



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Making progress possible. Together.



Planning & Building Development Management



How to Register for eServices to Submit Building Plans and Land Use Applications online to the City of Cape Town

May 2016
Lizanne Ryneveldt

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Registration Requirements:

- 1. For Individuals** (property owners) or Sole Proprietors, the process and requirements are the same.

To register for e-Services, you will need:

- A copy of your South African Identity Document (ID)

Once you have registered, you will be sent a username and password that enables you to login and choose the individual service you'd like.

Problems with registration can be addressed to Help.uces@capetown.gov.za

2. For Organisations

If you represent a company, you need to register the company and the members. You yourself will have to register also as a separate Business Partner, if you are not one already. Please see following requirements taken from our website.

To register for e-Services, you will need:

- The CEO/Director's South African ID or a passport number and date of birth (for foreign nationals who do not have permanent residence in South Africa)
- A current email address that originates from your organisation
- A letter of authorisation (giving you permission to create an organisation profile on e-Services).
- To provide your South African ID or a passport number and date of birth (for foreign nationals who do not have permanent residence in South Africa)

Please also provide the following forms as per your organisational type:

Company type	Forms required for registration	Form code as per Companies and Intellectual Properties Commission
Close corporation	Founding Statement or Amended Founding Statement	CK1 or CK2
Private Company	Registration Certificate	CoR 14.3
Section 21 (Non Profit)	Registration Certificate	CoR 14.3
Public Company	Registration Certificate	CoR 14.3
Incorporation (Professionals)	Registration Certificate	CoR 14.3
Co-operative	Registration Certificate	CoR 14.3
State-owned Companies	Registration Certificate	CoR 14.3
External companies	Registration Certificate	CoR 14.3
Trust	Acceptance of Trust as Trustee for all members (as per website)	n/a
Sectional Titles/Body Corporates	Identification document with signatories of persons acting on behalf of Body Corporate	n/a
Partnerships	Partnership detail form, as per link below *	n/a

*For Partnerships, please find the attached form at:

http://www.capetown.gov.za/en/rev/Documents/PARTNERSHIP_REGISTRATION.pdf

eServices Registration Process

1. Access the City of Cape Town's website: <http://www.capetown.gov.za/en/Pages/default.aspx>
2. Click on the eServices Icon below

The screenshot shows the City of Cape Town official website. At the top left is the City of Cape Town logo with the text "CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD". To the right is the slogan "Making progress possible. Together." Below this is a navigation bar with links for "City Home", "Site guide", "Site index", and a search bar. The date "Fri, 27 May 2016" is displayed on the right. A green banner below the navigation bar reads "City of Cape Town official website - local government services". The main content area is divided into several sections. On the left is a vertical menu of blue buttons for various services like "Access to information", "Application forms", "Careers", etc. The central section features "City News" with three articles: "City looks to boost Stadium Precinct sustainability by enhancing public use", "Illegal liquor sellers sent packing", and "Metro Police swoop on alleged rapist". On the right, there is a weather forecast for "Today" and "Tomorrow", a "Quick links" section, and several service icons: "eSERVICES" (highlighted with a red box and arrow), "Water restrictions", "Loadshedding schedule", "Open Data", "Visit Cape Town", and "MyCITI".

3. Click on the Registration and select Register on the Plans and Land Use Applications box

Welcome to the City of Cape Town's e-Services website.

Use this site to access the City of Cape Town's services online, 24 hours a day, 7 days a week. Please note that registration is required for most of these; others are gateways to approved third party sites. More services will be added as they are developed.

Home
Accounts
Careers
CityPetFinder
ECAMP
Electronic invoices
Film permit bookings
Meter readings
Conveyancing
Municipal accounts
Plans and Land Use
Registration
Service Requests
Traffic fines
Vehicle licence renewal
FAQs

Service Requests
Report infrastructural defects
▶ Street lights
▶ Meter queries
▶ Road repairs
▶ Flooding
▶ Tree removals

