ERP Functional USER MANUAL

Training Manual
Siyakhokha Application

mSCOA ERP

mSCOA COMPLIANT
STANDARD CHART OF ACCOUNTS
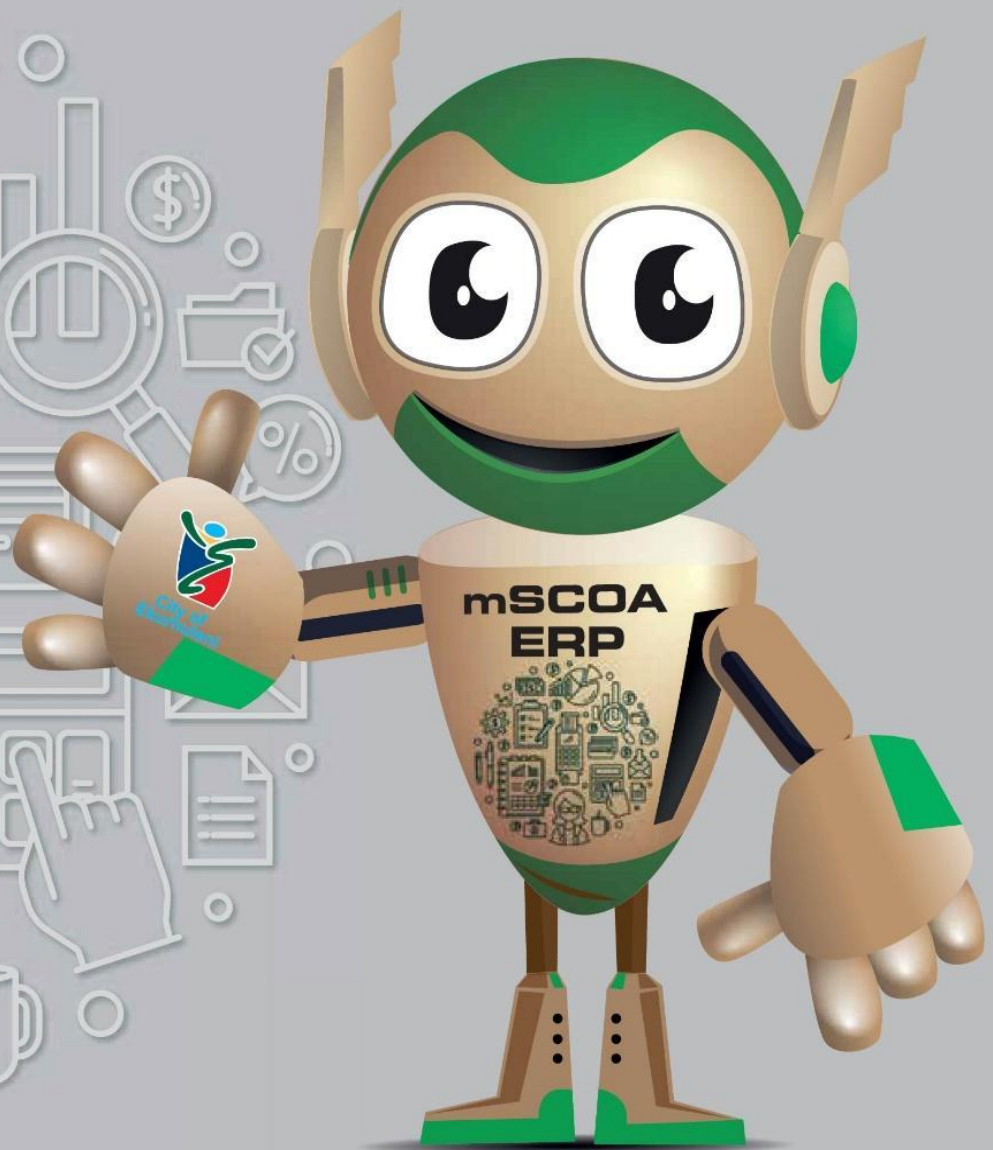
OUR JOURNEY
TO A SMART DIGITAL CITY

TABLE OF CONTENTS

1 OVERVIEW

1.1 INTRODUCTION

Siyakhokha is the City of Ekurhuleni's online system, designed to make it faster and easier to interact with the City. We are proud to introduce an efficient and effective online service for your own convenience. Siyakhokha offers our residents, businesses, government, and the City, the convenience of online services, while at the same time reducing the carbon footprint, and saving time and money. Siyakhokha makes it easy to receive, pay an account anytime and anywhere – 24/7/365. Queries can be lodged, your account history checked and much more. Siyakhokha ensures that our customers do not stay in long queues and be able to interact with City at their own pace.
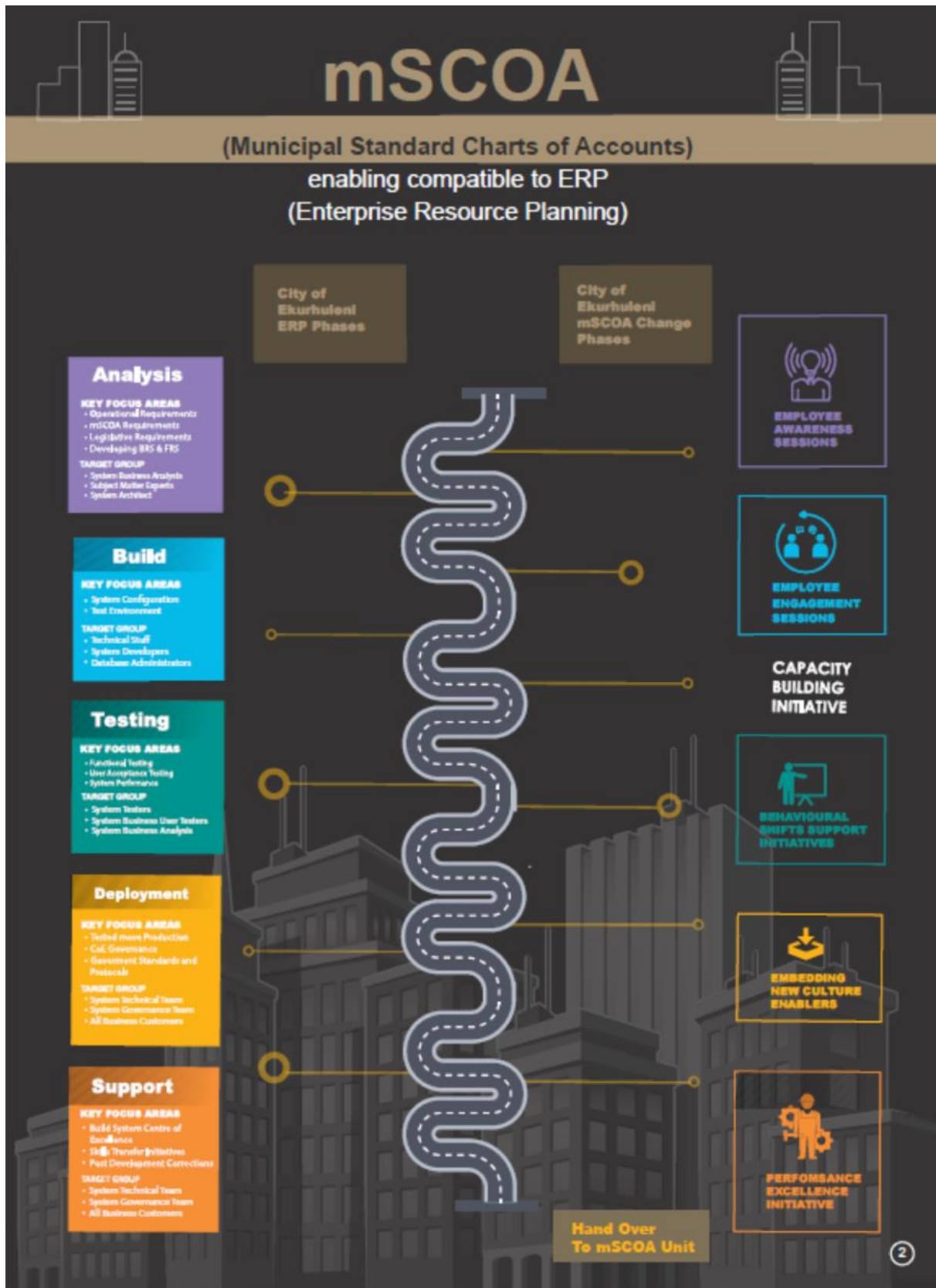
2 GENERAL SYSTEM INFORMATION

Siyakhokha is the City of Ekurhuleni's online system, designed to make it faster and easier for Customers to interact with the City. We are proud to introduce an efficient and effective online service for your own convenience. It is convenient and payment is made on a secure site. Payment confirmation is received immediately. However, payments made through online banking reflects within 48 hours. Anyone can securely pay their bill/s from the City's Siyakhokha service. Choose from a wide variety of secure payments (**MasterPass | Instant EFT | Debit Orders**) –

- No more waiting in queues, finding parking or worrying about office hours.
- Convenience of checking your account and making payment anytime and anywhere - 24 hours a day, 7 days a week, 365 days a year.
- Full history and reporting of statements, payments, and electronic correspondence at the click of a button.
- Reliable, guaranteed delivery with fully authenticated confirmation for each communication and payment.
- Completely paperless and almost instantaneous communication with the City.
- Increased quality of service through faster turnaround time on queries and responses.
- Improved accuracy of customer records and transactions assist in speedier resolution.

The Siyakhokha team has made every effort to ensure that your personal and business information is protected by using the highest forms of browser security available today. Every time a Siyakhokha Customer connects to the site, an encrypted and completely secure connection is made between your browser and the Siyakhokha servers, ensuring that your Siyakhokha experience is safe and secure. When accessing the Siyakhokha site, look for the "s" in https:// at the beginning of the Siyakhokha Services web address https://Siyakhokha.Ekurhuleni.gov.za/, and (on most browsers) the golden lock symbol padlock will appear in the address bar. Visitors and users need only ensure the address typed in to access the site is the correct website address, and that there is a lock symbol on their browser. For more information on privacy and security, please refer to our terms and conditions.

3 LEARNING REQUIREMENTS

It is expected that Customers have the following pre-requisites:

- Computer literacy
- A good understanding of the Siyakhokha Application
- Customers with special learning needs are required to inform the helpdesk for further assistance.

This User Guide is intended for the following audience:

- Customer

## 4 LEARNING EXPECTATIONS

Understand System Concepts:

- Access the Siyakhokha Application
- Register for Siyakhokha.
- Log into Siyakhokha
- Submit a query.
- Create a profile.
- Resend activation email.
- Edit/ Update Profile
- Upload documents
- Link an account.
- Unlink an account.
- View/ Download Online Bills
- Make Payments on Municipal Accounts
- View payment History

5   LEARNING JOURNEY
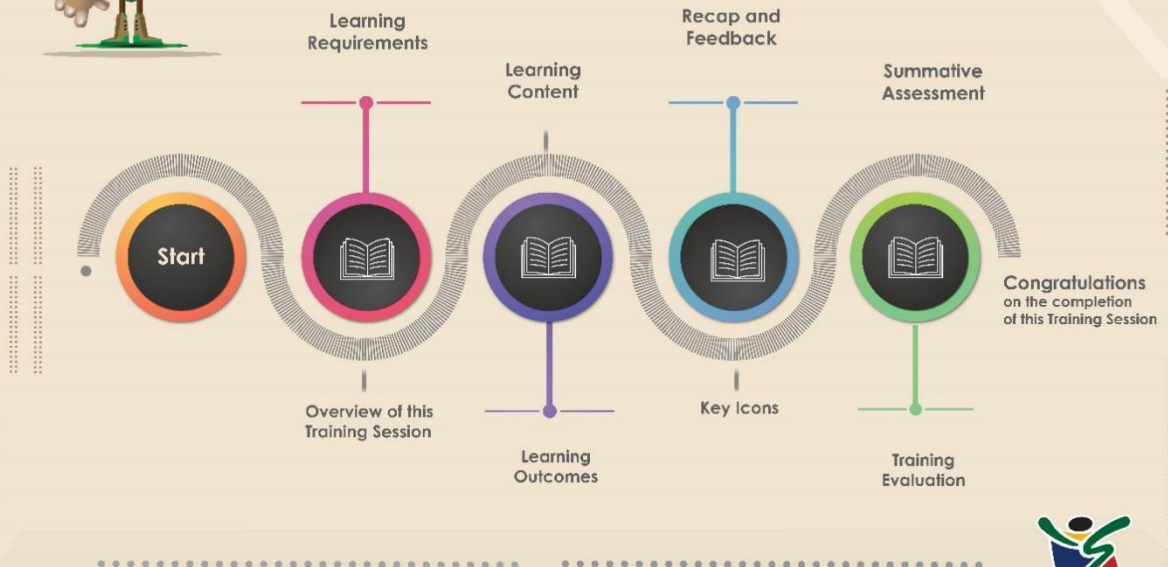
6 KEY AREAS OF LEARNING

1	HOW TO ACCESS THE SIYAKHOKHA APPLICATION
2	REGISTERING ON SIYAKHOKHA APPLICATION
3	FORGOT PASSWORD
4	RESEND ACTIVATION EMAIL
5	LOGIN TO SIYAKHOKHA
6	MANAGE LOGIN ACCOUNT
7	CREATE A PROFILE ON SIYAKHOKHA
8	CREATE PROFILE FOR MANAGEMENT AGENT
9	CREATE PROFILE FOR INDIVIDUAL
10	CREATE PROFILE FOR AN ENTITY
11	EDIT OR UPDATE PROFILE
12	LINK ACCOUNT
13	UPLOAD ADDITIONAL DOCUMEENTS TO UNASSOCIATED ACCOUNTS
14	INSERT AN ADDITIONAL EMAIL ADDRESS TO LINKED ACCOUNTS
15	UNLINK AN ACCOUNT
16	HOW TO MAKE PAYMENTS ON MUNICIPAL ACCOUNTS
16.1	INSTANT EFT PAYMENT
16.2	ONCE OFF PAYMENTS AND DEBIT ORDERS
16.3	ONCE OFF BATCH PAYMENT
17	ADDING A NEW BANK ACCOUNT
18	VIEW / PAY MUNICIPAL BILLS
19	CREATE A SUPPORT QUERY
20	VIEW CONSUMPTION
21	HOW TO VIEW PAYMENT HISTORY

7   LEARNING OUTCOMES

At the end of this module, you will be able to:

- Navigate the Siyakhokha System.
- View documents and payments.
- Learn how to access information in the system and action applications.

