



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

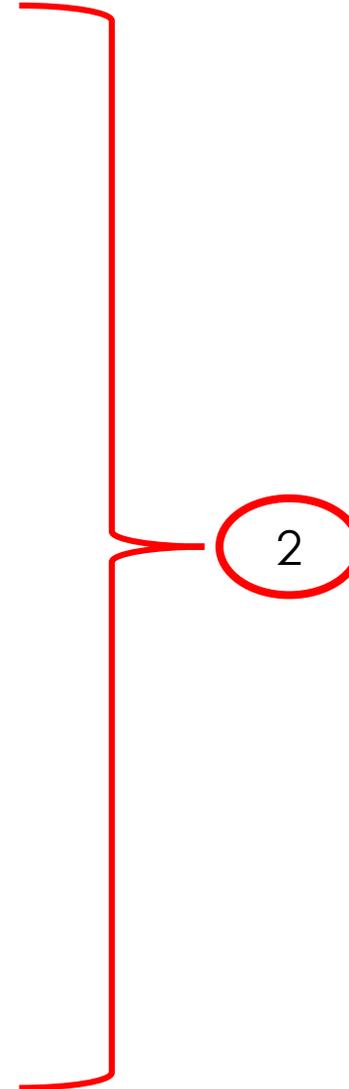
We endeavour to ensure that the data you submit to us remains confidential and is used only for the purposes stated in the data privacy document. Please confirm that you accept our data privacy statement below.

[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



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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. 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



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](#)

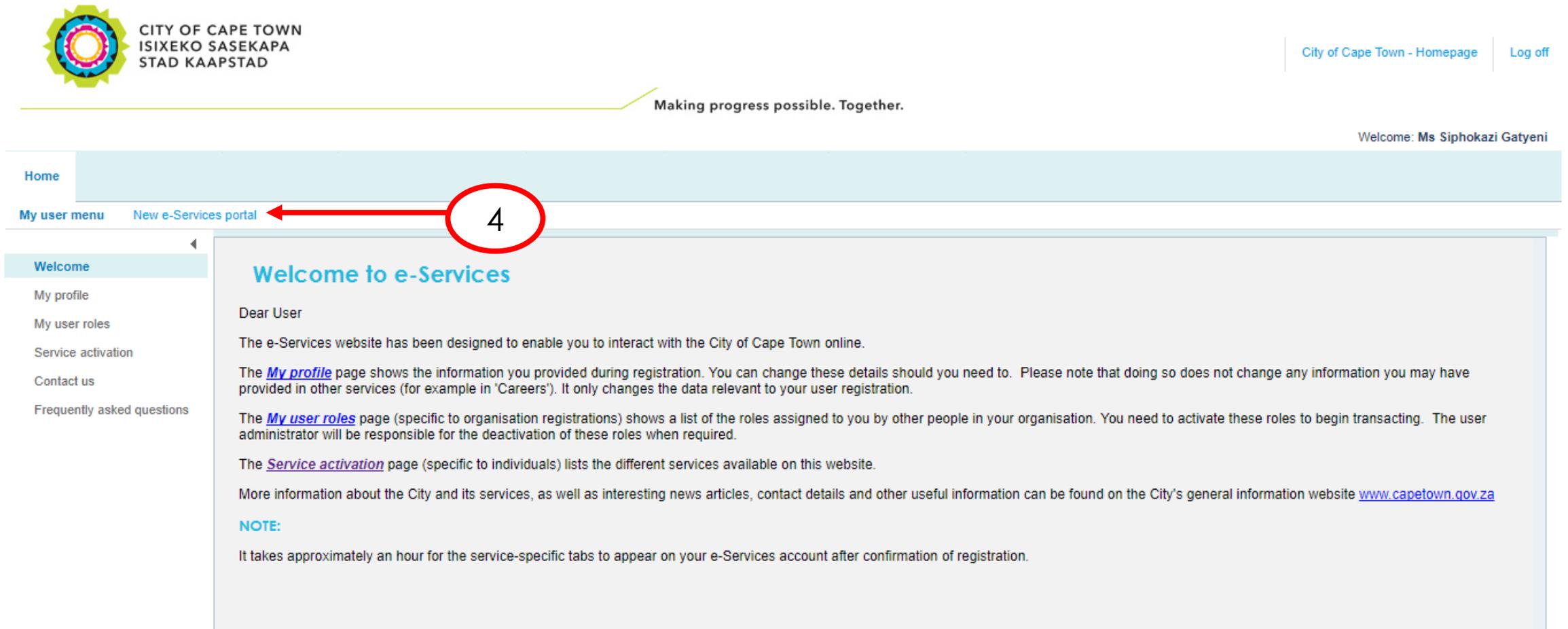
Frequently asked questions? [Find e-Services FAQ here](#)

Confirmation will be sent to your email with temporary password.

## 2. 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 welcome message for '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](http://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.

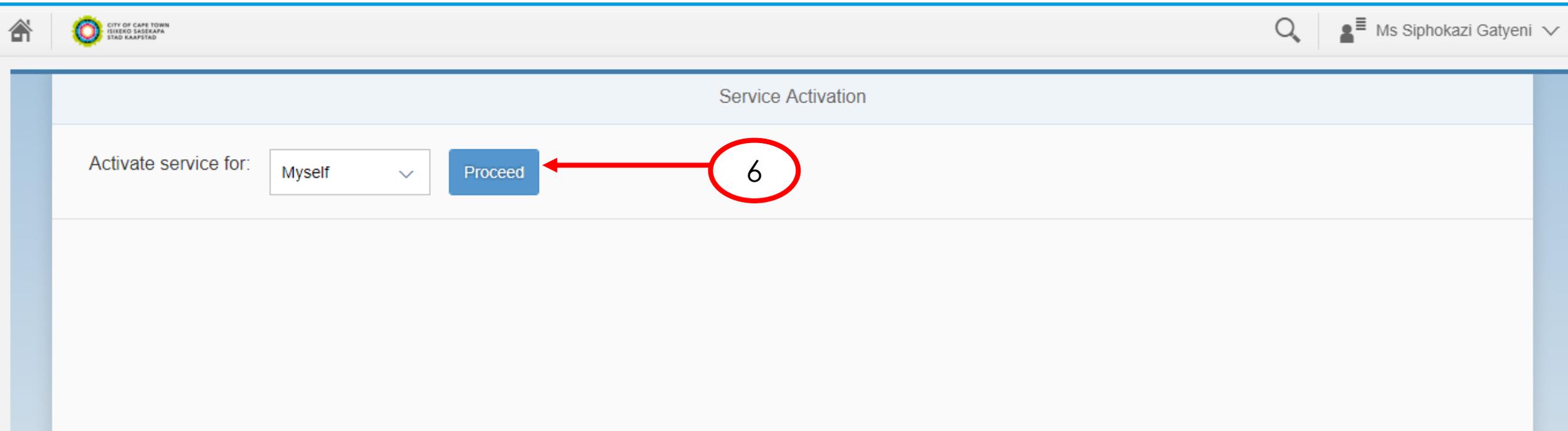
## 2. Register a service as an individual on e-Services

### 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 name in English and Afrikaans, a search icon, and the user's 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...'. The 'Service Activation' tile is highlighted with a red circle containing the number 5, and a red arrow points to it from the right. The background of the portal is a night-time cityscape of Cape Town.

