

SOUTH AFRICAN NURSING COUNCIL

MMS PHASE 0 – SANC BUSINESS HUB USER MANUAL

PREFACE

This document serves as a visual guideline to assist users with the functionality presented.

PURPOSE OF MANUAL

To guide users through the SANC Business Hub portal

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Introduction

Scope and Purpose

The SANC Business Hub solution for Phase 0, provides an online solution for current SANC practitioners and students to verify and update their master data as reflected on the current SANC Nurse Register database. Furthermore, it is the first stage to implement process workflows in order to reduce the historical, manual activities.

Process Overview

The following will be addressed in the first user manual:

How to:

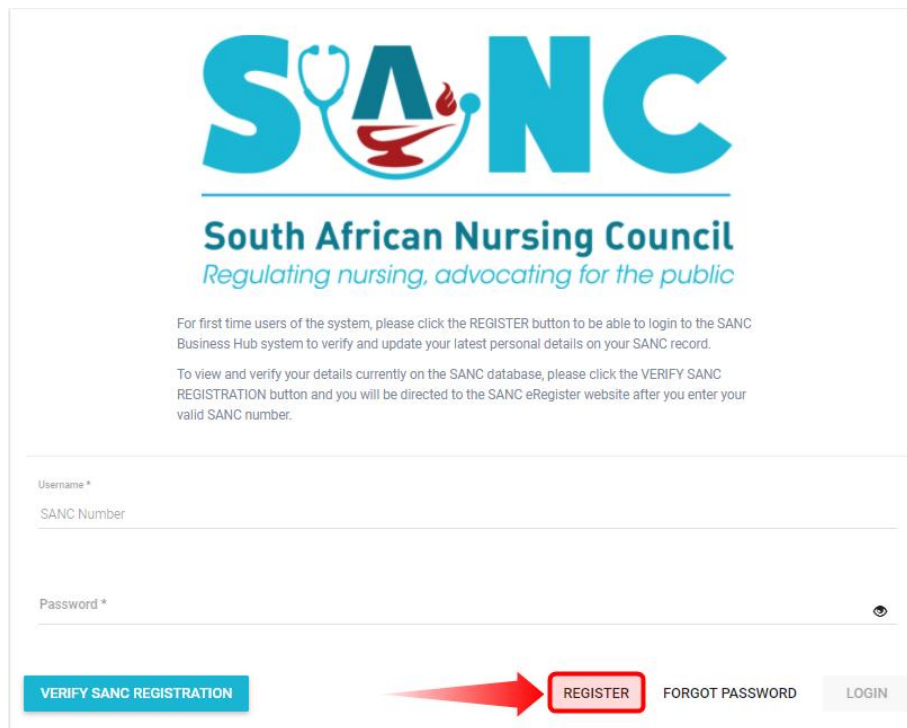
1. **Register**
2. **Log in**
3. **Verify / Update information**
4. **Logout**
5. **Change Password**

NOTE: You can register on any device (for example, your cell phone, computer, tablet, etc)

1. Register

To register on the SANC Business Hub, complete the following steps:

STEP 1: Click on REGISTER at the bottom right-hand-side of the screen



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For first time users of the system, please click the REGISTER button to be able to login to the SANC Business Hub system to verify and update your latest personal details on your SANC record.

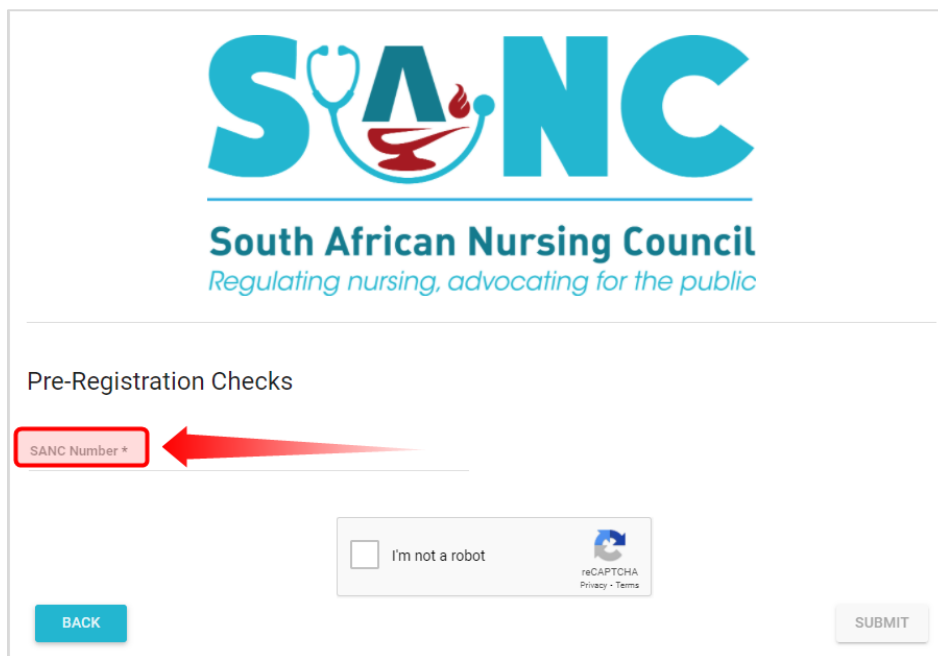
To view and verify your details currently on the SANC database, please click the VERIFY SANC REGISTRATION button and you will be directed to the SANC eRegister website after you enter your valid SANC number.

Username *
SANC Number
Password *

[VERIFY SANC REGISTRATION](#) [REGISTER](#) [FORGOT PASSWORD](#) [LOGIN](#)


The Pre-Registration Check page will display. On this screen:

STEP 2: Type your SANC Number in the field provided



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Pre-Registration Checks

☐ I'm not a robot 

[BACK](#) [SUBMIT](#)

STEP 3: Tick the tick box that says “I’m not a robot”

STEP 4: Click “SUBMIT” at the bottom right of the page

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Pre-Registration Checks

SANC Number *

1

BACK

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

SUBMIT

NOTE: The Pre-Registration Check page will display with the SANC number that was entered in **STEP 2** (see image above)

STEP 5: Type your SA ID Number (**or your Passport number/Permit number**) in the “SA ID Number” field provided (see following image)

STEP 6: Tick the tick box “I’m not a robot”

STEP 7: Click “SUBMIT”

The image shows the SANC (South African Nursing Council) logo at the top, with the tagline "Regulating nursing, advocating for the public". Below the logo is a form titled "Pre-Registration Checks". The form includes a text input field for "SA ID Number *" (highlighted with a red box), a "SANC Number *" field with a dropdown menu showing "1", a checkbox for "I'm not a robot" (with a callout for STEP 6), a "BACK" button, and a "SUBMIT" button (highlighted with a red box and a callout for STEP 7). A callout for STEP 5 points to the "SA ID Number *" field.

