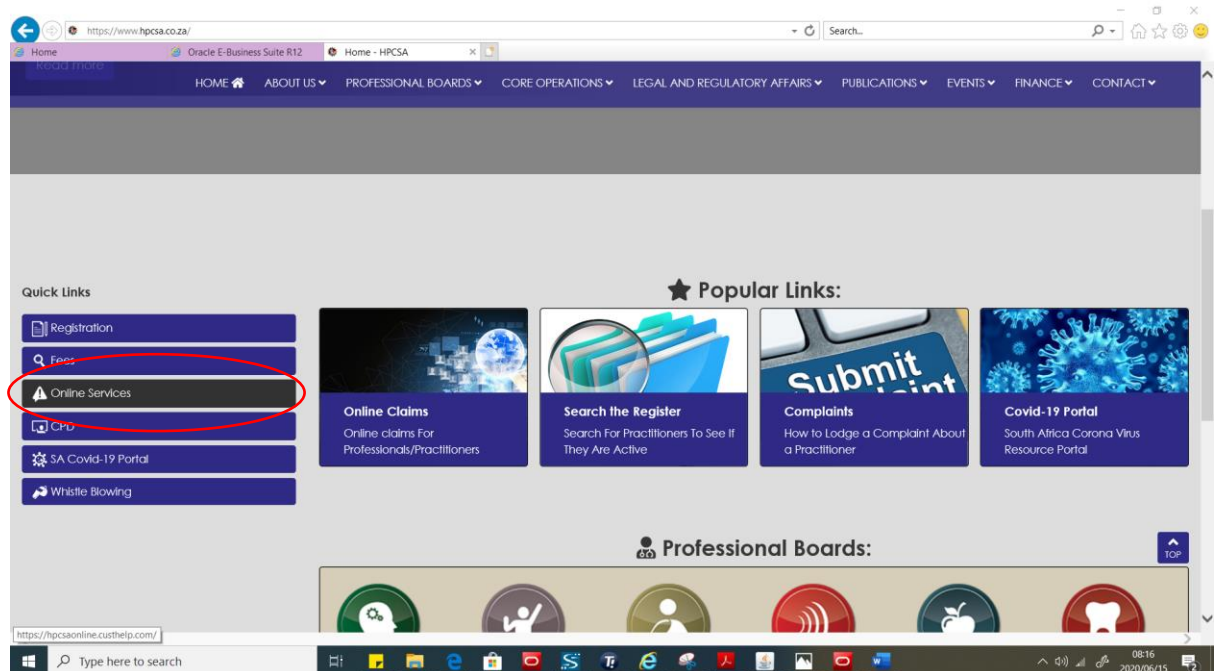




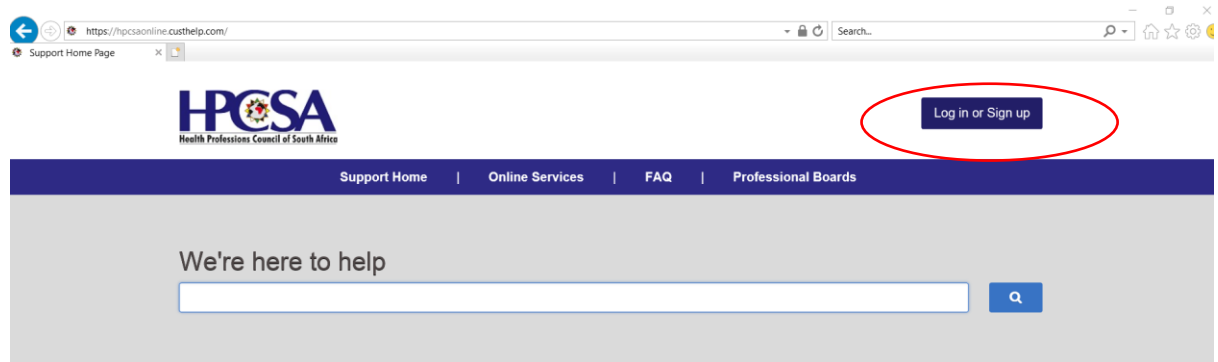
# User Manual for Practitioners to renew registration

The Purpose of the Manual is to guide Health Practitioners on how to login and pay or access the card on the OSVC Portal.