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

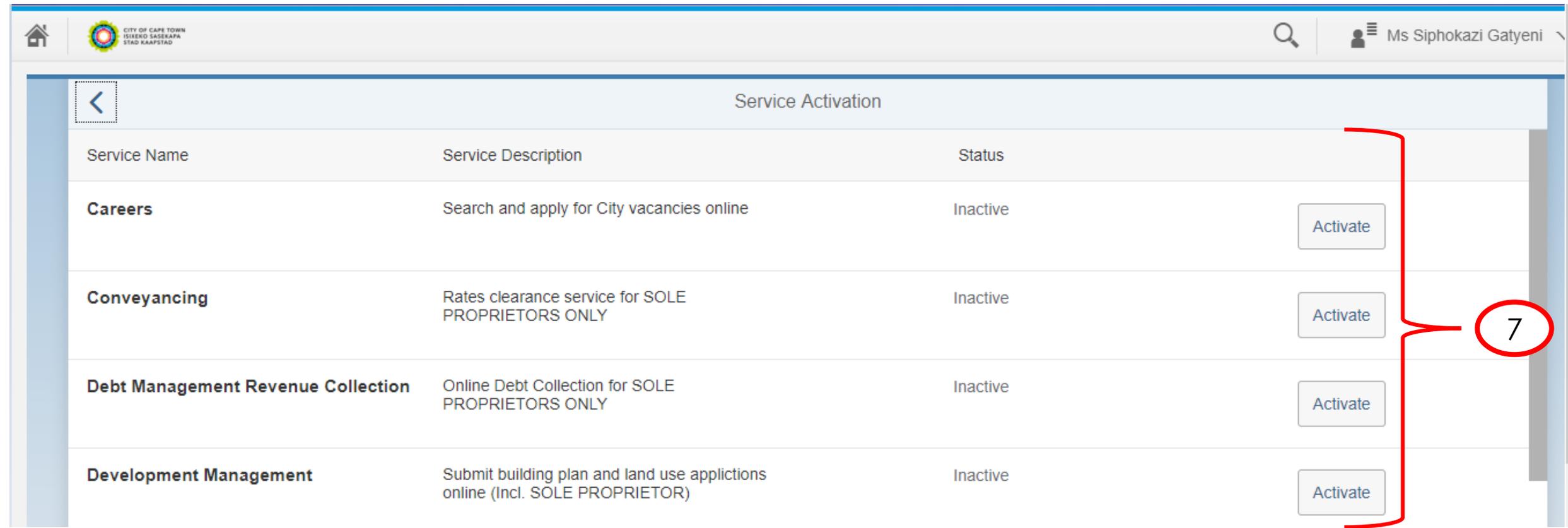
6. Select **Myself** on the dropdown and click **Proceed**



The screenshot displays the 'Service Activation' interface. At the top left, there is a home icon and the City of Cape Town logo (ISIXENKO SAASEKAPA / 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 title, there is a form with the label 'Activate service for:'. The dropdown menu is currently set to 'Myself'. To the right of the dropdown is 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 displays the 'Service Activation' page of 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, and Status. Each row represents a service that is currently 'Inactive' and has an 'Activate' button next to it. 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 the 'Conveyancing' service, indicating the step to click this button.

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

## 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' portal. 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 the navigation bar is a progress indicator with four steps: 1. General information, 2. Address, 3. Attachment, and 4. Data Privacy Statement. The 'Address' step is currently selected. The main content area shows the '1. General information' section, which includes a 'Personal information' subsection. The form fields are as follows:

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

At the bottom left, there is a blue 'Step 2' button. A red circle with the number '8' is positioned to the right of the button, with a red arrow pointing from the circle to the button.

## 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, 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, 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.' There is a checked checkbox with the text 'Yes, I have read the data privacy statement and accept it.' At the bottom right, there is a blue 'Submit' button. Red circles and arrows highlight the 'Data privacy statement' link (13), the checkbox (14), and the 'Submit' button (15).

Motor Vehicle Licensing Service Activation

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

### 2. 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](#)

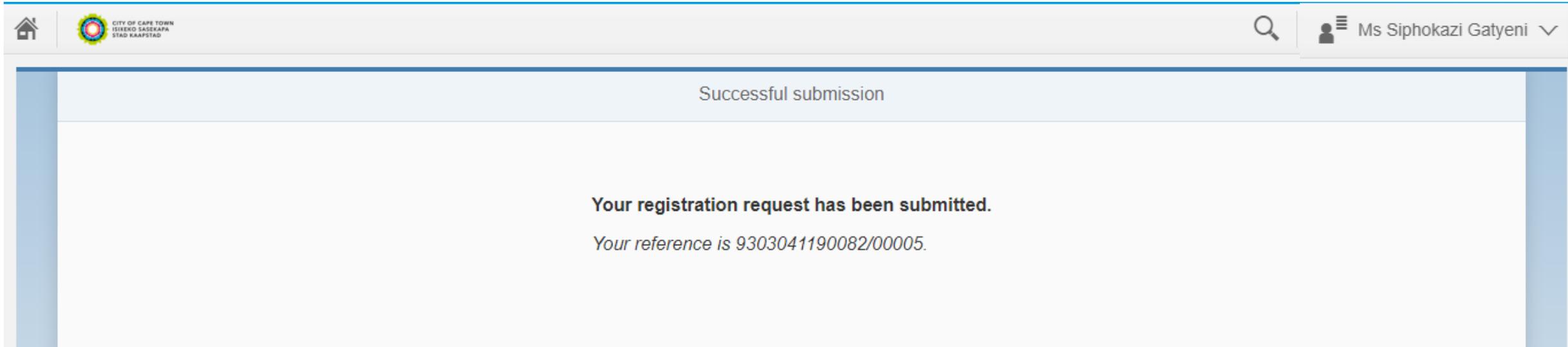
The data privacy statement is displayed in a new window. If the display of additional windows is currently suppressed by a pop-up blocker, you must first de-activate this setting.

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

Submit

## 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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<b>Civic Centre</b> 12 Hertzog Boulevard Cape Town 8001 P O Box 298, Cape Town 8000	<b>Iziko Loluntu</b> 12 Hertzog Boulevard iKapa 8001 P O Box 298, Cape Town 8000	<b>Burgersentrum</b> Hertzog-boulevard 12 Kaapstad 8001 P O Box 298, Cape Town 8000
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Email: [help.uces@capetown.gov.za](mailto:help.uces@capetown.gov.za)  
Website: [eservices.capetown.gov.za](http://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](http://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

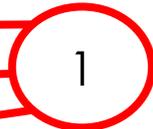


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#### e-Services

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

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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.

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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.