STEP 5:
Type your SA ID Number in the field provided

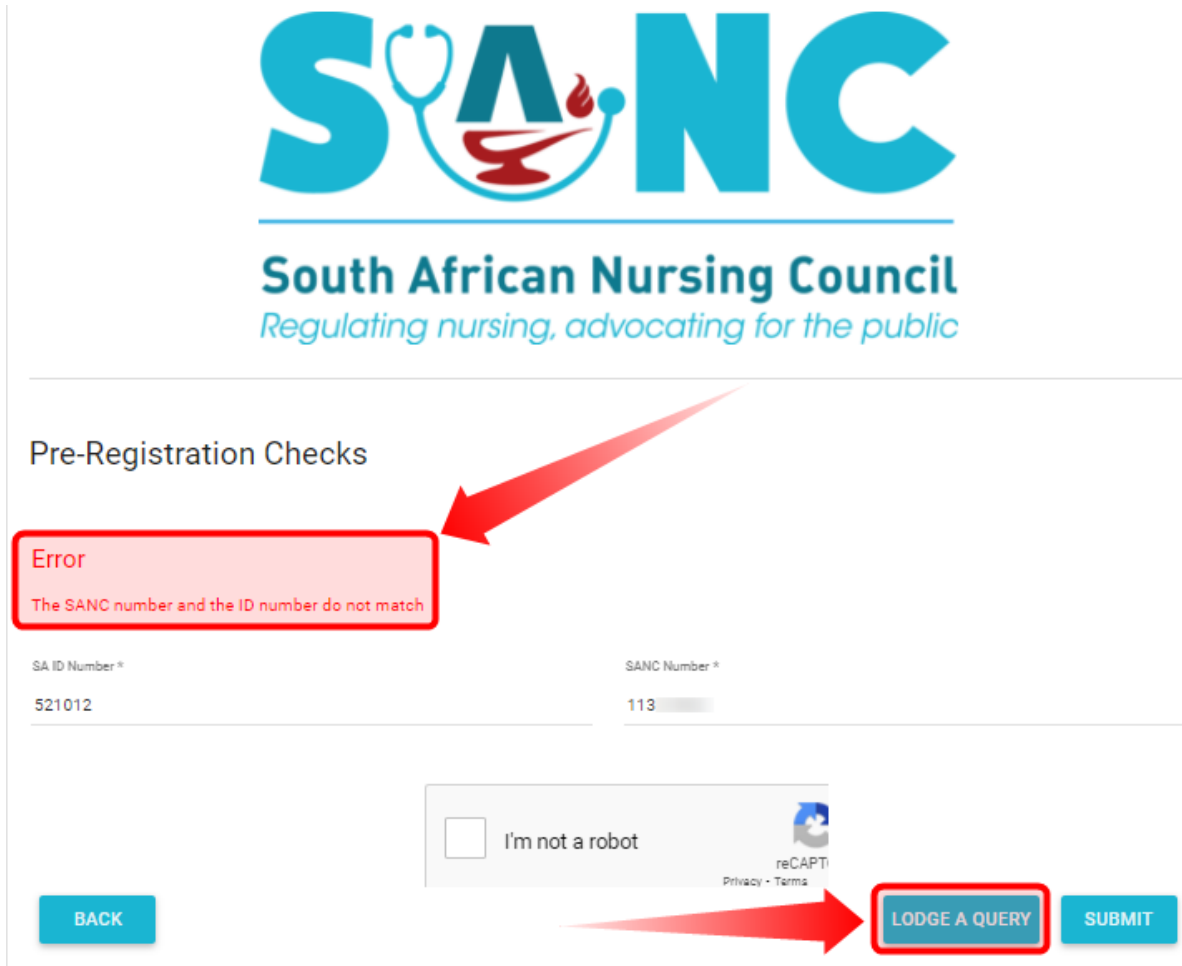
STEP 6:
Tick the tick box

STEP 7:
Click SUBMIT

NOTE:

1. Should you receive an **Error** message once the SUBMIT button was clicked, continue to the next page (page 8)
2. Should **no** Error message be received, continue to page 10

NOTE: Should you receive the following Error message once the SUBMIT button was clicked:
“The SANC number and the ID number do not match”, you must click on the
“LODGE A QUERY” button, on the bottom right of the screen:



The screenshot displays the SANC (South African Nursing Council) logo at the top, with the tagline "Regulating nursing, advocating for the public". Below the logo, the section "Pre-Registration Checks" is visible. A red-bordered box highlights an error message: "Error" followed by "The SANC number and the ID number do not match". A red arrow points from this error message to the "LODGE A QUERY" button at the bottom right. The form includes two input fields: "SA ID Number *" with the value "521012" and "SANC Number *" with the value "113". A reCAPTCHA "I'm not a robot" checkbox is also present. At the bottom left is a "BACK" button, and at the bottom right are the "LODGE A QUERY" and "SUBMIT" buttons. A red arrow points from the reCAPTCHA area towards the "LODGE A QUERY" button.

The “Lodge a Query” screen will display with the Subject line already completed.

(This can be edited, if necessary):



Subject *

ID number does not match

As per the image below, you will now be required to:

- In the Comment field, type in your query
- Complete the fields for your First Name and Last Name
- Select your Primary contact method from the dropdown
- Type in your applicable contact details
- Click SUBMIT



Lodge a Query

Subject *

ID number does not match.

Subject line will be already completed

Comment

Please assist with the registration process

Type your query in the comment field

First name *

Yc

Last name *

Po

Primary contact method *

Email

Email *

yo

Cellphone number

SA

071 123 4567

Select your Primary contact method by clicking on the dropdown

SANC Contact Details

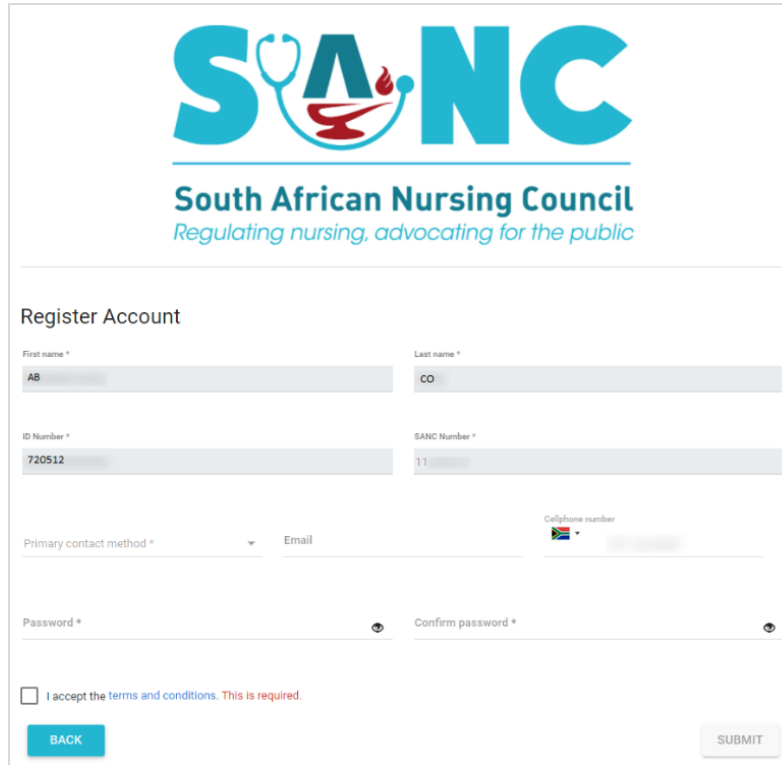
Email: SANC@email.com
Phone: 082 123 4567

BACK

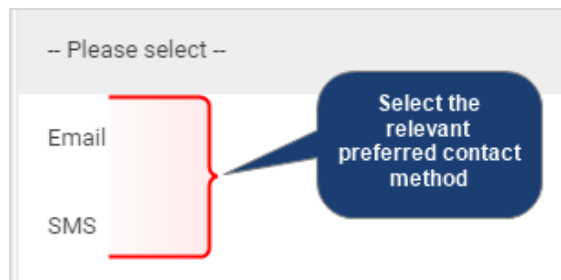
SUBMIT

NOTE: Should no Error message be received, and the Pre-Registration Checks were successfully submitted, the Register Account page will display with the following information automatically populated:

- First Name
- Last Name
- ID Number
- SANC Number



STEP 8: Select from the dropdown, your preferred Primary contact method (that is, whether you would prefer to be contacted by either SMS or Email). This contact method will be used to receive One Time Pin (OTPs) as well as other correspondence from the system.



