Capacity

--Select Class-- 0

Branch :*

--Select Branch--

Submitted By

Fullname*

PSIRA Number*

I accept the Terms & Conditions

Close

6.4.1 Course Type – Select **Normal Class** if the training is for Normal Security Officers otherwise, select **Instructor Class** if it is relating to Instructor’s training.

6.4.2 Course – *(Important - Please make sure you pay attention as incorrect choice may result in submission of wrong course reports)* – Select the Grade as per submission.

6.4.3 Enter Start Date and End Date,

6.4.4 Training Method:

- Contact Training - refers to Physical training in class and
- Self-Study – refers to self-study as approved by certain Training Providers,

6.4.5 Instructor – Select Instructor who was conducting Training,

6.4.6 Class – Select the relevant class and based on the selected class, the system will display the relevant **capacity**. *Please note submission can only be limited to the maximum capacity shown under Class Capacity.*

6.4.1 Branch – Select Branch in which Training was provided.

6.4.2 Full Names and PSIRA Number fields;

- Please complete the name and surname of the person submitting under Full Names and
- Enter PSIRA Number of the person submitting.

6.4.3 Click on “I accept the Terms & Conditions”

6.4.4 Click on Submit to continue to the next screen.

6.5 Capture the Security Officers reports.

ID Number

ID Number

Existing

App No	Name	PSIRA No	Mobile	Marks	Remarks	Document	Paid
--------	------	----------	--------	-------	---------	----------	------

6.5.1 The field **ID Number** is used to **search Security Officers on the system**.

- a. If you are unable to find the id number of the individual, use "Upload Un-Registered Officer".
- b. "Upload New Entrance" button is for any individual who is still new in the industry and has never been registered before. *Please make sure you enter Full Names, Surname and Identification number of the individual and press Submit.*

- 6.5.2 To search and add course reports, enter the ID Number and click Search.
- a. Enter the marks in a form of percentage (as shown above) followed by Remarks
 - b. **Browse** – mean uploading of individual reports as attained by the individual. This information is necessary to audit the results of the individual.
 - c. Click on **Add** and search for another report to submit.

