SOUTH AFRICAN NURSING COUNCIL

MMS PHASE 0 – SANC BUSINESS HUB
USER MANUAL

SANC
South African Nursing Council
Regulating nursing, advocating for the public

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

TABLE OF CONTENTS

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
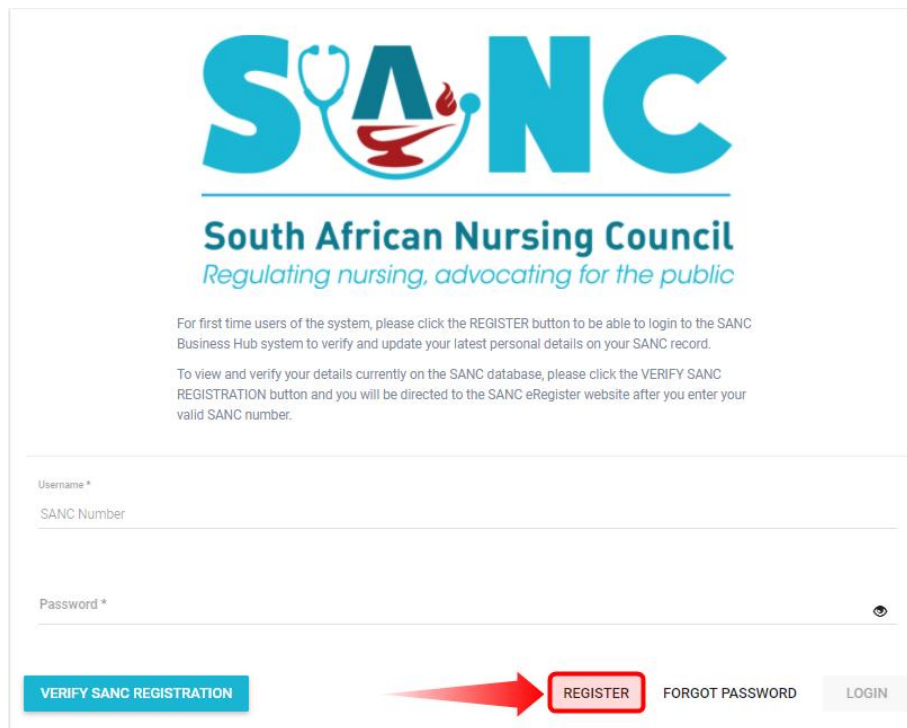
The following will be addressed in the first user manual:

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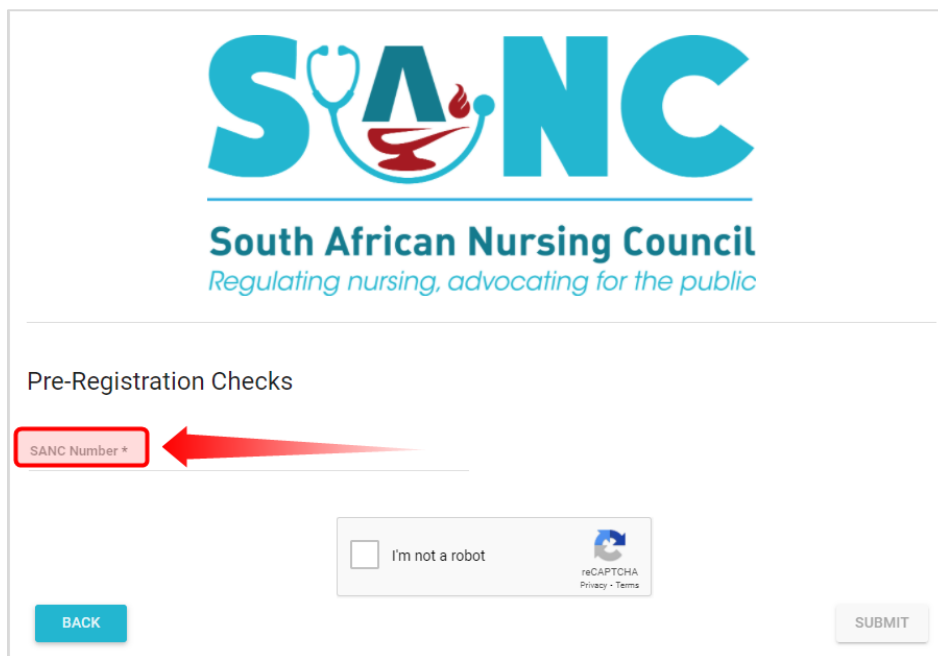
STEP 1: Click on REGISTER at the bottom right-hand-side of the screen

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

STEP 2: Type your SANC Number in the field provided

STEP 3: Tick the tick box that says "I'm not a robot"