1. Go to the HPCSA website [www.hpcsa.co.za](http://www.hpcsa.co.za) or click on the link <https://hpcsaonline.custhelp.com/>



2. Click on Online services and the below page will be displayed.



3. Please note All registered practitioners has been assigned accounts please do not create a new account. If a practitioner has not logged on the portal before click on the login or sign up button.
4. If a practitioner has logged in before He\She must capture the username and password. The username is the ID number or Passport number.

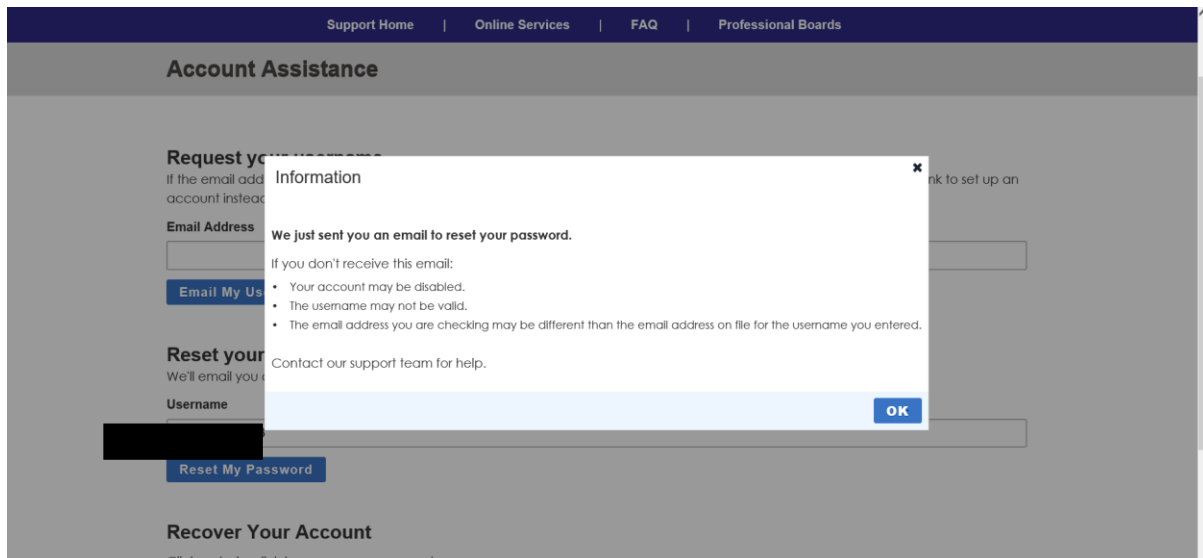
5. If practitioner has not logged in on the system before they need to Click on the Forgot username or Password link

The screenshot shows the HPCSA online help page. At the top, there is a navigation bar with links for Support Home, Online Services, FAQ, and Professional Boards. A 'Log in or Sign up' button is in the top right. A modal window titled 'Please log in to continue' is displayed in the center. It contains a 'Log In or' button and a 'Create an Account' button. Below these are input fields for 'Username' and 'Password'. A link labeled 'Forgot your username or password?' is circled in red. At the bottom of the modal are 'Log In' and 'Cancel' buttons. The background of the page shows various professional categories like Dental Assisting, Psychology, Occupational Therapy, Medical Technology, Environmental Health, and Emergency Care.

Please note the username is the practitioner's ID number or passport number.