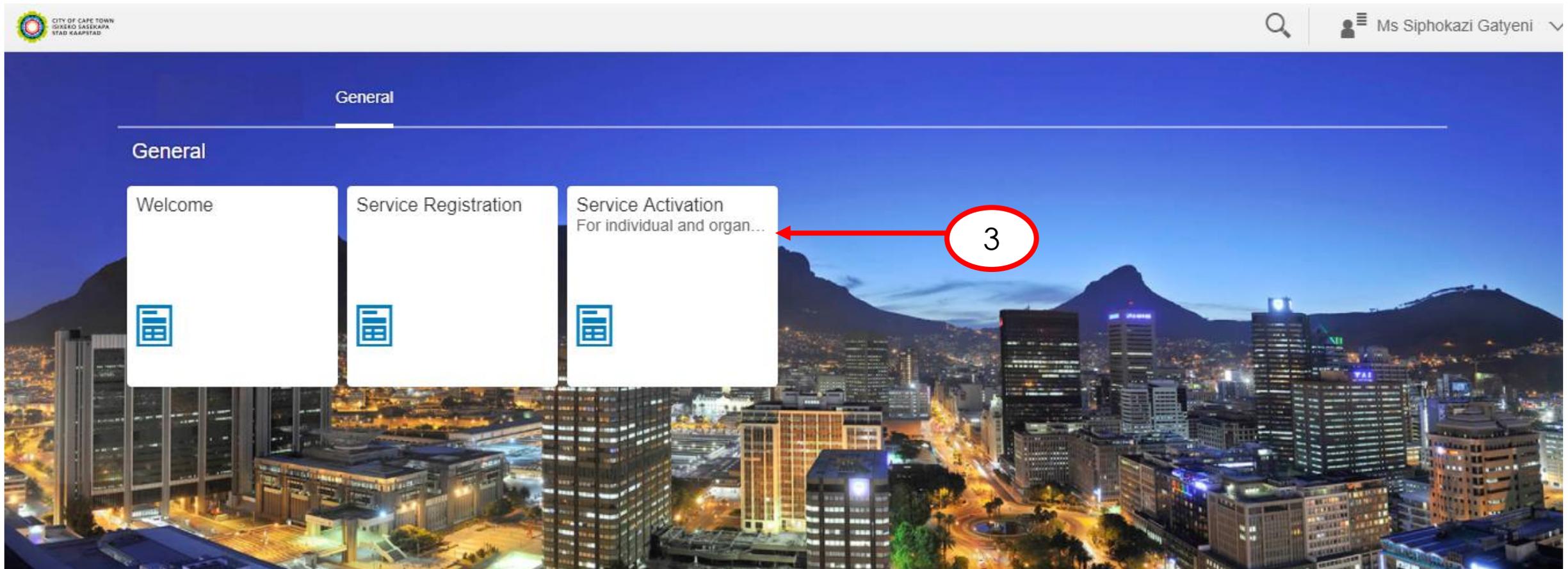
More information about the City and its services, as well as interesting news articles, contact details and other useful information can be found on the City's general information website [www.capetown.gov.za](http://www.capetown.gov.za)

**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

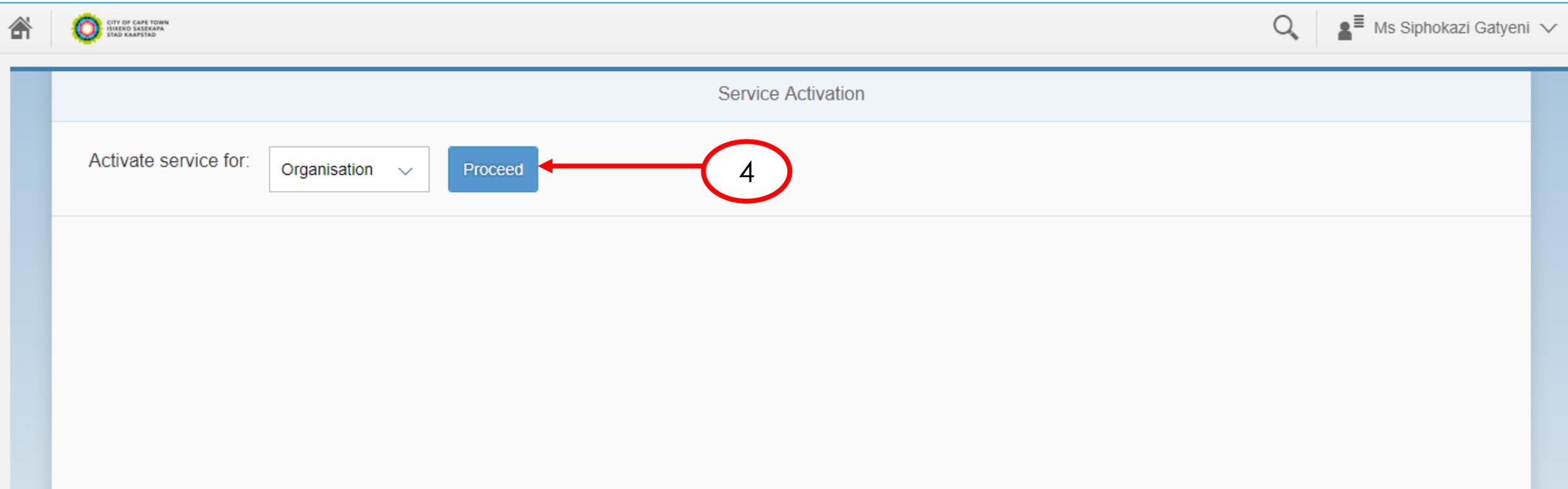
### 3. Click **Service Activation** tile



The screenshot displays the City of Cape Town portal interface. At the top left is the City of Cape Town logo with the text "CITY OF CAPE TOWN", "isiXhoso saseKapa", and "STAD KAAPSTAD". At the top right is a search icon and a user profile icon for "Ms Siphokazi Gatyeni". The main content area is titled "General" and contains three white tiles: "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 to it. The background of the portal is a night-time photograph of the Cape Town cityscape.

### 3. Activate a service as an Organisation

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



The screenshot shows the 'Service Activation' page. At the top left, there is a home icon and the City of Cape Town logo with the text 'CITY OF CAPE TOWN ISIXEKO 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 has a light blue header with the text 'Service Activation'. Below this, there is a form with the label 'Activate service for:'. The form contains a dropdown menu with 'Organisation' selected and a blue 'Proceed' button. A red circle with the number '4' is drawn around the 'Proceed' button, and a red arrow points 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  
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STAD KAAPSTAD