STEP 4: Click "SUBMIT" at the bottom right of the page

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)
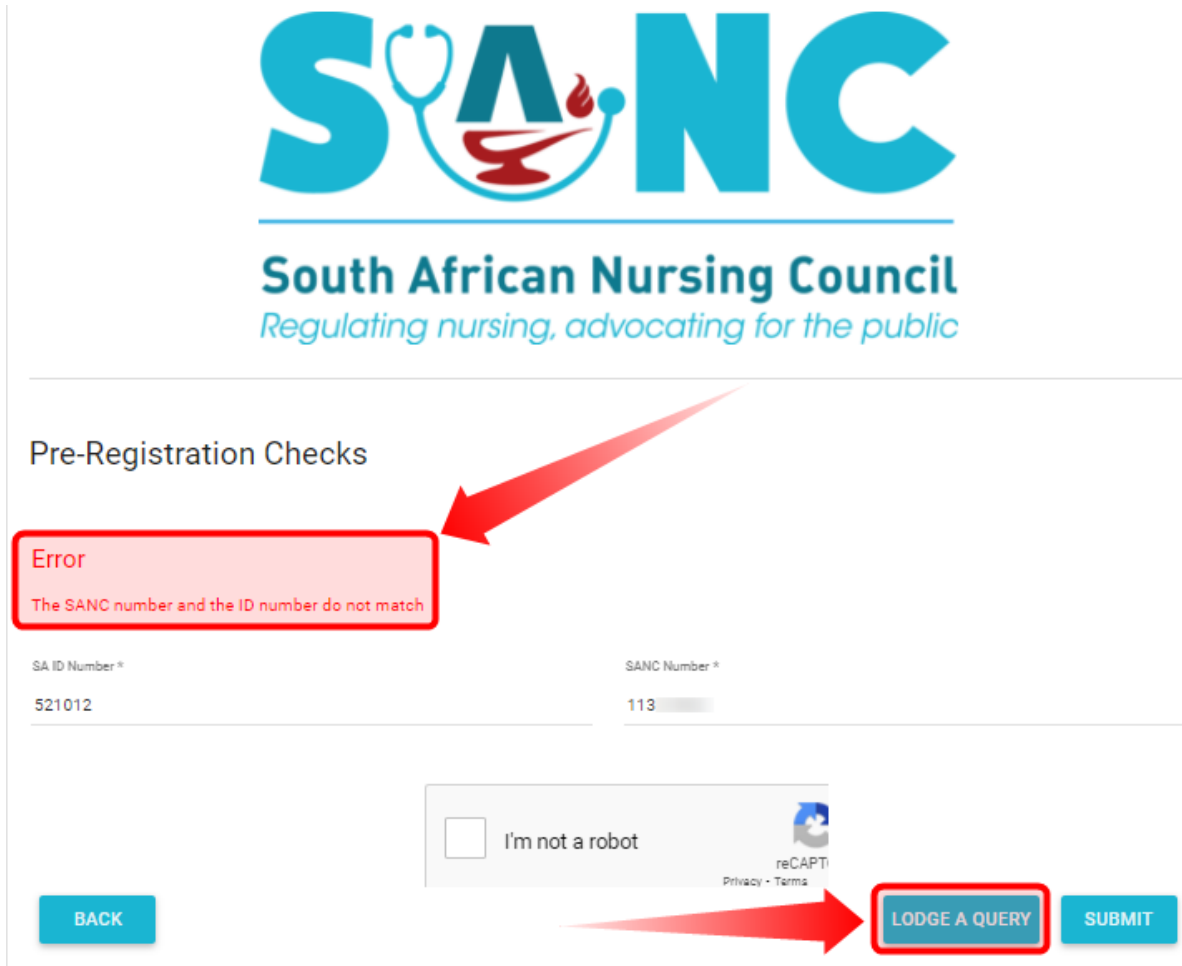
STEP 6: Tick the tick box "I'm not a robot"

STEP 7: Click "SUBMIT"