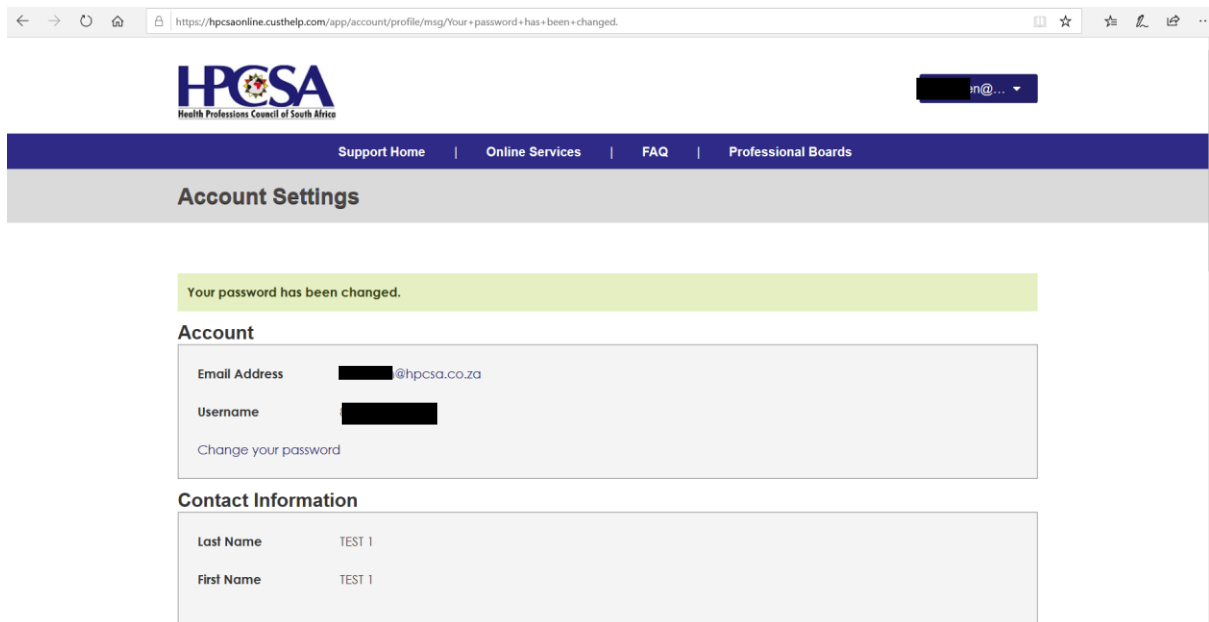
6. Type Practitioner ID number or passport below Username and click on the button Reset My password. An email will be sent to the registered email address and an SMS will be sent to the registered cell number.

The screenshot shows the 'Account Assistance' page. It has a navigation bar similar to the previous page. The main content area is titled 'Account Assistance' and contains three sections: 'Request your username', 'Reset your password', and 'Recover Your Account'. The 'Request your username' section has an 'Email Address' input field and an 'Email My Username' button. The 'Reset your password' section has a 'Username' input field with the placeholder text 'Type Practitioner ID number or passport' and a 'Reset My Password' button. The 'Recover Your Account' section has a link to 'Recover Your Account'. The 'Reset My Password' button is highlighted with a blue border.

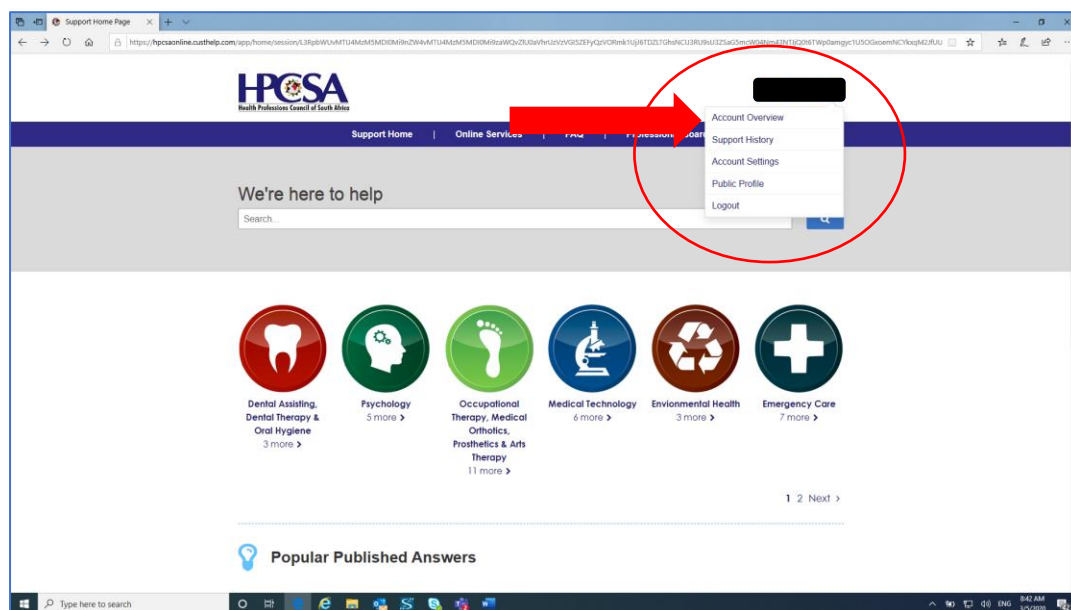


7. If you don't receive any communication click on the Recover Account button.
8. The email or sms will be having a link to reset your password and you will have to type the password and verify it. An example of a strong password that can be used is @Password1 . the Password must have one special character, a capital letter ,number, and normal alphabets.