Ms Siphokazi Gatyezi

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"/>

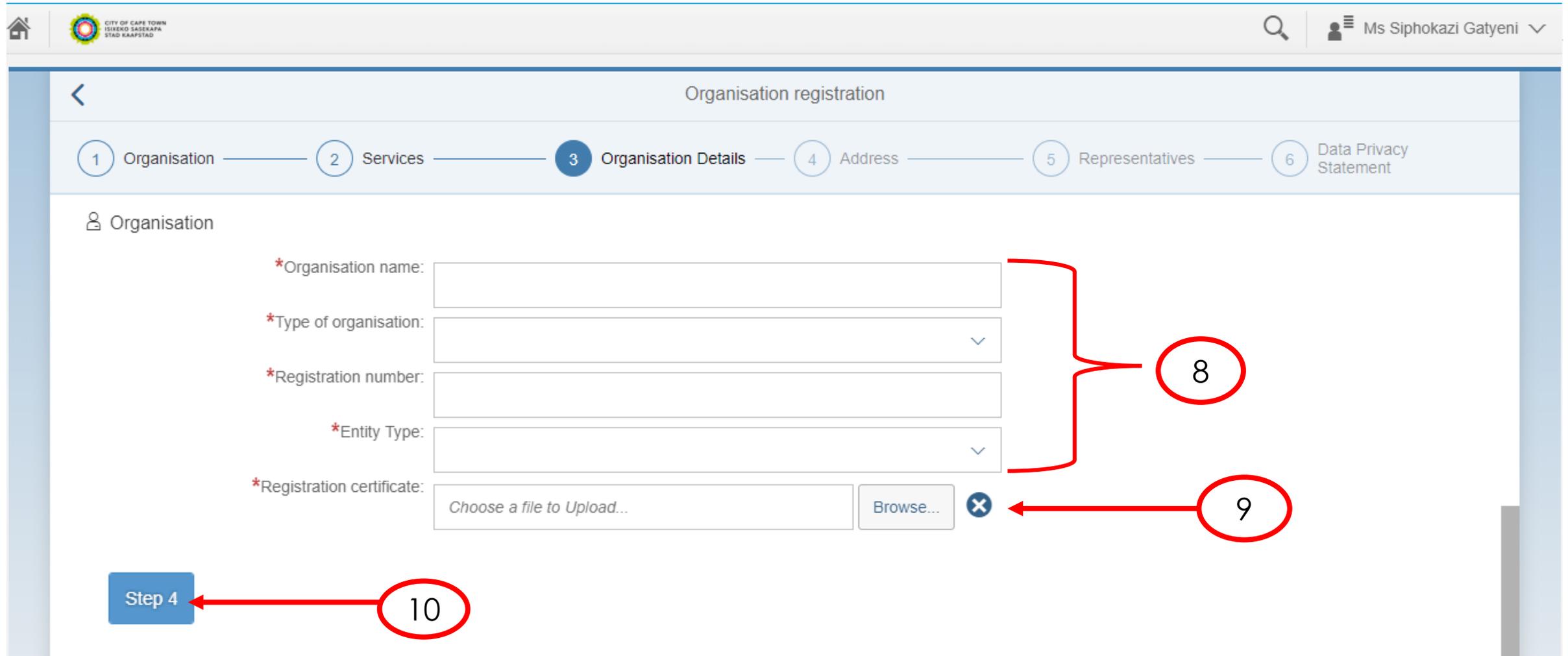
Registration information

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

8

9

10

### 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 shows the 'Organisation registration' process in the City of Cape Town system. The top navigation bar includes the City of Cape Town logo and the user's name, Ms Siphokazi Gatyeni. The main content area displays a progress indicator with six steps: 1. Organisation, 2. Services, 3. Organisation Details, 4. Address, 5. Representatives, and 6. Data Privacy Statement. Step 5, 'Representatives', is the current step and is highlighted with a blue circle. Below the progress indicator, the '5. Representatives' section is visible. It contains two options: 'Authorising official/contact person details' and 'Administrator details'. A red circle with the number '12' is placed over the 'Authorising official/contact person details' option, with a red arrow pointing to it. The 'Administrator details' option includes a checkbox labeled 'Same as authorising official/contact person'.

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STAD KAAPSTAD

Ms Siphokazi Gatyeni

Organisation registration

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

5. Representatives

12

> Authorising official/contact person details ?

> Administrator details ?  Same as authorising official/contact person

### 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 Services — 3 Authorising Official — 4 Organisation Details — 5 Organisation Details — 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](#)

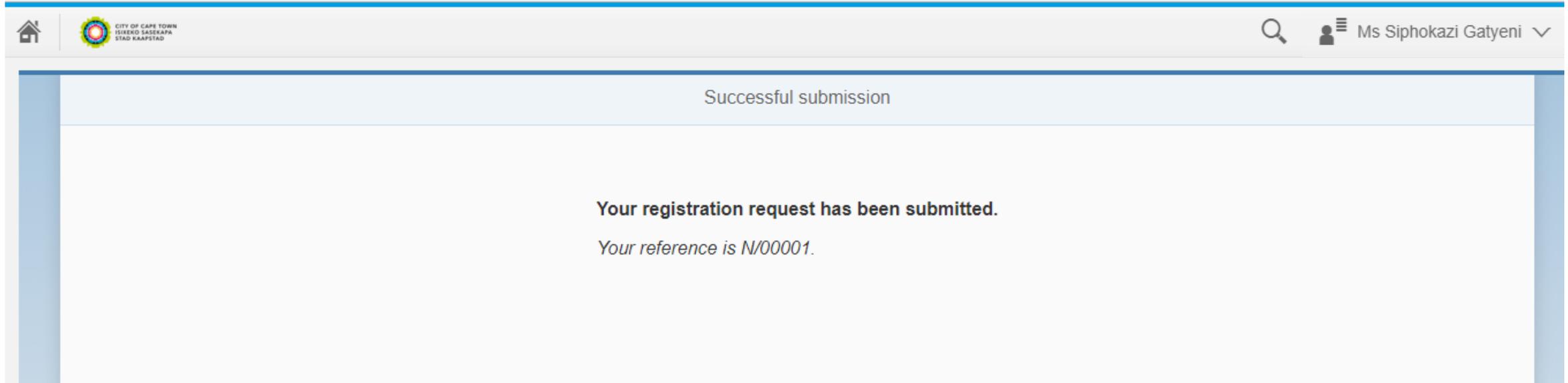
The data privacy statement is displayed in a new window. If the display of additional windows is currently suppressed by a pop-up blocker, you must first de-activate this setting.

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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### e-Services

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. A navigation bar contains five menu items: 'Municipal Accounts', 'Prepaid Electricity', 'Motor Vehicle Registration', 'Organization Administration', and 'General'. The 'General' menu item is highlighted. Below the navigation bar, the 'General' section is titled. It 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

← 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 organisations) **3** 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](http://www.capetown.gov.za)