STEP 9: Select a password according to the criteria provided in the following system message:

Please set a password that contains at least :

- 1 special character
- 1 numerical digit
- 1 alphabetic upper-case letter
- 1 alphabetic lower-case letter.

Please ensure that your password consists of a minimum of 8 characters, i.e. Clever05*.

Email *

This is required.

Type your chosen password in the field provided (see image below)

STEP 10: Type in your password again in the Confirm password field

STEP 11: Click the tick box “I accept the terms and conditions”

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Register Account

First name *
AB

Last name *
CO

ID Number *
720512

SANC Number *
11

Primary contact method *
Email

Email *
yol.

Cellphone number
[Flag icon]

Password *
[Redacted]

Confirm password *
[Redacted]

☐ I accept the [terms and conditions](#). *This is required.*

BACK SUBMIT

STEP 9: Type your chosen password


STEP 10: Type your password again to confirm your password


STEP 11: Click the tick box to accept the terms and conditions

NOTE: To read the Terms and Conditions, click on the [light blue link](#) provided:

☒ I accept the [terms and conditions](#).

STEP 12: Click “SUBMIT”

NOTE: You can click on the  button at the end of the Password line, and Confirm password line, to view your password



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Register Account

First name *


Last name *


ID Number *


SANC Number *

Primary contact method *

Email *

Cellphone number 

Password * 


Confirm password * 

☒ I accept the [terms and conditions](#).

NOTE: A One Time Pin (OTP) will be e-mailed / SMSed to you (depending on the primary contact method that was selected in **STEP 8**)

STEP 13: Type the One Time Pin (OTP) in the field provided (see below)

STEP 14: Click “Verify”



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Please enter the One Time Pin (OTP) sent to you

OTP *

NOTE: You will now be navigated to an account confirmation screen.

STEP 15: Click on the “LOGIN” tab at the bottom right of the screen to proceed



2. Login

Once you have registered on the system, you will be required to Login to update and verify your details.

The following steps must be followed (see the image below):

STEP 1: Type your SANC number in the field provided

STEP 2: Type your chosen Password (set during registration) in the field provided

STEP 3: Click “LOGIN”

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For first time users of the system, please click the REGISTER button to be able to login to the SANC Business Hub system to verify and update your latest personal details on your SANC record.

To view and verify your details currently on the SANC database, please click the VERIFY SANC REGISTRATION button and you will be directed to the SANC eRegister website after you enter your valid SANC number.

Username *
1134

Password *

VERIFY SANC REGISTRATION REGISTER FORGOT PASSWORD LOGIN

The following Dashboard will display:

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Dashboard

Profile Details

Verify/Update Details

Welcome to the SANC Business Hub!

The SANC Business Hub is changing the way the SANC is doing business. This online business portal has been created to streamline business processes and service delivery.

One of the first features of the Business Hub is the updating of Nurses' contact details. It provides registered Nurses with the opportunity to verify their captured contact details with the SANC as well as making changes to personal details through an interim process of submitting verification documents – this interim process will be fully automated as of 2022.

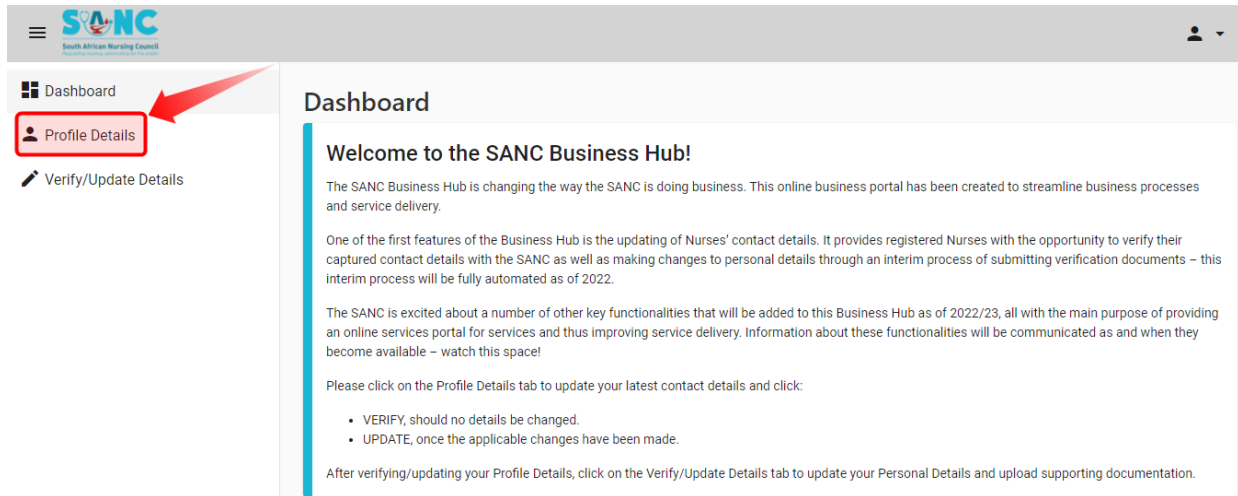
The SANC is excited about a number of other key functionalities that will be added to this Business Hub as of 2022/23, all with the main purpose of providing an online services portal for services and thus improving service delivery. Information about these functionalities will be communicated as and when they become available – watch this space!

Please click on the Profile Details tab to update your latest contact details and click:

- VERIFY, should no details be changed.
- UPDATE, once the applicable changes have been made.

After verifying/updating your Profile Details, click on the Verify/Update Details tab to update your Personal Details and upload supporting documentation.

STEP 4: You **must** first click on the “Profile Details” menu item on the left side of the page, to update and provide mandatory information



NOTE: The Profile Details page consists of three sections:

- Personal Details
- Contact Details
- Address Details

Profile

Personal Details

Title: MRS First Name: EST Surname: GOODE

RSA ID: 540 Gender: Female

Contact Details

Prefer Email: yolo@... Email: Cell Number: Home Number: Work Number:

Address Details

Postal Address

Search for Country: SOUTH AFRICA

Address Type: Postal

Postal Type: P O BOX PO Box Number: 1234

Search for Suburb: Post Office: DIE HOEWES Postal Code: 0163

Residential Address

Search for Country: SOUTH AFRICA

Building Details: Street Name: LE... Street Number: 240

Search for Suburb: Suburb: DIE HOEWES Postal Code: 0157

NOTE: Should no changes be required to your Contact Details (B) or your Address Details (C) click Verify to proceed

Verify

A. Personal Details

The Personal Details section of the profile page will be greyed out and cannot be edited at this point.