6.5.3 To add new entrance information to the system (See below),

New Entry

First Name*

Surname*

ID Number*

Course Report Grade*

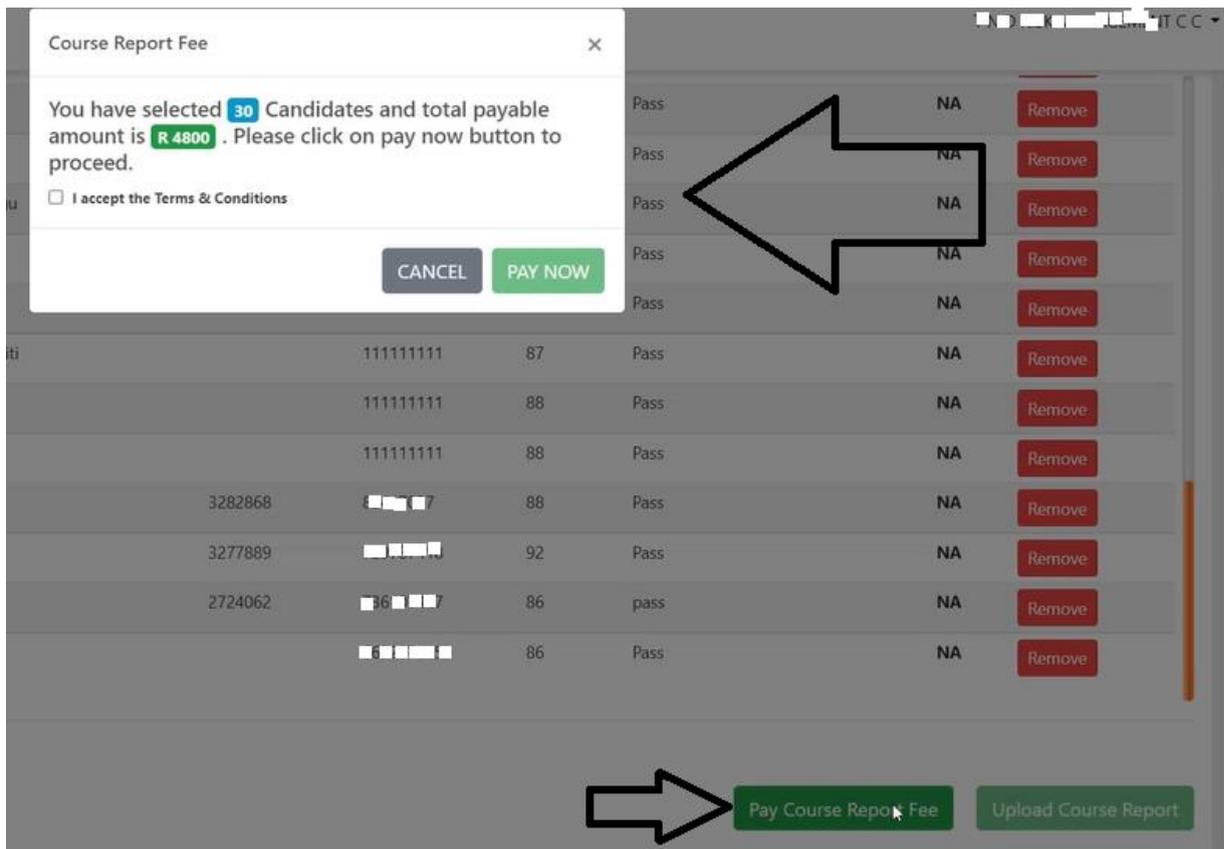
--Select Grade--

Note: Please choose the grade for which course report need to be uploaded.

SUBMIT Cancel

- a. Enter First Name
- b. Enter Surname
- c. Enter ID number
- d. Select the Course Report Grade being submitted

- e. Once you submit, the information will be shown on the capturing screen. Please enter Marks, Remarks, and uploads Reports
- f. Click ADD to continue.
- g. Once you have entered all, please click on **Pay Course Report Fee** at the bottom of the page.
- h. A pop-up screen will be displayed with the message "You have selected xx candidates and total payable amount is Rxxxx. Please click on pay now button to proceed.
- i. Accept the Terms and Conditions and Click **PAY NOW**



Proceed to 7. Payment for Course Reports

7. Payment for Course Reports

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

The screenshot shows a 'Payment Information' section with a 'Total Due' of R480.00. Below this, there is a red prompt: 'Please read Terms & Conditions'. A box titled 'TERMS AND CONDITIONS FOR ONLINE PAYMENTS' contains an introduction and key terms. At the bottom, there are two buttons: a green 'Agree' button and a red 'Disagree' button.

Payment Information

Total Due
R480.00

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 information is being shared with the service provider for the purpose of processing the payment.

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.

The screenshot shows a 'Please choose your payment preference.' screen with two options: 'Credit/Debit Card' and 'Bank Payment'. The 'Credit/Debit Card' option is selected. Below this, there is a form for entering card details, including a dropdown for 'Brand' (set to Visa), fields for 'Card Number', 'Expiry Date', 'Card holder', and 'CVV', and a 'Pay now' button.

Please choose your payment preference.

Credit/Debit Card Bank Payment

Brand: Visa **VISA**

Card Number: [input] Expiry Date: MM / YY [input]

Card holder: [input] CVV: [input]

Pay now

7.3 Enter your card payment details

This screenshot is identical to the previous one, but the 'Card Number' field is filled with '4111 1111 1111 1111', the 'Expiry Date' is '10 / 22', and the 'Card holder' field is filled with 'Rajesh Na'doo'.

Please choose your payment preference.