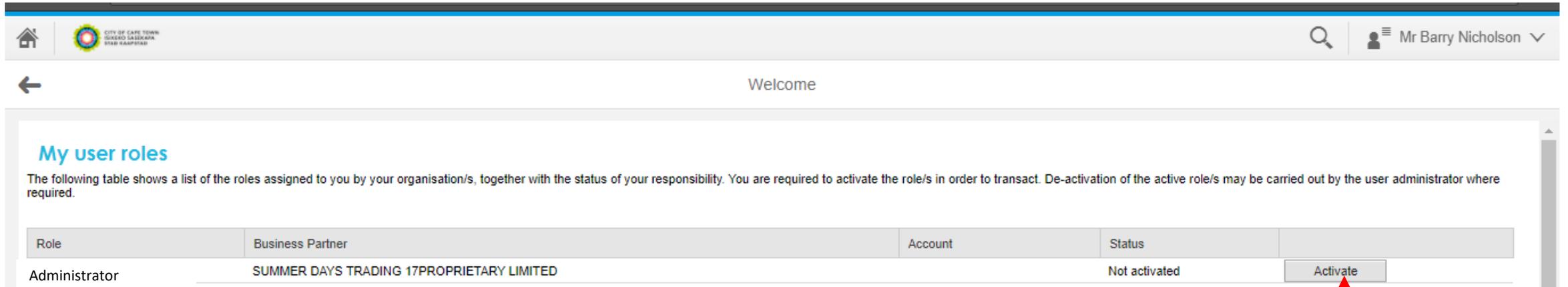
**NOTE:**

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

## 4. Accept Administrator's role

4. Click on **Activate** button

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

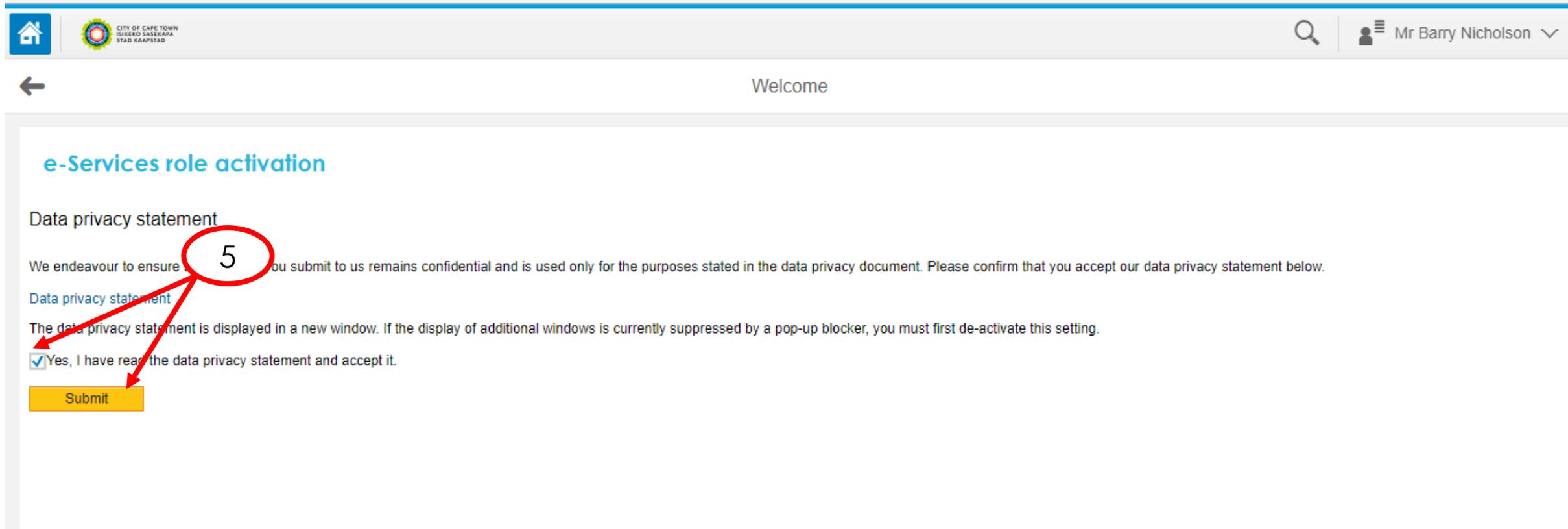


The screenshot shows a user interface for the City of Cape Town. At the top, there is a navigation bar with a home icon, the City of Cape Town logo, a search icon, and the user's name 'Mr Barry Nicholson'. Below the navigation bar, a 'Welcome' message is displayed. The main content area is titled 'My user roles' and contains a table of roles. The table has columns for Role, Business Partner, Account, Status, and an 'Activate' button. The first row shows the role 'Administrator' assigned to 'SUMMER DAYS TRADING 17PROPRIETARY LIMITED' with a status of 'Not activated'. A red arrow points from a circled '4' below the 'Activate' button to the button itself.

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  
SIKHO SASAKAPA  
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.

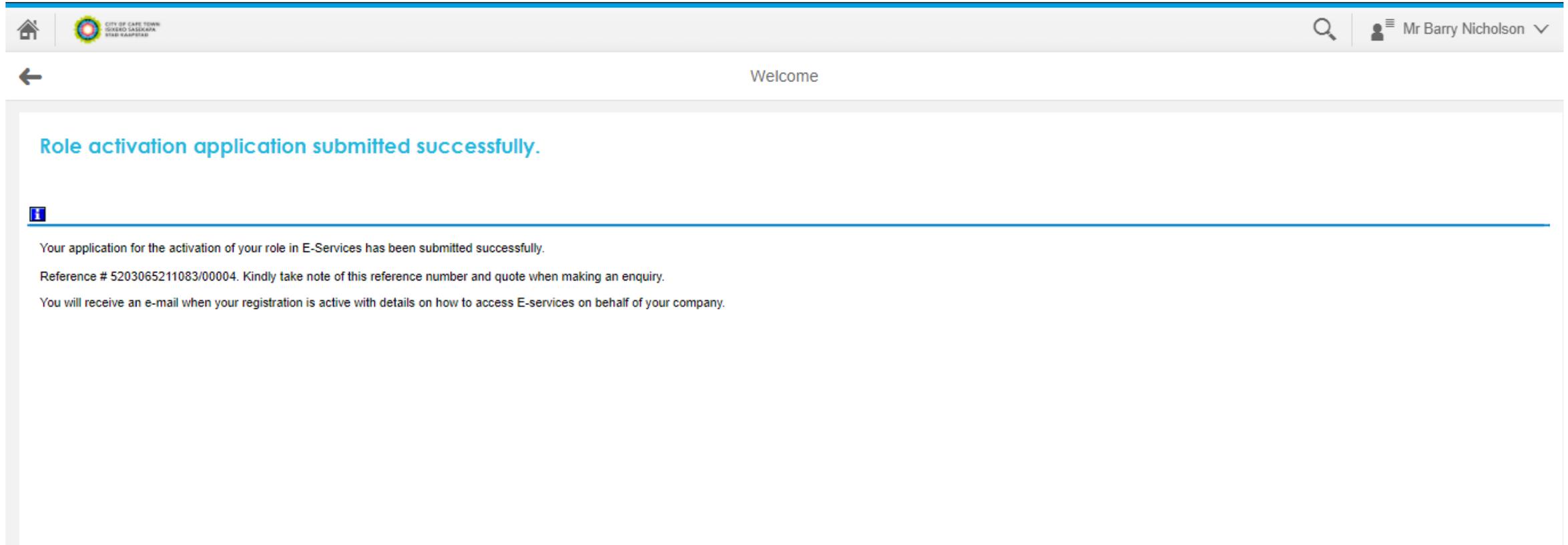
[Data privacy statement](#)

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

Email: [help.uces@capetown.gov.za](mailto:help.uces@capetown.gov.za)  
Website: [eservices.capetown.gov.za](http://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](http://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](mailto: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



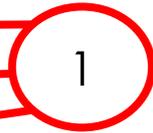
CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

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.

The screenshot displays the City of Cape Town portal interface. At the top left, the logo for the City of Cape Town is visible. The main navigation bar includes 'Organization Administration', 'General', and 'Municipal Accounts'. The 'Organization Administration' section is active, showing a list of menu items: 'Manage users', 'Welcome', 'Service Activation For individual and organ...', and 'Service Registration'. The 'Manage users' item is highlighted with a red circle and a red arrow pointing to it, with the number '2' inside the circle. The background of the portal features a night view of the Cape Town skyline with Table Mountain in the distance.