8   KEY ICONS WITHIN THE LEARNING MATERIAL

	Note
	Activity
	Information
	Learning Outcomes

9 HOW TO ACCESS THE SIYAKHOKHA APPLICATION

	After completing this sub-section, you will be able to access the Siyakhokha Application.
	User should have an internet browser and internet to access the Siyakhokha Application.

Navigate

On this screen:

- Open the internet browser and type: https://Siyakhokha.ekurhuleni.gov.za/
- Press **Enter**
- The **Siyakhokha home page** will be displayed.
- Click on **Register** or **Login** if you have already registered.

Screen
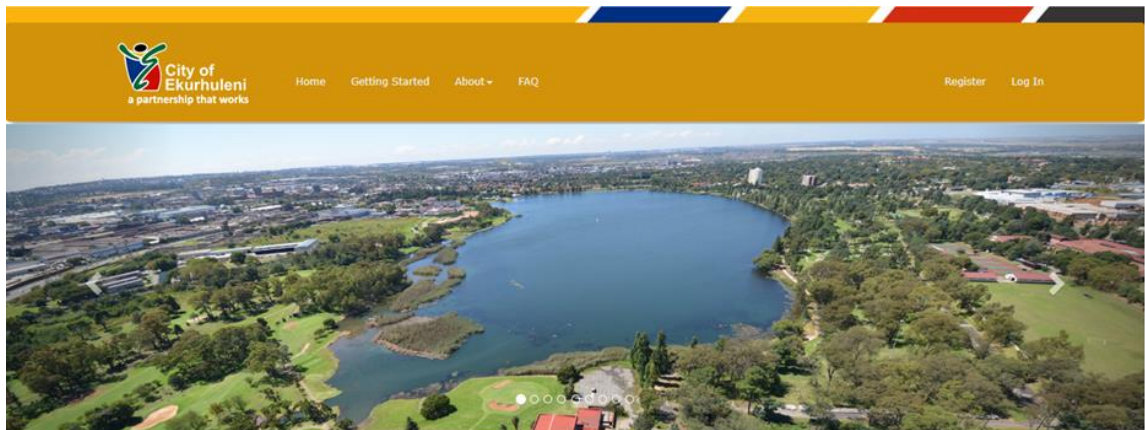
City of Ekurhuleni Siyakhokha

What is Siyakhokha	How to use Siyakhokha	Siyakhokha Benefits
Siyakhokha is the City of Ekurhuleni's online system, designed to make it faster and easier to interact with the City. We are proud to introduce an efficient and effective online service for your own convenience.	1. Access the Website Siyakhokha 2. Register on the Siyakhokha Portal 3. Complete the Registration Form 4. Activate your profile via Email link or SMS Activation Code 5. Login to the Siyakhokha Portal 6. Update your Profile Details 7. Link your Municipal Accounts 8. Add your Banking Details 9. View your Municipal Statements 10. Make Payment for your Municipal Account (Once-Off Payment/ Recurring Debit Order/ Masterpass) 11. View Payment History/Status 12. View Consumption (Water/ Electricity) 13. Log a Complaints/ Compliments	Siyakhokha offers our residents, businesses, government, and the City, the convenience of online services, while at the same time reducing the carbon footprint, and saving time and money.

You have now successfully completed this sub-section

10 REGISTERING ON SIYAKHOKHA APPLICATION

|	
	After completing this sub-section, you will be able to Register on Siyakhokha Application.
	User should have an internet browser and internet to access the Siyakhokha Application

Navigate

	On this screen: • Click **Register** on top right, next to **Log In**

Screen
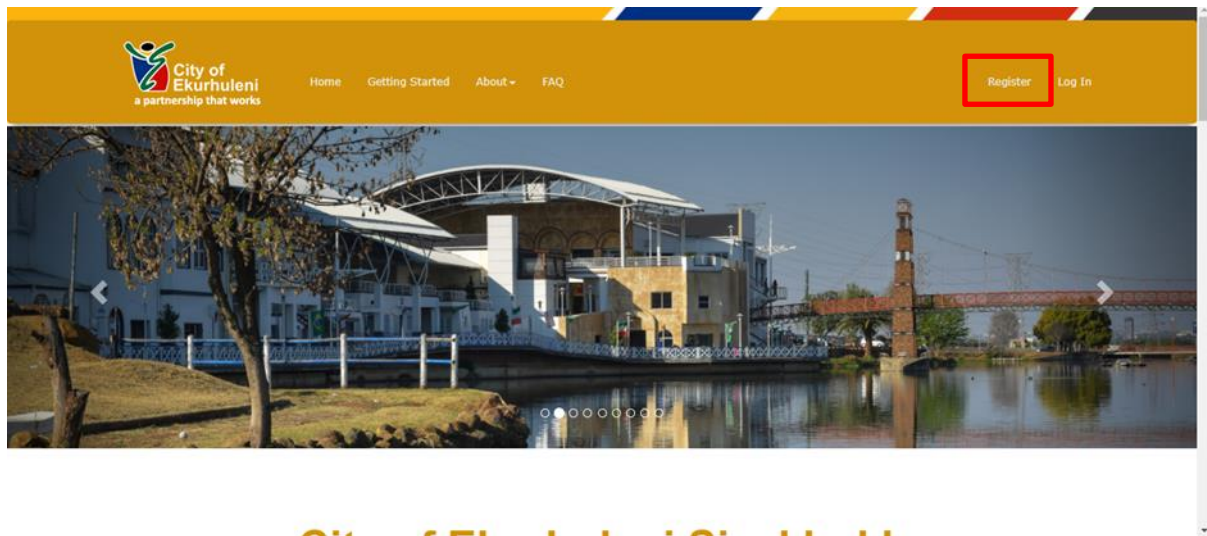
	The Registration Page displayed below, give an **Instructions** tab, should you need assistance on how to complete this section.

Navigate
On this screen: • Click **Instructions** tab for assistance on how to complete this section. • On **User Registration** tab, capture the following details: First Name, Last Name, Username, Password, Confirm Password, Email Address, Confirm Email Address. • Tick the reCAPTCHA "**I'm not a robot**" for verification (If they are presented with a puzzle ask them to follow the instructions to complete it. If they are unsure on how to use the reCAPTCHA go to this link https://support.google.com/recaptcha/hl=en#6081912 and read the instructions under the heading "Using reCAPTCHA V2", after successfully completing the reCAPTCHA. • Click on the Register button.

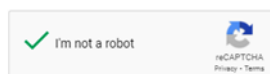| Screen |
| --- |

Siyakhokha Registration

Instructions

Welcome to the Siyakhokha registration page.
Please complete the registration form to register on Siyakhokha as per the instructions below:

- First Name - your name/s used before your surname.
- Last Name - your family name after your name/s.
- RSA ID Number - your valid RSA ID number.
- Username - a unique name that you can use to log in to Siyakhokha.
- Password/ Confirm Password - a password to secure your Siyakhokha account. Please repeat the same password for both fields to avoid typographical errors. The password has to be at least 6 characters long and contain at least 1 uppercase character, 1 lowercase character, a numeric character and a special character eg. !,@,#,$,%,&,".
- Mobile Number / Confirm Mobile Number - this is your principle Mobile Number that you regularly check. Please repeat the same Mobile Number for both field to avoid typographical errors.
- Email Address/ Confirm Email Address - this is your principle email that you regularly check. Please repeat the same email address for both field to avoid typographical errors.
- Use Email Address **OR** Mobile Number

- Please note required fields are marked with a **Red Asterisks** *

User Registration

First Name		*
Last Name		*
RSA ID No		*
	Please enter a valid 13 digit ID no.	
Username	Tumi	*
Password	••••••	*
Confirm password	••••••	*
Mobile Number	0609665647	
Confirm Mobile Number	0609665647	
	OR	
Email Address	boitumelo.molekoa@xetgroup.com	
Confirm Email Address	boitumelo.molekoa@xetgroup.com	

✓ I'm not a robot
reCAPTCHA
Privacy - Terms

Register

User Registration Page

	A **Terms & Conditions** pop-up screen is displayed to give users an insight of the information required and agree to the Terms & Conditions by ticking the box before they complete the registration details.

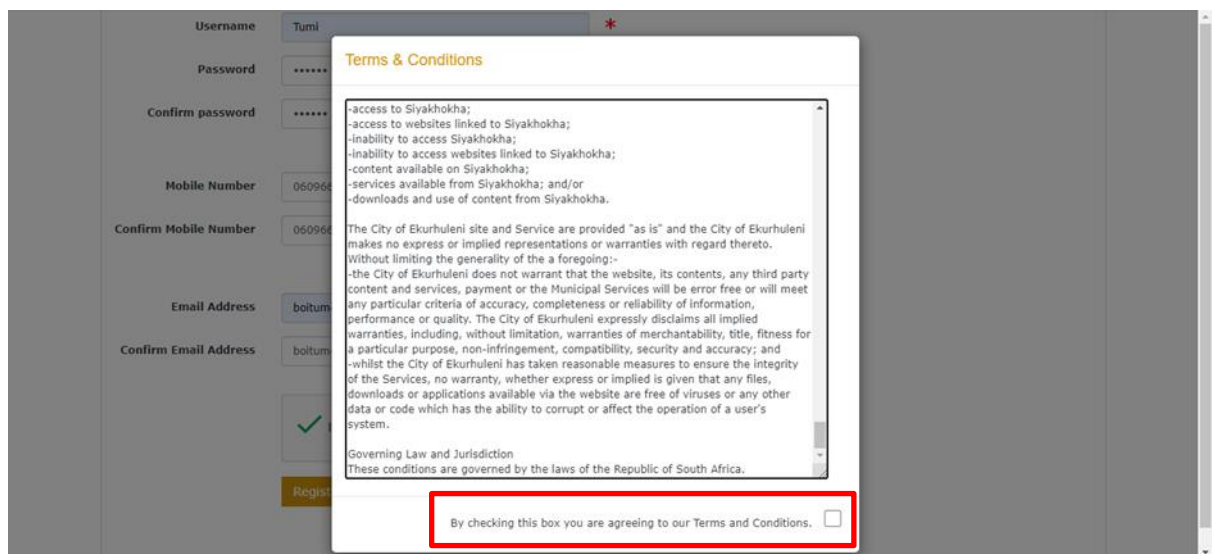|	
	On the Terms & Conditions pop-up screen: • Read and understand the T&C's. • Tick checkbox to accept the T&C's.

Screen

Terms and Conditions Popup box

You have now successfully completed this sub-section

11 FORGOT PASSWORD

	After completing this sub-section, you will learn how to restore a forgotten password.
	User should have an internet browser and internet to access the Siyakhokha Application.

On this screen:

- Click on **Forgot Password**, you will be redirected to the Password Recovery page

Screen

City of Ekurhuleni
a partnership that works

Home   Getting Started   About ▾   FAQ   Register   Log In

Siyakhokha Log In

Please Note: The SMS Activation Code is not a Password
You need to login with your username and password that you created during registration.
Then to activate your account using the SMS Activation Code sent to your phone, Please choose that option after login.

Instructions

Username [   ]

Password [   ]

☐ Remember me?

[Log in]

Register if you don't have a Siyakhokha account.

Forgot Username & Password?

Login Page

Navigate

On this screen:

- Type in Email Address
- **Tick** the reCAPTCHA "**I AM NOT A ROBOT**" for verification (If they are presented with a puzzle ask them to follow the instructions to complete it. If they are unsure on how to use the reCAPTCHA go to this link https://support.google.com/recaptcha/hl=en#6081912 and read the instructions under the heading "Using reCAPTCHA V2", after successfully completing the reCAPTCHA.
- Click on **Reset**, a Password Reset Confirmation popup should appear.

