## 1.1. HCP - External User Access Form (Exempted)

| Purpose |
| --- |
| The purpose of this transaction is to enable a Health Care Provider (HCP) previously known as Medical Service Provider (MSP) to apply for access to CompEasy by completing the online External User Access Form. |
| **Business Scenario** |
| In this scenario a HCP requests access to the CompEasy System. |
| **Prerequisites** |
| The following prerequisites are applicable when processing this transaction: |
| • Access to https://CompEasy.labour.gov.za website. |

### 1.1.1. User Registration - Internet Explorer



| | Fill in all the fields with the relevant information as required. |
| --- | --- |

|  | Please take note of the browsers that are currently supported:<br>• Chrome - Version 77<br>• Internet Explorer 11 (*known issues with IE 9*)<br>• Mozilla Firefox - Version 45 and above<br>• Apple Safari - Versions older than 3 years are not supported<br><br>Browser that is not supported:<br>• Microsoft Edge<br><br>*The following browsers are recommended:*<br>• Chrome - Version 77<br>• Internet Explorer 11 and above |
|---|---|

| Step | Action |
|---|---|
| [1] | Click the **User Category** ⌄ **drop down** button to display the available list. |

## 1.1.2.  User Registration - Internet Explorer



| Step | Action |
|---|---|
| [2] | Click on the **Service Provider** Service Provider option to select it. |

## 1.1.3.    User Registration - Internet Explorer



| Step | Action |
|------|--------|
| [3] | Click the **Title** drop down button to display the available list. |

## 1.1.4.    User Registration - Internet Explorer



| Step | Action |
|------|--------|
| [4] | Click on the **Ms** option to select it. |

## 1.1.5.  User Registration - Internet Explorer



| Step | Action |
|------|--------|
| [5] | Enter **Sineliso** in the **First Name** field. |

## 1.1.6.  User Registration - Internet Explorer



| Step | Action |
|------|--------|
| [6] | Enter **Sanda** in the **Last Name** field. |

## 1.1.7. User Registration - Internet Explorer



| Step | Action |
|---|---|
| [7] | Click the **ID Type** [⌄] **drop down** button to display the available list. |

## 1.1.8. User Registration - Internet Explorer



| Step | Action |
|---|---|
| [8] | Click on the **SA ID Number** SA ID Number option to select it. |

user **5**

## 1.1.9.    User Registration - Internet Explorer



| | The Service Provider email address will be populated from the CompEasy System, provided the email address was entered during registration. |
|---|---|
| | In this example, the email address was not provided during the registration of the HCP, thus it will not display. |

| Step | Action |
|------|--------|
| [9]  | Enter **4103090002187** in the **ID Number** field. |

## 1.1.10.    User Registration - Internet Explorer

| Step | Action |
|------|--------|
| [10] | Enter **0831111000** in the **Mobile Number** field. |

## 1.1.11. User Registration - Internet Explorer



| Step | Action |
|------|--------|
| [11] | Click the **Gender** drop down button to display the available list. |

## 1.1.12. User Registration - Internet Explorer



| Step | Action |
|------|--------|
| | |

| Step | Action |
|------|--------|
| [12] | Click on the **Female F** [Female F] option to select it. |

## 1.1.13.    User Registration - Internet Explorer



| | The CF Registration number is the number obtained from CF when the employer initially registered at the Compensation Fund. |
|--|--|

| Step | Action |
|------|--------|
| [13] | Enter **990000990000** in the **CF Registration No** field. |

## 1.1.14.    User Registration - Internet Explorer



| | |
|---|---|
|  | The Health Care Provider (HCP) previously known as *Medical Service Provider (MSP)* information will be populated from the CompEasy System. |

| Step | Action |
|---|---|
| [14] | Please press **Enter** on the keyboard. |

## 1.1.15.    User Registration - Internet Explorer

| Step | Action |
|------|--------|
| [15] | Enter **1111100000** in the **Health Practice No** field. |

## 1.1.16.  User Registration - Internet Explorer



| Step | Action |
|------|--------|
| [16] | Click in the **area below the scroll bar** to scroll down. |

## 1.1.17.  User Registration - Internet Explorer



| Step | Action |
|------|--------|

| Step | Action |
|------|--------|
| [17] | Enter **Luniko** in the **Manager Name** field. |