Careers
Latest jobs
▶ View vacancies
▶ Register
▶ Apply online

Supplier self-service
▶ Register
▶ Login

Pet registration
▶ Register
▶ All pets
▶ Animal Bylaw 2010

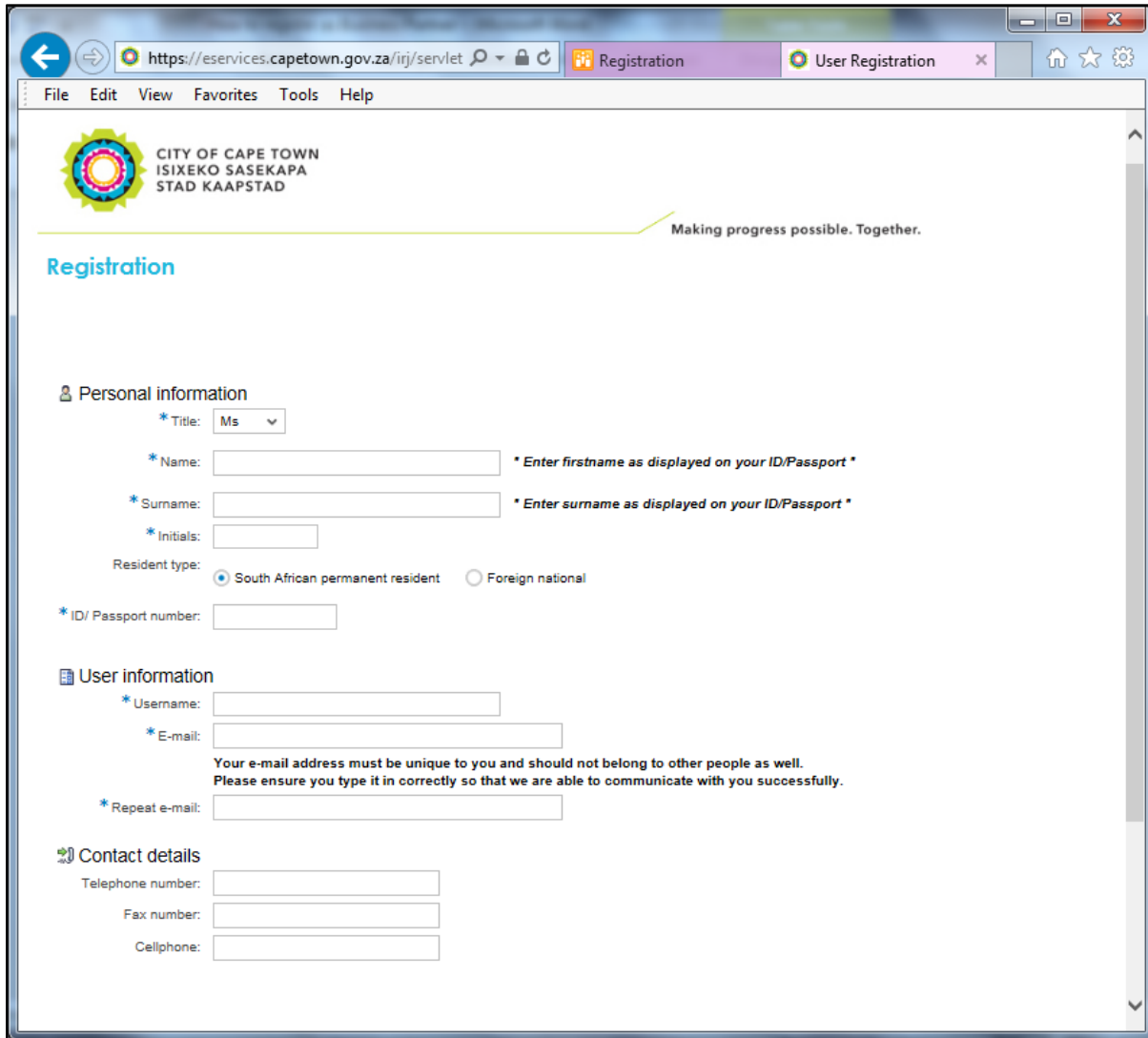
Municipal accounts
▶ Register
▶ Login
▶ Pay
▶ View
▶ Meter readings
▶ Conveyancers

Motor Vehicle Licensing
▶ Register
▶ Login
▶ Application forms
▶ FAQs
▶ Contact details

Plans and Land Use Applications
▶ Register
▶ Login

Individual/ Sole Proprietor Registration process

- Complete the information required below



The screenshot shows a web browser window with the URL <https://eservices.capetown.gov.za/irj/servlet>. The browser tabs include "Registration" and "User Registration". The page header features the City of Cape Town logo and the text "CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD" and "Making progress possible. Together.".

Registration

Personal information

* Title: Ms

* Name: * Enter firstname as displayed on your ID/Passport *

* Surname: * Enter surname as displayed on your ID/Passport *

* Initials:

Resident type: South African permanent resident Foreign national

* ID/ Passport number:

User information

* Username:

* E-mail:

Your e-mail address must be unique to you and should not belong to other people as well.
Please ensure you type it in correctly so that we are able to communicate with you successfully.

* Repeat e-mail:

Contact details

Telephone number:

Fax number:

Cellphone:

- You will receive an e-mail or SMS that your registration was successful. It takes between 1 and 3 days to be registered.
- Once you are registered, you will receive an e-mail confirming your registration.