Screen

Username & Password Recovery

Instructions

- Select between Email OR Mobile Number as your recover method to reset your Password
- Enter the Email Address OR Mobile Number you used to register with in the 'Email' OR 'Mobile Number' text box.
- Complete the reCaptcha by clicking the 'I am not a robot' check box. If you are presented with a puzzle, follow the instructions to complete it. If you are unsure of how to use the reCaptcha go to this link https://support.google.com/recaptcha/?hl=en#6081912_ and read the instructions under the heading 'Using reCAPTCHA V2'.
- After successfully completing the reCapture click the 'Reset' button.
- Your Username and a temporary password will be sent to your Email Address OR Mobile Number.

If you did not register, please click on the "Register" link.

Select Recovery Method ● Email ○ Mobile Number

Email [_____]

[ ] I'm not a robot   reCAPTCHA
                       Privacy - Terms

[Reset]

Password Recovery Page

Screen

Wait for email and Login using the Password sent to you via email (this temporary password is valid for only 1 login), you will then be redirected to the Change Password Page.

Screen

Password Reset.
Please check your email for confirmation.

Password Reset Confirmation Popup

Navigate
On this screen: • Type in **Current Password** (That has been Emailed to you), **New Password** and **Confirm Password** • Click on **Change Password** button. • A Password Change Confirmation popup should appear "Your Password has been changed". • Click on **OK** on the pop-up box, you will be reverted back to the **Customer Information** page.

Screen
Change Password Current password New password Confirm new password Save **Change Password Page** Your password has been changed. Cancel   Ok **Password Change Confirmation Popup**

	If the above does not resolve the issue, log a query by send an email to siyakhokha@ekurhuleni.gov.za

Navigate
On the Customer Information Page screen: • You can click **Log off** to exit the system and end your session.

Screen

City of Ekurhuleni
a partnership that works

Home   Getting Started   My Dashboard   Municipal Services ▾   About ▾   FAQ

☐ ⓪   Logged in as jaykay   Log off

Instructions

Customer Information

Please click **here** to create or update this profile.

Name	MWGAM POHL
Gender	Male
Identification	South African ID 6512015053083
Contacts	(C) 0731442326	(H) 0328962763	(W) 0324270630	
Email Address	jaykay4@gmail.com
Physical Address	100 qwerty 23 WASHERE DBN DURBAN 4000
Postal Address	100 qwerty 23 WASHERE DBN DURBAN 4000
Created On	2019/06/06

You have now successfully completed this sub-section

12 RESEND ACTIVATION EMAIL

	After completing this sub-section, you will learn how to resend the activation email.
	User should have an internet browser and internet to access the Siyakhokha Application.
	If the following steps does not resolve the issue, log a query by Clicking Services Create Support Query or send an email to siyakhokha@ekurhuleni.gov.za or alternatively phone the Customer Care Line: 011 999 5102

Navigate

	On this screen: • If the account is not activated, if you login to your account, it will pop a Warning that "**The email is not activated**". • Click on **here** to resend the activation email. • "Success Activation Email "sent pop-up. • Once you receive the Email, Click on the **Email Confirmation link** • You will then receive a confirmation "**Success Email Address Activated**". • You will be reverted back to the **Customer Home page** and can Log off. • Click on **Log off**

Screen

Resend Activation Email

Activation Email Success!

You have now successfully completed this sub-section

13 LOGIN TO SIYAKHOKHA

	After completing this sub-section, you will be able to login to Siyakhokha.
	User should have an internet browser and internet to access the Siyakhokha Application.
	The following links are provided: • **Register** - if a user has not already registered for Siyakhokha. • **Forgot Password** - if a user has forgotten their password, a password recovery page is provided with an instruction tab to guide users on how to recover their password, demonstrated later in this document (Forgot Password - Section).

Navigate

	On the **Login Page** screen: • Enter your details (either by using the Username or Email address and Unique Password that you have previously provided) • Click on the **Login** button. • Click on "**Remember Me**" if you do not wish in future to retype your username on the next Login.

Screen

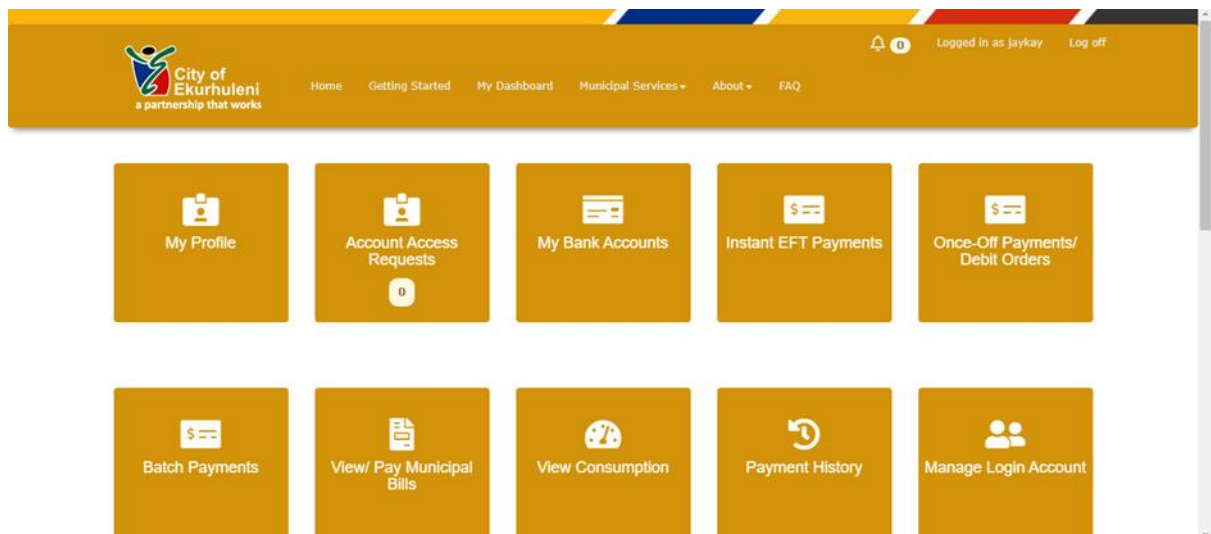|	
	My Dashboard page, gives you the different heading tabs that you can click on to complete or view.
Navigate	
	On the My Dashboard screen: You can click on the following tabs to work on or to view details: • My Profile • Account Access Requests • My Bank Accounts • Instant EFT Payments • Once-Off Payments/ Debit Orders • Batch Payments • View/ Pay Municipal Bills • View Consumption • Payment History • Manage Login Account • Create Support Query
Screen	
You have now successfully completed this sub-section	

14 MANAGE LOGIN ACCOUNT

	After completing this sub-section, you will learn how to change your password.
	User should have an internet browser and internet to access the Siyakhokha Application.

	On this screen: • Log into your account with your Username/Email and Password.

Screen

Siyakhokha Log In

Please Note: The SMS Activation Code is not a Password
You need to login with your username and password that you created during registration.
Then to activate your account using the SMS Activation Code sent to your phone, Please choose that option after login.

Instructions

Username

Password

☐ Remember me?

Log in

Register if you don't have a Siyakhokha account.
Forgot Username & Password?

Login Page

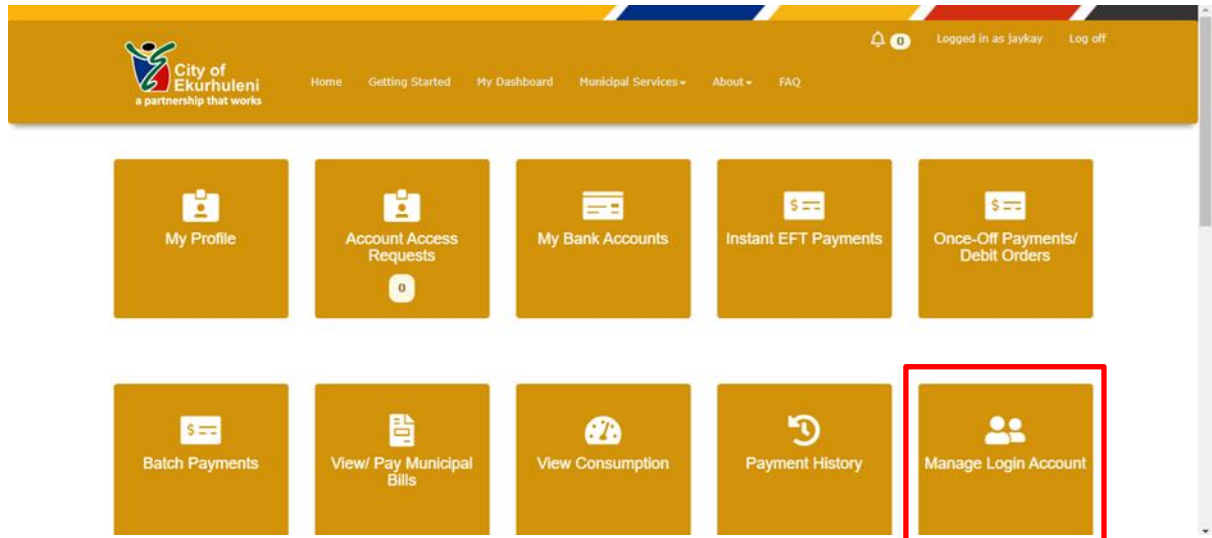|	
	On this screen: • Once you **log in** you will be redirected to the **My Dashboard** page. • Select **Manage Login Account** and you will be directed to Manage Account page

Screen

Navigate

On the **Manage Account** screen:

- The **Instructions** tab will give you guidelines to change details in this section.
- You can change Username, Email, Mobile Number, Password and Notifications.

Change Username:

- Capture New Username and click the **Save** button to store the change.

Change Email:
- Capture new email address.
- Click on **Save**, a **Change Email Confirmation** popup should appear.
- Click on **OK**, to acknowledge the change.

Change Mobile Number:

Capture New Mobile Number and click the **Save** button to store the change.

Change Password:

- Capture your Current Password,
- Enter **New Password** and enter new password again under **Confirm**

Password field.
- Click **Save** button
- A **Password Change Confirmation** popup should appear.
- Click on **OK**, you will be reverted back to the Customer Information page.

Notifications:
- You can change the **Preferred Method of Communication**.
- If you want notifications on the following you can tick the checkbox next to: **Login Notifications, New Statement Loaded and Linked Account**.

Screen

Manage Account

Instructions

Change Username
- Enter your new username in the 'Username' text box.
- The criteria for the username field is, **6 to 20 characters long, without any special characters eg. !@,#,$,%,&,*."**
- Click the 'Save' button.

Change Email Address
- Enter your new email address in the 'Email Address' text box.
- Click the 'Save' button.

Change Mobile Number
- Enter your new mobile number in the 'Mobile Number' text box.
- Click the 'Save' button.

Change Password
- Enter your current temporary/current password in the 'Current password' text box. If you have requested a password reset via the "Forgot Password" link, **the current password will be the temporary password you receive via email. If the 'Current password' textbox is already populated, clear it using backspace to ensure that it is empty. Please do not use the automatically populated password that your browser fills in, as this will cause an error. Clear the automatically filled password.**
- Enter a password of your choice in the 'New password' textbox. The password has to be at least 6 characters long and contain at least 1 uppercase character, 1 lowercase character, a numeric character and a special character eg. !,@,#,$,%,&,*.
- Enter the password you created in the above step in the 'Confirm new password' textbox.
- Click the 'Save' button.

Change Username

Username   jaykay

Save

Change Email

Please note : Email address will only be updated once email address has been verified.

Email Address   Jaykay4@gmail.com

Save

Change Mobile Number

Mobile Number   0731442326

Save

Change Password

Current password

New password

Confirm new password

Save

Notifications

Preferred Method Of Communication	● Email ○ Sms ○ Both
Login Notifications	☐
New Statement Loaded	☐
Linked Account	☐

Save

Manage Account Page

You have now successfully completed this sub-section

15 CREATE A PROFILE ON SIYAKHOKHA

	After completing this sub-section, you will be able to create a profile on Siyakhokha.
	User should have an internet browser and internet to access the Siyakhokha Application.
	An **Instructions** tab is displayed to give users an insight of the information required.

Navigate

	On this screen: • Click on Click here to create or update this profile which will redirect you to the Manage Profile Details page.

Screen

City of Ekurhuleni
a partnership that works

Home   Getting Started   My Dashboard   Municipal Services   About   FAQ

Instructions

Welcome to Siyakhokha

The Profiles Dashboard shows a summary of your details along with your current linked accounts. Please see points below explaining each action:

1. "Customer Information" - Shows a summary of your details, it will be blank if no information has been entered (New registration). The "Click here to update profile" link redirects to the Manage Profile page where your profile can be captured or edited.
2. "Link Municipal Account" - Allows you to add a new Municipal Account. Please note that your profile details must be captured first before you add any Municipal Accounts. Once the "Link Municipal Account" link is clicked it will redirect you to the create link.
3. "Edit (Linked Accounts)" - Allows you to edit an existing linked Municipal Account.
4. "Details (Linked Accounts)" - Allows you to view an existing linked Municipal Account.