## 1.1.18.    User Registration - Internet Explorer



| Step | Action |
|------|--------|
| [18] | Enter **Manager** in the **Manager Position** field. |

## 1.1.19.    User Registration - Internet Explorer



| Step | Action |
|------|--------|

user                                                          **11**

| Step | Action |
|------|--------|
| [19] | Click the **Manager ID Type** [▾] **drop down** button to display the available list. |

## 1.1.20. User Registration - Internet Explorer



| Step | Action |
|------|--------|
| [20] | Click on the **SA ID Number** SA ID Number option to select it. |

## 1.1.21. User Registration - Internet Explorer



| Step | Action |
|------|--------|

| Step | Action |
|------|--------|
| [21] | Enter **9001015353080** in the **Manager ID** field. |

## 1.1.22.    User Registration - Internet Explorer



| | |
|---|---|
|  | Read the Declaration before selecting the checkbox. |

| Step | Action |
|------|--------|
| [22] | Click to select the **Declaration** ☐ checkbox. |

## 1.1.23. User Registration - Internet Explorer



| | |
|---|---|
|  | Please ensure that all the required documents are attached before submitting.<br><br>The Letter of Authority (Power of attorney) is only required if the applicant is not the owner of the HCP. |

| Step | Action |
|---|---|
| [23] | Click the **Document Type** drop down button to display the available list. |

## 1.1.24. User Registration - Internet Explorer

| Step | Action |
|------|--------|
| [24] | Double click on the **User SA ID / Passport** User SA ID / Passport option to select it. |

## 1.1.25. User Registration - Internet Explorer



| | The file types allowed for upload are: **PDF, JPG, JPEG, MSG, DOC, DOCX, XLX and XLXS** |
|---|---|
| | The maximum Upload file size is **3MB.** |

| Step | Action |
|------|--------|
| [25] | Click the **Browse** Browse... button to select the relevant document. |

## 1.1.26.    Choose File to Upload
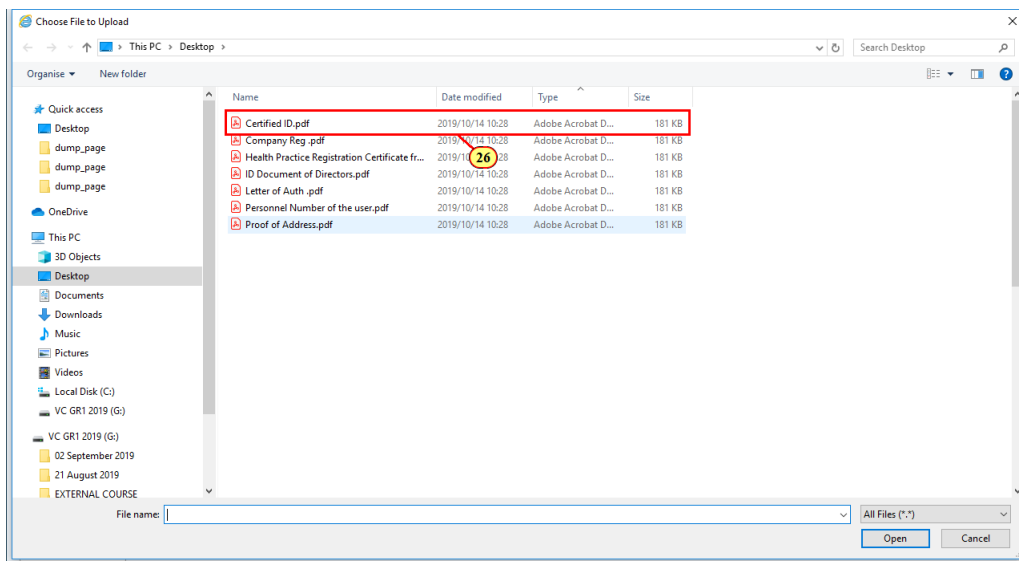


| Step | Action |
|------|--------|
| [26] | Double click on the **Certified ID.pdf** Certified ID.pdf file to select it. |

