



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

e-Services registration for Individuals and Organisations

User manual



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Welcome to e-Services

e-Services portal has the following City services online:

- Careers
- Conveyancing
- Development Management
- Informal Trading Bay
- Municipal Accounts
- Prepaid electricity
- Signage
- Vehicle licence renewals



*The **new** e-Services portal provides Individuals and Organisations with a single point of access to local government services online and in real time.*



1. Register for e-Services

New user

1. Register for e-Services

Use the URL: <https://eservices.capetown.gov.za/irj/portal>

1. Select hyperlink **Register here** to register for e-Services

Once registered, on this page you can do the following:

- Reset your password
- Retrieve your username
- Check/ change your e-mail address.



Making progress possible. Together.

e-Services

Username *

Password *

Not registered yet? [Register here](#)

Forgotten your password? [Reset your password here](#)

Forgotten your username? [Retrieve your username here](#)

Missing password e-mail? [Check/change your e-mail address here](#)

Frequently asked questions? [Find e-Services FAQ here](#)

1

1. Register for e-Services



2. Capture all relevant information and click **Register** button.
Note: Data privacy statement must be selected before continuing.

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Registration

Personal information

* Title:

* Name: *" Enter firstname as displayed on your ID/Passport "*

* Surname: *" Enter surname as displayed on your ID/Passport "*

* Initials:

Resident type: South African permanent resident Foreign national

* ID/ Passport number:

User information

* Username:

* E-mail:

Your e-mail address must be unique to you and should not belong to other people as well.
Please ensure you type it in correctly so that we are able to communicate with you successfully.

* Repeat e-mail:

Contact details

Telephone number:

Fax number:

Cellphone:

Data privacy statement

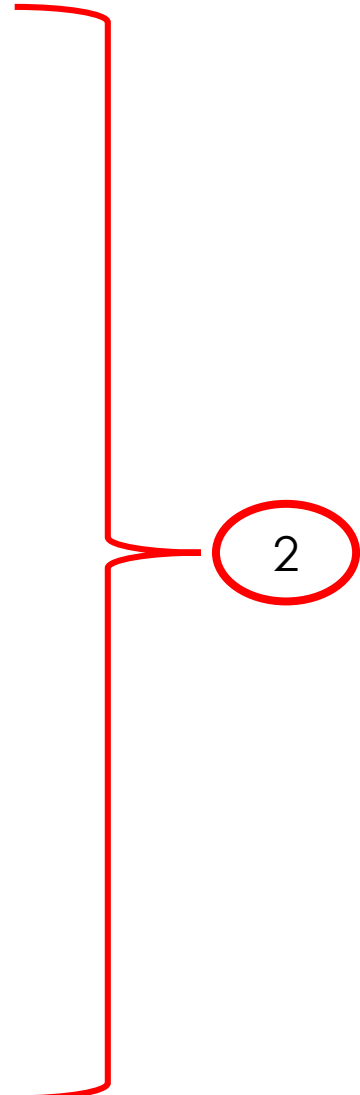
We endeavour to ensure that the data you submit to us remains confidential and is used only for the purposes stated in the data privacy document. Please confirm that you accept our data privacy statement below.

[Data privacy statement](#)

The data privacy statement is displayed in a new window. If the display of additional windows is currently suppressed by a pop-up blocker, you must first de-activate this setting.

Yes, I have read the data privacy statement and accept it.

Register



1. Register for e-Services

3. Capture **Username**, **Password** and click **Log On** button



Making progress possible. Together.

e-Services

Username *

Password *

3

Not registered yet? [Register here](#)

Forgotten your password? [Reset your password here](#)

Forgotten your username? [Retrieve your username here](#)

Missing password e-mail? [Check/change your e-mail address here](#)

Frequently asked questions? [Find e-Services FAQ here](#)

Confirmation will be sent to your email with temporary password.



2. Activate a service as an individual

The following services are available for individuals:

- Careers
- Conveyancing
- Development Management
- Informal Trading Bay
- Municipal Accounts
- Prepaid electricity
- Signage
- Vehicle licence renewals

2. Activate a service as an individual on e-Services

3. Capture **Username**, **Password** and click **Log On** button



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e-Services

Username *

Password *

3

Not registered yet? [Register here](#)

Forgotten your password? [Reset your password here](#)

Forgotten your username? [Retrieve your username here](#)

Missing password e-mail? [Check/change your e-mail address here](#)

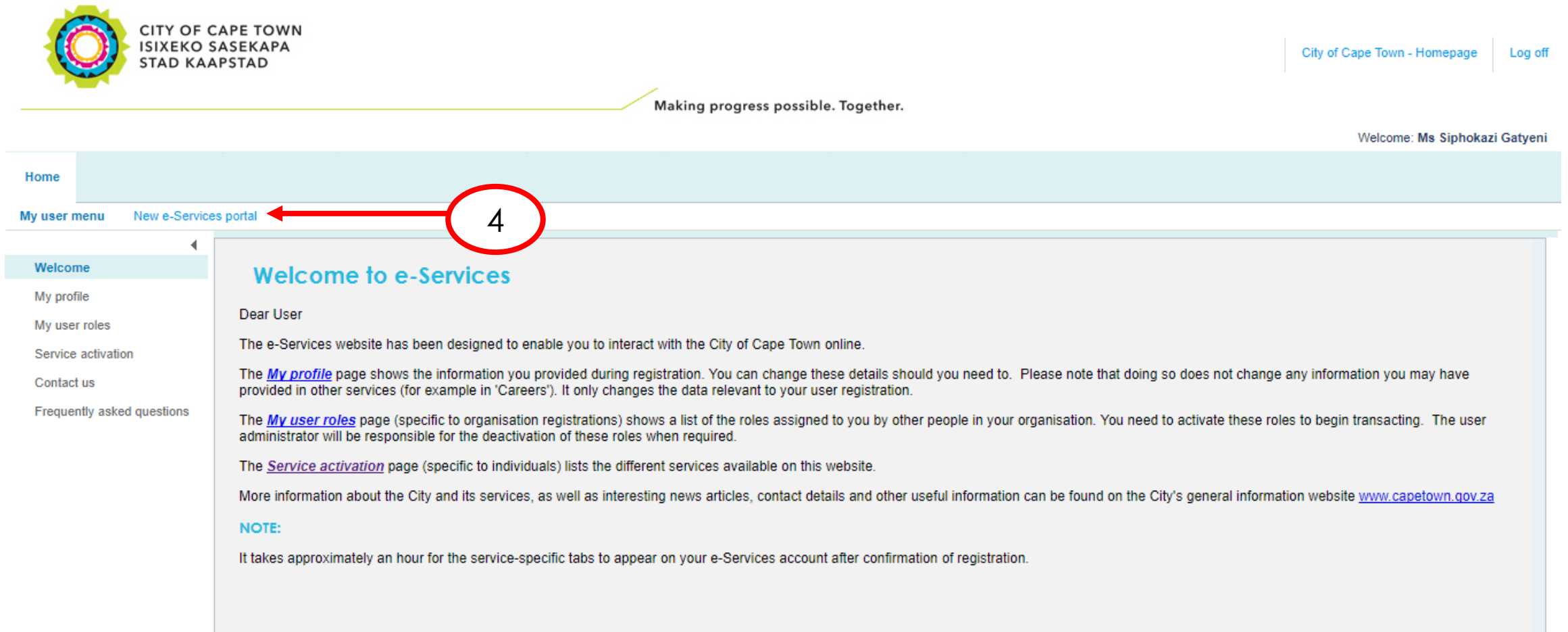
Frequently asked questions? [Find e-Services FAQ here](#)

Confirmation will be sent to your email with temporary password.

2. Register a service as an individual on e-Services

A new view of the e-Services portal is available.

4. Click **New e-Services portal**



The screenshot displays the City of Cape Town e-Services portal. At the top left is the City of Cape Town logo and name in English, Afrikaans, and Dutch. The top right contains links for 'City of Cape Town - Homepage' and 'Log off'. A green banner below the header reads 'Making progress possible. Together.' and a user greeting 'Welcome: Ms Siphokazi Gatyeni' is visible on the right. The main navigation bar includes 'Home', 'My user menu', and 'New e-Services portal'. A red circle with the number '4' and an arrow points to the 'New e-Services portal' link. The left sidebar lists various user options. The main content area is titled 'Welcome to e-Services' and contains a 'Dear User' message, an introduction to the e-Services website, and instructions on how to use the 'My profile', 'My user roles', and 'Service activation' pages. A 'NOTE' at the bottom states that it takes approximately an hour for service-specific tabs to appear after registration.

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City of Cape Town - Homepage | Log off

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Welcome: Ms Siphokazi Gatyeni

Home

My user menu | **New e-Services portal**

Welcome

- My profile
- My user roles
- Service activation
- Contact us
- Frequently asked questions

Welcome to e-Services

Dear User

The e-Services website has been designed to enable you to interact with the City of Cape Town online.

The [My profile](#) page shows the information you provided during registration. You can change these details should you need to. Please note that doing so does not change any information you may have provided in other services (for example in 'Careers'). It only changes the data relevant to your user registration.

The [My user roles](#) page (specific to organisation registrations) shows a list of the roles assigned to you by other people in your organisation. You need to activate these roles to begin transacting. The user administrator will be responsible for the deactivation of these roles when required.

The [Service activation](#) page (specific to individuals) lists the different services available on this website.

More information about the City and its services, as well as interesting news articles, contact details and other useful information can be found on the City's general information website www.capetown.gov.za

NOTE:

It takes approximately an hour for the service-specific tabs to appear on your e-Services account after confirmation of registration.

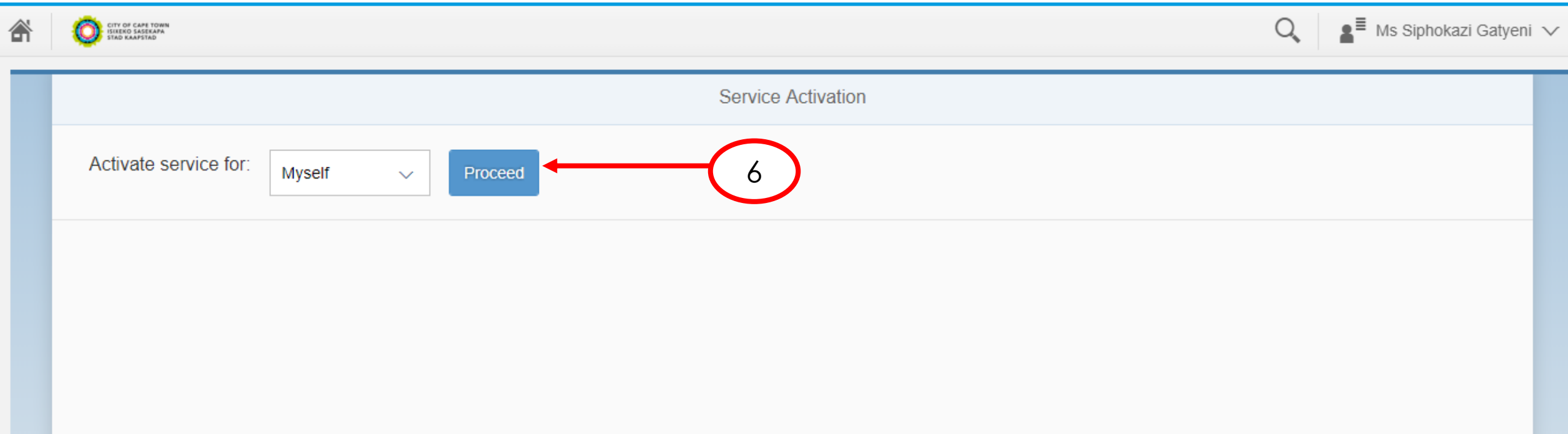
2. Register a service as an individual on e-Services

5. Select **Service Activation** tile

The screenshot displays the City of Cape Town e-Services portal. The header includes the City of Cape Town logo and the user name 'Ms Siphokazi Gatyeni'. The main content area is titled 'General' and features three service tiles: 'Welcome', 'Service Registration', and 'Service Activation For individual and organ...'. A red arrow points to the 'Service Activation' tile, which is circled in red with the number '5' inside, indicating the step to be taken.