As a Customer, you will be able to:

• "Link Account (Personal Accounts)" - Link your personal municipal accounts to your principle profile.
• "Edit/ Details (Personal Accounts)" - Edit or view your personal linked Municipal Accounts.

Customer Information

Please click here to create or update this profile.

Name	Jay Kay
Gender	Male
Identification	South African ID 6512015053083
Contacts	(C) 0731442326	(H) 0328962763	(W) 0731442326	

Customer Information Page

	Your **First Name**, **Last Name** and **Email Address** will pre-populate from the information you have previously provided. Information required and screen adjustment will depend on the type of customer selected.

	On this screen: • **Select Customer Type** drop down menu and select, e.g., Individual. • **Capture** all the other details in the fields provided. • Tick the reCAPTCHA "**I'm not a robot."** • Click **Save** to store all captured information.

Screen

Manage Profile Details Page

Manage Profile Details Page – Type of Customer

Continuation of Manage Profile Details Page

Continuation of Manage Profile Details Page

You have now successfully completed this sub-section

16 CREATE PROFILE FOR MANAGEMENT AGENT

	After completing this sub-section, you will learn how to create profile for an Entity.

Navigate

On this screen, the following information is required:

- Type of Customer: (Select from Drop Down list)
- Type of Entity: (Select from Drop Down list)
- Registration Name
- Trading Name
- Branch/Section
- First Name & Last Name: (Pre-Populates with first name of person logged in)
- Title: (Select from Drop Down list)
- Type of ID: (Select from Drop Down list)
- Country of Issue: (Select from Drop Down list)
- Capture ID/Passport No.
- Gender: (Choose Radio button)
- Capture Cell Phone, Home Phone, Work Phone, Door No., Block/ Complex, Street No., Street Name/Postal Box, Suburb/Postal Area
- Postal Code, Door No., Block/ Complex, Street No., Street Name/Postal Box, Suburb/Postal Area, Postal Code, (Capture or Pre-Populates if "Is same as physical address" is ticked)
- Tick the reCAPTCHA "**I'm not a robot**" for verification (If they are presented with a puzzle ask them to follow the instructions to complete it. If they are unsure on how to use the reCAPTCHA go to this   link
- https://support.google.com/recaptcha/hl=en#6081912 and read the instructions under the heading "Using reCAPTCHA V2", after successfully completing the reCAPTCHA.
- After all information has been captured click on the **Save** button

Screen

Manage Profile Details Page – Management Agent

Unit No	100
Block/ Complex Name	qwerty
Street No	23
Street Name	WASHERE DBN
Suburb	DURBAN
Postal Code	4000
Is same as physical address?	☐ Yes
Unit No	100
Block/ Complex Name	qwerty
Street No	23
Street Name/ Postal Box	WASHERE DBN
Suburb/ Postal Area	DURBAN
Postal Code	4000

☐ I'm not a robot   reCAPTCHA
Privacy · Terms

Save

You have now successfully completed this sub-section

17 CREATE PROFILE FOR INDIVIDUAL

	After completing this sub-section, you will learn how to create a profile for an Individual.

Navigate

| | On this screen, the following information is required:

• Type of Customer: (Select from Drop Down list)
• First Name & Last Name: (Pre-Populates with first name of person logged in)
• Title: (Select from Drop Down list)
• Type of ID: (Select from Drop Down list)
• Country of Issue: (Select from Drop Down list)
• Capture ID/Passport No.
• Gender: (Choose a Radio button)
• Capture Cell Phone, Home Phone, Work Phone, Door No., Block/ Complex, Street No., Street Name/Postal Box, Suburb/Postal Area
• Postal Code, Door No., Block/ Complex, Street No., Street Name/Postal Box, Suburb/Postal Area, Postal Code (Capture or Pre-Populates if "Is same as physical address" is ticked)
• Tick the reCAPTCHA "**I'm not a robot**" for verification (If they are presented with a puzzle ask them to follow the instructions to complete it. If they are unsure on how to use the reCAPTCHA go to this link https://support.google.com/recaptcha/hl=en#6081912 and read the instructions under the heading "Using reCAPTCHA V2", after successfully completing the reCAPTCHA.
• ☐After all information has been captured click on the **SAVE** button |

Screen

Customer Details		
Type Of Customer	Individual	⌄
First Name	MWGAM	
Last Name	POHL	
Title	Mr	⌄
Type Of ID	South African ID	⌄
RSA ID No	6512015053083	
Gender	● Male ○ Female	
Cell Phone	0731442326	
Home Phone	0328962763	
Work Phone	0324270630	
Unit No	100	
Block/ Complex Name	qwerty	
Street No	23	
Street Name	WASHERE DBN	
Suburb	DURBAN	
Postal Code	4000	
Is same as physical address?	☐ Yes	
Unit No	100	
Block/ Complex Name	qwerty	
Street No	23	
Street Name/ Postal Box	WASHERE DBN	
Suburb/ Postal Area	DURBAN	
Postal Code	4000	

☐ I'm not a robot — reCAPTCHA
Privacy - Terms

Save

Manage Profile Details Page – Individual

You have now successfully completed this sub-section

18 CREATE PROFILE FOR AN ENTITY

After completing this sub-section, you will learn how to create a profile for an Entity.

Navigate

On this screen, the following information is required:

- Type of Customer: (Select from Drop Down list)
- Type of Entity (Business): (Select from Drop Down list)
- Registration No.
- Click **Verify Entity** Button: Verifies the Registration Number
- **Edit Entity** Button: Allows to Edit the Registration Number
- Registration Name
- Trading Name
- Branch/Section
- Cell Phone,
- Home Phone, Work Phone, Door No., Block/ Complex, Street No., Street Name/Postal Box, Suburb/Postal Area
- Postal Code, Door No., Block/ Complex, Street No., Street Name/Postal Box, Suburb/Postal Area, Postal Code (Capture or Pre-Populates Postal Address, if "Is same as physical address" is ticked)
- Tick the reCAPTCHA "**I'm not a robot**" for verification (If they are presented with a puzzle ask them to follow the instructions to complete it. If they are unsure on how to use the reCAPTCHA go to this link https://support.google.com/recaptcha/hl=en#6081912 and read the instructions under the heading "Using reCAPTCHA V2", after successfully completing the reCAPTCHA.
- After all information has been captured, click on the **Save** button

Screen

Block/ Complex Name	qwerty
Street No	23
Street Name	WASHERE DBN
Suburb	DURBAN
Postal Code	4000
Is same as physical address?	☐ Yes
Unit No	100
Block/ Complex Name	qwerty
Street No	23
Street Name/ Postal Box	WASHERE DBN
Suburb/ Postal Area	DURBAN
Postal Code	4000

☐ I'm not a robot   reCAPTCHA
Privacy - Terms

Save

Manage Profile Details Page – Entity

You have now successfully completed this sub-section

19 EDIT OR UPDATE PROFILE

	After completing this sub-section, you will learn how to edit or update your profile.

Navigate

	On this screen: • Log into your account with your **Username/Email and Password**.

Screen

City of Ekurhuleni
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Home   Getting Started   About ▾   FAQ   Register   Log In

Siyakhokha Log In

Please Note: The SMS Activation Code is not a Password
You need to login with your username and password that you created during registration.
Then to activate your account using the SMS Activation Code sent to your phone, Please choose that option after login.

Instructions

Username	
Password	

☐ Remember me?

Log in

Register if you don't have a Siyakhokha account.
Forgot Username & Password?

Navigate

	On this screen: • Click on My Profile • Thereafter Click on "Click here to update this profile", you will be redirected to the Manage Profile Details page

Screen

My Dashboard

My Profile Page

	You can edit or update any of the inform for the following Type of Customer: • Management Agent • Individual • Entity
Navigate	
	On this screen, the following information can be edited/ updated: • Type of Customer: (Select from Drop Down list) • Type of Entity (Business): (Select from Drop Down list) • Registration No. • Click **Verify Entity** Button: Verifies the Registration Number • **Edit Entity** Button: Allows to Edit the Registration Number • Registration Name • Trading Name • Branch/Section • Cell Phone, • Home Phone, Work Phone, Door No., Block/ Complex, Street No., Street Name/Postal Box, Suburb/Postal Area • Postal Code, Door No., Block/ Complex, Street No., Street Name/Postal Box, Suburb/Postal Area, Postal Code (Capture or Pre-Populates Postal

Address, if "Is same as physical address" is ticked)
- Tick the reCAPTCHA "**I'm not a robot**" for verification (If they are presented with a puzzle ask them to follow the instructions to complete it. If they are unsure on how to use the reCAPTCHA go to this link https://support.google.com/recaptcha/hl=en#6081912 and read the instructions under the heading "Using reCAPTCHA V2", after successfully completing the reCAPTCHA.

- After all information has been captured, click on the **Save** button

Screen

Customer Details

Type Of Customer	Entity(Business)
Type Of Entity	Company
Registration No	08289
Registration Name	Demo
Trading Name	Demo
Branch/ Section	FNB
Contact Person First Name	MWGAM
Last Name	POHL
Title	Mr
Type Of ID	South African ID
RSA ID No	6512015053083
Gender	● Male ○ Female
Cell Phone	0731442326
Home Phone	0328962763
Work Phone	0324270630

Verify Entity   Edit Entity

Block/ Complex Name	qwerty	
Street No	23	
Street Name	WASHERE DBN	
Suburb	DURBAN	
Postal Code	4000	
Is same as physical address?	☐ Yes	
Unit No	100	
Block/ Complex Name	qwerty	
Street No	23	
Street Name/ Postal Box	WASHERE DBN	
Suburb/ Postal Area	DURBAN	
Postal Code	4000	

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

Save

Manage Profile Details Page

You have now successfully completed this sub-section

20 LINK ACCOUNT

	After completing this sub-section, you will learn how to Link an Account.

Navigate	
	On this screen: • After selecting My Profile, Click on Link Municipal Account

Screen

My Profile Page

Navigate	
	On this screen: • You will now be requested to link an account to your profile. • Click on Link Account • Takes you to **Link Account Page**, as a new user you will not have any previous linked account/s. • Takes you to **Link Account Page**, as a new user you will not have any previous linked account/s. • Choose Either **Associated** or **Unassociated**, both are explained under the instructions tab. • Click Associated Select Account Number • Select Municipal Account Number • Select Notification Type (Email, View Only or mobile) • If View only selected, click on submit. • If Email or Mobile selected input, the email address or mobile number in

		the field below • Click on submit.

<div align="center">

Screen

</div>

Link Municipal Account

Current Linked Municipal Accounts

Search

Municipal Account Number	Status	Date Created
2102361736 - SAINT MICHAEL ROAD	Active	2019/06/30 11:25:26 AM
2101973700 - 001011344	Active	2019/06/30 11:33:26 AM
2200786995 - 0	Active	2019/06/30 11:36:08 AM
1702648011 - Bradford Road	Active	2019/07/30 6:54:30 AM
3500847277 - NICOSIA LANE	Active	2020/02/11 12:46:40 PM
3300831808 - 1417 HASANE STREET, DAVEYTON	Active	2020/03/06 12:10:35 PM
3307234489 - 1458 HLOMELA STREET, DAVEYTON	Active	2020/03/06 12:10:35 PM
3308279848 - 1415 Hasane Str	Active	2020/03/06 12:10:35 PM

Showing 1 to 10 of 13 rows   10 ▲ records per page

« ‹ **1** 2 › »

Link New Municipal Account

If Municipal account number is linked to the spouse ID Number, this profile will be activated by the Siyakhokha Administrator within an hour once verification is completed. Please note no documentation is required from the property owner. This account will need to be linked using the Unassociated Option.

If your municipal accounts are not listed under the Associated municipal account option.
Please use the Unassociated option to link those accounts.

Associated Municipal accounts found.

○ **Associated- Municipal account in your name (linked to your ID No)**
○ **Unassociated- Municipal account not in your name (or not linked to your ID No)**

Back

<div align="center">

Link Municipal Account Page

Navigate

</div>

	On this screen:
	• Click Associated
	• Select Municipal Account Number
	• Select **Notification Type** (Email, View Only or Mobile)
	• If **View only** selected, click on **submit**.
	• If **Email** or Mobile is selected, input the email address in the field below and click **Add Email** button or Add Mobile number.
	• Click on **submit**.

<div align="center">Screen</div>

Link New Municipal Account

If Municipal account number is linked to the spouse ID Number, this profile will be activated by the Siyakhokha Administrator within an hour once verification is completed. Please note no documentation is required from the property owner. This account will need to be linked using the Unassociated Option.

If your municipal accounts are not listed under the Associated municipal account option.

Please use the Unassociated option to link those accounts.

Associated Municipal accounts found.

◉ Associated- Municipal account in your name (linked to your ID No)
○ Unassociated- Municipal account not in your name (or not linked to your ID No)

Municipal Account Number	3309404373 - SAREL CILLIERS S ⌄
Notification Type	Emails ⌄
Email Addresses	✖ Demo@gmail.com [Add Email]

[Submit] [Reset]

[Back]

<div align="center">Link Municipal Account – Associated</div>

<div align="center">Navigate</div>

	On this screen:
	• An Account Link Confirmation bar will appear prompting you to Upload Documents (copy of ID, Letter of Authority and any Additional Documentation)

<div align="center">Screen</div>

Link Account
Success! Linked Account Created. Activation emails sent to linked email addresses. Once activated your bill will be emailed to you. Please Upload documentation   X

Link Account Confirmation Pop-up

Navigate

On this screen:

- Unassociated also offers the same email feature.