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 "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
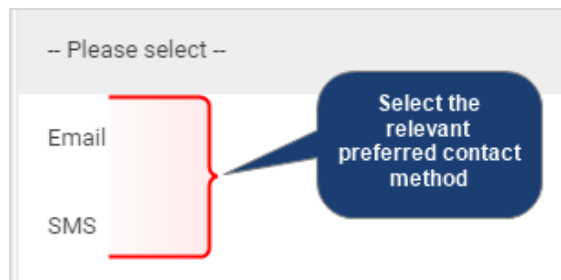- Type in your applicable contact details
- Click SUBMIT
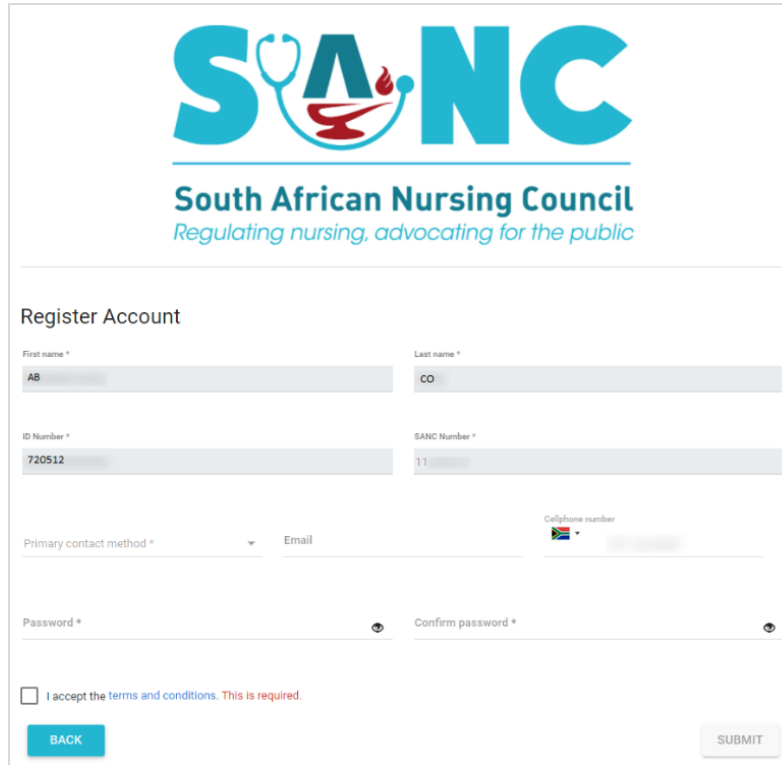
NOTE: Should no Error message be received, and the Pre-Registration Checks were successfully submitted, the Register Account page will display with the following information automatically populated:

- 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*.

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"

Register Account

First name *
AB

Last name *
CO

ID Number *
720512

SANC Number *
11

Primary contact method *
Email

Email *
yol.

Cellphone number

STEP 9:
Type your chosen password

Password *
....

STEP 10:
Type your password again to confirm your password

Confirm password *
....

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

☐ I accept the terms and conditions. This is required.

BACK   SUBMIT

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

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"

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"

The following Dashboard will display:

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
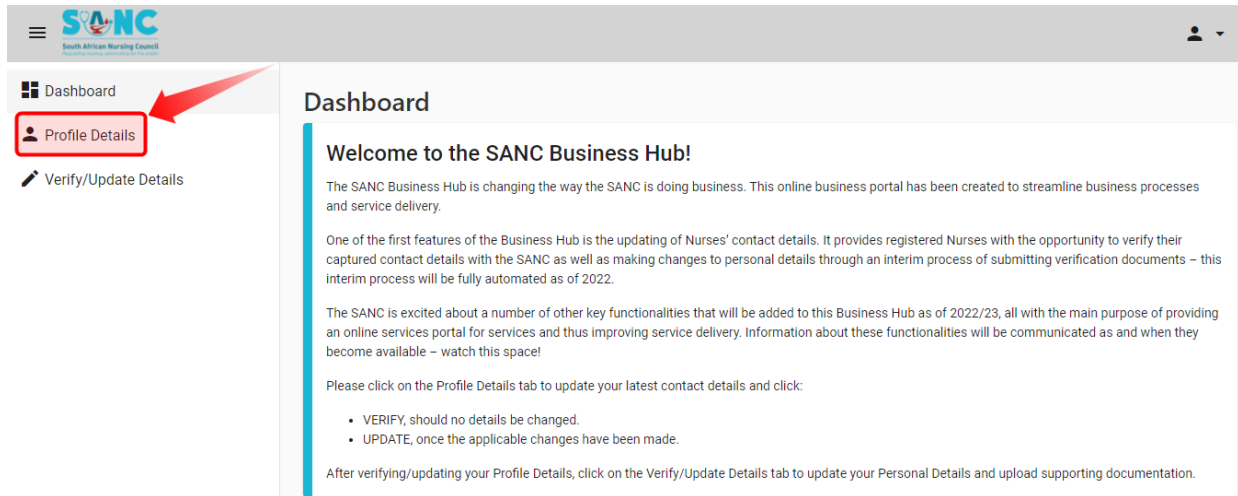
NOTE: The Profile Details page consists of three sections:

     A. Personal Details
     B. Contact Details
     C. Address Details

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":
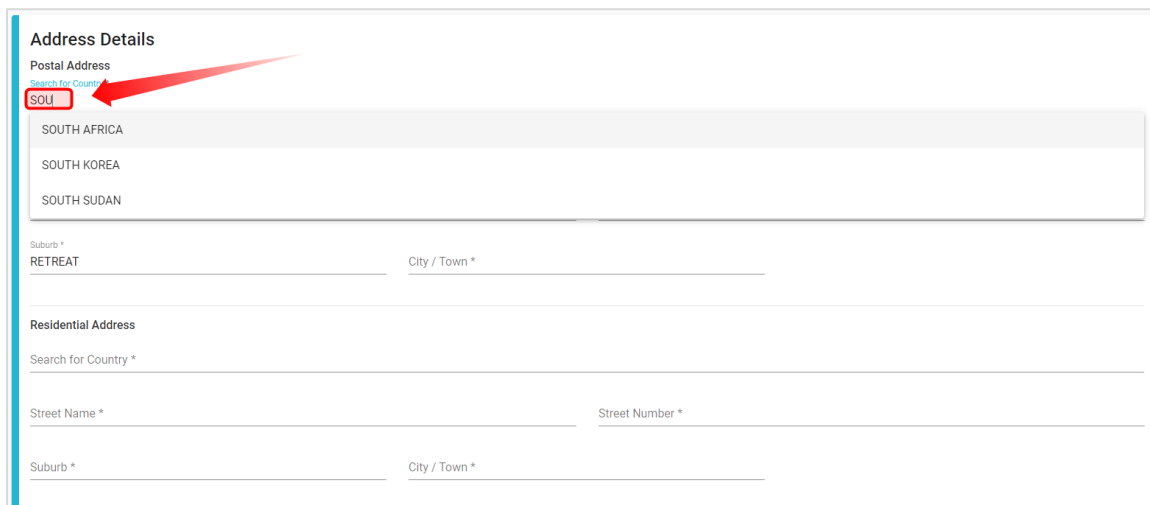
- The relevant changes can be made should you choose to do so

- 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.
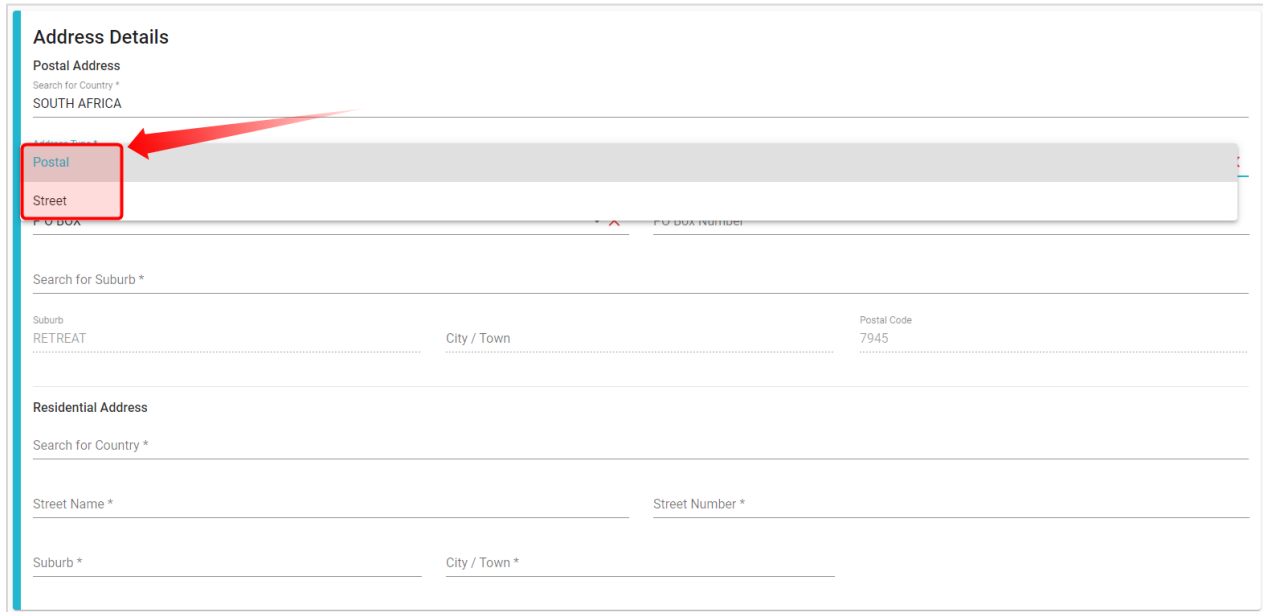
- Click in the "Search for Country" field
- Type the first few letters of the country