2. Activate a service as an individual on e-Services

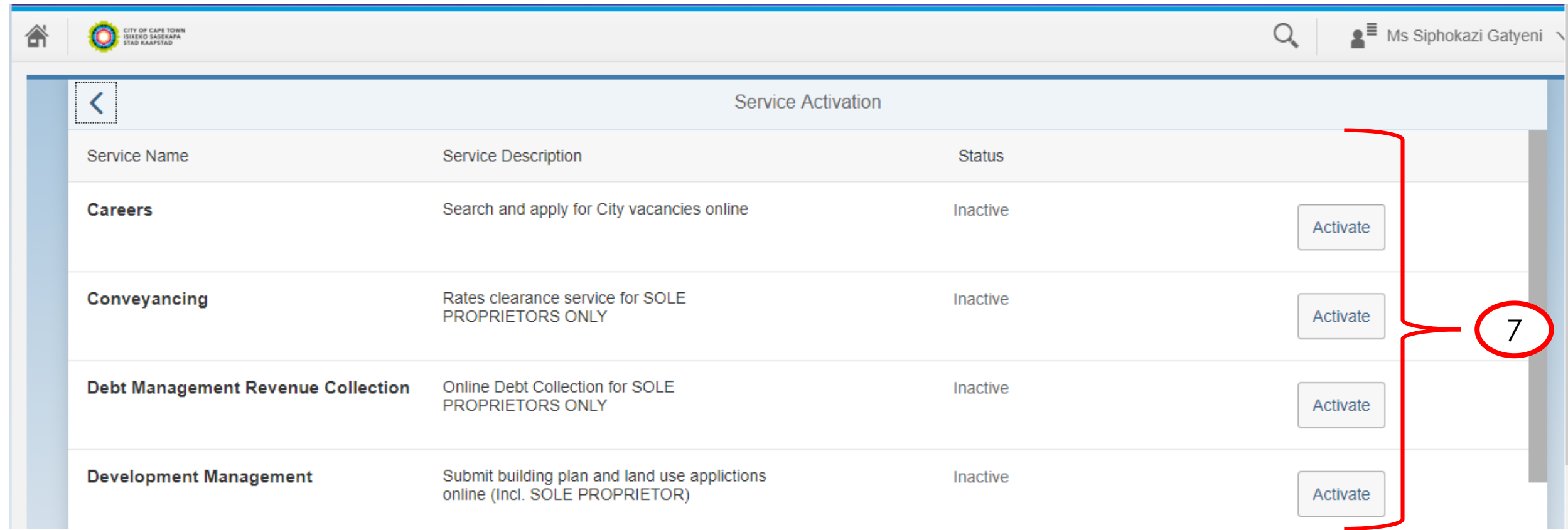
6. Select **Myself** on the dropdown and click **Proceed**



The screenshot displays the 'Service Activation' interface. At the top left, there is a home icon and the City of Cape Town logo (ISIKHO SASEKAPA / STAD KAAPSTAD). At the top right, there is a search icon and a user profile icon for 'Ms Siphokazi Gatyeni'. The main content area is titled 'Service Activation'. Below this, the text 'Activate service for:' is followed by a dropdown menu showing 'Myself' and a blue 'Proceed' button. A red arrow points from a red circle containing the number '6' to the 'Proceed' button.

2. Activate a service as an individual on e-Services

7. Click **Activate** button for the service that you want to activate



The screenshot shows the 'Service Activation' page in the City of Cape Town e-Services portal. The page header includes the City of Cape Town logo and the user name 'Ms Siphokazi Gatyeni'. The main content is a table with the following columns: Service Name, Service Description, Status, and an 'Activate' button. A red bracket highlights the 'Activate' buttons for the 'Careers', 'Conveyancing', 'Debt Management Revenue Collection', and 'Development Management' services. A red circle with the number '7' is placed next to the 'Activate' button for 'Conveyancing', indicating the step to click this button.

Service Name	Service Description	Status	
Careers	Search and apply for City vacancies online	Inactive	Activate
Conveyancing	Rates clearance service for SOLE PROPRIETORS ONLY	Inactive	Activate
Debt Management Revenue Collection	Online Debt Collection for SOLE PROPRIETORS ONLY	Inactive	Activate
Development Management	Submit building plan and land use applications online (Incl. SOLE PROPRIETOR)	Inactive	Activate

2. Activate a service as an individual on e-Services

8. Click **Step 2** button. Please note: *step 1* will display information as per portal registration.

The screenshot displays the 'Motor Vehicle Licensing Service Activation' interface. At the top, there is a navigation bar with a home icon, the City of Cape Town logo, a search icon, and a user profile for 'Ms Siphokazi Gatyeni'. Below this is a progress bar with four steps: 1. General information, 2. Address, 3. Attachment, and 4. Data Privacy Statement. The 'Step 2' button is highlighted with a red circle and an arrow pointing to it from a circled number 8.

1 General information ————— **2** Address ————— 3 Attachment ————— 4 Data Privacy Statement

1. General information

Personal information

Name:	Siphokazi
Surname:	Gatyeni
Identity document type:	SA National Identity Number
Identity/ Passport number:	9303041190082
Country of issuance:	South Africa

Step 2 ← **8**

2. Activate a service as an individual on e-Services

9. Capture address information. Please note: additional address line still to be added.

10. Click **Step 3**

Motor Vehicle Licensing Service Activation

1 General information — 2 **Address** — 3 Attachment — 4 Data Privacy Statement

🏠 Address

*Street:

*House number:

*Postal Code:

*City:

*Region: Western Cape

Country: South Africa

Step 3

9

10

2. Activate a service as an individual on e-Services

11. Upload ID document

12. Click **Step 4**

The screenshot shows the 'Motor Vehicle Licensing Service Activation' form. At the top, there is a navigation bar with a home icon, the City of Cape Town logo, a search icon, and the user name 'Ms Siphokazi Gatyeni'. Below this is a progress indicator with four steps: 1. General information, 2. Address, 3. Attachment (highlighted in blue), and 4. Data Privacy Statement. The main content area is titled '3. Attachment' and contains an information box with the text: 'Please attach a scanned copy of your identity document (SA ID document or passport for non SA citizens). NB: Valid file types are PDF, JPG, JPEG, PNG, TIF, DOC, DOCX'. Below the information box is a file selection area with the text 'Select file to attach:' followed by a text input field containing 'Choose a file to upload...' and a 'Browse...' button. A red arrow points from a circled '11' to the 'Browse...' button. At the bottom left, there is a blue button labeled 'Step 4' with a red arrow pointing to it from a circled '12'.

Motor Vehicle Licensing Service Activation

1 General information — 2 Address — 3 Attachment — 4 Data Privacy Statement

3. Attachment

i Please attach a scanned copy of your identity document (SA ID document or passport for non SA citizens). NB: Valid file types are PDF, JPG, JPEG, PNG, TIF, DOC, DOCX

Select file to attach:

Step 4

2. Activate a service as an individual on e-Services

13. Click **Data privacy statement** to read the statement
14. Tick the **box** to agree to the statement
15. Click **Submit** button

The screenshot displays the 'Motor Vehicle Licensing Service Activation' process. At the top, the City of Cape Town logo and user name 'Ms Siphokazi Gatyeni' are visible. The progress bar shows four steps: 1. General information, 2. Address, 3. Attachment, and 4. Data Privacy Statement. The current step is '2. Data Privacy Statement'. The text reads: 'We endeavour to ensure that the data you submit to us remains confidential and is used only for the purposes stated in the data privacy document. Please confirm that you accept our data privacy statement below.' Below this is a link for 'Data privacy statement'. A note states: 'The data privacy statement is displayed in a new window. If the display of additional windows is currently suppressed by a pop-up blocker, you must first de-activate this setting.' A checkbox is checked with the text 'Yes, I have read the data privacy statement and accept it.' At the bottom right, there is a blue 'Submit' button.

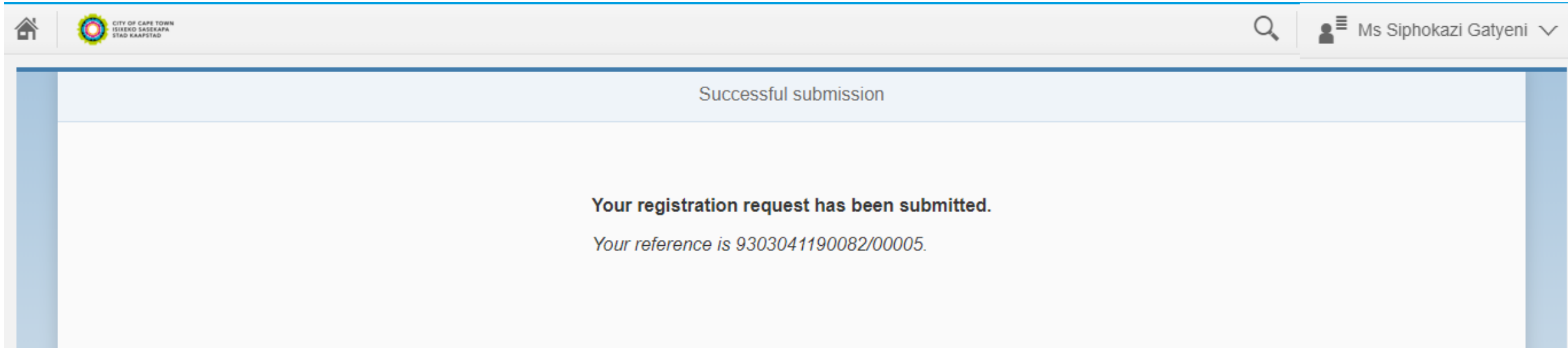
13

14

15

2. Activate a service as an individual on e-Services

16. The following screen will appear if the registration has been successful.



The information will then be sent to be processed by agents at the City of Cape Town. The attachments will also be verified. If the documents are found to have any discrepancies, an e-mail will be sent to the applicant with the reason(s) for rejection.