- With **Unassociated** you will be required to verify the account number, once verified the Account Holder Name and Account Type will pre-populate with the Account Holder's Details

- Type in **Account Number** Details

- Click on **Verify** (If the account number is correct it give you a Green Tick and if itsit will give a Red X)

- Once the **Account number** is verified, the **Add Email** button will be displayed.

- Select **Notification Type** (Email or View Only - If Email provide an Email Address, you may add more than one).

- Capture **Email Address** and click on **Add Email** Button

- Click on **Submit**

Screen

If your municipal accounts are not listed under the Associated municipal account option.
Please use the Unassociated option to link those accounts.

○ Associated- Municipal account in your name (linked to your ID No)
● Unassociated- Municipal account not in your name (or not linked to your ID No)

Municipal Account Number [   ]   Verify

Account Holder [   ]

Notification Type [Select type ...   ▾]

Email Address [   ]

Submit   Reset

Back

	You can edit existing linked accounts.

Navigate	
	On this screen: • You can **Edit existing Linked Accounts**, by clicking **Edit** button on the account of your choice.

Screen
 Linked Municipal Account

Navigate	
	On the **Edit Linked Account** screen, under customer account details: • You can change the **Notification Type** by selecting the dropdown, and select Email or View Only or Mobile. • If **Email Option** is selected, on Notification Type, then **Linked Emails** field and **Add Email** button will be displayed for you to capture and select button. • Then click **Submit Changes** button. • Or to unlink the account, you can click on **Unlink Account** button.

Screen

Edit Linked Account – Customer Account details

Notification Type – Email Option

Navigate

	On this screen: • A **Success Notification** will be displayed, informing you that the update has been done successfully.

Screen

Edit Linked Account – Success Notification

Navigate
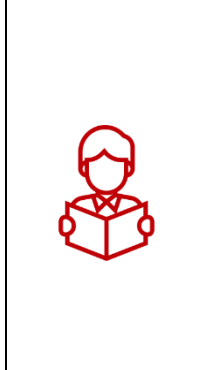
On this screen, under Customer documents:

- You can update the following **Customer documents**:Id Document, Authority, and Additional documents, by clicking the **Edit** button.

- You will then be given the option to click **Browser** to select the correct or updated document.

- Click **Upload** Button to complete the change.

Screen

Edit Linked Account – Customer Documents

Instructions	
Navigation	
Back	Next
Documents Upload	
ID Document	Browse	Screenshot 2020-11-10 143346.png ✖ Copy Of ID Document
Authority	Browse	Letter Of Authority (For Agent and Business use only)
Additional Document	Browse	Additional Documentation
	Upload	

Edit Linked Account – Customer Documents

Navigate

On this screen:

- A Progress Pop up box will appear, notifying you that the document(s) have been uploaded.

Screen

Progress

Document(s) Uploaded

OK
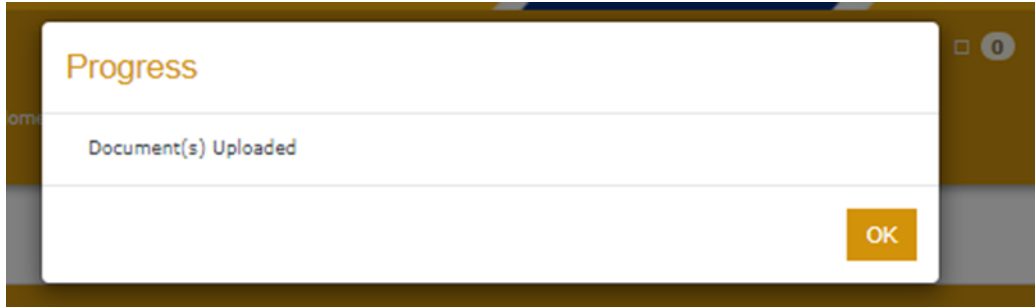
You have now successfully completed this sub-section

21 UPLOAD ADDITIONAL DOCUMEENTS TO UNASSOCIATED ACCOUNTS

	After completing this sub-section, you will be able to upload additional documents to unassociated accounts.
	The function to **Upload additional documents** is found on **My Profile** tab which is accessible on **MY DASHBOARD**.
	You need to navigate to the **Linked Municipal Account** section of the **My Profile** tab to commence with the uploading of additional documents on **Unassociated Accounts**

Navigate

	On this screen:
	• Navigate to the **Linked Municipal Account** section
	• Click the **Edit** function on the account of choice.
	• You will land on the **Edit Linked Account** page
	• Scroll down to the **Customer Documents** sub-section.
	• Click the **Edit** button
	• You will be navigated to a subsequent page with three sections (Instructions, Navigation and Documents Upload)
	• Scroll down to the **Documents Upload** sub-section.
	• Click the **Browse** function next to **Additional documents** title.
	• Select a document of your choice from your browser.
	• Click **Upload**
	• Message confirming the upload is displayed

Screen

Link Municipal Account

Linked Municipal Accounts

Show [10 ▾] entries   Search: [   ]

Municipal Account Number	Status	Date Created	Linked Account
1702648011 - Bradford Road	Active	30/07/2019	Edit Details
1707322903 - BEN ERASMUS AVENUE	Active	01/03/2021	Edit Details
2100942049 - GARINGBOOM AVENUE	Active	30/08/2020	Edit Details
2101973700 - 001011344	Active	30/06/2019	Edit Details
2102361736 - SAINT MICHAEL ROAD	Active	30/06/2019	Edit Details
2200786995 - 0	Active	30/06/2019	Edit Details
2209158791 - BIGWOOD AVENUE	Active	04/04/2020	Edit Details
3300831808 - 1417 HASANE STREET, DAVEYTON	Active	06/03/2020	Edit Details
3305527721 - GABON STREET, CHIEF A LUTHULI	Active	09/04/2020	Edit Details

Linked Municipal Accounts section

City of Ekurhuleni
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Home   Getting Started   My Dashboard   Municipal Services ▾   About ▾   FAQ

□ ⓪   Logged in as jaykay   Log off

Edit Linked Account

Customer Account Details

First Name	Jay
Last Name	Kay
Municipal Account No	1702648011
Account Status	Active

Notification Type   [View Only ▾]

Submit Changes   Unlink Account

Customer Documents

Edit Linked Account page

Customer Account Details

First Name	Jay
Last Name	Kay
Municipal Account No	3307234489
Account Status	Active

Notification Type   [View Only ▾]

Submit Changes   Unlink Account

Customer Documents

ID Document	No Document Copy Of ID Document
Authority	No Document Letter Of Authority (For Agent and Business use only)
Additional Document	No Document Additional Documentation

Edit

Back

Customer Documents sub-section

Navigation

Back   Next

Documents Upload

ID Document   Browse   Copy Of ID Document

Authority   Browse   Letter Of Authority (For Agent and Business use only)

Additional Document Browse   Additional Documentation

Upload

Subsequent page

Open

This PC > Downloads >

Organize ▾   New folder

Videos   Name   Date modified   Type
OneDrive   ∨ Yesterday (4)
This PC   GENERAL SYSTEM INFORMATION   2021/03/01 21:31   Microsoft W
3D Objects   RCS Training Manual - Back Office   2021/03/01 21:28   Microsoft W
Desktop   RCS Training Manual - Conveyancer (2) 2021/03/01 12:27   Microsoft W
Documents   Template for End User Training Guide - M... 2021/03/01 12:22 Microsoft W
Downloads   ∨ Last month (6)
Music   RCS Training Manual Back Office User (1) 2021/02/17 16:16 Microsoft W
Pictures   RCS Training Manual - Conveyancer (1) 2021/02/17 16:02   Microsoft W
Videos   Updated RCS Docs   2021/02/17 14:32   Compressed
Local Disk (C:)   RCS Training Manual - Conveyancer   2021/02/17 14:23   Microsoft W
                  RCS Training Manual Back Office User 2021/02/17 13:57   Microsoft W

File name: | All Files
                                                          Open   Cancel

Next

6.png ✖

ness use only)

Additional Document Browse   Screenshot 2020-11-11 094248.png ✖
                              Additional Documentation

Upload

Progress

Document(s) Uploaded

OK

Instructions

Navigation

Back   Next

Documents Upload

ID Document   Browse   Copy Of ID Document

Authority   Browse   Letter Of Authority (For Agent and Business use only)

Additional Document Browse   Self Appraisal Form.docx.pdf ✖
                                     Additional Documentation

Upload

Upload confirmed message

You have now successfully completed this sub-section

22 INSERT AN ADDITIONAL EMAIL ADDRESS TO LINKED ACCOUNTS

	After completing this sub-section, you will be able to insert an additional email address to linked accounts.
	The function to **add an additional email address** is found on **My Profile** tab which is accessible on **MY DASHBOARD**.
	You need to navigate to the **Linked Municipal Account** section of the **My Profile** tab to commence.

Navigate

	On this screen: • Navigate to the **Linked Municipal Account** section • Click the **Edit** function on the account of choice. • You will land on the **Edit Linked Account** page • Navigate to the **Customer Account Details** sub-section. • Change **Notification type** to Emails. • Insert email address on **Linked Emails.** • Click **Add Email** button • Click **Submit Changes** • Success message will be displayed, notifying you that activation emails have been sent to the **Linked email address**

Screen

Linked Municipal Accounts section

Edit Linked Account page

Customer Account Details subsection

Customer Account Details

First Name	Jay
Last Name	Kay
Municipal Account No	1702648011
Account Status	Active

Notification Type   Emails

Linked Emails   ✕ tumaaay@gmail.com   Add Email

Submit Changes   Unlink Account

Insert email address.

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Home   Getting Started   My Dashboard   Municipal Services ▾   About ▾   FAQ

0   Logged in as jaykay   Log off

Edit Linked Account

Success! Linked Account Municipal Updated. Activation emails sent to linked email addresses.   ✕

Success message notification

You have now successfully completed this sub-section

23 UNLINK AN ACCOUNT

	After completing this sub-section, you will be able to unlink an account.
	The function to **Unlink an Account** is found on **My Profile** tab which is accessible on **MY DASHBOARD**.
	Only an existing municipal account can be unlinked to. You need to navigate to the **Linked Municipal Account** section of the **My Profile** tab to commence with the unlinking

Navigate

On this screen:

- Navigate to the **Linked Municipal Account** section

- Click the **Edit** function on the account of choice.

- You will land on the **Edit Linked Account** page

- Select the **Unlink Account** button (This will be accessible on the **Customer Account Details** subsection)

- A notification message inquiring if you sure about unlinking the account will be displayed.

- Click **Unlink Account** to proceed

- A **Success** message will reflect

Screen

Linked Municipal Accounts section

Edit Linked Account page

Confirmation of unlinking message

Link Municipal Account

Success!   ×

Success notification

You have now successfully completed this sub-section

24 HOW TO MAKE PAYMENTS ON MUNICIPAL ACCOUNTS

24.1 INSTANT EFT PAYMENT

	After completing this sub-section, you will be able to pay your municipal account via EFT.
	The Instant EFT payment option is available on **MY DASHBOARD**.

	• The **Instant EFT payment** page gives you an overview of the current payments made.
	
	• The current payments details, allows you to view details such as:
	
	   ➢ Reference number
	
	   ➢ Amount paid.
	
	   ➢ Whether the payment was in bulk or not
	
	   ➢ Date created.
	
	   ➢ Status
	
	   ➢ The **Details** function

Navigate	

	On this screen:
	
	• To get a in depth view of each transaction displayed, you must click the **Details** button.
	
	• The **Instant EFT Details page** enable you to have a view of:
	
	   ➢ Reference number
	
	   ➢ Municipal account
	
	   ➢ Amount paid.
	
	   ➢ Date created.

	• To proceed in making a new payment, you need to go back to the **Instant EFT payment** page, this is done by clicking **BACK**

Screen

Instant EFT Payments

Current Instant EFT Payments

Show [10 ▼] entries   Search: [   ]

Reference No	Amount	Bulk Payment	Dated Created	Status	View
20040102371	6064.00	Yes	2020-04-01	Success	Details
20040710770	5.00	No	2020-04-07	Success	Details
20070100050	50.00	No	2020-07-01	Failed	Details
20070100100	60.00	No	2020-07-01	Success	Details
20070716670	52.00	No	2020-07-07	Success	Details

Showing 1 to 5 of 5 entries   Previous | 1 | Next

New EFT Payment - Create a single Instant EFT Payment for a municipal account or Bulk Instant EFT Payment for multiple Municipal Accounts

Current Instant EFT Payments section

Instant EFT Details

EFT Summary Details

Search: [   ]

Reference No	Municipal Account	Amount Paid	Date Created
20040102371	3308279848	2894.00	2020-04-01
20040102371	3307234489	211.00	2020-04-01
20040102371	3300831808	226.00	2020-04-01
20040102371	2200786995	2628.00	2020-04-01
20040102371	2102361736	105.00	2020-04-01
	Total Amount Paid (R)	6064.00	

Showing 1 to 5 of 5 entries

Back

Instant EFT Details page

	It's a pre-requisite that you need to be on the **Instant EFT payment** to make a payment. The payment proceedings will be made in the **New EFT Payment** section and concluded on the **Make Payment** section.