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)
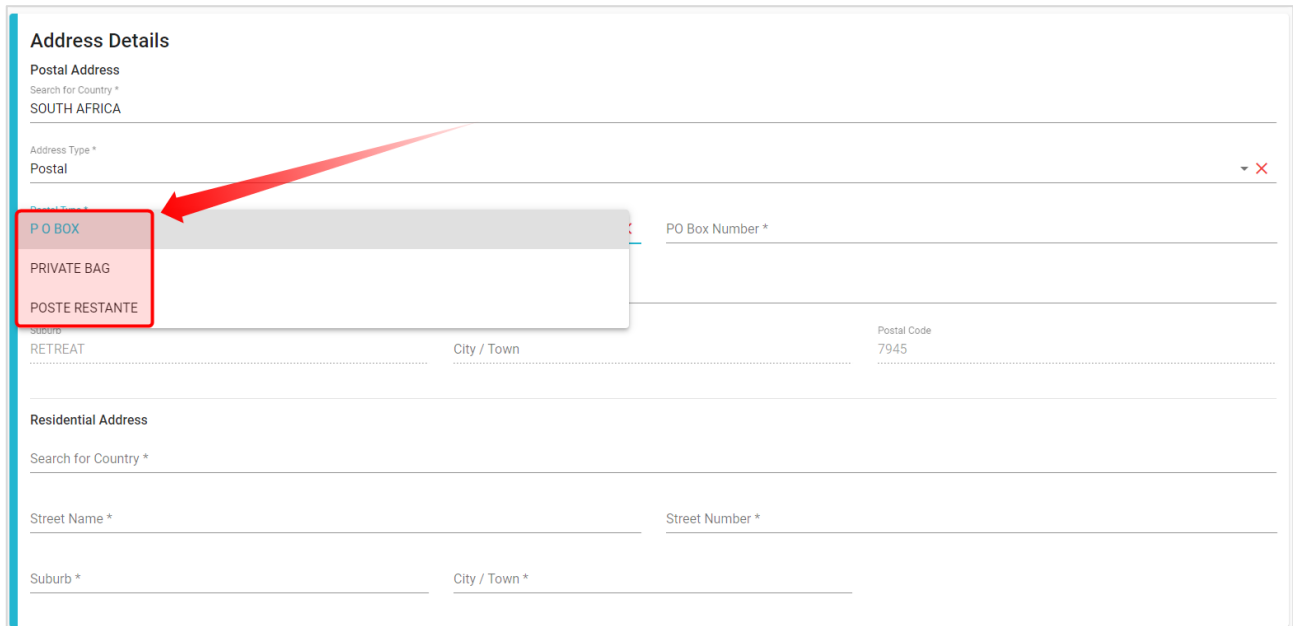

NOTE: Should you not have a Postal address (P O Box), please select the "Street" option from the dropdown (see image above).

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

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

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

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

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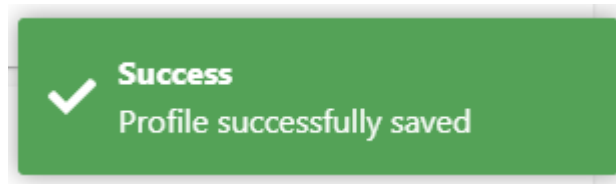
A pop-up notification will display asking you to confirm your changes:

STEP 6: Click "Confirm" to save the changes
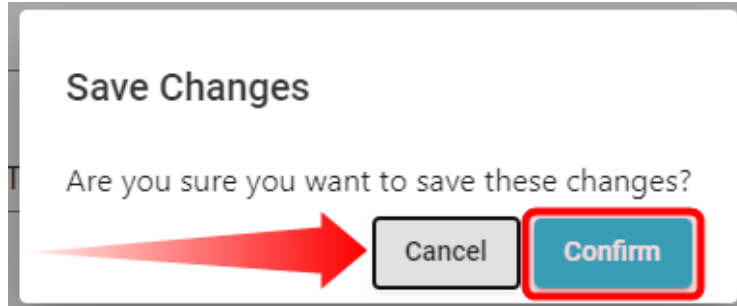
A green notification in the top right-hand corner of the page will display to indicate that changes
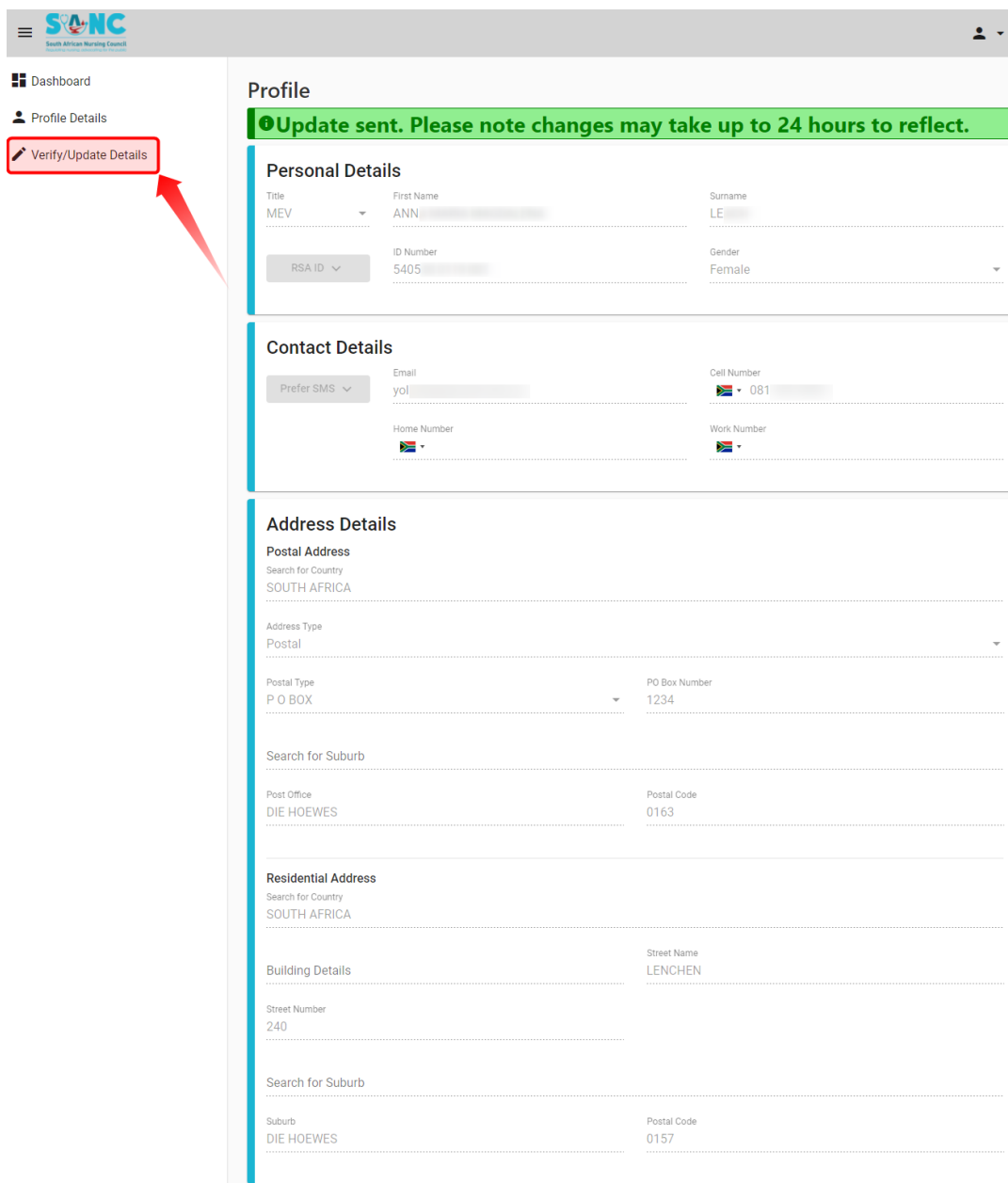
have been saved:

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

The "Nurse Verify / Update Details" page will display:

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:

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

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:

NOTE:

1. The maximum file size that can be uploaded is 15MB:

   0.00MB out of **15MB** used.