## 1.1.27.    User Registration - Internet Explorer
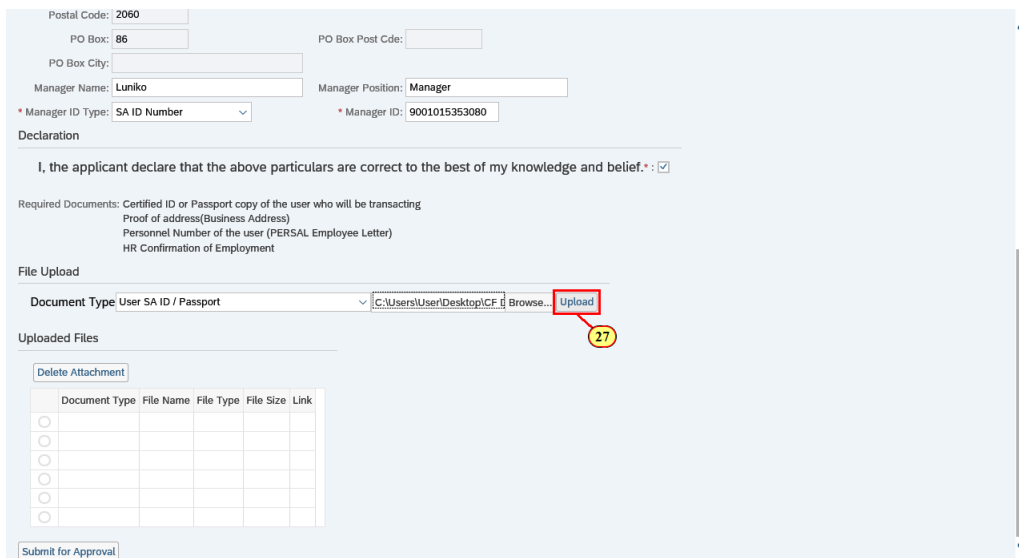


| Step | Action |
|------|--------|
| [27] | Click the **Upload** Upload button to upload the selected document. |

## 1.1.28.    User Registration - Internet Explorer





The uploaded document details are displayed.

| Step | Action |
|---|---|
| [28] | Click the **Document Type** drop down button to display the available list. |

## 1.1.29.    User Registration - Internet Explorer

| Step | Action |
|------|--------|
| [29] | Double click on the **Proof of Business Address** Proof of Business Address option to select it. |

## 1.1.30. User Registration - Internet Explorer



| Step | Action |
|------|--------|
| [30] | Click the **Browse** Browse... button to select the relevant document. |

## 1.1.31. Choose File to Upload
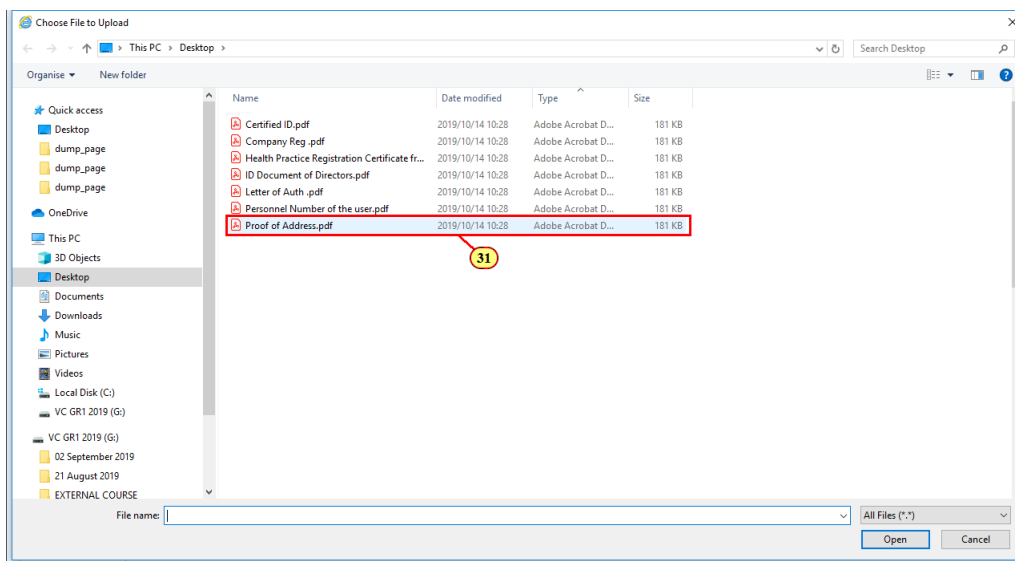
| Step | Action |
|---|---|
| [31] | Double click on the **Proof of Address.pdf** ![Proof of Address.pdf] file to select it. |