NOTE: These details can be updated via the **Verify/Update Details** menu item, after your Profile Details have been confirmed. (See Verify/Update Details section, page 21)

B. Contact Details

You have the option to change your primary contact method that was previously supplied, by:

- Clicking on the dropdown next to “Prefer Email”:



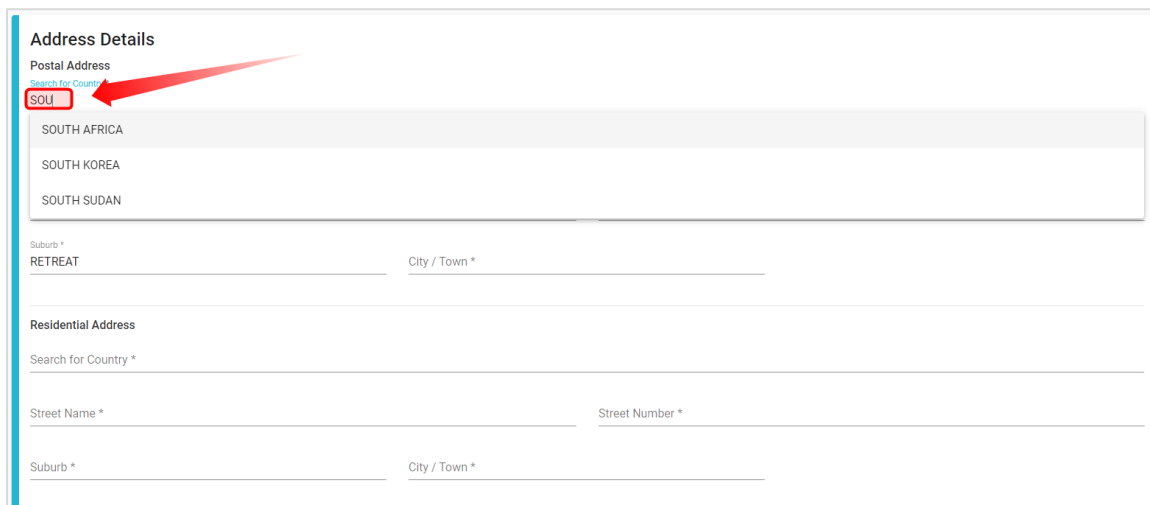
The screenshot shows the 'Contact Details' form. On the left, there is a sidebar with three options: 'Prefer Email' (highlighted with a red box and a red arrow), 'Prefer Email' (with a red arrow), and 'Prefer SMS'. The main form area has fields for 'Email *' (with a dropdown arrow), 'Cell Number *' (with a South African flag and '+2784'), 'Home Number *' (with a South African flag and '04'), and 'Work Number *' (with a South African flag and '04').

- The relevant changes can be made should you choose to do so
- Alternatively, view the displayed information and navigate to the following section on the page which is, the Address Details

C. Address Details

You are required to first capture your Postal Address and then your Residential Address.

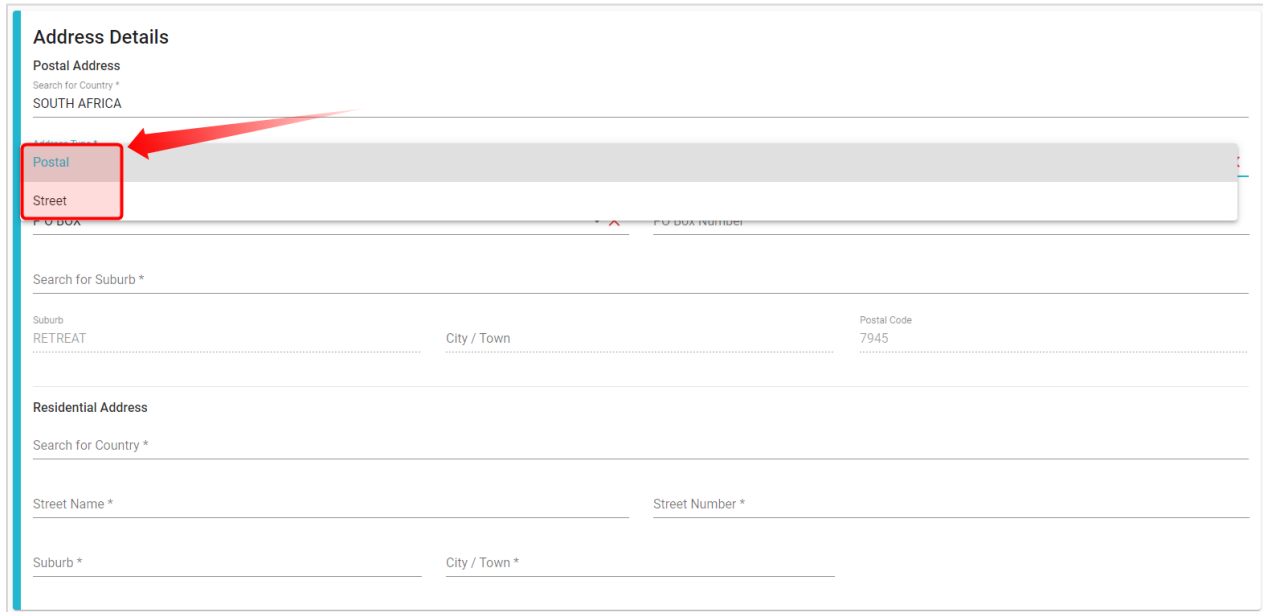
- Click in the “Search for Country” field
- Type the first few letters of the country



The screenshot shows the 'Address Details' form. Under the 'Postal Address' section, there is a 'Search for Country *' field with a dropdown arrow. A red box highlights the field, and a red arrow points to it. Below the field, a list of countries is displayed: 'SOUTH AFRICA', 'SOUTH KOREA', and 'SOUTH SUDAN'. Below the list, there are fields for 'Suburb *' (with 'RETREAT' entered) and 'City / Town *'. Under the 'Residential Address' section, there is another 'Search for Country *' field. Below it, there are fields for 'Street Name *', 'Street Number *', 'Suburb *', and 'City / Town *'.

NOTE: SANC Business Hub will automatically populate suggestions according to data entered

- Select the address type by clicking the dropdown in the “Address Type” field.
(You will be required to select either a Postal, or a Street address type)