2. Activate a service as an individual on e-Services

17. Once the service is approved, an e-mail will be sent to the user.



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Civic Centre

12 Hertzog Boulevard

Cape Town 8001

P O Box 298, Cape Town 8000

Iziko Loluntu

12 Hertzog Boulevard

iKapa 8001

P O Box 298, Cape Town 8000

Burgersentrum

Hertzog-boulevard 12

Kaapstad 8001

P O Box 298, Cape Town 8000

Email: help.uces@capetown.gov.za

Website: eservices.capetown.gov.za

Dear Siphokazi Princess Gatyeni,

Your application for the service Motor Vehicle Licence Renewal has been approved. You are now registered on the City's e-Services portal with the following details:

Business partner number: 1002576676

Please note that it takes approximately an hour for the service-specific tabs to appear on your e-Services account after confirmation of registration. You may proceed to log on to the e-Services website via eservices.capetown.gov.za to carry out your transactions once this time has lapsed.

e-Services
City of Cape Town



3. Activate a service as an Organisation

The following services are available for Organisations:

- Conveyancing
- Development Management
- e-Signage
- Municipal Accounts

3. Activate a service as an Organisation

The e-Services portal provides Individuals and Organisations with a single point of access to local government services online and in real time. Therefore, if an organisation needs to access e-Services, an administrator must first register his/her profile on e-Services in order to register the Organisation

There are three types of user responsibilities for an organisation registered on e-Services:



a. Authorising official

Director of Organisation.



b. Administrator

Person completing the online registration.
Can also be the authorising official.



c. Nominee

Person interacting online on behalf of the Organisation.

3. Activate a service as an Organisation

1. Capture **Username**, **Password** and click **Log On** button

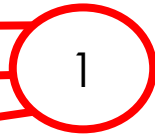


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e-Services

Username *

Password *



Not registered yet? [Register here](#)
Forgotten your password? [Reset your password here](#)
Forgotten your username? [Retrieve your username here](#)
Missing password e-mail? [Check/change your e-mail address here](#)
Frequently asked questions? [Find e-Services FAQ here](#)

Confirmation will be sent to your email with temporary password.

3. Activate a service as an Organisation

A new view of the e-Services portal is available.

2. Click **New e-Services portal**

CITY OF CAPE TOWN
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City of Cape Town - Homepage | Log off

Making progress possible. Together.

Welcome: Ms Siphokazi Gatyeni

Home

My user menu **New e-Services portal**

Welcome

- My profile
- My user roles
- Service activation
- Contact us
- Frequently asked questions

Welcome to e-Services

Dear User

The e-Services website has been designed to enable you to interact with the City of Cape Town online.

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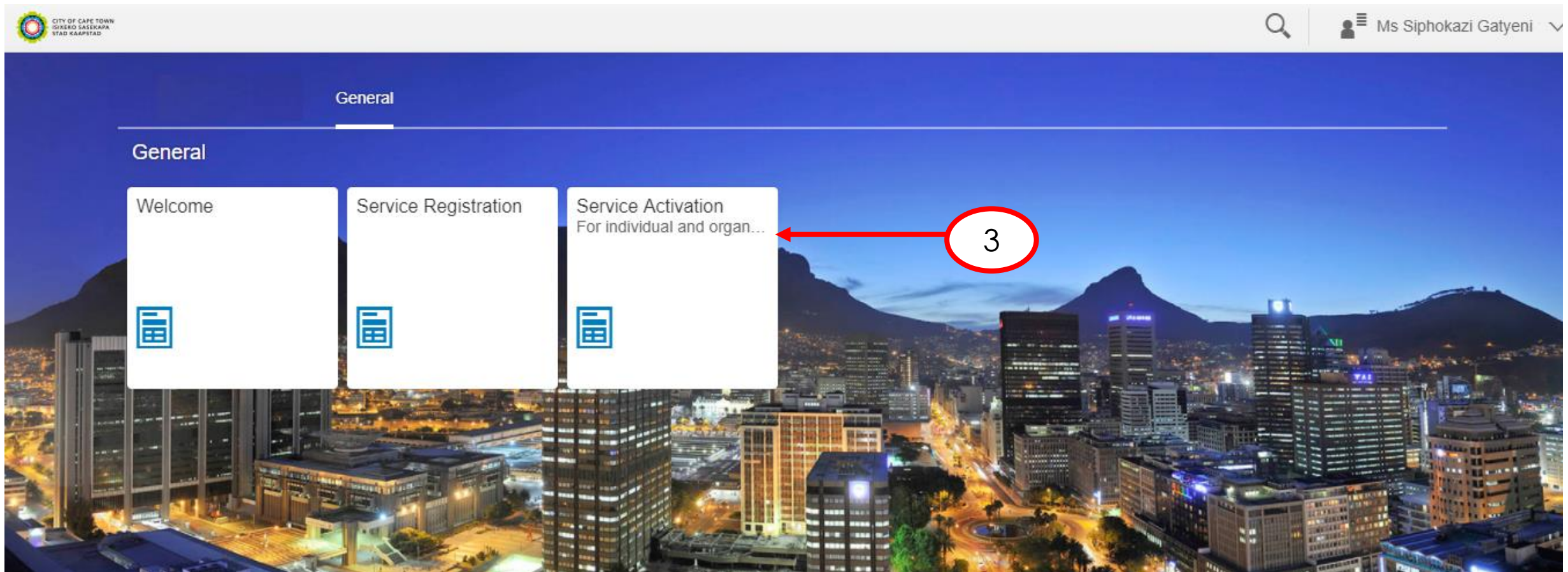
More information about the City and its services, as well as interesting news articles, contact details and other useful information can be found on the City's general information website www.capetown.gov.za

NOTE:

It takes approximately an hour for the service-specific tabs to appear on your e-Services account after confirmation of registration.

3. Activate a service as an Organisation

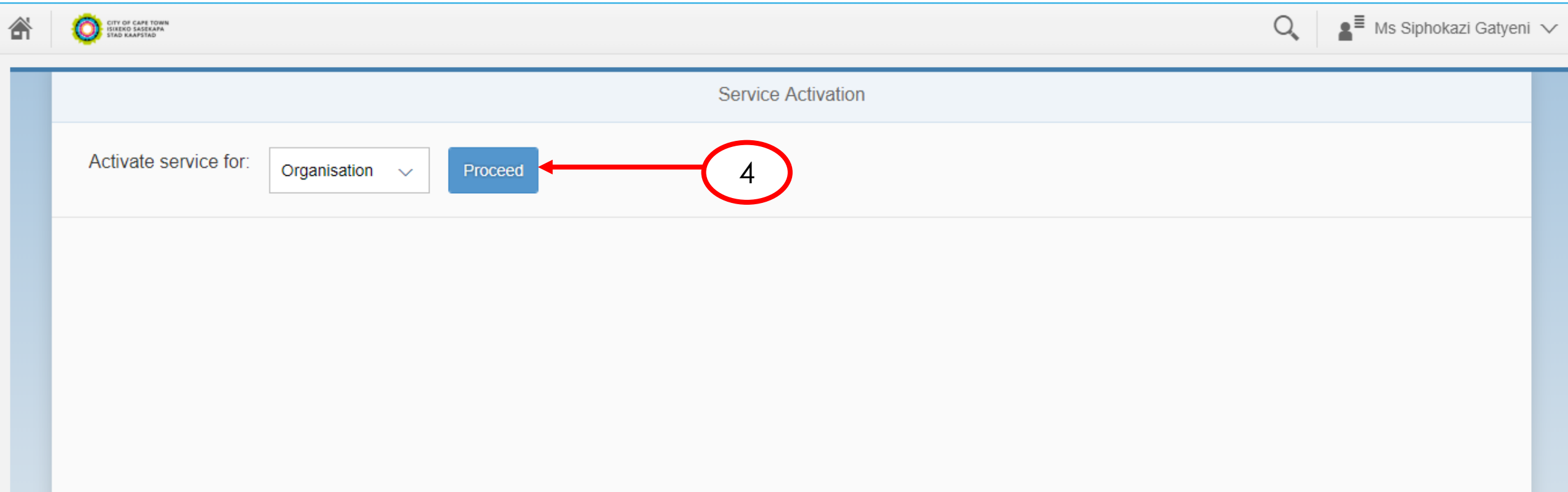
3. Click **Service Activation** tile



The screenshot displays the City of Cape Town portal interface. At the top left is the logo for the City of Cape Town, with the text "CITY OF CAPE TOWN", "ISIXHO SOSEKAPA", and "STAD KAAPSTAD". At the top right, there is a search icon and a user profile icon labeled "Ms Siphokazi Gatyeni". The main content area is titled "General" and contains three white tiles with blue icons: "Welcome", "Service Registration", and "Service Activation For individual and organ...". A red circle with the number "3" is positioned to the right of the "Service Activation" tile, with a red arrow pointing from the circle to the tile's title.

3. Activate a service as an Organisation

4. Select **Organisation** on the dropdown list and click **Proceed** button



The screenshot displays the 'Service Activation' interface. At the top left, there is a home icon and the City of Cape Town logo. At the top right, there is a search icon and the user name 'Ms Siphokazi Gatyeni'. The main content area has a light blue header with the text 'Service Activation'. Below this, the text 'Activate service for:' is followed by a dropdown menu showing 'Organisation' with a downward arrow. To the right of the dropdown is a blue 'Proceed' button. A red circle containing the number '4' is positioned to the right of the 'Proceed' button, with a red arrow pointing from the circle to the button.

3. Activate a service as an Organisation

5. If an existing registered organisation, select **Existing** tab. If new organisation, Select **Step 2**

The screenshot shows the 'Organisation registration' process in the City of Cape Town system. The progress bar at the top indicates six steps: 1. Organisation, 2. Services, 3. Organisation Details, 4. Address, 5. Representatives, and 6. Data Privacy Statement. The 'Existing' tab is selected under the 'Organisation type' section. A red circle highlights the number '5' in the progress bar, with an arrow pointing to the 'Step 2' button.

City of Cape Town
ISIKENDI SASEKAPA
STAD KAAPSTAD

Ms Siphokazi Gatyeni

Organisation registration

1 Organisation — 2 Services — 3 Organisation Details — 4 Address — 5 Representatives — 6 Data Privacy Statement

1. Organisation

Organisation type

New Existing

Step 2 ← 5

3. Activate a service as an Organisation

6. Tick **Services** you want to activate. **Note:** for municipal accounts, a Business Partner number is required.
7. Click **Step 3**

Organisation registration

1 Organisation — 2 Services — 3 Organisation Details — 4 Address — 5 Representatives — 6 Data Privacy Statement

Municipal Accounts	Inactive	<input type="checkbox"/>
e-Signage	Inactive	<input type="checkbox"/>

Registration information

Business partner:

Step 3

3. Activate a service as an Organisation

8. Capture **Organisation** details as per registration document
9. Upload **Registration document**
10. Click **Step 4**

Organisation registration

1 Organisation — 2 Services — 3 Organisation Details — 4 Address — 5 Representatives — 6 Data Privacy Statement

Organisation

*Organisation name:

*Type of organisation:

*Registration number:

*Entity Type:

*Registration certificate:

Step 4

3. Activate a service as an Organisation

11. Capture **Address** details. Please note: additional address line still to be added.

12. Click **Step 5**

The screenshot shows the 'Organisation registration' process in the City of Cape Town system. The user is currently on step 4, 'Address'. The form includes the following fields:

- *House number:
- *Street name:
- *Postal code:
- *City:
- *Country:
- PO Box:

A red bracket groups the first five fields (House number, Street name, Postal code, City, and Country) with a circled '11'. A red arrow points from a circled '12' to the 'Step 5' button.