## 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' with a user icon. Below the title, there is an information box that reads: '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 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 containing the number '3' and a red arrow points to the 'Municipal Accounts user maintenance' option.

## 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', indicating the step to click on it.

**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

City of Cape Town  
IKHEKO SAKHESHA  
SIYO KAAPSTAD

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	<a href="#">Add account to this nominee</a>

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, and a red circle with the number 6 is next to it.

City of Cape Town  
UMHLAKO LASEKAPA  
SINDI KAPETOWN

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 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: S...' and contains a table with columns for Name, Surname, and Email. A table entry shows 'NDULUKANE MANCOKO' with 'NMA' in the Name column and 'mail' in the Email column. A '+ Add Nominee' button is visible. A modal window titled 'Add Nominee' is open, containing a form with the following fields: 'Add myself' (checkbox), '\*Name:', '\*Surname:', '\*Email:', '\*Accounts:' (with a dropdown menu showing '228307268 : SUMMER DAYS TRADING 17 / 8C PETER BARLOW D...'), '\*Status:' (with a dropdown menu showing 'Inactive'), '\*ID Type:', and '\*ID Number:'. A red circle labeled '8' highlights the 'Add myself' checkbox, and a red circle labeled '7' highlights the 'Accounts' field. The modal window has 'Cancel' and 'Confirm' buttons at the bottom. The background page has a 'Submit' button at the bottom right.

## 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.

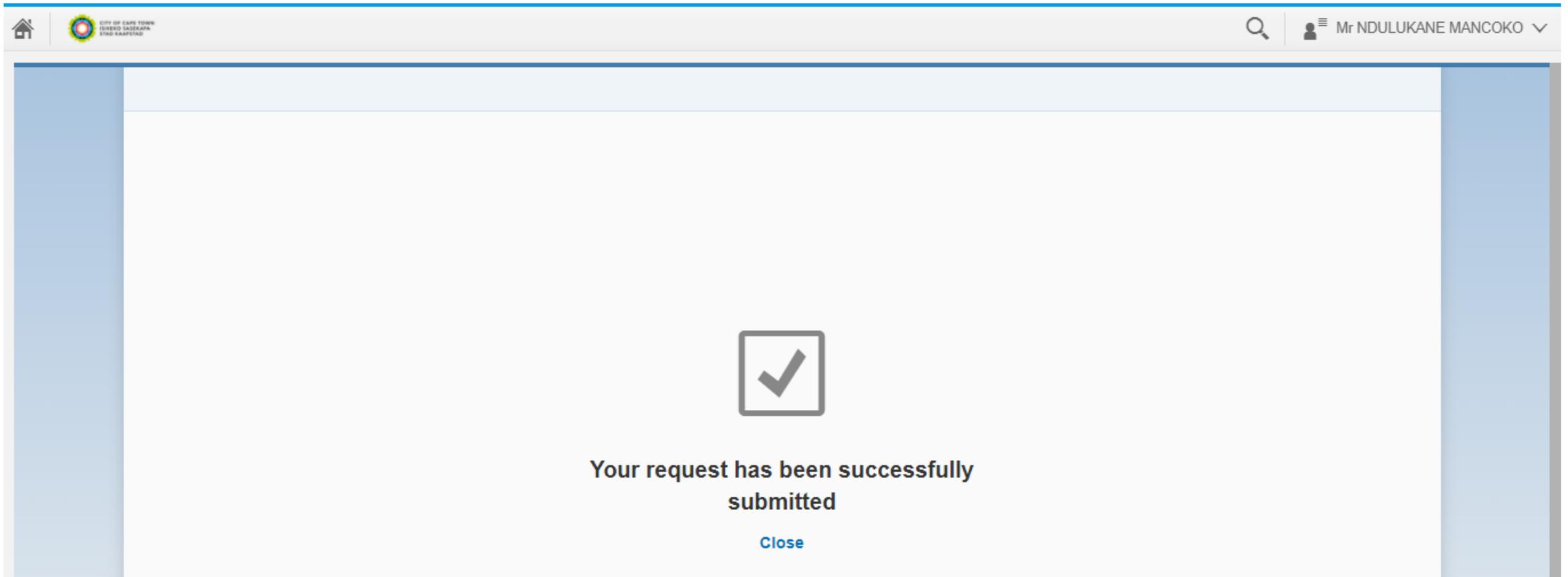
The screenshot shows a web application interface for managing nominees. At the top, there is a navigation bar with a home icon, the City of Cape Town logo, a search icon, and the user name 'Mr NDULUKANE MANCOKO'. Below the navigation bar, the page title is 'Municipal Accounts: SUMMER DAYS TRADING 17'. A message box states: 'This section allows administrators to add or remove other nominees for an organisation.' Below this, there is a '+ Add Nominee' button and two search fields: '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

A red arrow labeled '9' points to the 'Assigned Account' field for Barry Nicholson. At the bottom right, a blue 'Submit' button is highlighted with a red arrow 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

<b>Civic Centre</b> 12 Hertzog Boulevard Cape Town 8001 P O Box 298, Cape Town 8000	<b>Iziko Loluntu</b> 12 Hertzog Boulevard iKapa 8001 P O Box 298, Cape Town 8000	<b>Burgersentrum</b> Hertzog-boulevard 12 Kaapstad 8001 P O Box 298, Cape Town 8000
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Email: [help.uces@capetown.gov.za](mailto:help.uces@capetown.gov.za)  
Website: [eservices.capetown.gov.za](http://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](http://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](mailto: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

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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](#)