Address Details

Postal Address

Search for Country *

SOUTH AFRICA

Address Type *

Postal

Street

P O BOX

PO Box Number

Search for Suburb *

Suburb

RETREAT

City / Town

Postal Code

7945

Residential Address

Search for Country *

Street Name *

Street Number *

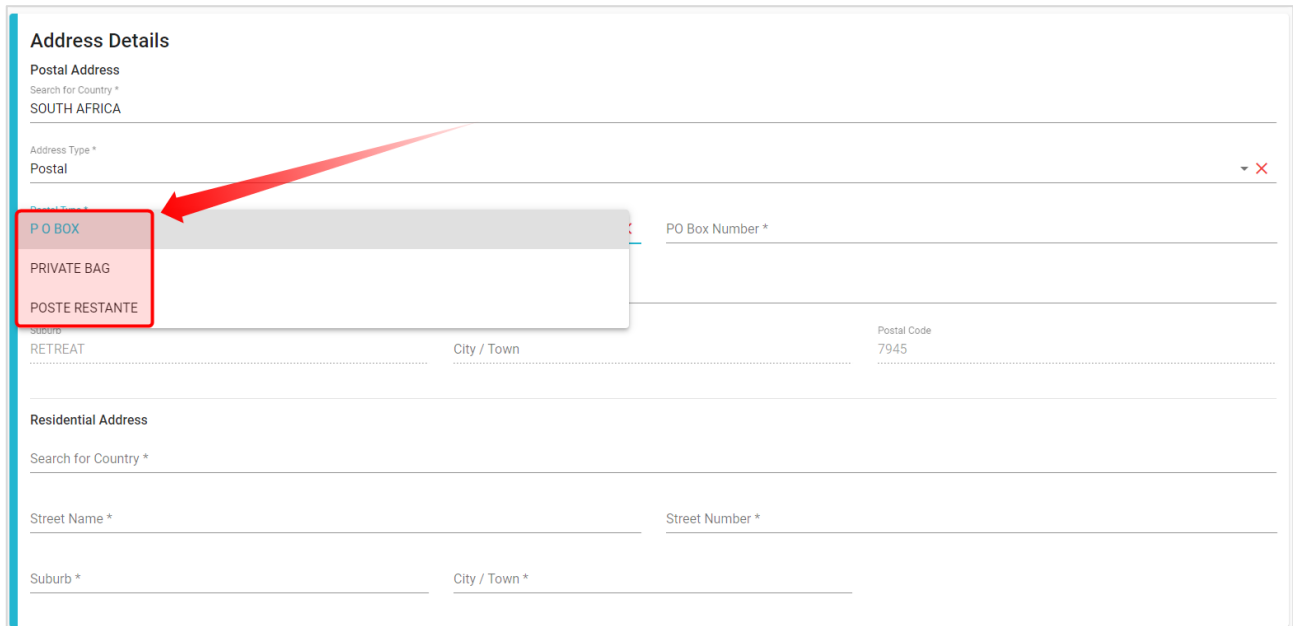
Suburb *

City / Town *

NOTE: Should you not have a Postal address (P O Box), please select the “Street” option from the dropdown (see image above).

If “Postal” is selected, the following steps must be followed:

- Click the dropdown next to Postal Type whereby more options will be available



Address Details

Postal Address

Search for Country *

SOUTH AFRICA

Address Type *

Postal

P O BOX

PRIVATE BAG

POSTE RESTANTE

PO Box Number *

Suburb

RETREAT

City / Town

Postal Code

7945

Residential Address

Search for Country *

Street Name *

Street Number *

Suburb *

City / Town *

- Type the P O Box Number / Private Bag Number in the field provided

Address Details

Postal Address

Search for Country *

SOUTH AFRICA

Address Type *

Postal

Postal Type *

P O BOX

PO Box Number *

1234

Search for Suburb

DIE HOEWES, CENTURION, 0163

Post Office

DIE HOEWES

Postal Code

0163

Residential Address

Search for Country *

SOUTH AFRICA

- Type the first few letters of the suburb in the “Search for Suburb” field

Address Details

Postal Address

Search for Country *

SOUTH AFRICA

Address Type *

Postal

Postal Type *

P O BOX

PO Box Number *

1234

Search for Suburb

DIE HO

DIE HOEWES, CENTURION, 0163

DIE HOEWES EXT 1, CENTURION, N/A

DIE HOEWES UIT 1, CENTURION, N/A

DIE HOEWES EXT 126, CENTURION, 0046

DIE HOEWES UIT 126, CENTURION, 0046

Building Details

LENCHEN

✓ update

NOTE:

1. SANC Business Hub will automatically populate suggestions according to the data entered. Once a suburb has been selected, fields will be auto-populated
2. Follow the same steps to complete the Street Address fields
3. Follow the same steps to complete the Residential Address section.

STEP 5: Once all the applicable details have been completed, click “Update” at the bottom right-hand corner of the page

The screenshot displays the SANC Business Hub interface. The header includes the SANC logo and a user profile icon. The left sidebar contains navigation links: Dashboard, Profile Details, and Verify/Update Details. The main content area is titled 'Profile' and is divided into three sections: Personal Details, Contact Details, and Address Details. The Personal Details section includes fields for Title (MEV), First Name (ANN), Surname (LE), ID Number (5405), and Gender (Female). The Contact Details section includes a 'Prefer SMS' button, Email (yola), Cell Number (081), Home Number, and Work Number. The Address Details section is divided into Postal Address and Residential Address. The Postal Address section includes fields for Search for Country (SOUTH AFRICA), Address Type (Postal), Postal Type (P O BOX), PO Box Number (1234), Search for Suburb (DIE HOEWES, CENTURION, 0163), Post Office (DIE HOEWES), and Postal Code (0163). The Residential Address section includes fields for Search for Country (SOUTH AFRICA), Building Details, Street Name (LENCHEN), Street Number (240), Search for Suburb (DIE HOEWES, CENTURION, 0163), Suburb (DIE HOEWES), and Postal Code (0157). A red arrow points to the 'Update' button at the bottom right of the form.

Profile

Personal Details

Title: MEV, First Name: ANN, Surname: LE, ID Number: 5405, Gender: Female

Contact Details

Prefer SMS, Email: yola, Cell Number: 081, Home Number, Work Number

Address Details

Postal Address

Search for Country: SOUTH AFRICA, Address Type: Postal, Postal Type: P O BOX, PO Box Number: 1234, Search for Suburb: DIE HOEWES, CENTURION, 0163, Post Office: DIE HOEWES, Postal Code: 0163

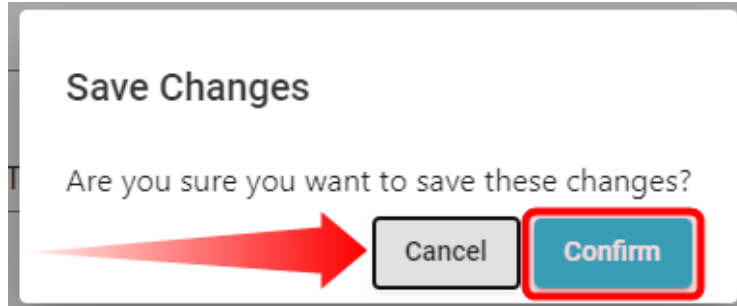
Residential Address

Search for Country: SOUTH AFRICA, Building Details, Street Name: LENCHEN, Street Number: 240, Search for Suburb: DIE HOEWES, CENTURION, 0163, Suburb: DIE HOEWES, Postal Code: 0157

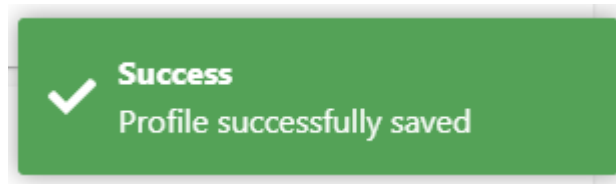
Update

A pop-up notification will display asking you to confirm your changes:

STEP 6: Click “Confirm” to save the changes



A green notification in the top right-hand corner of the page will display to indicate that changes have been saved:

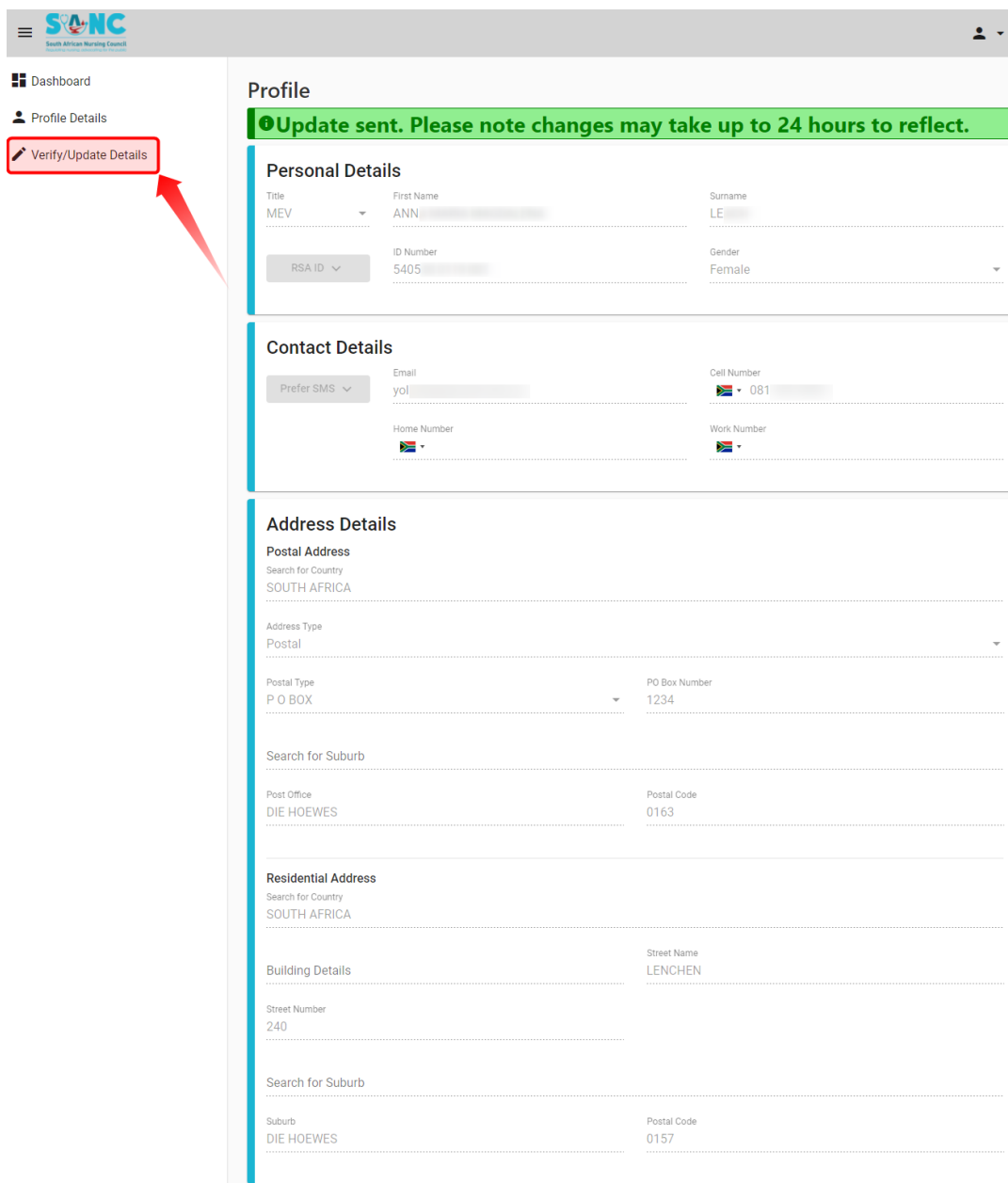


3. Verify / Update Details

Once your profile details and information has been updated, you will be required to either:

- **Verify** your current saved Personal Details (for example, your title, surname, etc), if there are NO CHANGES to these details, or
- **Update** your details and upload supporting documentation if these details have changed

STEP 1: Click on “Verify / Update Details” option in the left menu



SANC South African Nursing Council

Dashboard

Profile Details

Verify/Update Details

Profile

Update sent. Please note changes may take up to 24 hours to reflect.

Personal Details

Title: MEV First Name: ANN Surname: LE

ID Number: 5405 Gender: Female

Contact Details

Prefer SMS: [dropdown]

Email: yol Cell Number: 081

Home Number: Work Number:

Address Details

Postal Address

Search for Country: SOUTH AFRICA

Address Type: Postal

Postal Type: P O BOX PO Box Number: 1234

Search for Suburb:

Post Office: DIE HOEWES Postal Code: 0163

Residential Address

Search for Country: SOUTH AFRICA

Building Details: Street Name: LENCHEN

Street Number: 240

Search for Suburb:

Suburb: DIE HOEWES Postal Code: 0157

The “Nurse Verify / Update Details” page will display:

Nurse Verify/Update Details

Personal Details

Title (Current)
MEV

First Name (Current)
ANN

Surname (Current)
LE

Gender (Current)
Female


ID Number (Current)
5405

Passport Number (Current)

Cancel Verify

A red arrow points from the right side of the form to the 'Verify' button at the bottom right.

NOTE: Should **no** change to your details be necessary, click on the VERIFY button at the bottom of the page (see image above), OR

STEP 2: Click on the applicable  at the end of the line to update any Personal Details that may have changed:

Nurse Verify/Update Details

Personal Details

Title (Current)
MEV

First Name (Current)
ANN

Surname (Current)
LE

Gender (Current)
Female

ID Number (Current)
5405

Passport Number (Current)

Cancel Verify

A red arrow points from the right side of the form to the pencil icon at the end of the Title field.

STEP 3: The previously saved details will display. Type the new details in the field provided on the right. For example, a new surname:

Nurse Verify/Update Details

Personal Details

Title (Current)
MEV

First Name (Current)
ANN

Surname (Current)
LE

Surname (New) *

This field is required

Gender (Current)
Female

ID Number (Current)
5405

Passport Number (Current)

Please provide a certified identification document

0.00MB out of 15MB used.

Upload Document

NOTE: When **any** of these Personal Details are changed, you will be required to upload supporting documentation

STEP 4: Click “Upload Document” on the bottom left of the screen, to provide the supporting documentation:

Nurse Verify/Update Details

Personal Details

Title (Current)
MEV

First Name (Current)
ANN

Surname (Current)
LE

Surname (New) *
POTGIETER

Gender (Current)
Female

ID Number (Current)
5405

Passport Number (Current)

Please provide a certified identification document

0.00MB out of 15MB used.