3. Activate a service as an Organisation

12. Click **dropdown** to capture Authorising official's details

The screenshot displays the 'Organisation registration' interface. At the top, the City of Cape Town logo and user information 'Ms Siphokazi Gatyeni' are visible. The progress bar indicates the current step is 5, 'Representatives'. Below this, the section '5. Representatives' contains two options: '> Authorising official/contact person details' and '> Administrator details'. A red circle with the number '12' is placed over the first option, with a red arrow pointing to it. A checkbox labeled 'Same as authorising official/contact person' is located to the right of the second option.

3. Activate a service as an Organisation

- 13. Capture **Authorising Official's** details
- 14. Upload **Signed letter of Authorisation**
- 15. Upload **Copy of ID**

Organisation registration

1 Organisation — 2 Service — 6 Data Privacy Statement

Same as logged in user

If the person logged on the portal is the Authorising official of the company, then tick **Same as logged in user**, user's details will be populated

*Title:

*First name:

*Last name:

*Initials:

*Identity type:

*Position in organisation:

Business partner number:

*Contact number:

*E-mail:

*Signed letter of authorisation:

[Download template](#)

*ID Copy:

13

14

15

3. Activate a service as an Organisation

16. Capture **Administrator's** details

17. Click **Step 6**

Organisation registration

1 Organisation — 2 Services — 5 Representatives — 6 Data Privacy Statement

Administrator details

Same as logged in user

Same as authorising official/contact person

*Title:

*First name:

*Last name:

*Initials:

*Identity type:

Step 6

16

17

3. Activate a service as an Organisation

18. Click **Data privacy statement** to read the statement
19. Tick the **box** to agree to the statement
20. Click **Submit** button

Organisation registration

1 Organisation — 2 Services — 3 Organisation Details — 4 Address — 5 Representatives — 6 Data Privacy Statement

6. Data Privacy Statement

We endeavour to ensure that the data you submit to us remains confidential and is used only for the purposes stated in the data privacy document. Please confirm that you accept our data privacy statement below.

[Data privacy statement](#)

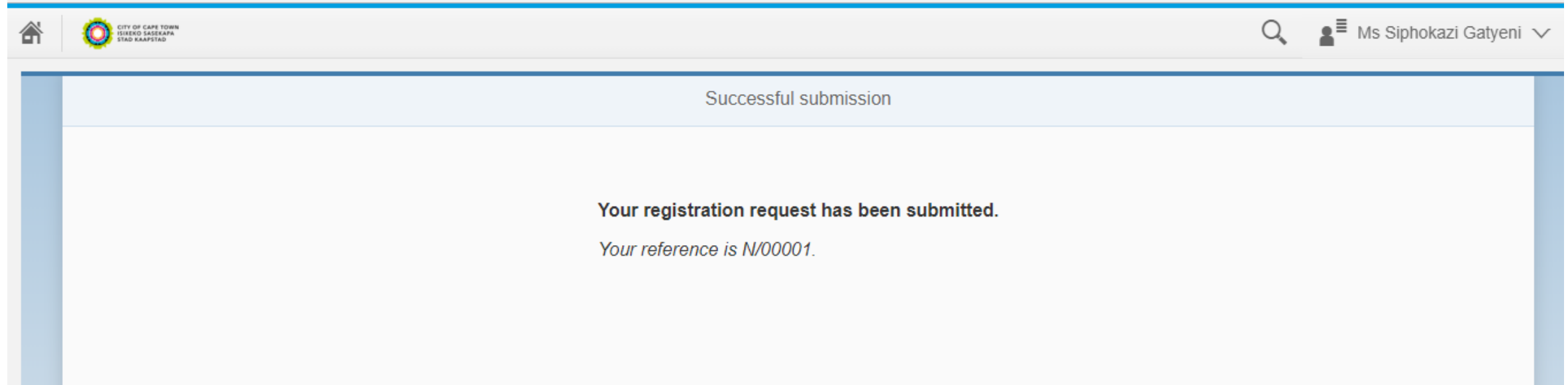
The data privacy statement is displayed in a new window. If the display of additional windows is currently suppressed by a pop-up blocker, you must first de-activate this setting.

Yes, I have read the data privacy statement and accept it.

Submit

3. Activate a service as an Organisation

21. The following screen will appear if the registration has been successful.



The information will then be sent to be processed by agents at the City of Cape Town. The attachments will also be verified. If the documents are found to have any discrepancies, an e-mail will be sent to the applicant with the reason(s) for rejection.

4. Accept Administrator's role

4. Accept Administrator's role

1. Capture **Username**, **Password** and click **Log On** button



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Username *

Password *

1

Not registered yet? [Register here](#)

Forgotten your password? [Reset your password here](#)

Forgotten your username? [Retrieve your username here](#)

Missing password e-mail? [Check/change your e-mail address here](#)

Frequently asked questions? [Find e-Services FAQ here](#)

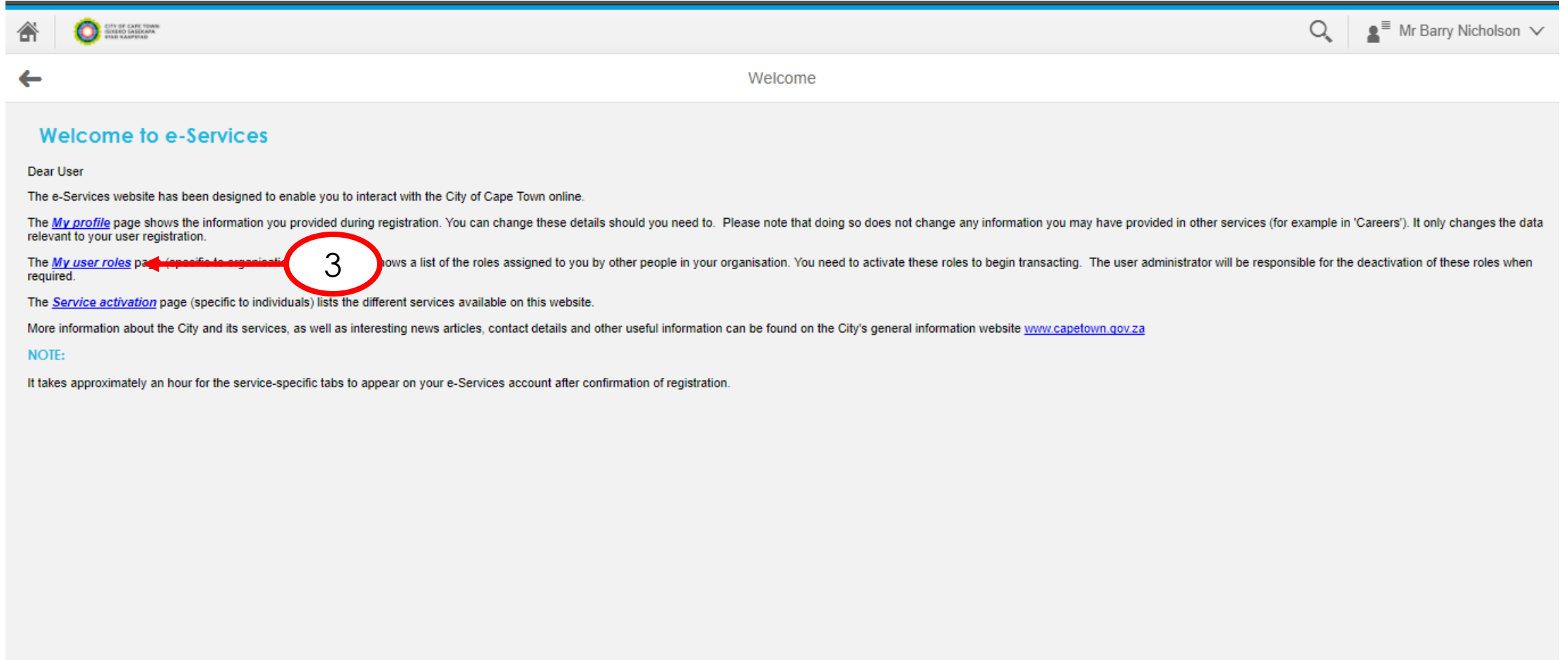
4. Accept Administrator's role

2. To accept his/her nomination, the administrator must click on the Welcome tile

The screenshot displays the user interface of a web application. At the top left is the City of Cape Town logo. The top right shows a search icon and the user's name, Mr Barry Nicholson. Below the header is a navigation menu with five items: 'Municipal Accounts', 'Prepaid Electricity', 'Motor Vehicle Registration', 'Organization Administration', and 'General'. The 'General' menu item is highlighted. Underneath, the 'General' section contains three white tiles with blue icons: 'Welcome', 'Service Registration', and 'Service Activation'. A red circle with the number '2' and an upward-pointing arrow highlights the 'Welcome' tile.

4. Accept Administrator's role

3. Click on **My user roles** in order to activate his/her role



Home CITY OF CAPE TOWN
ISIBUKHO LASIKHAPA
INKQANTO KA-KAPETOWN

Search Mr Barry Nicholson

Welcome

Welcome to e-Services

Dear User

The e-Services website has been designed to enable you to interact with the City of Cape Town online.

The [My profile](#) page shows the information you provided during registration. You can change these details should you need to. Please note that doing so does not change any information you may have provided in other services (for example in 'Careers'). It only changes the data relevant to your user registration.

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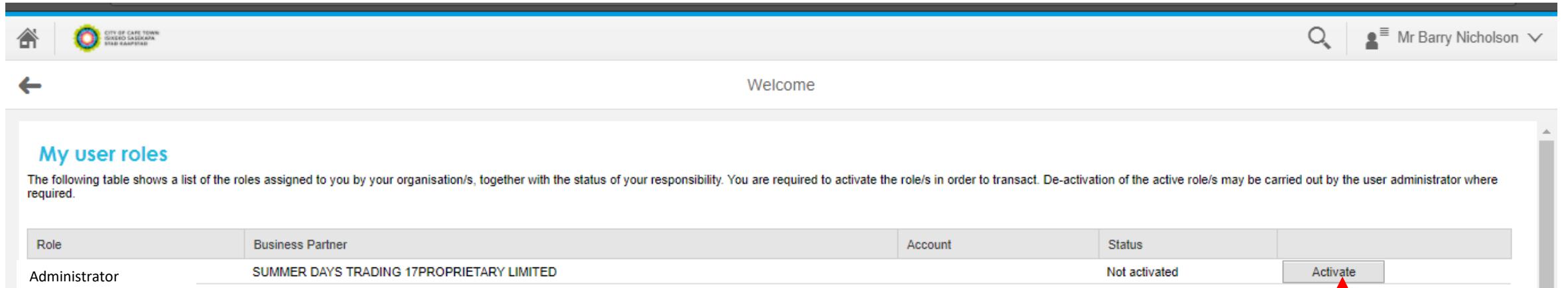
NOTE:

It takes approximately an hour for the service-specific tabs to appear on your e-Services account after confirmation of registration.