9. After successful login the below page will be displayed. Check if details are correct and click save changes. You will need to scroll down to save.

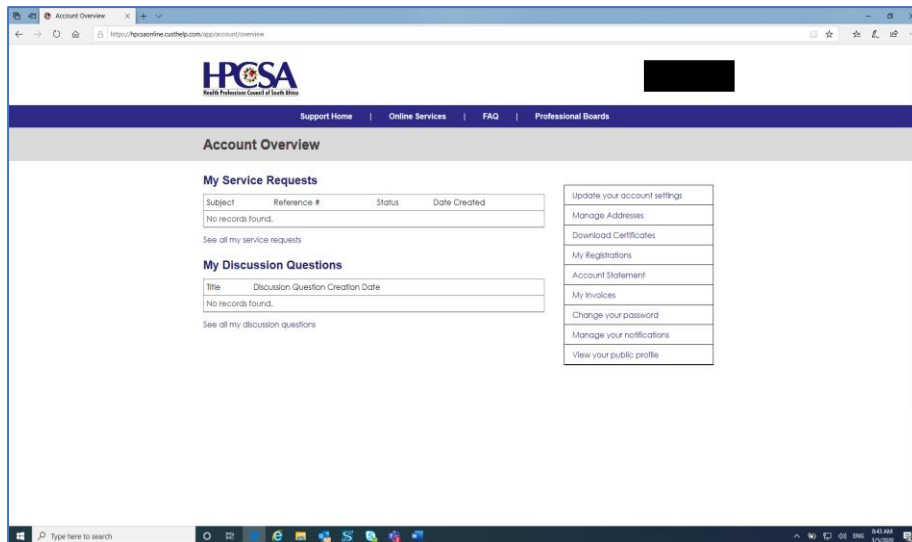


13. click on the top right where your name will be displayed and click on the arrow and select Account overview