13

14

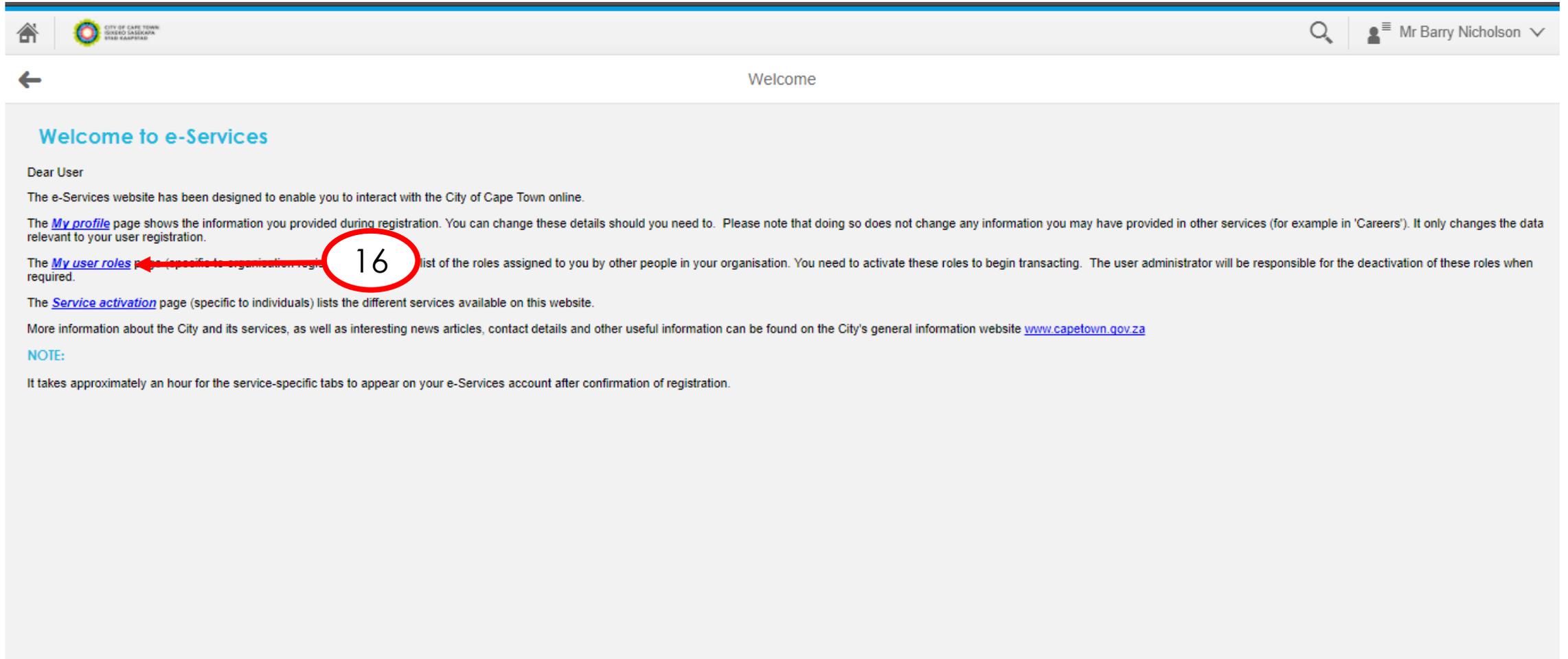
## 5. Assign the Roles of Nominees by Administrator

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

The screenshot displays the City of Cape Town website interface. At the top left is the city logo with the text 'CITY OF CAPE TOWN' and 'SIBONGO LINGANQA' 'IBIZO KAPITOPHO'. At the top right is a search icon and a user profile for 'Mr Barry Nicholson'. Below the header is a navigation menu with the following items: 'Municipal Accounts', 'Prepaid Electricity', 'Motor Vehicle Registration', 'Organization Administration', and 'General'. The 'General' section is active, showing three white cards with blue icons: 'Welcome', 'Service Registration', and 'Service Activation For individual and organ...'. A red circle containing the number '15' is positioned below the 'Welcome' card, with a red arrow pointing upwards to the card's icon.

## 5. Assign the Roles of Nominees by Administrator

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



← 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.

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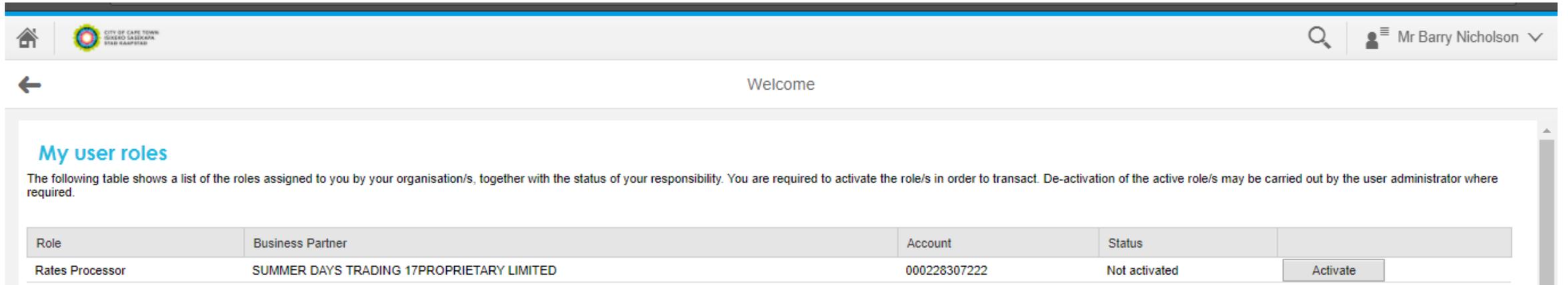
**NOTE:**

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

## 5. Assign the Roles of Nominees by Administrator

17. Click on **Activate** button

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



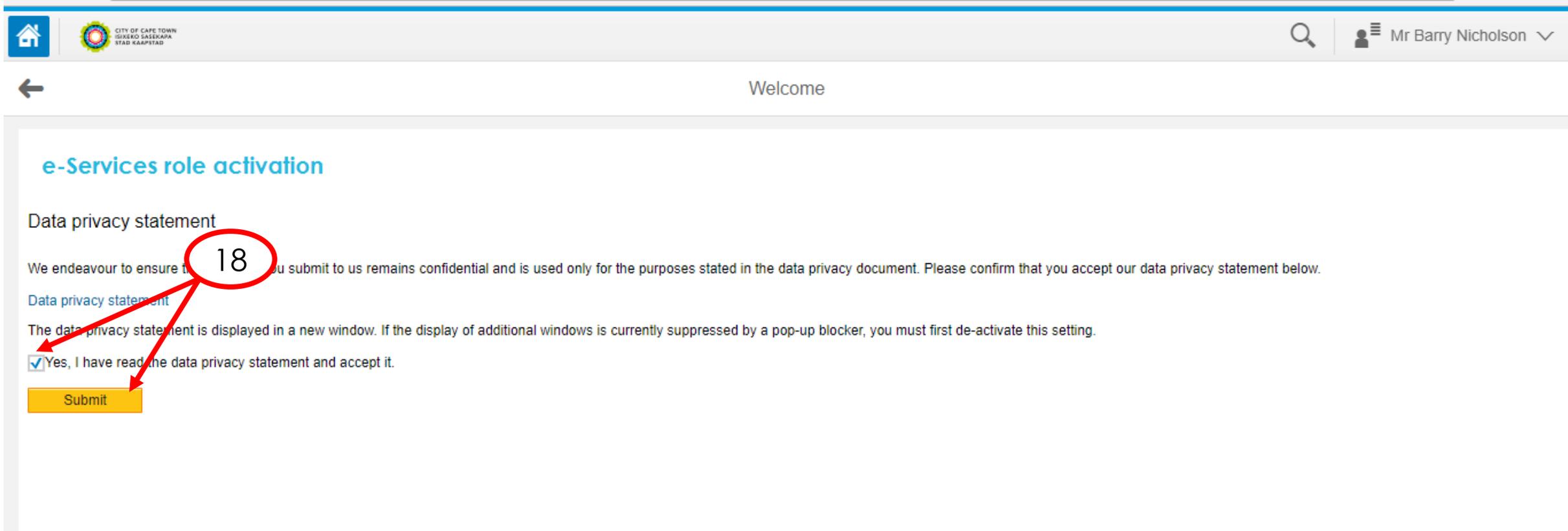
The screenshot shows a user interface for 'My user roles'. At the top, there is a navigation bar with a home icon, the City of Cape Town logo, a search icon, and the user name 'Mr Barry Nicholson'. Below the navigation bar, a 'Welcome' message is displayed. The main content area is titled 'My user roles' and contains a table of roles. The table has five columns: Role, Business Partner, Account, Status, and an 'Activate' button. The first row of data shows a 'Rates Processor' role for 'SUMMER DAYS TRADING 17PROPRIETARY LIMITED' with account number '000228307222' and status 'Not activated'. A red arrow points from the number '17' (circled in red) below the table to the 'Activate' button.