4. Accept Administrator's role

4. Click on **Activate** button

The organisation for which the user was nominated, will be displayed

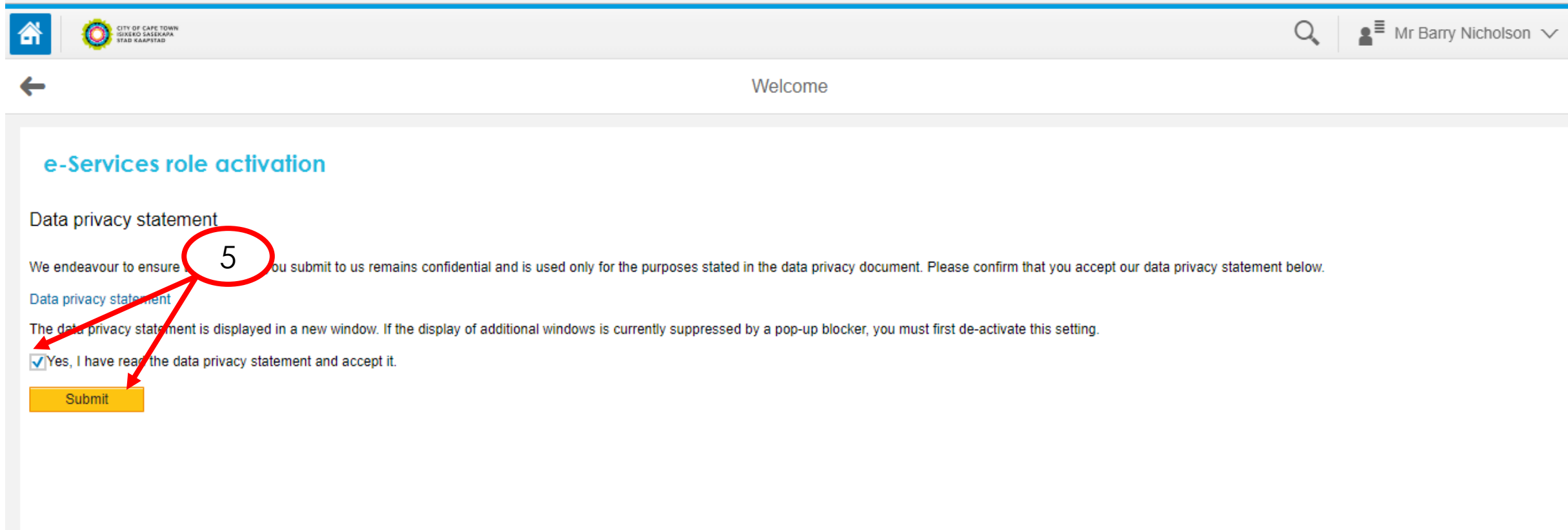




The screenshot shows a user interface for the City of Cape Town. The header includes a home icon, the City of Cape Town logo, a search icon, and the user name 'Mr Barry Nicholson'. Below the header, there is a 'Welcome' message and a section titled 'My user roles'. A table lists the user's roles, with one role 'Administrator' from 'SUMMER DAYS TRADING 17PROPRIETARY LIMITED' that is 'Not activated'. An 'Activate' button is visible next to this role, and a red arrow points from a circled number '4' below to this button.



Role	Business Partner	Account	Status	
Administrator	SUMMER DAYS TRADING 17PROPRIETARY LIMITED		Not activated	Activate

4. Accept Administrator's role

5. Because the administrator was an existing user, he/she must just **tick** the acceptance block and then **submit**



  CITY OF CAPE TOWN
SIXIKO SASÉKAPA
STAD KAAPSTAD

Search  Mr Barry Nicholson 

← Welcome

e-Services role activation

Data privacy statement

We endeavour to ensure that the information you submit to us remains confidential and is used only for the purposes stated in the data privacy document. Please confirm that you accept our data privacy statement below.

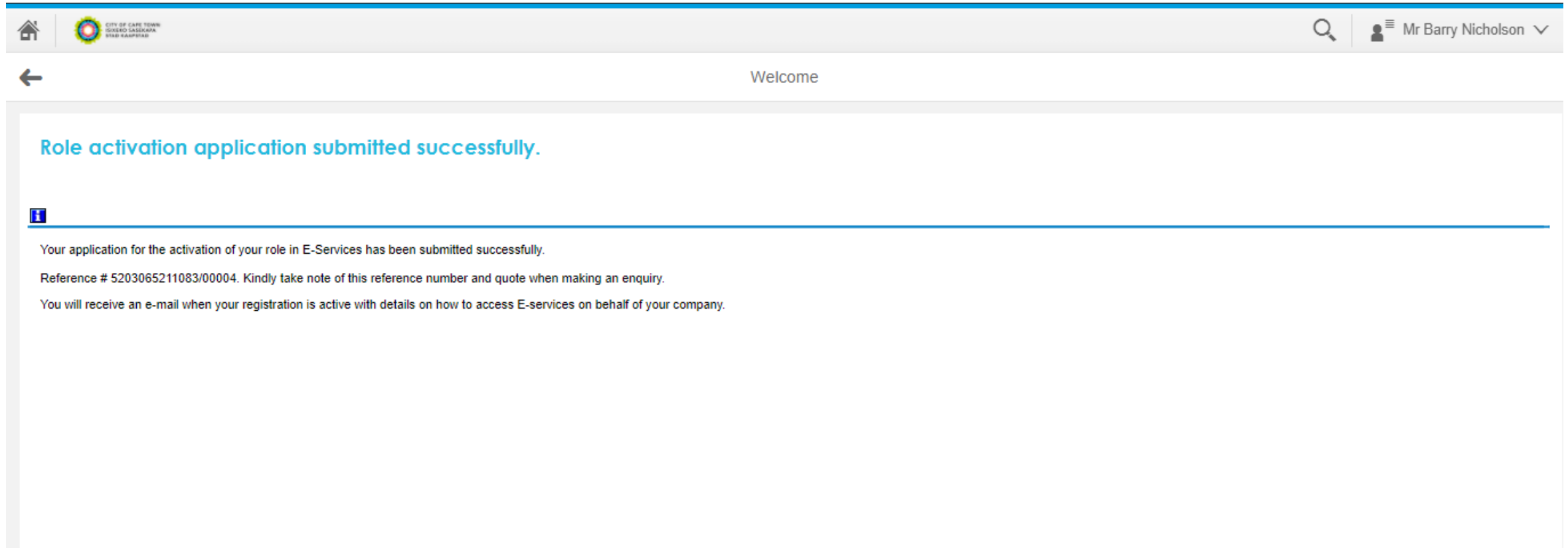
[Data privacy statement](#)

The data privacy statement is displayed in a new window. If the display of additional windows is currently suppressed by a pop-up blocker, you must first de-activate this setting.

Yes, I have read the data privacy statement and accept it.

4. Accept Administrator's role

6. The administrator will receive this confirmation message that the application was submitted successfully.



The screenshot shows a web application interface. At the top, there is a navigation bar with a home icon, the City of Cape Town logo, a search icon, and a user profile icon labeled "Mr Barry Nicholson". Below the navigation bar, a "Welcome" message is displayed. The main content area features a blue heading: "Role activation application submitted successfully." Below this heading is an information icon (i) and a horizontal line. The text below the line reads: "Your application for the activation of your role in E-Services has been submitted successfully. Reference # 5203065211083/00004. Kindly take note of this reference number and quote when making an enquiry. You will receive an e-mail when your registration is active with details on how to access E-services on behalf of your company."

4. Accept Administrator's role

7. The Administrator will receive an email confirming the nomination.

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Civic Centre	Iziko Lolutu	Burgersentrum
12 Hertzog Boulevard	12 Hertzog Boulevard	Hertzog-boulevard 12
Cape Town 8001	iKapa 8001	Kaapstad 8001
P O Box 298, Cape Town 8000	P O Box 298, Cape Town 8000	P O Box 298, Cape Town 8000

Email: help.uces@capetown.gov.za
Website: eservices.capetown.gov.za

Dear Siphokazi Princess Gatyeni,

You have successfully activated your role as an Administrator for SUMMER DAYS TRADING 17PROPRIETARY LIMITED's e-Services account.

Reference # 5710035046084/00003

Please go to eservices.capetown.gov.za and login to the e-Services website.

If you have any queries please contact us at help.uces@capetown.gov.za.

e-Services
City of Cape Town

5. Assign the Roles of Nominees by Administrator

5. Assign the Roles of Nominees by Administrator

1. The **Administrator** logs in with his/her logon details



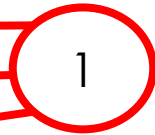
CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Making progress possible. Together.

e-Services

Username *

Password *



Not registered yet? [Register here](#)

Forgotten your password? [Reset your password here](#)

Forgotten your username? [Retrieve your username here](#)

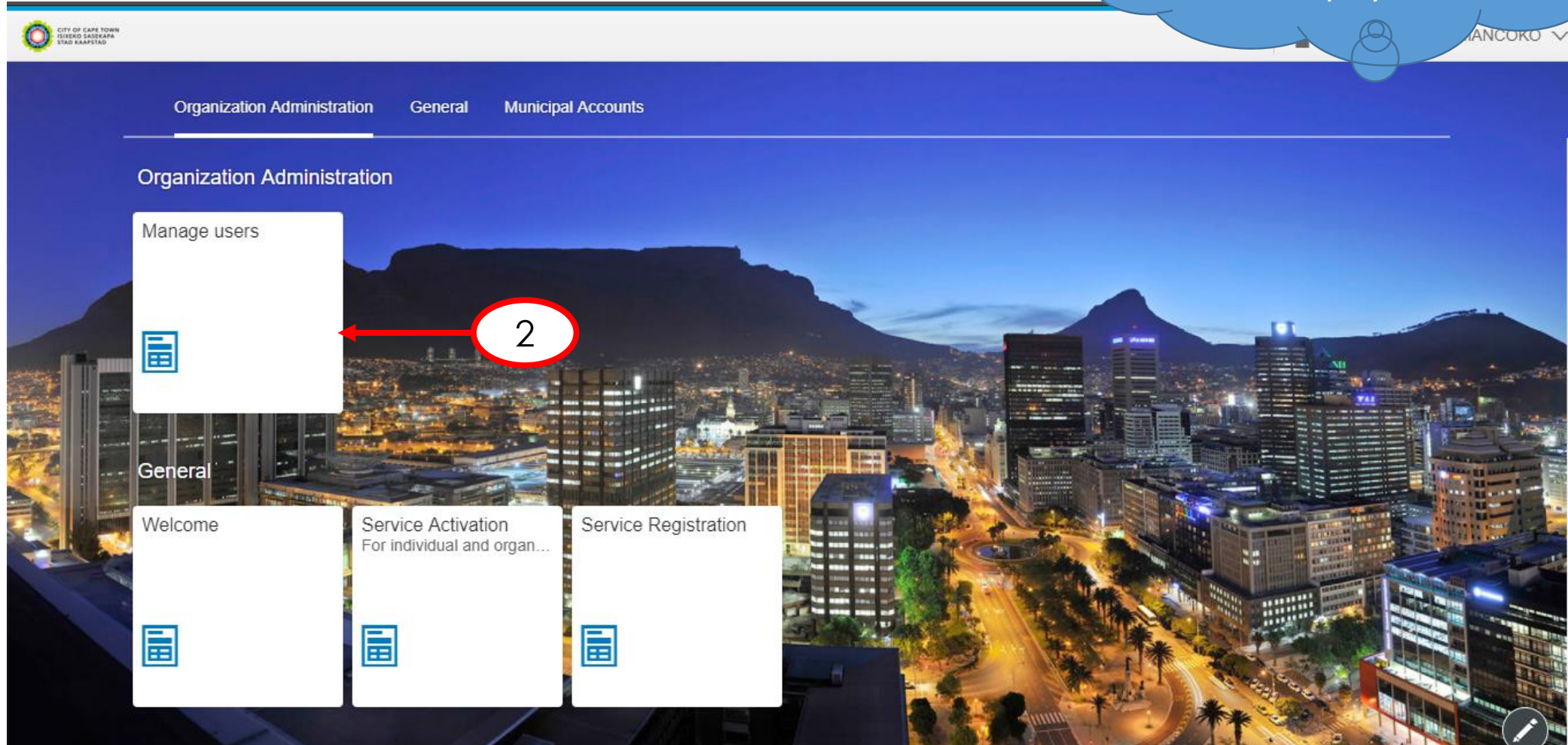
Missing password e-mail? [Check/change your e-mail address here](#)