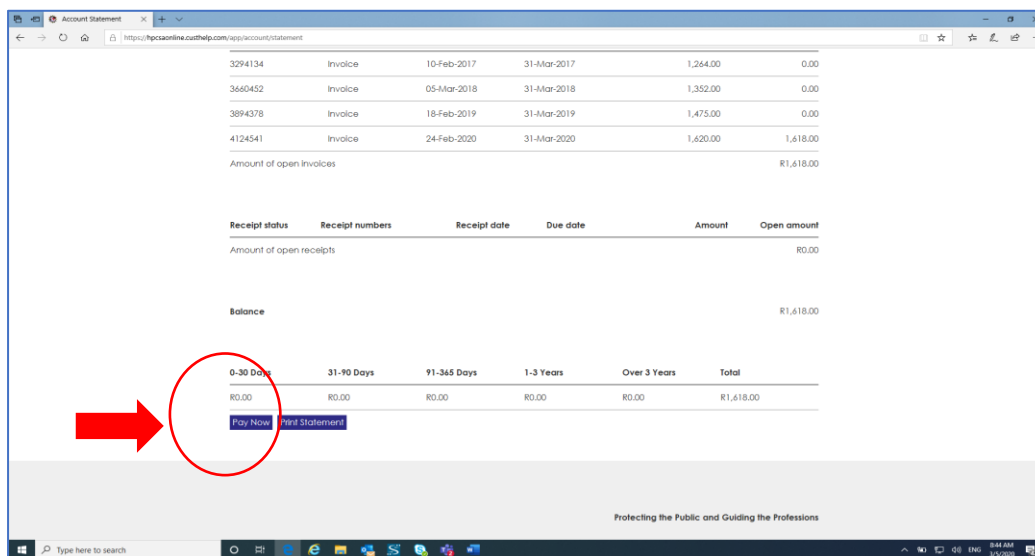


**If you already paid you may skip step 14,15,16,17,18 and go to step 19.**

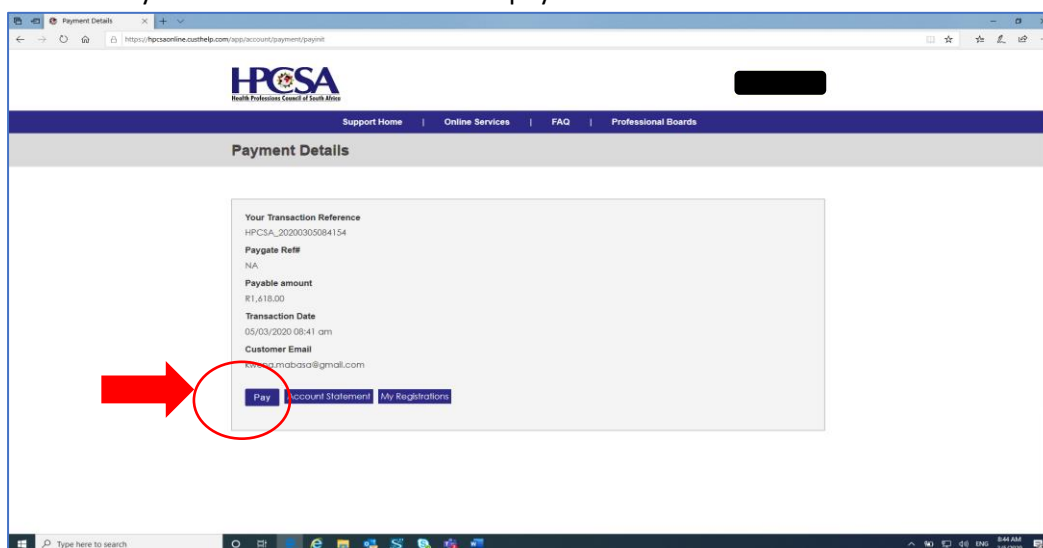
14. Select Account Statement



15. Check the open invoices and click pay now, details of the amount due appear on the screen.



16. Click Pay now button and the click the pay button.



17. Populate payment details and click next to finalize the payment.

18. The website should be <https://secure.paygate.co.za/payweb3/process.trans>

19. After successful payment need to go to My Registrations.

20. Then click on Click here to proceed of the registration that is active.

Reg No.	Expiry Date	Status	
PS S [REDACTED]	31 Mar 2013	CLOSED	<a href="#">Click Here To Proceed</a>
PSIN [REDACTED]	31 Mar 2015	CLOSED	<a href="#">Click Here To Proceed</a>
PS [REDACTED]	31 Mar 2021	ACTIVE	<a href="#">Click Here To Proceed</a>



21. Click on card as circled below.

**Registration Details : PS**

**Registration No:**  
PS 0126721  
**Type:**  
Practitioner  
**Registration Date**  
22 Mar 2019  
**Validity**  
From: 01 Jan 2015 Up to: 31 Mar 2021  
**Board**  
[PSB]PSYCHOLOGY  
**Register**  
[PS]PSYCHOLOGIST  
**Status:**  
ACTIVE

**Qualifications**

Description	Date Obtained
MSc (Clin Psychology) Limpopo	18 Dec 2014

**Categories**

Description	Status	Start Date	End Date
INDEPENDENT PRACTICE CLINICAL PSYCHOLOGY	ACTIVE	06 Jan 2016	31 Mar 2021
PUBLIC SERVICE COMMUNITY SERVICE CLINICAL PSYCHOLOGY	TERMINATED	01 Jan 2015	06 Jan 2016

Age Exemption
Ill Health Exemption
Voluntary Erasure
**Card**
<< Back

22. The card will be displayed as show below.

This document is up to date and accurate at the date of printing above, and serves as proof of HPCSA Registration for the period indicated below.

For full verification of the practitioner's current registration status, please scan the QR code using a standard QR code scanner application on a mobile device, and be sure to be linked to the internet at the time.






Photo added by practitioner

ID Number: [REDACTED]

HPCSA Number: [REDACTED]

Term: 01 Apr 2020 - 31 Mar 2021

Registration(s)	Category(s)	Specialities/Sub-Specialities
PSYCHOLOGIST	INDEPENDENT PRACTICE(CLINICAL PSYCHOLOGY)	

Print Card
Request Physical Card

Manage Addresses
Download Certificates
My Registrations
My Invoices
Change your password
Manage your notifications
View your public profile

To Save the card right click and print it and where you supposed to select a printer select print to PDF and save.