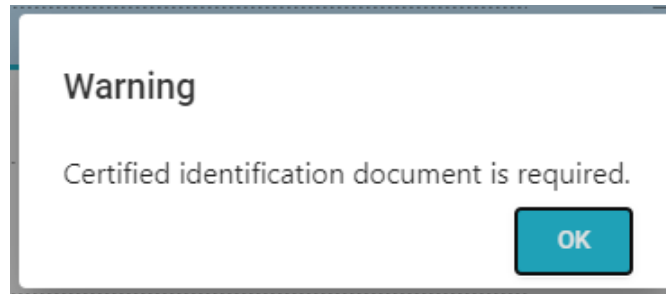
Upload Document

NOTE:

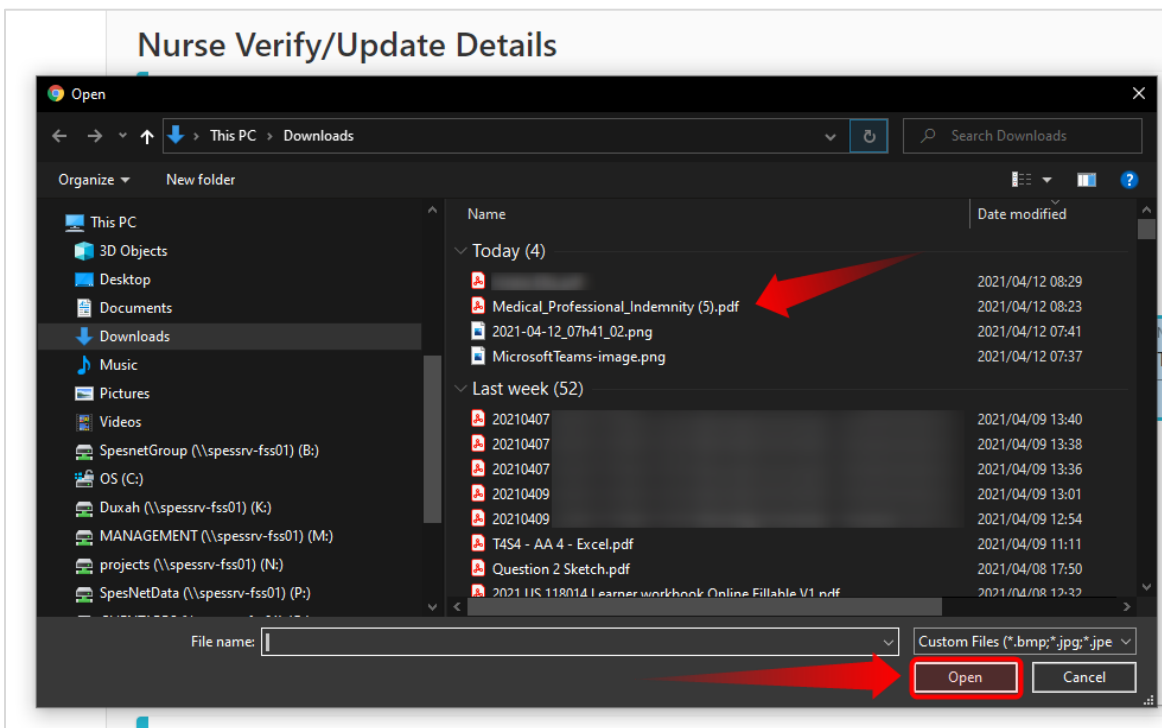
1. The maximum file size that can be uploaded is 15MB:
2. Should you click on “Update” prior to uploading a document, the following notification will display:

0.00MB out of 15MB used.

Upload Document



Once the “Upload Document” button has been selected, your computer’s file explorer will display:



STEP 5: Select the file/document that you want to upload and that you had previously saved on your computer

STEP 6: Click Open, at the bottom of the screen to upload the document to SANC Business Hub (see image above)

NOTE:

1. The following formats are allowed for the upload: .bmp, .png, .jpg, .tiff, .pdf
2. A word document cannot be uploaded

The document will be uploaded and will be visible underneath the “Upload Document” button:

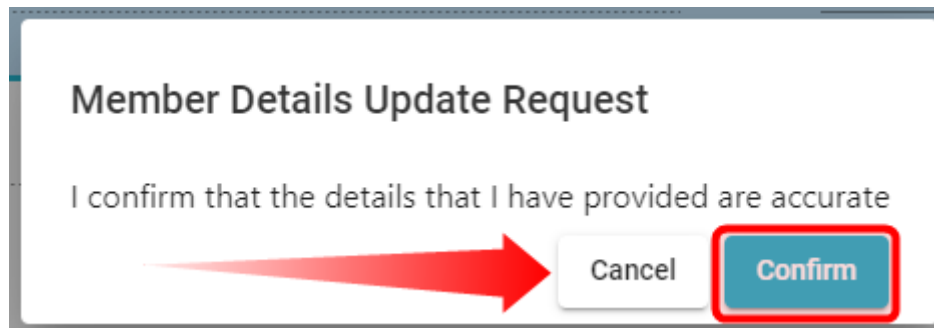


NOTE: You still have the option to remove the image by clicking on the x next to the uploaded document (see image above)

STEP 7: Once the document has been uploaded, click “Update” in the bottom right-hand corner of the screen:

A screenshot of a web form titled "Nurse Verify/Update Details". The form is divided into two main sections. The top section, "Personal Details", contains several input fields: "Title (Current)" with a dropdown menu showing "MEV", "First Name (Current)" with a text input showing "AN", "Surname (Current)" with a text input showing "LE", and "Surname (New) *" with a text input showing "POTGIETER". There are blue edit icons next to each field. The bottom section, "Please provide a certified identification document", shows "0.02MB out of 15MB used." and an "Upload Document" button. Below the button, it says "0.02MB : Umbraco.jpg" next to a red "x" icon. A red arrow points from the "x" icon towards the bottom right corner of the form. At the bottom right, there are two buttons: "Cancel" and "Update". The "Update" button is highlighted with a red box.

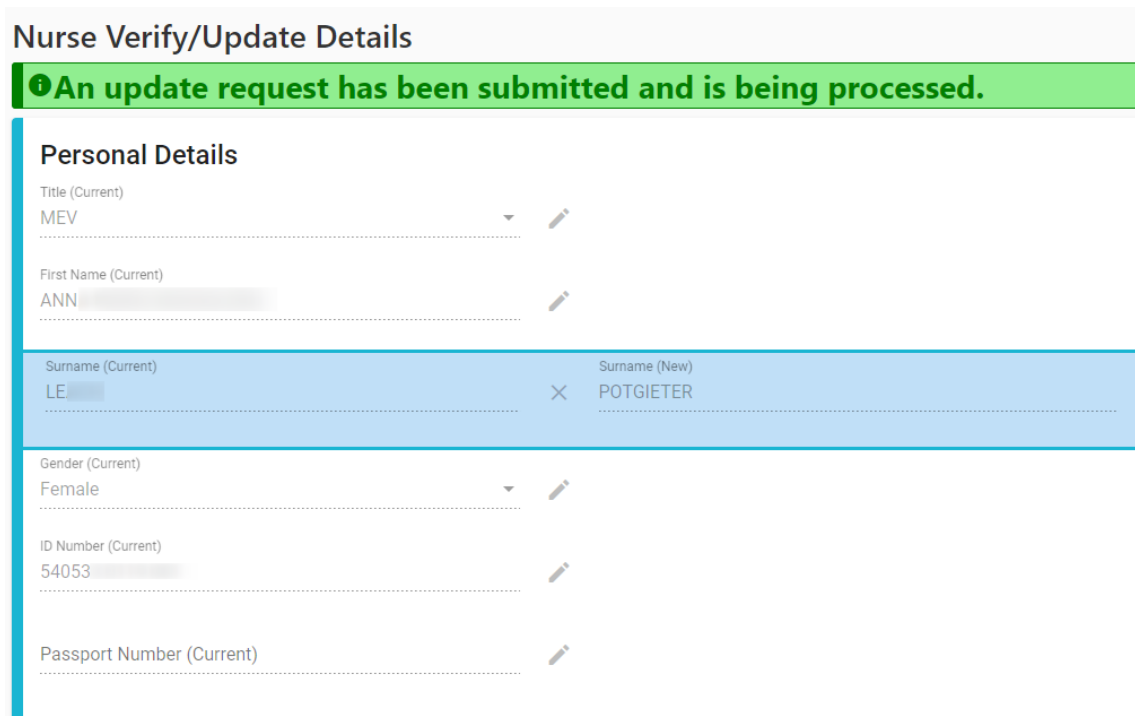
The following notification will display:



A notification box titled "Member Details Update Request". It contains the text "I confirm that the details that I have provided are accurate". Below this text are two buttons: "Cancel" and "Confirm". A red arrow points from the text to the "Confirm" button, which is also highlighted with a red border.

