



**employment & labour**

Department:  
Employment and Labour  
REPUBLIC OF SOUTH AFRICA

# Memo

To : All CompEasy External Users





## Update on CompEasy External User Registration:

Stakeholders are informed of delays experienced in the provisioning of NEW applications for external users who wish to get user access on CompEasy.

We are experiencing challenges with the Identity Manager (IDM) on SAP and it is currently receiving attention by SAP.

The Fund has put in place an interim solution to ensure that service to stakeholders with regards to provisioning of new users is not compromised, however this interim process does take longer than the automated process.

**IMPORTANT:** This does not change the process for submitting user registration on your part as the challenge only affects processing internally in the Fund. Users should still submit their User Access requests as outlined by the Fund in previous communiques.

For Claims registration and invoice submission, kindly send your requests with all the supporting documents to the following:



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- [CompEasyNW@labour.gov.za](mailto:CompEasyNW@labour.gov.za) – For North West users
- [CompEasyGT@labour.gov.za](mailto:CompEasyGT@labour.gov.za) – For Gauteng users
- [CompEasyKZN@labour.gov.za](mailto:CompEasyKZN@labour.gov.za) – For KZN users
- [CompEasyMP@labour.gov.za](mailto:CompEasyMP@labour.gov.za) – For Mpumalanga users
- [CompEasyFS@labour.gov.za](mailto:CompEasyFS@labour.gov.za) – For Free State users
- [CompEasyEC@labour.gov.za](mailto:CompEasyEC@labour.gov.za) – For Eastern Cape users
- [CompEasyLP@labour.gov.za](mailto:CompEasyLP@labour.gov.za) – For Limpopo users
- [CompEasyWC@labour.gov.za](mailto:CompEasyWC@labour.gov.za) – For Western Cape users
- [CompeasyNC@labour.gov.za](mailto:CompeasyNC@labour.gov.za) – For Northern cape users
- [CompEasyFS@labour.gov.za](mailto:CompEasyFS@labour.gov.za) – For Free State users