Navigate

	On this screen: • The **New EFT Payment** section alows you to make bulk payments.

	- You can add a payment amount in line with your municipal account of choice - You can make a payment on one municipal account or all your municipal accounts by tick the checkbox on the far right - Once the above has been inputted and selected, you must proceed to the **Make Payment** section - It is mandatory to read the highlited **Disclaimer** message - Input your EFT amount as requested - Click **Pay** - A confirmation message will pop up - Click **Confirm** to proceed

Screen

20040710770	5.00	No	2020-04-07	Success	Details
20070100050	50.00	No	2020-07-01	Failed	Details
20070100100	60.00	No	2020-07-01	Success	Details
20070716670	52.00	No	2020-07-07	Success	Details

Showing 1 to 5 of 5 entries

Previous 1 Next

New EFT Payment - Create a single Instant EFT Payment for a municipal account or Bulk Instant EFT Payment for multiple Municipal Accounts

Search:

Account Number	Amount Due (R)	Due Date	Payment Amount(R)	☑ All
1702648011	-55.33	2021-02-26	0.00	☐
1707322903	3326.00	2021-02-28	3326.00	☑
2101973700	-975.00	2021-03-20	0.00	☐
2102361736	105.00	2021-03-20	105.00	☑

New EFT Payment section

New EFT Payment - Create a single Instant EFT Payment for a municipal account or Bulk Instant EFT Payment for multiple Municipal Accounts

Search:

Account Number	Amount Due (R)	Due Date	Payment Amount(R)	☑ All
1702648011	-55.33	2021-02-26	0.00	☐
1707322903	3326.00	2021-02-28	3326.00	☑
2101973700	-975.00	2021-03-20	0.00	☐
2102361736	105.00	2021-03-20	105.00	☑
2200786995	3629.00	2021-03-23	3629.00	☑
2209158791	-146.99	2021-03-25	0.00	☐
3300831808	1584.00	2021-03-16	1584.00	☑
3305527721	0.00	2021-03-13	0.00	☐
3307234489	1330.00	2021-03-16	1330.00	☑
3308279848	2483.00	2021-03-16	2483.00	☑

New EFT Payment section

Make Payment

Disclaimer: Please note that only payments made through the Siyakhokha Payment Portal with a Valid Siyakhokha Instant EFT (IEFT) Reference number will be processed and allocated to your municipal account.
Please refrain from using Siyakhokha IEFT Reference Numbers to make Payments outside/directly from your bank accounts.
IEFT Reference Numbers are valid for only 1 transaction made from the Siyakhokha Portal, please refrain from reusing the IEFT Reference numbers.

Failure to comply with the above stipulations will result in the following:
-Funds will not be allocated to your municipal account automatically
-Allocation of funds may be delayed
-You may receive a Final Notice as a result of late Allocations
-You may be disconnected

EFT Amount (R)   16093.00

Please note: The EFT Amount is the **Total Amount of the Payment.** This amount will be **Deducted** from your Bank Account as a single transaction.

[Pay]   [Reset]

Make Payment section

Confirm Instant EFT Payment

Instant EFT Payment Summary
Are you sure you want to continue with this Instant EFT Payment?
Municipal Account **1707322903** - Payment Amount **R3326.00**
Municipal Account **2102361736** - Payment Amount **R105.00**
Municipal Account **2200786995** - Payment Amount **R3629.00**
Municipal Account **3300831808** - Payment Amount **R1584.00**
Municipal Account **3307234489** - Payment Amount **R1330.00**
Municipal Account **3308279848** - Payment Amount **R2483.00**
Municipal Account **3504816816** - Payment Amount **R3636.00**

Total Payment Amount R16093.00

Disclaimer: Please note that only payments made through the Siyakhokha Payment Portal with a Valid Siyakhokha Instant EFT(IEFT) Reference number will be processed and allocated to your municipal account.
Please refrain from using Siyakhokha IEFT Reference Numbers to make Payments outside / directly from your bank accounts.
IEFT Reference Numbers are valid for only 1 transaction made from the Siyakhokha Portal, please refrain from reusing the IEFT Reference numbers.

Failure to comply with the above stipulations will result in the following:
-Funds will not be allocated to your municipal account automatically
-Allocation of funds may be delayed
-You may receive a Final Notice as a result of late Allocations
-You may be disconnected

Please click confirm if you agree to the above conditions

Confirmation pop-up

Are you sure you want to continue with this Instant EFT Payment?
Municipal Account **1707322903** - Payment Amount **R3326.00**
Municipal Account **2102361736** - Payment Amount **R105.00**
Municipal Account **2200786995** - Payment Amount **R3629.00**
Municipal Account **3300831808** - Payment Amount **R1584.00**
Municipal Account **3307234489** - Payment Amount **R1330.00**
Municipal Account **3308279848** - Payment Amount **R2483.00**
Municipal Account **3504816816** - Payment Amount **R3636.00**

Total Payment Amount R16093.00

Disclaimer: Please note that only payments made through the Siyakhokha Payment Portal with a Valid Siyakhokha Instant EFT(IEFT) Reference number will be processed and allocated to your municipal account.
Please refrain from using Siyakhokha IEFT Reference Numbers to make Payments outside / directly from your bank accounts.
IEFT Reference Numbers are valid for only 1 transaction made from the Siyakhokha Portal, please refrain from reusing the IEFT Reference numbers.

Failure to comply with the above stipulations will result in the following:
-Funds will not be allocated to your municipal account automatically
-Allocation of funds may be delayed
-You may receive a Final Notice as a result of late Allocations
-You may be disconnected

Please click confirm if you agree to the above conditions

[Confirm]   [Cancel]

Confirmation pop-up

	Once the confirmation to proceed with EFT payment has been concluded, you will be directed to a payment portal to concluded the transaction.

Navigate	
	On this screen :
	• You will be directed to a payment portal, where you need to select the institution you bank with
	• Bank account credentials will need to be inputted to conclude your transaction.

Screen

GoEFT - Secure Instant EFT Technology

Please select a bank

NEDBANK　　FNB First National Bank　　(absa)　　Standard Bank　　CAPITEC BANK

Transaction
Amount: R 16093.00

© 2021 - GoEFT

Payment portal

GoEFT - Secure Instant EFT Technology

Nedbank Login

Username [_____]

Password [_____]

[Log in]

© 2021 - GoEFT

Payment portal

You have now successfully completed this sub-section

24.2 ONCE OFF PAYMENTS AND DEBIT ORDERS

	After completing this sub-section, you will be able to pay your municipal account using a once off payment or debit orders.
	The Once off payments and debit orders option is available on **MY DASHBOARD**.

	The **Once Off payments and debit orders** page is divided into three sections, namely:
	
	• **Instructions** - Guidelines pointed out to assist you in making your once off payment or debit order.
	
	• **Current once off payment** - an overview of the current once off payments you have made.
	
	• **Create a Once Off payment or Recurring debit order** - enable you to input the necessary details to make your transaction.
	
	• The details needed to make a transaction include:
	    ➢ Bank account
	    ➢ Municipal account number
	    ➢ Debit Amount

Screen

City of Ekurhuleni
a partnership that works

Home   Getting Started   My Dashboard   Municipal Services▾   About▾   FAQ

Once Off Payments & Debit Orders

Instructions

Current Once Off Payments & Debit Orders

1. In the Tab **"Current Once Off Payments & Debit Orders"** all your Debit Order Instructions created will be displayed here.

2. Use the **"Search"** bar to search between your different Debit Order Instructions created.

Create a Once Off Payment or Recurring Debit Order

1. Select the dropdown **"Bank Account"**, and select your preferred account type you would like to make payment with.

2. Select the dropdown **"Municipal Account No"**, and select the account you would like the debit order to go through.

3. Enter the Amount. (Minimum Amount is R50.00)

4. Click the Radio button **"YES"** for a recurring Debit Order Payment to go off every month, and **"NO"** if you would like to make a Once-Off Payment.

5. Enter the Debit Order Day. (Enter days between the 1st – 31st)

6. Select the Start Date.

7. Click Pay when done to create the Once Off Payment or Debit Order Instruction.

8. Click Reset to clear all fields.

Instructions section

Once Off Payments & Debit Orders

Instructions

Current Once Off Payments & Debit Orders

Show [10 ▾] entries   Search: [_____]

Bank Name ⇅	Bank Account No ⇅	Municipal Account No ⇅	Amount ⇅	Debit Order Day ⇅	Start Date ⇅	Recurring ⇅	Status ⇅	Action ⇅
			No debit orders.					

Showing 0 to 0 of 0 entries   [Previous] [Next]

Create a Once Off Payment or Recurring Debit Order

Bank Account	Select type ... ▾
Municipal Account No	Select type ... ▾
Debit Amount	[_____]

Current Once off Payments section

Create a Once Off Payment or Recurring Debit Order

Bank Account	Select type ... ▾
Municipal Account No	Select type ... ▾
Debit Amount	[_____]

> **Please note:** The amount above will be **Deducted** from your Bank Account.

Recurring	○ Yes ○ No

> **Please note:** If you select recurring above, your account will be debited every month on the selected **Debit Order Day** from the the selected **Start Date** below.

[Submit] [Reset]

Create a Once Off Payment or Recurring debit order section.

If a transcation is not done once off, it will be a recurring debit order.
The amount favourable will than be debited every month on a selected date.

Navigate

On this screen:

- A **Bank Account** will need to be selected on the dropdown box

- A **Municipal Account no.** has to be selected

- You must input the **Debit Amount**

	- To make the transaction a recurring debit order, you need to click **Yes** on the radio box - Select your desired **debit order date** - Select your **start date** - Once you are sure of all details displayed, proceed to click **Submit** - A confirmation message will pop-up - Click **Okay** - If successful, your new entry will reflect on the **Current Once Off payment and Debit orders** section

Screenshot

Create a Once Off Payment or Recurring Debit Order

Bank Account   Select type ...

Select type ...

*******9003

Municipal Account No

Debit Amount

Please note: The amount above will be **Deducted** from your Bank Account.

Recurring   ○ Yes ○ No

Please note: If you select recurring above, your account will be debited every month on the selected **Debit Order Day** from the the selected **Start Date** below.

Submit   Reset

Select Bank Account

Create a Once Off Payment or Recurring Debit Order

Bank Account   *******9003

Municipal Account No   Select type ...

Select type ...
2102361736 - SAINT MICHAEL ROAD
2101973700 - 001011344
2200786995 - 0
1702648011 - Bradford Road
3500847277 - NICOSIA LANE
3300831808 - 1417 HASANE STREET, DAVEYTON
3307234489 - 1458 HLOMELA STREET, DAVEYTON
3308279848 - 1415 Hasane Str
2209158791 - BIGWOOD AVENUE
3305527721 - GABON STREET, CHIEF A LUTHULI
2100942049 - GARINGBOOM AVENUE
3504739816 - MATSEME STREET
1707322903 - BEN ERASMUS AVENUE

Please note: If you select recurring above, your account will be debited every month on the selected **Debit Order Day** from the the selected **Start Date** below.

Submit   Reset

Select Municipal Account number

Create a Once Off Payment or Recurring Debit Order

Bank Account	******9003
Municipal Account No	1702648011 - Bradford Road
Debit Amount	100

Please note: The amount above will be **Deducted** from your Bank Account.

Recurring ◯ Yes ◯ No

Please note: If you select recurring above, your account will be debited every month on the selected **Debit Order Day** from the the selected **Start Date** below.

Submit   Reset

Insert Debit Amount

Create a Once Off Payment or Recurring Debit Order

Bank Account	******9003
Municipal Account No	1702648011 - Bradford Road
Debit Amount	100,00

Please note: The amount above will be **Deducted** from your Bank Account.

Recurring ● Yes ◯ No

Please note: If you select recurring above, your account will be debited every month on the selected **Debit Order Day** from the the selected **Start Date** below.

Debit Order Day	
Start Date	Select Date

Bank Account	******9003
Municipal Account No	1702648011 - Bradford Road
Debit Amount	100,00

Please note: The amount above will be **Deducted** from your Bank Account.

Recurring ● Yes ◯ No

Please note: If you select recurring above, your account will be debited every month on the selected **Debit Order Day** from the the selected **Start Date** below.

Debit Order Day	3
Start Date	Select Date

Submit   Reset

Debit Order date selection

Start date selection

Confirmation message pop-up

Current Once Off payments and Debit orders section

Navigate

<table>
<tr>
<td></td>
<td>
On this screen :

- Click **No** for Recurring(This option is for a once off payment) once all necessary information has been inputted

- Click **Submit**

- Confirmation message will pop-up

- Click **Okay**

- Your new entry will reflect on the Current Once Off payments and Debit orders section
</td>
</tr>
</table>

Screenshot

Confirmation message pop-up

Current Once Off payments and Debit orders section

You have now successfully completed this sub-section

24.3 ONCE OFF BATCH PAYMENT

	After completing this sub-section, you will be able to pay your municipal account/s as a Once Off Batch Payment.
	The Once Off Batch Payment option is available on **MY DASHBOARD**.
	The payment proceedings will be made in the **New Batch Payment** section and concluded on the **Make Payment** section.