Frequently asked questions? [Find e-Services FAQ here](#)

5. Assign the Roles of Nominees by Administrator

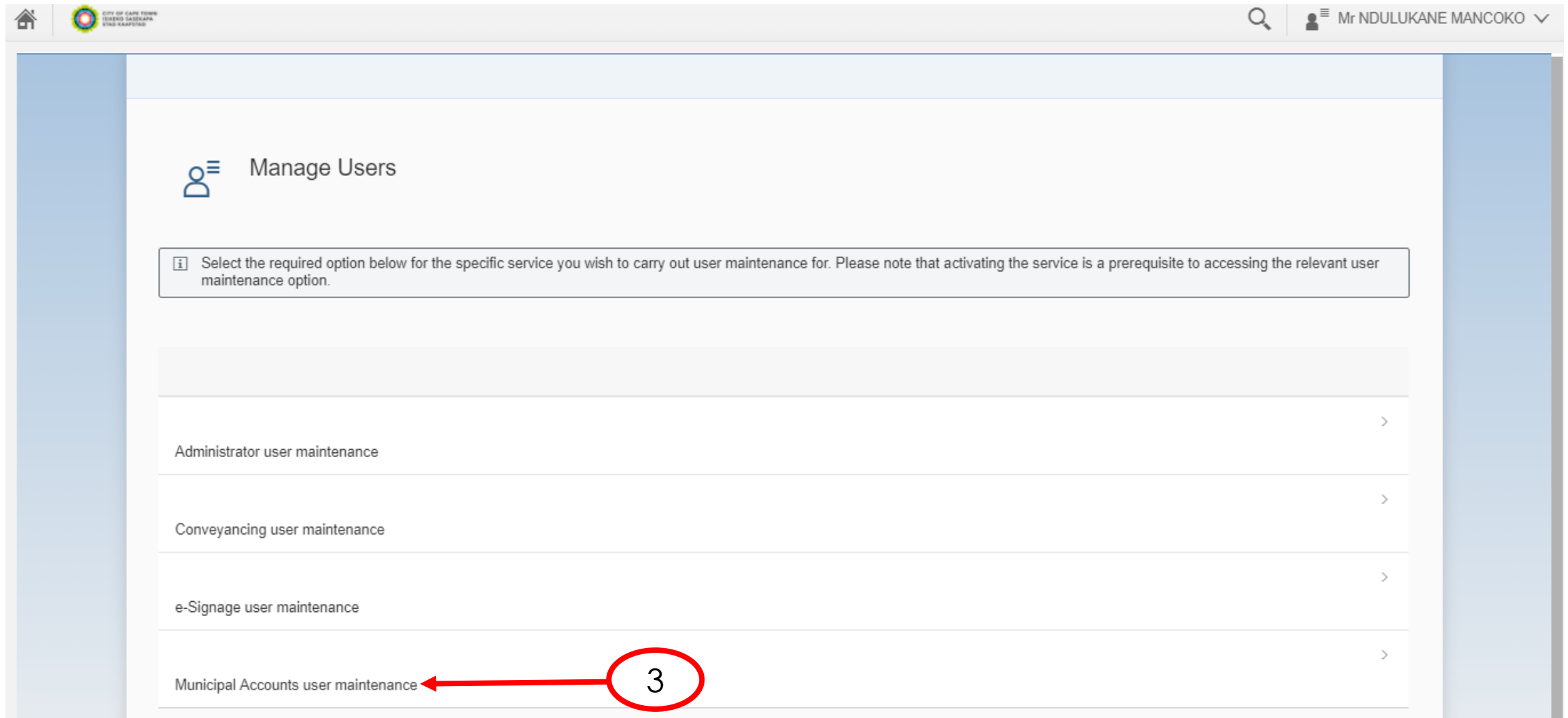
2. The Administrator selects the file **Manage users**

Please note new heading **Organization Administration** is displayed.



5. Assign the Roles of Nominees by Administrator

3. The Administrator selects the option **Municipal Accounts user maintenance**



The screenshot displays the 'Manage Users' section of a web application. At the top left, there is a home icon and the City of Cape Town logo. At the top right, there is a search icon and the user name 'Mr NDULUKANE MANCOKO'. The main content area is titled 'Manage Users' and contains an information box with the following text: 'Select the required option below for the specific service you wish to carry out user maintenance for. Please note that activating the service is a prerequisite to accessing the relevant user maintenance option.' Below this, there is a list of four user maintenance options, each with a right-pointing chevron: 'Administrator user maintenance', 'Conveyancing user maintenance', 'e-Signage user maintenance', and 'Municipal Accounts user maintenance'. A red circle with the number '3' inside is positioned to the right of the 'Municipal Accounts user maintenance' option, with a red arrow pointing from the circle to the option text.

5. Assign the Roles of Nominees by Administrator

4. Click on the **organisation** in order to assign the user as **nominee**

The screenshot shows a web application interface for 'Municipal Accounts'. The header includes a home icon, the City of Cape Town logo, a search icon, and the user name 'Mr NDULUKANE MANCOKO'. The main content area displays a list of organisations assigned to the user as a nominee. A red arrow points to the organisation 'SUMMER DAYS TRADING 17', which is circled with a red '4'.

Municipal Accounts

The following table shows a list of the organisations assigned to you as the Nominee. Select the organisation that you wish to manage by clicking on the Organisation below.

Organisation
SUMMER DAYS TRADING 17

5. Assign the Roles of Nominees by Administrator

5. Click on **Add Nominee** in order to assign the role to a specific user

The screenshot shows a web application interface for managing nominees. At the top, there is a navigation bar with a home icon, the City of Cape Town logo, a search icon, and a user profile for Mr NDULUKANE MANCOKO. The main content area is titled "Municipal Accounts: SUMMER DAYS TRADING 17" and includes an information box stating: "This section allows administrators to add or remove other nominees for an organisation." Below this is a search bar with a green "+ Add Nominee" button, a search input field containing the number "5", and a search icon. A table below the search bar lists nominees with columns for Name, Surname, Email, Assigned Account, Status, ID Number, and ID Type. The table contains one entry for NDULUKANE MANCOKO. A blue button "Add account to this nominee" is located to the right of the table. At the bottom right, there is a "Submit" button.

City of Cape Town
ISIBOHO SAKHESHA
SIYONHAMPAN

Mr NDULUKANE MANCOKO

Municipal Accounts: SUMMER DAYS TRADING 17

This section allows administrators to add or remove other nominees for an organisation.

+ Add Nominee Search By Name 5 And/ Account

Name	Surname	Email	Assigned Account	Status	ID Number	ID Type
NDULUKANE	MANCOKO	NMANCOKO@g mail.com	000228307...	Inactive	5203065211083	SA National Identity Number

Add account to this nominee

Submit

5. Assign the Roles of Nominees by Administrator

6. Select the **contract account** to be assigned to the nominee/rates processor

The screenshot shows a web application interface for the City of Cape Town. A 'Select Account' dialog box is open, displaying a list of accounts. The dialog has a search bar at the top and a list of accounts below. A red bracket highlights the list of accounts, and a red circle with the number 6 is next to it.

City of Cape Town
UMKHOZI SASEKAPA
SINDO KHAAPITSO

Mr NDULUKANE MANCOKO

Select Account

Search

- 228307222 : SUMMER DAYS TRADING 17 / 1 PROSPERITY CRESCENT / BELLVILLE SOUTH INDUST...
- 228307238 : SUMMER DAYS TRADING 17 / 5 PROSPERITY CRESCENT / BELLVILLE SOUTH INDUST...
- 228307245 : SUMMER DAYS TRADING 17 / 2 PROSPERITY CRESCENT / BELLVILLE SOUTH INDUST...
- 228307252 : SUMMER DAYS TRADING 17 / 4 BESTER ROAD / BELLVILLE SOUTH INDUSTRIA
- 228307268 : SUMMER DAYS TRADING 17 / 8C PETER BARLOW DRIVE / BELLVILLE SOUTH INDUST...
- 228307275 : SUMMER DAYS TRADING 17 / 4 PROSPERITY CRESCENT / BELLVILLE SOUTH INDUST...
- 228307282 : SUMMER DAYS TRADING 17 / 8 BESTER ROAD / BELLVILLE SOUTH INDUSTRIA
- 228307298 : SUMMER DAYS TRADING 17 / 7 PROSPERITY CRESCENT / BELLVILLE SOUTH INDUST...
- 228111871 : SUMMER DAYS TRADING 17 / PO BOX 4985 / TYGER VALLEY

Cancel Submit

6

5. Assign the Roles of Nominees by Administrator

7. Enter the details of the nominee.
8. To add yourself as nominee, click in the block Add myself.

The screenshot displays the 'Add Nominee' form in a web application. The form is titled 'Add Nominee' and contains the following fields:

- Add myself (highlighted with a red circle labeled '8')
- *Name: [Text Input Field]
- *Surname: [Text Input Field]
- *Email: [Text Input Field]
- *Accounts: [Text Input Field containing '228307268 : SUMMER DAYS TRADING 17 / 8C PETER BARLOW D...'] (highlighted with a red circle labeled '7')
- *Status: [Text Input Field containing 'Inactive']
- *ID Type: [Text Input Field]
- *ID Number: [Text Input Field]

The background shows a table of nominees with columns for Name, Surname, and Email. The table contains one row with the following data:

Name	Surname	Email
NDULUKANE	MANCOKO	NMA mail

5. Assign the Roles of Nominees by Administrator

9. The details of the nominee will be displayed as well as the relevant contract account assigned to the nominee.
10. Click on submit in order to complete the nomination process.