   Upload Document

2. Should you click on "Update" prior to uploading a document, the following notification will display:
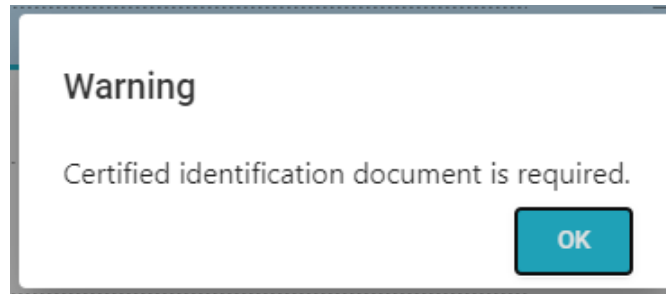
Once the "Upload Document" button has been selected, your computer's file explorer will display:
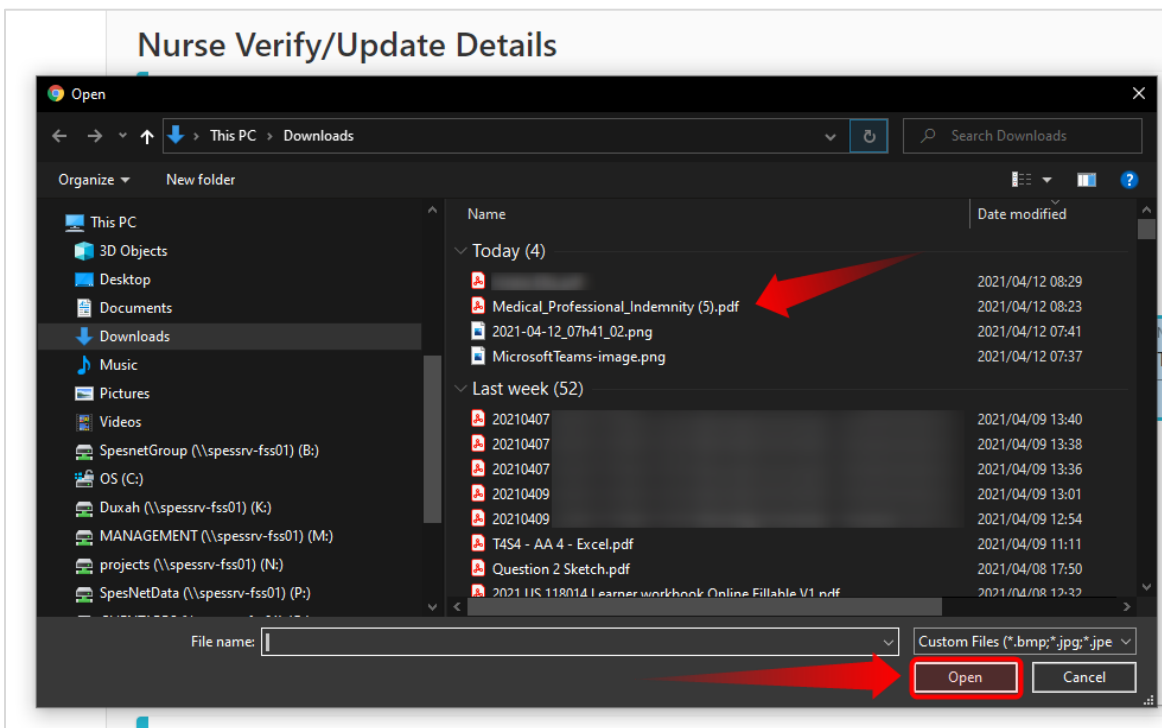
STEP 5: Select the file/document that you want to upload and that you had previously saved on your computer

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:
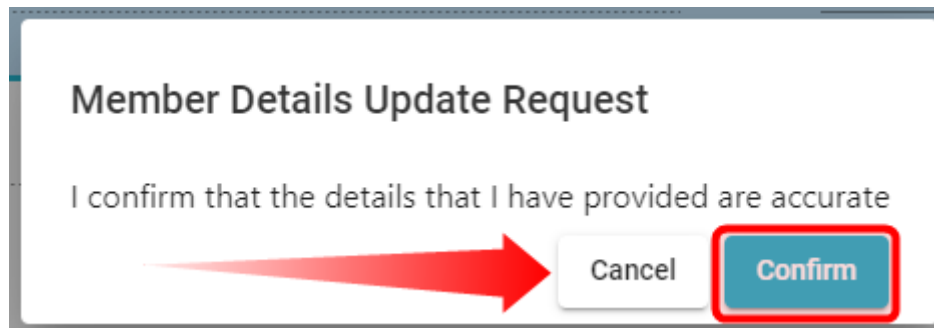

NOTE: You still have the option to remove the image by clicking on the ⛌ next to the uploaded document (see image above)

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

The following notification will display:

STEP 8: Click "Confirm"

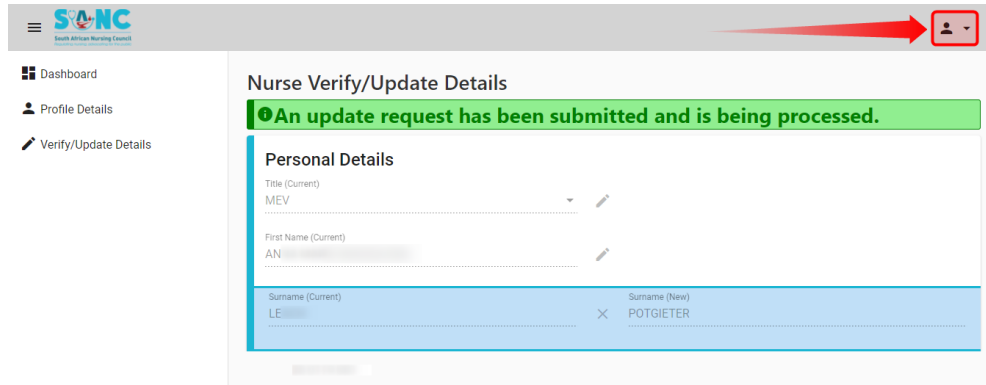The following notification will then display in green:

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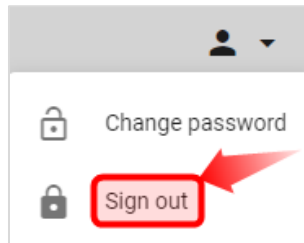
4.   Logout:

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

STEP 1: Click the ![person icon] dropdown at the top right hand corner of the page
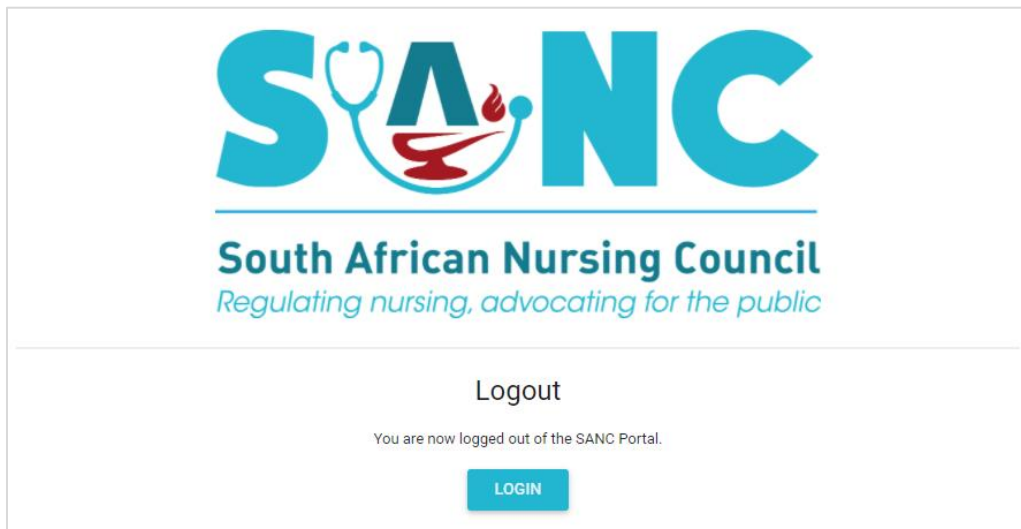
The following will display:

STEP 2: Click "Sign Out" to exit

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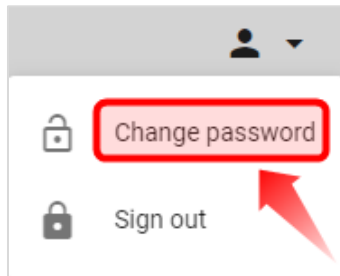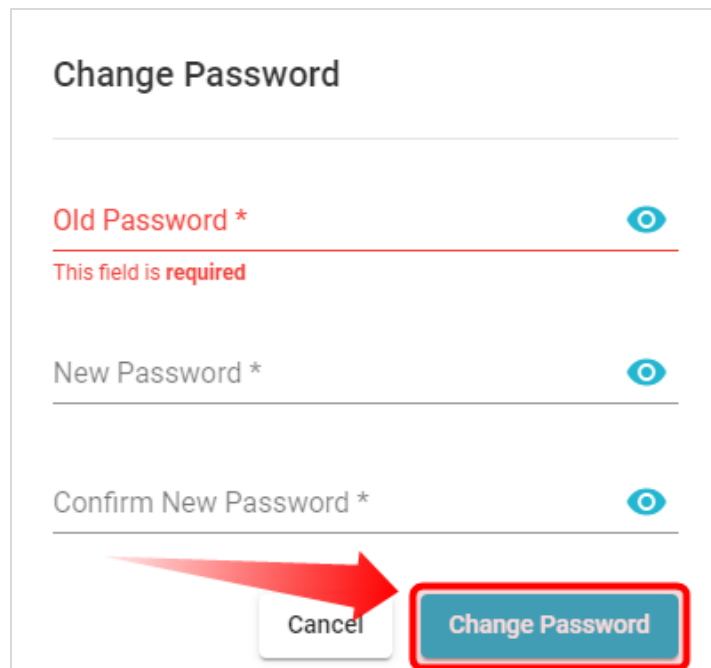
5. Change Password:

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:

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