Navigate

	On this screen: • The **New Batch Payment** section allows you to make bulk **Debit Order** payments. • You can add a payment amount in line with your municipal account of choice • You can make a payment on one municipal account or all your municipal accounts by ticking the checkbox on the far right • Once the above has been inputted and selected, you must proceed to the **Make Payment** section • Select a Bank Account • The details pertaining to Batch no. , Debit Order Day, Start date and Debit amount will be auto-filled • Click **Pay** • **Confirmation** message will pop-up • Click **Confirm** to proceed • Message to reflect the success of the transaction will pop-up

Screen

Once Off Batch Payments

Current Once Off Batch Payments

Show [10 ▼] entries   Search: [   ]

Bank Name	Bank Account No	Municipal Account No	Amount	Debit Order Day	Start Date	Batch Reference	Date Created	Status
				No debit orders.				

Showing 0 to 0 of 0 entries   Previous   Next

New Batch Payment - Create a Once Off Batch Payment for multiple Municipal Accounts

Search: [   ]

Account Number	Amount Due (R)	Due Date	Payment Amount(R)	☑ All
1702648011	-55.33	2021-02-26	0.00	☐
1707322903	3326.00	2021-02-28	3326.00	☑
2101973700	-975.00	2021-03-20	0.00	☐

Current Once Off Batch Payments section

New EFT Payment - Create a single Instant EFT Payment for a municipal account or Bulk Instant EFT Payment for multiple Municipal Accounts

Search: [   ]

Account Number	Amount Due (R)	Due Date	Payment Amount(R)	☑ All
1702648011	-55.33	2021-02-26	0.00	☐
1707322903	3326.00	2021-02-28	3326.00	☑
2101973700	-975.00	2021-03-20	0.00	☐
2102361736	105.00	2021-03-20	105.00	☑
2200786995	3629.00	2021-03-23	3629.00	☑
2209158791	-146.99	2021-03-25	0.00	☐
3300831808	1584.00	2021-03-16	1584.00	☑
3305527721	0.00	2021-03-13	0.00	☐
3307234489	1330.00	2021-03-16	1330.00	☑
3308279848	2483.00	2021-03-16	2483.00	☑

New Batch Payment section

Account Number	Amount Due (R)	Due Date	Payment Amount(R)	Status
3308279848	2483.00	2021-03-16	2483.00	☑
3500847277	0.00	2021-03-15	0.00	☐
3504739816	3636.00	2021-03-14	3636.00	☑
Total Amount Due (R)	**16093.00**	**Payment Total (R)**	**16093.00**	

Showing 1 to 12 of 12 entries

Make Payment

Bank Account	Select type ... ▼
Batch No	202103020049102
Debit Order Day	2
Start Date	2021/03/02
Debit Amount	16093.00

[Pay] [Reset]

Please note: The Debit Amount is the **Total Amount of the Batch Payment.** The amounts for each Municipal account will be **Deducted** from your Bank Account as individual transactions.

Make Payment section

3308279848	2483.00	2021-03-18	2483.00	☑
3500847277	0.00	2021-03-15	0.00	☐
3504739816	3636.00	2021-03-14	3636.00	☑
Total Amount Due (R)	**16093.00**	**Payment Total (R)**	**16093.00**	

Showing 1 to 12 of 12 entries

Make Payment

Bank Account	Select type ... ▾
	Select type ...
	*******9003
Batch No	
Debit Order Day	2
Start Date	2021/03/02
Debit Amount	16093.00

Pay   Reset

Please note: The Debit Amount is the **Total Amount of the Batch Payment.** The amounts for each Municipal account will be **Deducted** from your Bank Account as individual transactions.

Select Bank Account

3500847277				☐
3504739816				☑
Total Amount Due (R)				

Showing 1 to 12 of 12 entries

Make Payment

Confirm Once-off Batch Payment

Once-Off Batch Payment Summary

Are you sure you want to continue with this Batch Payment?

Please note once you confirm you cannot make changes or remove this payment.

Municipal Account **1707322903** - Payment Amount **R3326.00**
Municipal Account **2102361736** - Payment Amount **R105.00**
Municipal Account **2200786995** - Payment Amount **R3629.00**
Municipal Account **3300831808** - Payment Amount **R1584.00**
Municipal Account **3307234489** - Payment Amount **R1330.00**
Municipal Account **3308279848** - Payment Amount **R2483.00**
Municipal Account **3504739816** - Payment Amount **R3636.00**

Total Payment Amount R16093.00

Confirm   Cancel

Confirmation message pop-up

3500847277				☐
3504739816				☑
Total Amount Due (R)				

Showing 1 to 12 of 12 entries

Make Payment

Batch Payment Successful

You have successfully made your once-off batch payment .

Close

Bank Account	*******9003 ▾
Batch No	202103020049102
Debit Order Day	2
Start Date	2021/03/02
Debit Amount	16093.00

Pay   Reset

Please note: The Debit Amount is the **Total Amount of the Batch Payment.** The amounts for each Municipal account will be **Deducted** from your Bank Account as individual transactions.

Batch Payment Successful message

You have now successfully completed this sub-section

25 ADDING A NEW BANK ACCOUNT

	After completing this sub-section, you will be able to add a new bank account.
	The function to add a new bank account is found under the **My Bank Accounts** tab, which is accessible on **MY DASHBOARD**.

The **Bank Accounts** page is divided into three sections, namely:

- **Instructions** - Guidelines pointed out to assist you in adding and/or removing a bank account.

- **Current bank accounts** - an overview of the current bank accounts.

- The **Current bank accounts section** has information pertaining to:

  ➢ Bank name

  ➢ Account type

  ➢ Account number

  ➢ Account holder

  ➢ Account status

  ➢ Date created.

  ➢ Linked Account

- **Add New Bank Account**- enable you to input the necessary details to make changes.

- The details needed to make add new bank account include:

  ➢ Bank account type

  ➢ Bank name

  ➢ Branch code

  ➢ Account holder

  ➢ Account number

Screen

Bank Accounts

Current Bank Accounts

1. In the Tab "Current Bank Accounts" all your bank account(s) will be displayed here.
2. Use the "Search" bar to search between your different bank accounts.
3. Under "Current Bank Accounts", you may edit or remove a bank account.

Add New Bank Account

1. Select the dropdown "Bank Account Type", and select your preferred account type.
2. Select the dropdown "Bank Name", and select your preferred bank.
3. The Branch code will be prepopulated based on the Bank selected above.
4. The Account Holder Name is prepopulated from your profile Name and Surname.
5. Enter your Bank Account Number.
6. Click Verify once all fields have been filled in.
7. After your banking details have been verified click "Submit".
8. Click "Reset" to clear all fields.

Current Bank Accounts

Instruction section

Current Bank Accounts

Show [10] entries   Search: [   ]

Bank Name	Account Type	Account No	Acount Holder	Account Status	Date Created	Linked Account
Citi Bank	Current (Cheque) Account	*******7425	Yes	Unverified	2019-06-26	✖ Remove
FNB - First National Bank	Current (Cheque) Account	*******9003	Yes	Verified	2019-06-26	✖ Remove
Investec Bank	Current (Cheque) Account	*******4625	Yes	Unverified	2019-06-26	✖ Remove
Standard Bank	Current (Cheque) Account	*****5339	Yes	Unverified	2019-06-27	✖ Remove

Showing 1 to 4 of 4 entries   Previous [1] Next

Add New Bank Account

Bank Account Type	Select type ...
Bank Name	Select type ...
Branch Code	

Current Bank Accounts overview

FNB - First National Bank	Current (Cheque) Account	*******9003	Yes	Verified	2019-06-26	✖ Remove
Investec Bank	Current (Cheque) Account	*******4625	Yes	Unverified	2019-06-26	✖ Remove
Standard Bank	Current (Cheque) Account	*****5339	Yes	Unverified	2019-06-27	✖ Remove

Showing 1 to 4 of 4 entries   Previous [1] Next

Add New Bank Account

Bank Account Type	Select type ...
Bank Name	Select type ...
Branch Code	
Account Holder	Jay Kay
Account Number	

[Verify] [Submit] [Reset]

Add New Bank Account section

	The adding a new account proceedings will be made in the **Add New Bank Account** section
Navigate	
	On this screen: • Select Bank Account Type • Select Bank name • Branch code and Account holder will auto-fill • Insert Account number • Click **Verify** to validate account • Click **Submit** to conclude
Screen	

FNB - First National Bank	Current (Cheque) Account	*******9003	Yes	Verified	2019-06-26	✖ Remove
Investec Bank	Current (Cheque) Account	*******4625	Yes	Unverified	2019-06-26	✖ Remove
Standard Bank	Current (Cheque) Account	*****5339	Yes	Unverified	2019-06-27	✖ Remove

Showing 1 to 4 of 4 entries   Previous   1   Next

Add New Bank Account

Bank Account Type	Select type ...
	Select type ...
	Current (Cheque) Account
	Savings Account
Bank Name	Transmission Account
	Bond Account
Branch Code	
Account Holder	Jay Kay
Account Number	

Verify   Submit   Reset

Select Bank Account Type

FNB - First National Bank	Current (Cheque) Account	*******9003	Yes	Verified	2019-06-26	✖ Remove	
Investec Bank	Current (Cheque) Account	*******4625	Yes	Unverified	2019-06-26	✖ Remove	
Standard Bank	Current (Cheque) Account	*****5339	Yes	Unverified	2019-06-27	✖ Remove	

Showing 1 to 4 of 4 entries   Previous **1** Next

Add New Bank Account

Bank Account Type	Select type ...
Bank Name	Select type ...
	Select type ...
	FNB - First National Bank
Branch Code	Standard Bank
	ABSA - African Amalgamated Banks of South Africa
	Capitec Bank
Account Holder	Nedbank
	Investec Bank
	First Rand Bank
Account Number	Citi Bank
	Albaraka Bank
	African Bank
	GroBank

Verify Submit Reset

Select Bank name

FNB - First National Bank	Current (Cheque) Account	*******9003	Yes	Verified	2019-06-26	✖ Remove	
Investec Bank	Current (Cheque) Account	*******4625	Yes	Unverified	2019-06-26	✖ Remove	
Standard Bank	Current (Cheque) Account	*****5339	Yes	Unverified	2019-06-27	✖ Remove	

Showing 1 to 4 of 4 entries   Previous **1** Next

Add New Bank Account

Bank Account Type	Savings Account
Bank Name	Investec Bank
Branch Code	580105
Account Holder	Jay Kay
Account Number	

Verify Submit Reset

Bank Account Type	Transmission Account
Bank Name	Investec Bank
Branch Code	580105
Account Holder	Jay Kay
Account Number	5656878998

Verify Submit Reset

You have now successfully completed this sub-section

26 VIEW / PAY MUNICIPAL BILLS

	After completing this sub-section, you will be able to view and/or pay municipal bills.
	The **View/Pay Municipal Bills** is accessible on **MY DASHBOARD**.

Navigate

	• Once on the **Customer Bills page,** you have a display of all your bills. • Click the ⬇ icon to download a bill of your choice. • The Bill will open on a new window for your perusal.

Screen

Customer Bills

Please note : Bills will be loaded 24-48 hours after municipal account has been linked and the status is active.

View/Pay Municipal Bills

Search

Municipal Account No	Bill Date	Amount	View Municipal Bill	Pay Municipal Bill
2209158791	2021-02-28	-146.99	⬇	
2200786995	2021-02-25	3629.00	⬇	
3500847277	2021-02-24	0.00	⬇	
3504739816	2021-02-24	3636.00	⬇	
2102361736	2021-02-23	105.00	⬇	
2101973700	2021-02-23	-975.00	⬇	
3300831808	2021-02-19	1584.00	⬇	
3307234489	2021-02-19	1330.00	⬇	

GenerateBill   1 / 3   — 100% +

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www.siyakhokha.ekurhuleni.gov.za
Siyakhokha Portal
siyakhokha@ekurhuleni.gov.za
Twitter: @EMM_Call_Centre

Phone:0860 543 000
Email:callcentre@ekurhuleni.gov.za

COPY TAX INVOICE
VAT Reg No. 4280193493
Invoice Number:
2209158791/2021/02/27

| Name | CM & JA ERASMUS | | | Account Number | 2209158791 | | |
| Ward Number | 32 | | Payments Included Until | | 25-03-2021 | Vat Reg. No. | |

Street Address		Electricity / Water Deposit		Statement Date
		Cash	Guarantee	
53 BIGWOOD AVENUE		994.06	0.00	26-02-2021

Township		Valuation		
		Site	Improvements	Total Value
CINDERELLA			1101000	1101000

| ERF Number | F11 000 00000034 | Portion | 00000 0000 0000 | Area m2 | 1056 |

Date	Icon	Details	Charge (excl. VAT)	VAT	Charge (incl. VAT)
28-02-2021		BALANCE BROUGHT FORWARD	-2394.43		-2394.43
28-02-2021		SUB TOTAL	-2394.43		-2394.43
		PROPERTY RATES			
28-02-2021	🏠	VA-VALUE-EXCLUSION	-131.50		-131.50
28-02-2021	🏠	PROPERTY RATES RESIDENTIAL	965.21		965.21
		REFUSE REMOVAL			
28-02-2021	🗑	REFUSE: DOMESTIC 240L BIN	174.41	26.16	200.57

You have now successfully completed this sub-section

27 CREATE A SUPPORT QUERY

	After completing this sub-section, you will be able to lodge a complaint/ complement/ request/ query.
	The **Create Support Query** tab is available on **MY DASHBOARD**.
	The **Lodge Queries, Complaints and Compliments** has three sections, namely: • Instructions • Previous Queries, Complaints and Compliments • Log new Queries, Complaints and Compliments You must be on the **Log new Queries, Complaints and Compliments** to generate a new query/complaint/compliment

Navigate

	On this screen: • When you do not have an account to link your query to, tick on the **I do not have an account** checkbox. • Select a **Query Type** • Add a **Description.** • Click **Submit** • A message notifying of the success of the query being lodged will be displayed.