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

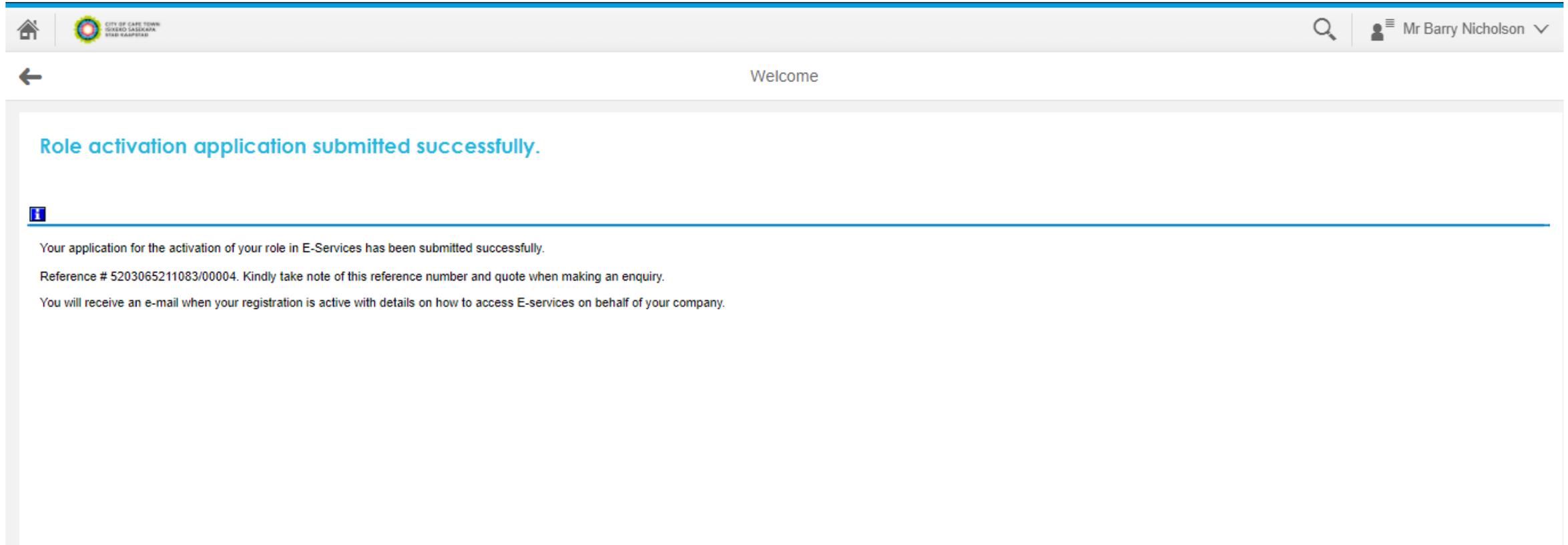
18. Because the nominee was an existing user, he/she must just **tick** the acceptance block and then submit



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 visible: '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.' A red circle with the number '18' is drawn around the text 'Please confirm that you accept our data privacy statement below.' A red arrow points from this circle to the 'Submit' button at the bottom of the form. The 'Submit' button is a yellow rectangular button 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." followed by an information icon. The body text 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."

## 5. Assign the Roles of Nominees by Administrator

20. The nominee will receive an email confirming the nomination

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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](mailto:help.uces@capetown.gov.za)  
Website: [eservices.capetown.gov.za](http://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](http://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](mailto: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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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](mailto:help.uces@capetown.gov.za)  
Website: [eservices.capetown.gov.za](http://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](mailto: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.

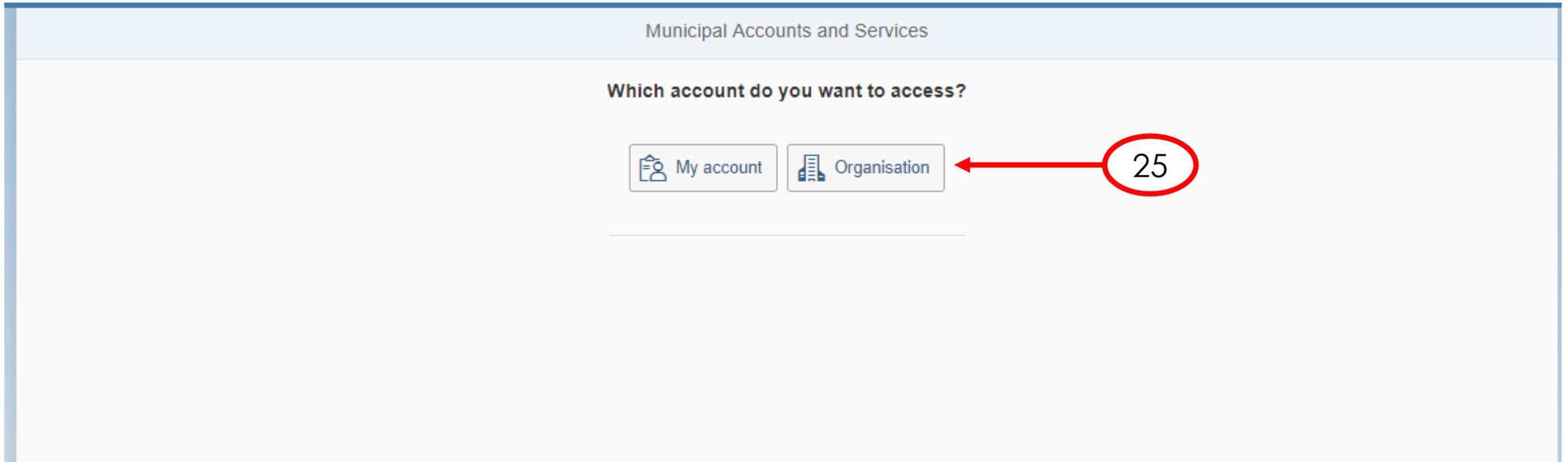
23. To view the contract account(s) assigned, click in the New municipal account file

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 interface for 'Municipal Accounts and Services'. At the top, a light blue header contains the text 'Municipal Accounts and Services'. Below this, a central heading asks 'Which account do you want to access?'. Two buttons are presented: '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, five service tiles are arranged horizontally, each with a title, an icon, and a brief description:

- Account Information**: Invoices, account st... (Icon: Dollar sign with checkmark)
- Meter Readings**: Results, consumption (Icon: Meter with arrow)
- Enter Meter Reading(s)**: Enter readings (Icon: Meter with person)
- SMS Un/Subscription**: SMS subscription/un... (Icon: Smartphone)
- Contact Us**: How to contact us (Icon: Envelope with @)

**THE END**