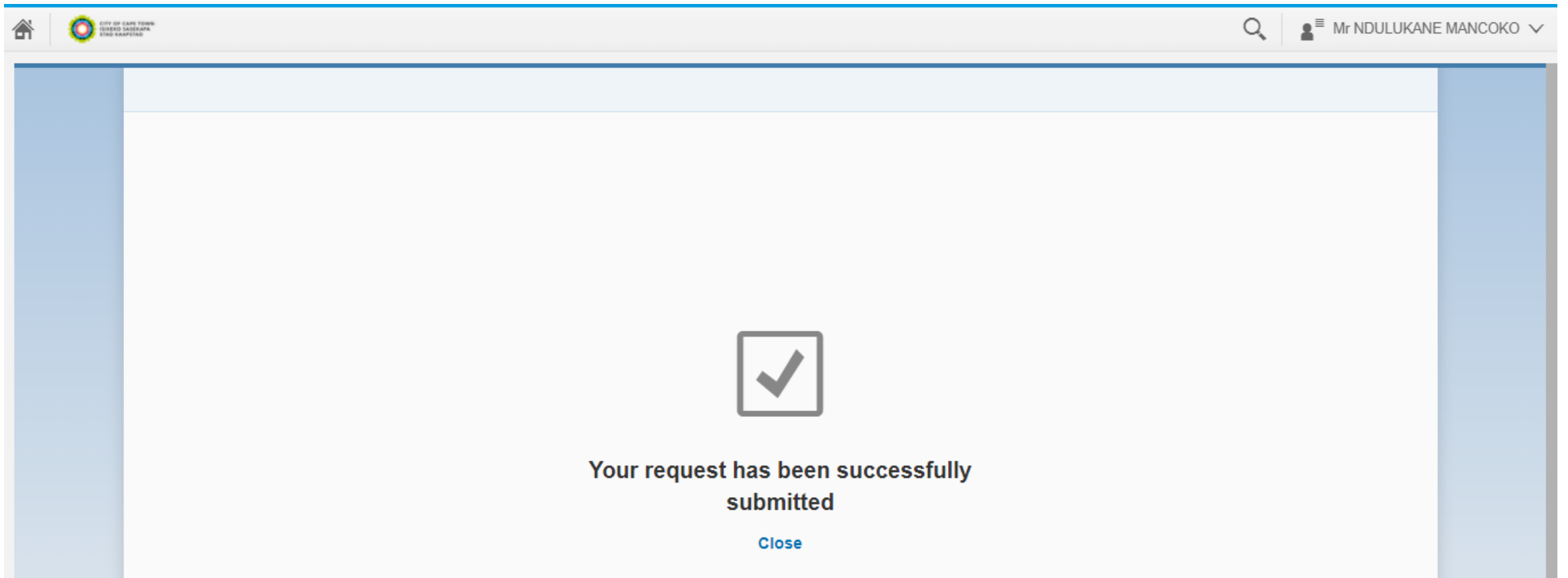
The screenshot shows a web application interface for managing nominees. At the top, there is a navigation bar with a home icon, the City of Cape Town logo, a search icon, and the user name 'Mr NDULUKANE MANCOKO'. The main content area is titled 'Municipal Accounts: SUMMER DAYS TRADING 17'. Below the title, there is an information box stating: 'This section allows administrators to add or remove other nominees for an organisation.' Below this, there is a '+ Add Nominee' button and two search filters: 'Search By Name' and 'And/ Account'. A table displays the following data:

Name	Surname	Email	Assigned Account	Status	ID Number	ID Type
Barry	Nicholson	barry.nicholson@capetown.gov.za	000228307...	Inactive	5710035046084	SA National Identity Number

At the bottom right of the table, there is a blue button labeled 'Add account to this nominee'. At the bottom of the page, there is a dark blue bar with a 'Submit' button. Red arrows and circles highlight the 'Assigned Account' field (labeled '9') and the 'Submit' button (labeled '10').

5. Assign the Roles of Nominees by Administrator

11. The Administrator will receive a confirmation message that the nomination was submitted successfully. Click on **Close** button.



5. Assign the Roles of Nominees by Administrator

12. The nominee will receive an email confirming his/her nomination

Civic Centre 12 Hertzog Boulevard Cape Town 8001 P O Box 298, Cape Town 8000	Iziko Loluntu 12 Hertzog Boulevard iKapa 8001 P O Box 298, Cape Town 8000	Burgersentrum Hertzog-boulevard 12 Kaapstad 8001 P O Box 298, Cape Town 8000
--	---	--

Email: help.uces@capetown.gov.za
Website: eservices.capetown.gov.za

Dear BARRY NICHOLSON,

You have been nominated by SUMMER DAYS TRADING 17 to transact on the City of Cape Town's e-Services portal under the role Rates Processor for the service .

To complete your registration please click on the following link eservices.capetown.gov.za

You will be required to login to the City of Cape Town's eServices portal. If you are an existing user, please login using your existing login details. If you are a new user, please register a new user account. Once you are able to access the eServices account, please activate your role under "My user roles".

If you have any queries please contact support via email at help.uces@capetown.gov.za.

e-Services
City of Cape Town

5. Assign the Roles of Nominees by Administrator

13.If the nominee is an existing user, he/she must **login** with his/her logon details

14.If the nominee is new user, please click on Register here. See page [6](#)



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Making progress possible. Together.

e-Services

Username *

Password *

Not registered yet? [Register here](#)

Forgotten your password? [Reset your password here](#)

Forgotten your username? [Retrieve your username here](#)

Missing password e-mail? [Check/change your e-mail address here](#)

Frequently asked questions? [Find e-Services FAQ here](#)

13

14

5. Assign the Roles of Nominees by Administrator

15. To accept his/her nomination, the nominee must click on the **Welcome** file

The screenshot displays a web application interface for the City of Cape Town. The top navigation bar includes the city logo and the name 'CITY OF CAPE TOWN / SIKOLO LINGANA / IIBH KAPITOPH'. The user is logged in as 'Mr Barry Nicholson'. The main menu features 'Municipal Accounts', 'Prepaid Electricity', 'Motor Vehicle Registration', 'Organization Administration', and 'General'. The 'General' section is active, showing three service cards: 'Welcome', 'Service Registration', and 'Service Activation For individual and organ...'. A red circle with the number '15' and an arrow points to the 'Welcome' card, indicating the step to click on it to accept a nomination.

5. Assign the Roles of Nominees by Administrator

16. Click on **My user roles** in order to activate your role.

Home CITY OF CAPE TOWN
ISIBUKHO LASIKHAPA
INKQAWUKHANGA

Search Mr Barry Nicholson

← Welcome

Welcome to e-Services

Dear User

The e-Services website has been designed to enable you to interact with the City of Cape Town online.

The [My profile](#) page shows the information you provided during registration. You can change these details should you need to. Please note that doing so does not change any information you may have provided in other services (for example in 'Careers'). It only changes the data relevant to your user registration.

The [My user roles](#) page (specific to organisation registration) **16** list of the roles assigned to you by other people in your organisation. You need to activate these roles to begin transacting. The user administrator will be responsible for the deactivation of these roles when required.

The [Service activation](#) page (specific to individuals) lists the different services available on this website.

More information about the City and its services, as well as interesting news articles, contact details and other useful information can be found on the City's general information website www.capetown.gov.za

NOTE:

It takes approximately an hour for the service-specific tabs to appear on your e-Services account after confirmation of registration.

5. Assign the Roles of Nominees by Administrator

17. Click on **Activate** button

The organisation for which the user was nominated, will be displayed

Home City of Cape Town
SEARCH Mr Barry Nicholson

Welcome

My user roles

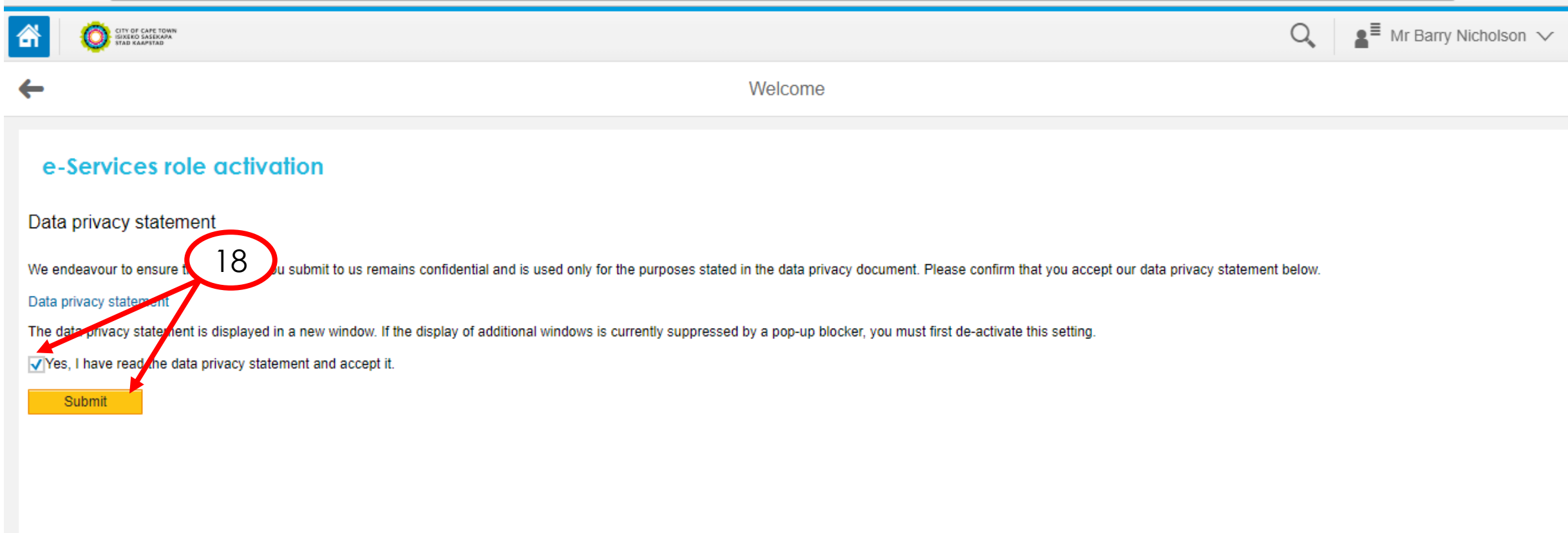
The following table shows a list of the roles assigned to you by your organisation/s, together with the status of your responsibility. You are required to activate the role/s in order to transact. De-activation of the active role/s may be carried out by the user administrator where required.