Credit/Debit Card Bank Payment

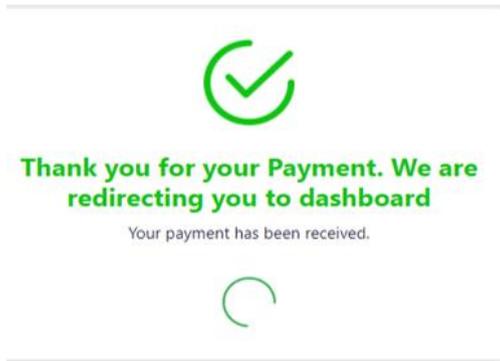
Brand: Visa **VISA**

Card Number: 4111 1111 1111 1111 Expiry Date: 10 / 22

Card holder: Rajesh Na'doo CVV: 215

Pay now

7.4 Click **Pay Now**.



NB: The system will redirect you to the "Course Report Batches" screen if the Attendance Register is not uploaded.

8. Attach Supporting Documents and Submit

8.1 Once payment is successful, you will be redirected to the On the "Course Report Batches" screen,

#	Batch No.	Created Date	Start Date	End Date	Instructor	Agent	Class	Capacity	Grade	Candidate Count	Course Report Documents	Status
1	Batch-1914694	14 Feb 2022	22 Nov 2021	26 Nov 2021	PRINCE MPOFU	2	30	C	30	30	Browse	Pending
2	882098	06 Dec 2021	06 Dec 2021	10 Dec 2021	PRINCE MPOFU	1	22	A	28	28	Browse	Approved
3	882098	29 Nov 2021	29 Nov 2021	03 Dec 2021	PRINCE MPOFU	1	22	B	21	21	Browse	Approved
4	882098	15 Nov 2021	15 Nov 2021	19 Nov 2021	PRINCE MPOFU	2	30	D	15	15	Browse	Approved

8.2 Look for the batch number you were working on, it should have Pending Status.

8.3 click **Browse** to upload the "Supporting Documents which must include Attendance Register".

8.4 Once you uploaded the file as one bundle, you should see attached document as shown below,

8.5 Please note the **Submit** button will also be visible. Click on **SUBMIT** to complete the process.

8.6 You will be asked to confirm submission, click OK to confirm. **Note, if you don't click submit, your submission will not be forwarded to PSIRA Admin personnel to review and approve.**

#	Batch No.	Created Date	Start Date	End Date	Instructor	Agent	Class	Capacity	Grade	Candidate Count	Course Report Documents	Status
1	Batch-1914694	14 Feb 2022	22 Nov 2021	26 Nov 2021	PRINCE MPOFU	2	30	C	30	30	Browse	Pending

8.7 After submission, your status will change from **PENDING** to **SUBMITTED TO BRANCH**

Course Report Batches

Create Batch

Grade: --Select Grade-- Course: --Select Course-- Status: --Select Status-- ID Number: Date: dd/mm/yyyy Search Reset

#	Batch No.	Created Date	Start Date	End Date	Instructor	Agent	Class	Capacity	Grade	Candidate Count	Course Report Documents	Status
1	Batch-1-1-1-5	14 Feb 2022	22 Nov 2021	26 Nov 2021		2	30	C	30		Browse	Submitted to Branch

NB: An email notification will be sent to the user to confirm the submitted batch.

9. Download the Invoice

9.1 On the sidebar menu, click the "Invoices" option to view or/and download the payment invoice.

Please upload your business logo

Phone verified ✓
Email verified ✓
[View Profile](#)

Invoices

Latest Updates

Last Updated Date	Des
02-14-2022 10:19 AM	Doc

9.2 Click invoices as shown below in red arrow, then download your preferred invoice.

Ledger **Invoices** Agreement

Type: Monthly Yearly Year: Select Year Search Reset

Invoice No.	Invoice Date	Due Date	Amount	Fee Type	Paid Amount	Interest Rate	Interest Amount	#Employee	Status	Balance Amount
INV-PSIRA-51L-43	14 Jan 2022	14 Jan 2022	R 100.00	Course Reports Fee	R 10.0	0%	R 0.00		PAID	R 0.00
INV-PSIRA-6 3-716	24 Jan 2022	24 Jan 2022	R 960.00	Course Reports Fee	R 10 10	0%	R 0.00		PAID	R 0.00

The End