Screen

2101973700 - 001011344	Siya-Ref:2019-06-30 07:16:3906	Street Lights	kk	Support Query Pending	2019-06-30
2102361736 - SAINT MICHAEL ROAD	Siya-Ref:2019-07-29 08:52:1602	Account Query	TEST+TESTING	Support Query Pending	2019-07-29
2102361736 - SAINT MICHAEL ROAD	Siya-Ref:2019-07-29 02:25:3304	Compliment	testing support Queries Please Ignore	Support Query Pending	2019-07-29
2200786995 - 0	Siya-Ref:2019-10-28 09:17:3004	Compliment	Testing Dev please ignore	Support Query Pending	2019-10-28

Showing 1 to 10 of 28 entries Previous 1 2 3 Next

Log New Query, Complaint or Compliment

I do not have an account ☑

Query Type Select type ...

Description

Submit Reset

Log new Queries, Complaints and Compliments section

2101973700 - 001011344	Siya-Ref:2019-06-30 07:16:3906	Street Lights	kk	Support Query Pending	2019-06-30
2102361736 - SAINT MICHAEL ROAD	Siya-Ref:2019-07-29 08:52:1602	Account Query	TEST+TESTING	Support Query Pending	2019-07-29
2102361736 - SAINT MICHAEL ROAD	Siya-Ref:2019-07-29 02:25:3304	Compliment	testing support Queries Please Ignore	Support Query Pending	2019-07-29
2200786995 - 0	Siya-Ref:2019-10-28 09:17:3004	Compliment	Testing Dev please ignore	Support Query Pending	2019-10-28

Showing 1 to 10 of 28 entries Previous 1 2 3 Next

Log New Query, Complaint or Compliment

I do not have an account ☑

Query Type Select type ...

Select type ...
Account Query
Complaint
Compliment
Electricity
Street Lights
Traffic Lights
Municipality Query
Deactivate Account

Description

Submit

Select Query Type

2101973700 - 001011344	Siya-Ref:2019-06-30 07:16:3906	Street Lights	kk	Support Query Pending	2019-06-30
2102361736 - SAINT MICHAEL ROAD	Siya-Ref:2019-07-29 08:52:1602	Account Query	TEST+TESTING	Support Query Pending	2019-07-29
2102361736 - SAINT MICHAEL ROAD	Siya-Ref:2019-07-29 02:25:3304	Compliment	testing support Queries Please Ignore	Support Query Pending	2019-07-29
2200786995 - 0	Siya-Ref:2019-10-28 09:17:3004	Compliment	Testing Dev please ignore	Support Query Pending	2019-10-28

Showing 1 to 10 of 28 entries Previous 1 2 3 Next

Log New Query, Complaint or Compliment

I do not have an account ☑

Query Type Complaint

Description Test

Submit Reset

Add a description.

	Log New Query, Complaint or Compliment
	Success! 2021-03-02 10:15:15 - Support ticket successfully created. ✕
	Successful lodged query notice

📖	If ever you have an account to link your query/complaint/compliment to, do not tick the **I do not have an account** checkbox.

Navigate

🧑‍🏫	On this screen: • Select a Municipal account no. • Select a Query type • Add a Description • Click **Submit** • A message notifying of the success of the query being lodged will be displayed.

Screen

Log New Query, Complaint or Compliment

I do not have an account ☐

Municipal Account No   Select type ...

Select type ...
2102361736
2101973700
2200786995
1702648011
3500847277
3300831808
3307234489
3308279848
2209158791
3305527721
2100942049
3504739816
1707322903

Query Type

Description

Submit

Legal	Useful Links	Quick Links	Contacts
Terms and Conditions	Our Journey	By-laws	Life Threatening Emergencies Numbers
	CoE Vacancies	Services	10177 011 458 0911
	Siyakhokha	Vacancies Application Form	Dial 112 from your cell phone (all networks)

Select Municipal Account no.

Select Query Type

Add Description

Successful lodged query notice

You have now successfully completed this sub-section

28 VIEW CONSUMPTION

	After completing this sub-section, you will be able to view your utility consumption for a set timeframe.
	The **View Consumption** tab is available on **MY DASHBOARD**.
	The **Consumptions** page has two sections, namely: • Instructions • View Consumption You must be on the **View consumption** section to view utility consumption for a set period

<table>
<tr><td colspan="2" align="center">Navigate</td></tr>
<tr>
<td></td>
<td>On this screen:

• Select an Account number

• If ever the selected Account number has a meter registered, it will get auto filled.

• Select Start Date

• Select End Date

• Click Show

• Your consumption will be displayed in graphical form</td>
</tr>
<tr><td colspan="2" align="center">Screen</td></tr>
</table>

Consumption page

Select account number.

Available meter auto-fills

Consumption

Instructions

To view your utility consumption
1. Select the dropdown "Account No.", and select the account to view the consumption.
2. Select the dropdown "Meters", and choose between your different water and electricity
5. Click Show when done.

◄	⌂		March ▾	2021	►
Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	1	**2**	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
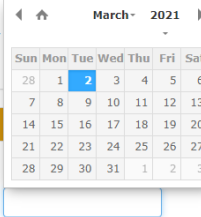
View Consumption

Account No
3307234489 - 1458 ▾

Meters
CPKM0464 - Water Cu ▾

End Date

Show

Select Start Date

Consumption

Instructions

To view your utility consumption
1. Select the dropdown "Account No.", and select the account to view the consumption.
2. Select the dropdown "Meters", and choose between your different water and electricity meters to view the consumption.
5. Click Show when done.

◄	⌂		March ▾	2021	►
Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	1	**2**	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
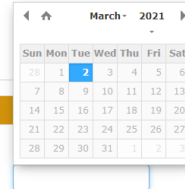
View Consumption

Account No
3307234489 - 1458 ▾

Meters
CPKM0464 - Water Cu ▾

Start Date
2021/03/02

Show

Select End Date

Account No
3307234489 - 1458 ▾

Meters
CPKM0464 - Water Cu ▾

Start Date
2020/12/01

End Date
2021/02/28

Show

Meter Consumption - 2021

Trial Version
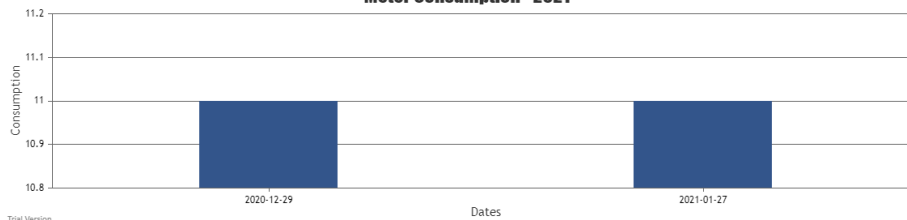
Utility Consumption displayed

You have now successfully completed this sub-section

29 PAYMENT HISTORY

	After completing this sub-section, you will be able to view your Payment History
	The **Payment History** tab is available on **MY DASHBOARD**.
	The **Payment History** page has five sections, namely: • Master pass payment history • Instant EFT payments • Current Once Off Payments and Debit orders • Current Once Off Batch Payments • Municipal Payments History
Screen	

Payment History

Masterpass Payment History

Show [10] entries   Search: [   ]

Payment Date	Account No.	Amount	Status
2019-06-30	2201679230	400.00	SUCCESS
2020-04-06	2102361736	1.00	SUCCESS
2020-04-06	2102361736	1.00	BANK_REJECTED
2020-04-28	2209158791	50.00	SUCCESS

Showing 1 to 4 of 4 entries   Previous [1] Next

Mater pass Payments History

Instant EFT Payments

Show [10] entries   Search: [   ]

Reference No	Amount	Bulk Payment	Dated Created	Status	View
20040102371	6064.00	Yes	2020-04-01	Success	Details
20040710770	5.00	No	2020-04-07	Success	Details
20070100050	50.00	No	2020-07-01	Failed	Details
20070100100	60.00	No	2020-07-01	Success	Details
20070716670	52.00	No	2020-07-07	Success	Details

Showing 1 to 5 of 5 entries   Previous [1] Next

Instant EFT Payment History

Current Once Off Payments & Debit Orders

Show [10] entries   Search: [   ]

Bank Name	Bank Account No	Municipal Account No	Amount	Debit Order Day	Start Date	Recurring	Status	Action
FNB - First National Bank	*******9003	2102361736	650.00	2	2021-03-02	No	Pending	
FNB - First National Bank	*******9003	1702648011	100.00	3	2021-03-02	Yes	Pending	

Showing 1 to 2 of 2 entries   Previous [1] Next

Current Once Off Batch Payments

Show [10] entries   Search: [   ]

Bank Name	Bank Account No	Municipal Account No	Amount	Debit Order Day	Start Date	Batch Reference	Date Created	Status
FNB - First National Bank	*******9003	3504739816	3636.00	2	2021-03-02	202103020049102	2021-03-02	Pending
FNB - First National Bank	*******9003	3308279848	2483.00	2	2021-03-02	202103020049102	2021-03-02	Pending

Municipal Payment History

Show 10 entries

Search:

Payment Date	Account No.	Amount	Payment Type
2019-06-28	2209158791	1060.00	RATES HALL PAYMENT
2019-07-01	3307234489	291.00	RATES HALL PAYMENT
2019-07-26	2201679230	2500.00	RATES HALL PAYMENT
2019-08-04	3504125774	201.08	RATES HALL PAYMENT
2019-08-14	2102361736	101.00	DIRECT BANK DEPOSIT
2019-08-15	3504125774	221.00	RATES HALL PAYMENT
2019-08-21	2600375750	63729.36	DIRECT BANK DEPOSIT
2019-08-23	3300831808	400.00	RATES HALL PAYMENT
2019-08-26	2201679230	2500.00	RATES HALL PAYMENT
2019-08-29	3504125774	221.00	RATES HALL PAYMENT

Showing 1 to 10 of 13 entries

Previous 1 2 Next

Municipal Payments History

You have now successfully completed this sub-section

30 HELPFUL HINTS

Be able to :
- Navigate the Siyakhokha Application.
- View documents and payments.
- Learn how to access information in the system and actioning applications.

Screen	Navigate
City of Ekurhuleni - a partnership that works	The City of Ekurhuleni icon will take you back to the Home page
Home	The Home page icon will take you back to the Home page
My Dashboard	The My Dashboard icon displays options available to you
FAQ	The FAQ icon will take you to the Frequently Asked Question page that contains website related queries and their related answers
Legal - Terms and Conditions	The Terms and Conditions takes you to the City of Ekurhuleni website under Terms and Conditions
Useful Links - Our Journey	The Our Journey takes you to the City of Ekurhuleni website under Our Journey
CoE Vacancies	The CoE Vacancies takes you to the City of Ekurhuleni website under CoE Vacancies
Siyakhokha	The Siyakhokha takes you to the City of Ekurhuleni website under Siyakhokha
RFQ's	The RFQ's takes you to the City of Ekurhuleni website under RFQ's
Open Tenders	The Open Tenders takes you to the City of Ekurhuleni website under Open Tenders
Annual Reports	The Annual Reports takes you to the City of Ekurhuleni website under Annual Reports
Urban Design	The Urban Design takes you to the City of Ekurhuleni website under Urban Design
Quick Links - By-laws	The By-laws takes you to the City of Ekurhuleni website under By-laws
Services	The Services takes you to the City of Ekurhuleni website under Services
Vacancies Application Form	The Vacancies Application Form takes you to the City of Ekurhuleni website under Vacancies Application Form
Forms	The Forms takes you to the City of Ekurhuleni website under Forms
Ekurhuleni Aerotropolis	The Ekurhuleni Aerotropolis takes you to the City of Ekurhuleni website under Aerotropolis
GDS 2055	The GDS 2055 takes you to the City of Ekurhuleni website under GDS 2055
Tenders Awarded	The Tenders Awarded takes you to the City of Ekurhuleni website under Tenders Awarded

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Ekurhuleni Call Centre: 0860 54 3000
Helpline: 011 458 091110177