## 1.1.32. User Registration - Internet Explorer



| Step | Action |
|---|---|
| [32] | Click the **Upload** ![Upload] button to upload the selected document. |

## 1.1.33. User Registration - Internet Explorer



| Step | Action |
|---|---|

| Step | Action |
|---|---|
| [33] | Click the **Document Type** ⌄ **drop down** button to display the available list. |

## 1.1.34. User Registration - Internet Explorer



| Step | Action |
|---|---|
| [34] | Double click on the **Persal Employee Report** Persal Employee Report option to select it. |

## 1.1.35. User Registration - Internet Explorer

| Step | Action |
|------|--------|
| [35] | Click the **Browse** Browse... button to select the relevant document. |

## 1.1.36. Choose File to Upload
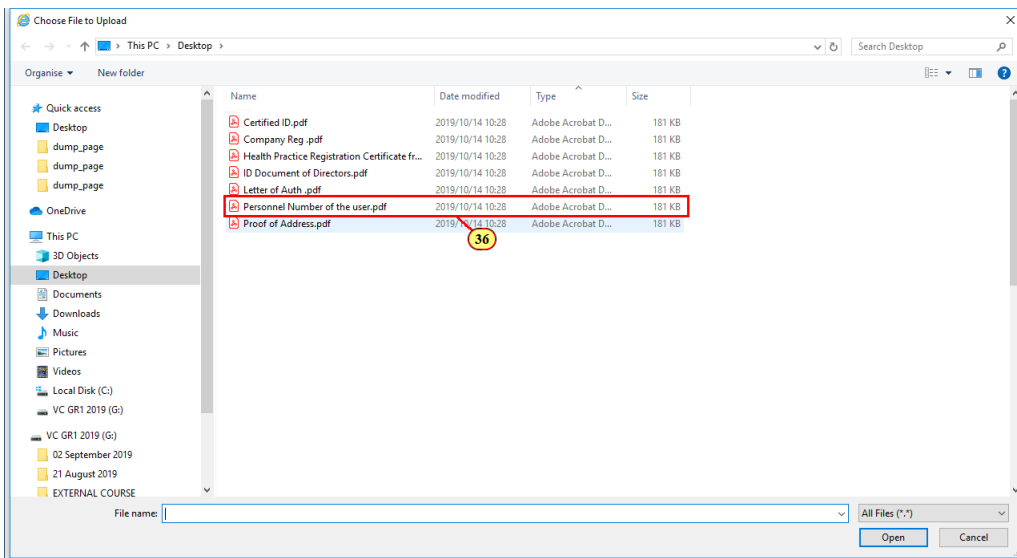


| Step | Action |
|------|--------|
| [36] | Double click on the **Personnel Number of the user.pdf** Personnel Number of the user.pdf file to select it. |
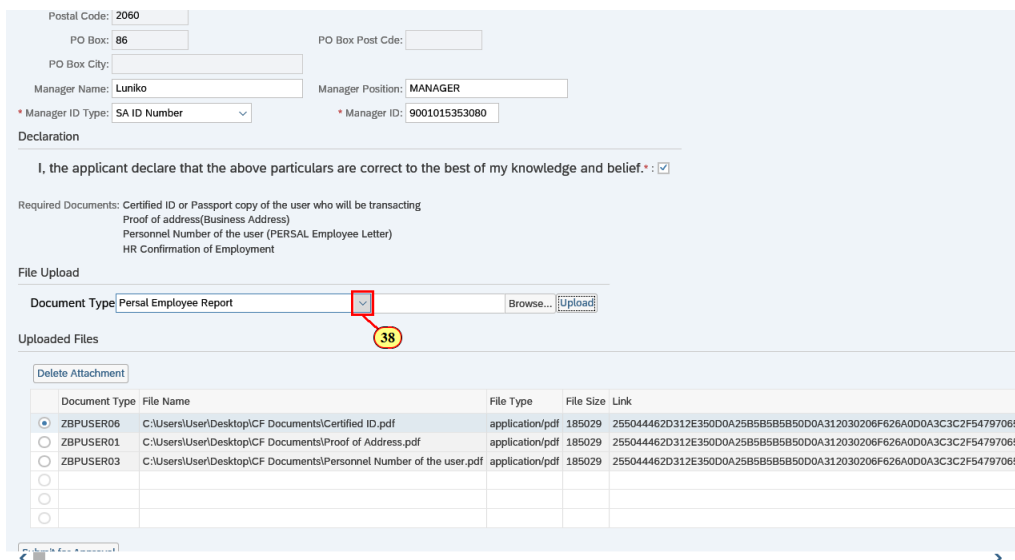
## 1.1.37. User Registration - Internet Explorer
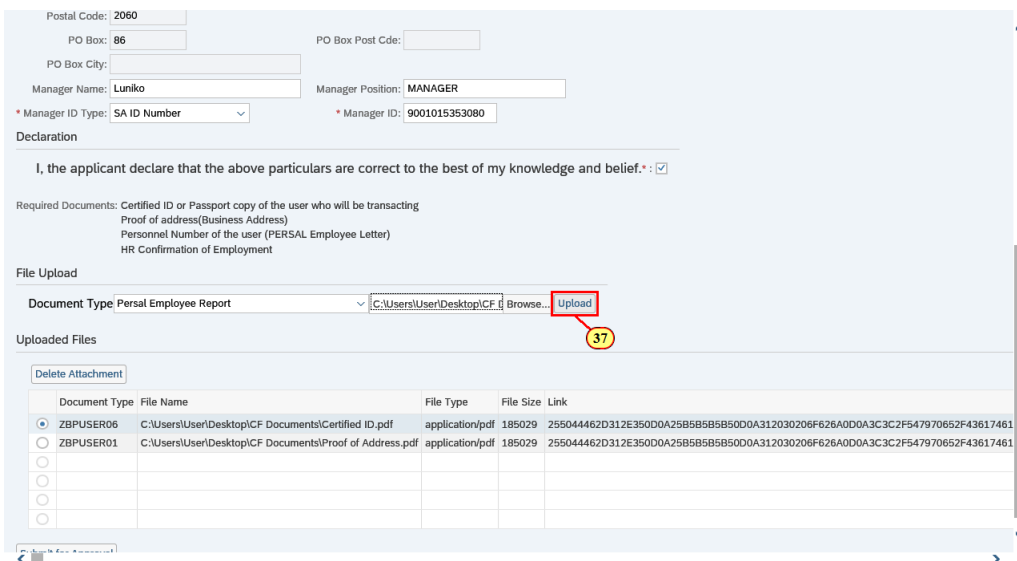
| Step | Action |
|------|--------|
| [37] | Click the **Upload** Upload button to upload the selected document. |

## 1.1.38. User Registration - Internet Explorer



| Step | Action |
|------|--------|
| [38] | Click the **Document Type** drop down button to display the available list. |

## 1.1.39. User Registration - Internet Explorer



| Step | Action |
|------|--------|

| Step | Action |
|------|--------|
| [41] | Double click on the **HR Comfirmation of Employment.pdf**  file to select it. |

## 1.1.42.    User Registration - Internet Explorer



| Step | Action |
|------|--------|
| [42] | Click the **Upload**  button to upload the selected document. |

## 1.1.43.    User Registration - Internet Explorer

| Step | Action |
|------|--------|
| [43] | Click in the **area below the scroll bar** to scroll down. |

## 1.1.44.   User Registration - Internet Explorer



| Step | Action |
|------|--------|
| [44] | Click the **Submit for Approval** [Submit for Approval] button to submit the User Registration request for approval. |

| | If there is no system response after clicking the **Submit for Approval** button, scroll to the top to view the error message. |
|---|---|

## 1.1.45.   User Registration - Internet Explorer



| Step | Action |
|---|---|
| [45] | Click the **OK** button to acknowledge the message. |

## 1.1.46.   User Registration - Internet Explorer



| | Well done!  You have successfully submitted the request for User access to the CompEasy System for approval. |
|---|---|