STEP 8: Click "Confirm"

The following notification will then display in green:




A notification box titled "Nurse Verify/Update Details". It features a green banner at the top with the text "An update request has been submitted and is being processed." Below the banner is a form with the following fields:

Personal Details	
Title (Current)	MEV
First Name (Current)	ANN
Surname (Current)	LE
Surname (New)	POTGIETER
Gender (Current)	Female
ID Number (Current)	54053
Passport Number (Current)	

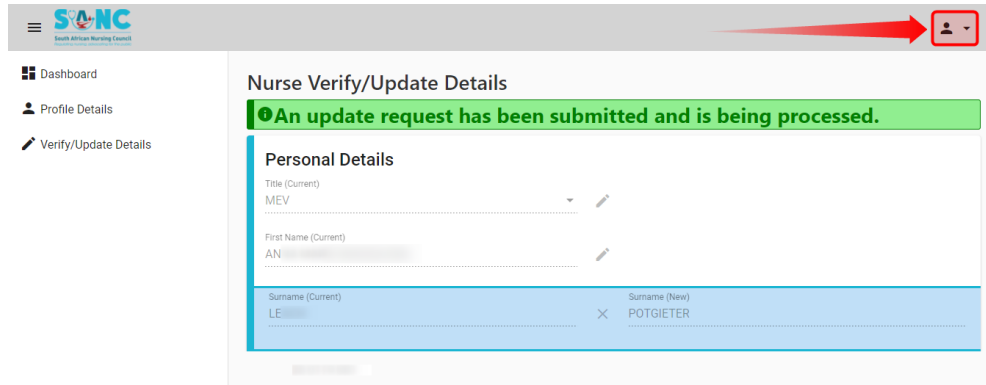
This confirms that your update request has been submitted and is being processed by SANC.

4. Logout:

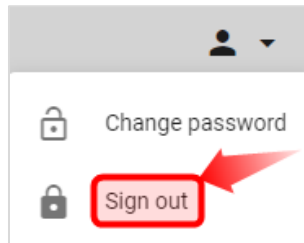
When you want to exit the SANC Business Hub you are required to logout.

STEP 1: Click the  dropdown at the top right hand corner of the page

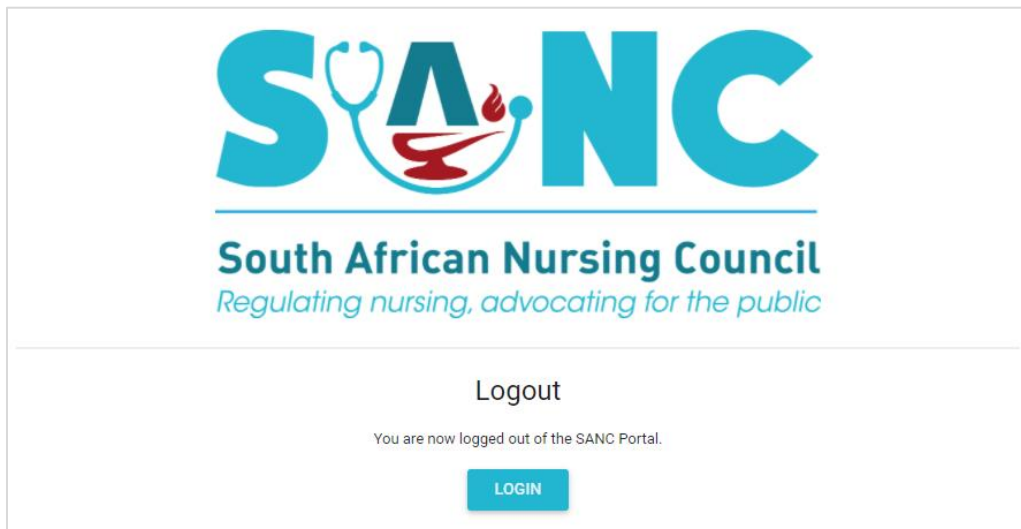
The following will display:



STEP 2: Click “Sign Out” to exit




The following notification will display once you have logged out of the SANC Business Hub:

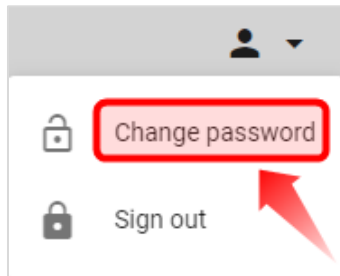


5. Change Password:

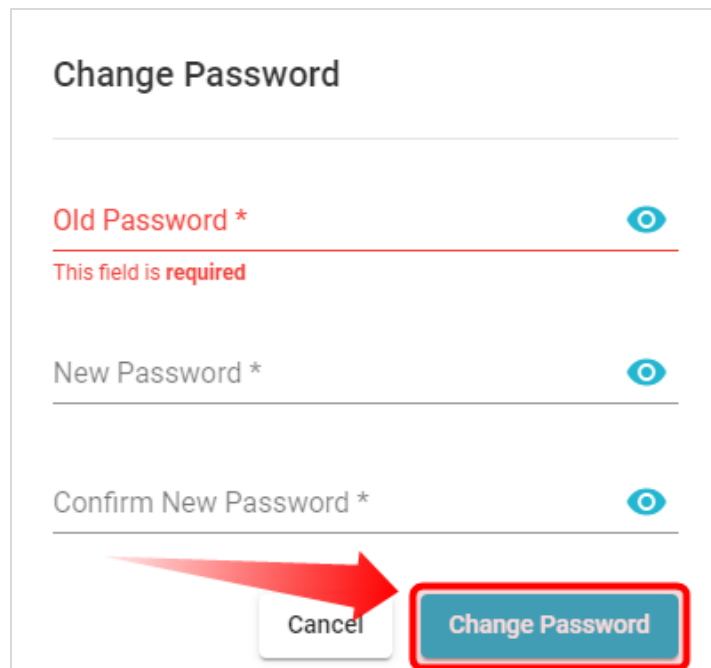
Should you wish to change your password, the following steps must be completed:

STEP 1: Click the  dropdown at the top right-hand corner of the page

STEP 2: Click “Change password”



The following notification will display:

A screenshot of a 'Change Password' form. The form has a title 'Change Password' at the top. Below the title are three input fields: 'Old Password *', 'New Password *', and 'Confirm New Password *'. Each field has a red asterisk and a red error message 'This field is required' below it. To the right of each field is a blue eye icon. At the bottom of the form are two buttons: 'Cancel' and 'Change Password'. The 'Change Password' button is highlighted with a red rectangular box, and a red arrow points to it from the left.

STEP 3: Type the relevant information in according to the required fields

That is, type in:

- Your old password
- Your new password
- Confirm your new password

STEP 4: Click “Change Password”

Your password will now have been changed