Role	Business Partner	Account	Status	
Rates Processor	SUMMER DAYS TRADING 17PROPRIETARY LIMITED	000228307222	Not activated	Activate

17

5. Assign the Roles of Nominees by Administrator

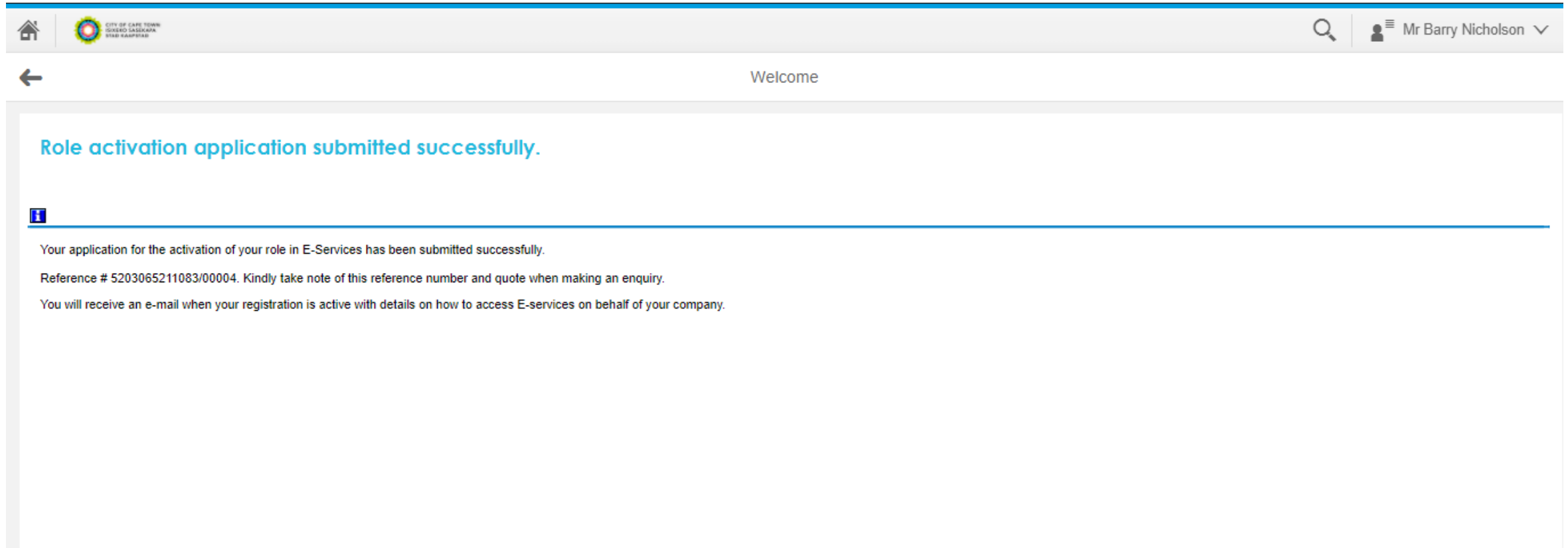
18. Because the nominee was an existing user, he/she must just **tick** the acceptance block and then submit



The screenshot shows the 'e-Services role activation' page. At the top, there is a navigation bar with the City of Cape Town logo and the user's name 'Mr Barry Nicholson'. Below the navigation bar, the page title is 'Welcome'. The main content area is titled 'e-Services role activation' and contains a 'Data privacy statement' section. The text of the statement is partially obscured by a red circle containing the number '18'. A red arrow points from the '18' to the 'Submit' button. The 'Submit' button is a yellow rectangle with the text 'Submit' in black. Below the 'Submit' button, there is a checkbox that is checked, with the text 'Yes, I have read the data privacy statement and accept it.'

5. Assign the Roles of Nominees by Administrator

19. The nominee will receive this confirmation message that the application was submitted successfully.



The screenshot shows a web application interface. At the top, there is a navigation bar with a home icon, the City of Cape Town logo, a search icon, and a user profile icon labeled 'Mr Barry Nicholson'. Below the navigation bar is a header area with a back arrow and the word 'Welcome'. The main content area features a blue heading: 'Role activation application submitted successfully.' Below this heading is a blue information icon. The body of the message contains the following text: 'Your application for the activation of your role in E-Services has been submitted successfully. Reference # 5203065211083/00004. Kindly take note of this reference number and quote when making an enquiry. You will receive an e-mail when your registration is active with details on how to access E-services on behalf of your company.'

5. Assign the Roles of Nominees by Administrator

20. The nominee will receive an email confirming the nomination

making progress possible. together.

Civic Centre	Iziko Loluntu	Burgersentrum
12 Hertzog Boulevard	12 Hertzog Boulevard	Hertzog-boulevard 12
Cape Town 8001	iKapa 8001	Kaapstad 8001
P O Box 298, Cape Town 8000	P O Box 298, Cape Town 8000	P O Box 298, Cape Town 8000

Email: help.uces@capetown.gov.za
Website: eservices.capetown.gov.za

Dear Barry Nicholson,

You have successfully activated your role as Rates Processor for SUMMER DAYS TRADING 17PROPRIETARY LIMITED's e-Services account.

Reference # 5710035046084/00003


Please go to eservices.capetown.gov.za and login to the e-Services website.

If you have any queries please contact us at help.uces@capetown.gov.za.

e-Services
City of Cape Town

5. Assign the Roles of Nominees by Administrator

21. The Administrator will receive confirmation that the nominee has been successfully nominated



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Civic Centre	Iziko Lolutu	Burgersentrum
12 Hertzog Boulevard	12 Hertzog Boulevard	Hertzog-boulevard 12
Cape Town 8001	iKapa 8001	Kaapstad 8001
P O Box 298, Cape Town 8000	P O Box 298, Cape Town 8000	P O Box 298, Cape Town 8000

Email: help.uces@capetown.gov.za
Website: eservices.capetown.gov.za

Dear Administrator,

Barry Nicholson has been successfully activated as the Rates Processor for SUMMER DAYS TRADING 17PROPRIETARY LIMITED.

Reference # 5710035046084/00003

If you have any queries please contact us at help.uces@capetown.gov.za.

e-Services
City of Cape Town

5. Assign the Roles of Nominees by Administrator

22. The nominee must log in to view the assigned contract accounts



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e-Services

Username *

Password *

22

Not registered yet? [Register here](#)

Forgotten your password? [Reset your password here](#)

Forgotten your username? [Retrieve your username here](#)

Missing password e-mail? [Check/change your e-mail address here](#)

Frequently asked questions? [Find e-Services FAQ here](#)

5. Assign the Roles of Nominees by Administrator

Please note new heading **Municipal Accounts** is displayed.

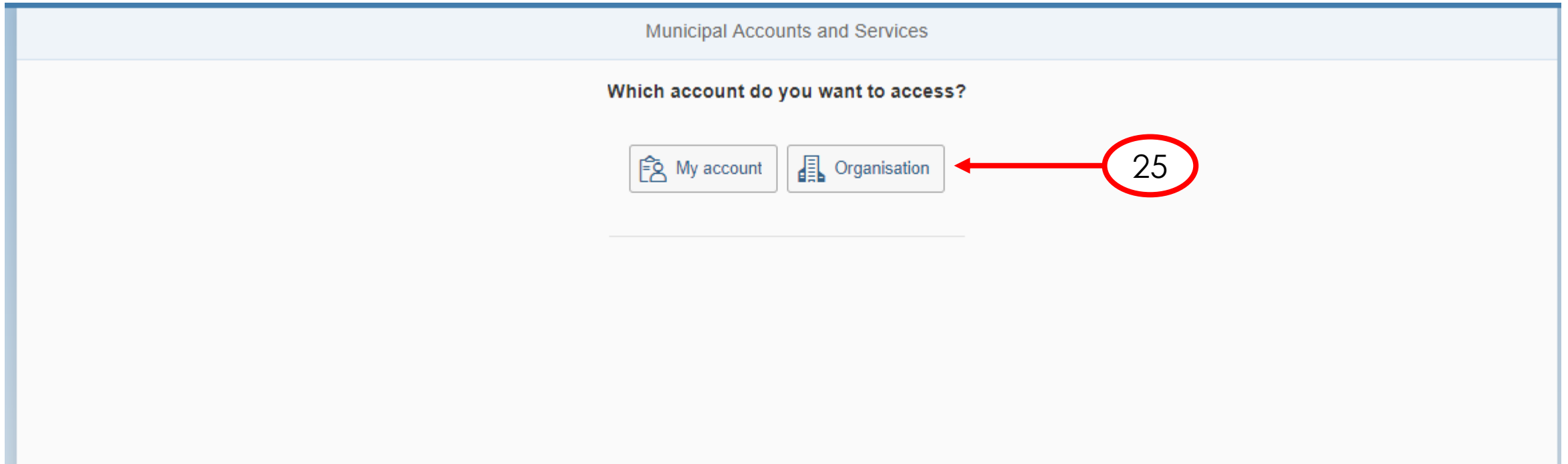
23. To view the contract account(s) assigned, click in the New municipal account file

The screenshot displays the City of Cape Town web portal interface. At the top left is the City of Cape Town logo with the motto 'SIBIDO LINDAKHONA SIBO KAPPADE'. The top right shows a search icon and the user name 'Mr Barry Nicholson'. The main navigation bar includes 'Municipal Accounts', 'Prepaid Electricity', 'Motor Vehicle Registration', 'Organization Administration', and 'General'. The 'Municipal Accounts' section is active, showing a grid of service tiles: 'New municipal account', 'Smartmeter', 'Property Valuation Objection', 'eBilling', 'Online Rebates', 'Purchase electricity', 'Manage meters', and 'Transaction history'. A red circle with the number '23' is positioned above the 'New municipal account' tile, and a red arrow points from this circle to the tile.

5. Assign the Roles of Nominees by Administrator

24. Where the nominee has activated Municipal accounts for his/her personal property, two blocks will be displayed.

25. To view the account(s) assigned to him/her on behalf of the organisation, click on the **Organisation** block



5. Assign the Roles of Nominees by Administrator

26. The Organisation to which the user has been assigned as nominee, will be displayed

27. The nominee can now interact by selecting the specific file

The screenshot displays a web application interface for 'Municipal Accounts and Services'. At the top, a light blue header contains the text 'Municipal Accounts and Services'. Below this, a central question asks 'Which account do you want to access?'. Two buttons are provided: 'My account' (with a person icon) and 'Organisation' (with a building icon). The 'Organisation' button is highlighted in blue. Below the buttons, a horizontal line separates the selection area from the account details. The account name 'SUMMER DAYS TRADING 17 (1002504998)' is displayed next to a person icon. A vertical grey bar is positioned to the right of the account name. At the bottom, a grid of five service tiles is shown, each with an icon and a title: 'Account Information' (with a dollar sign and checkmark icon), 'Meter Readings' (with a meter icon), 'Enter Meter Reading(s)' (with a person and meter icon), 'SMS Un/Subscription' (with a mobile phone icon), and 'Contact Us' (with an @ symbol icon). Below each title is a brief description of the service.

Municipal Accounts and Services

Which account do you want to access?

My account Organisation

SUMMER DAYS TRADING 17 (1002504998)

Account Information Invoices, account st... \$✓	Meter Readings Results, consumption 📊	Enter Meter Reading(s) Enter readings 👤📊	SMS Un/Subscription SMS subscription/un... 📱	Contact Us How to contact us @
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THE END