From: noreply@capetown.gov.za [mailto:noreply@capetown.gov.za]

Sent: 25 January 2016 10:40 AM

To: Johanna Doe

Subject: Successful registration for Prepaid electricity



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Civic Centre
12 Hertzog Boulevard
Cape Town 8001
P O Box 298, Cape Town
8000

Iziko Loluntu
12 Hertzog Boulevard
iKapa 8001
P O Box 298, Cape Town
8000

Burgersentrum
Hertzog-boulevard 12
Kaapstad 8001
P O Box 298, Cape Town
8000

Email: help.uces@capetown.gov.za

Website: eservices.capetown.gov.za

Dear Johanna Doe,

Your application for the service Building Plan and Land Use Applications has been approved. You are now registered on the City's e-Services portal with the following details:

Business partner number: 8660999000

Please note that it takes approximately an hour for the service-specific tabs to appear on your e-Services account after confirmation of registration. You may proceed to log on to the e-Services website via eservices.capetown.gov.za to carry out your transactions once this time has lapsed.

e-Services
City of Cape Town

Activating the Building Plans and Land Use service on eServices

- Log in to the eServices portal

Home
Accounts
Careers
CityPetFinder
ECAMP
Electronic invoices
Film permit bookings
Meter readings
Conveyancing
Municipal accounts
Plans and Land Use
Registration
Service Requests
Traffic fines
Vehicle licence renewal
FAQs

Welcome to the City of Cape Town's e-Services website.
Use this site to access the City of Cape Town's services online, 24 hours a day, 7 days a week. Please note that registration is required for most of these; others are gateways to approved third party sites. More services will be added as they are developed.

Service Requests
Report infrastructural defects
▶ Street lights
▶ Meter queries
▶ Road repairs
▶ Flooding
▶ Tree removals

Careers
Latest jobs
▶ View vacancies
▶ Register
▶ Apply online

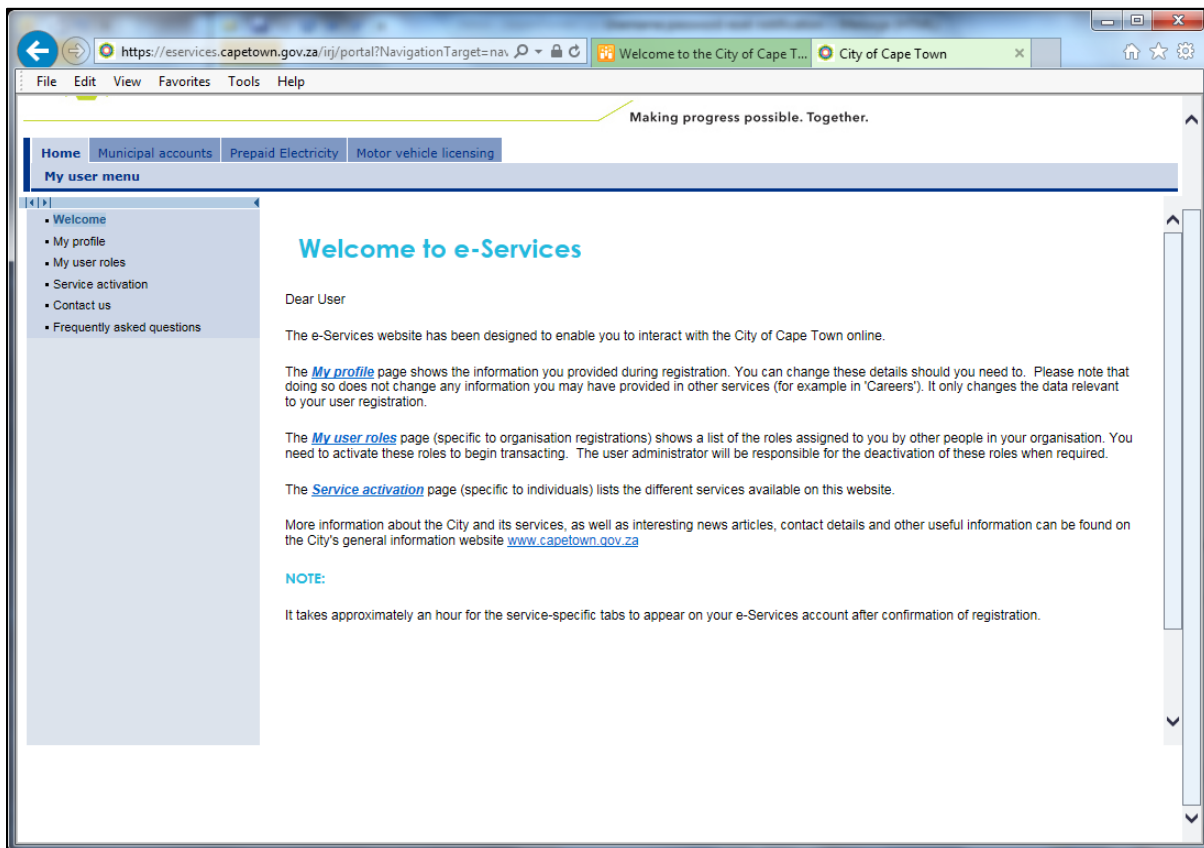
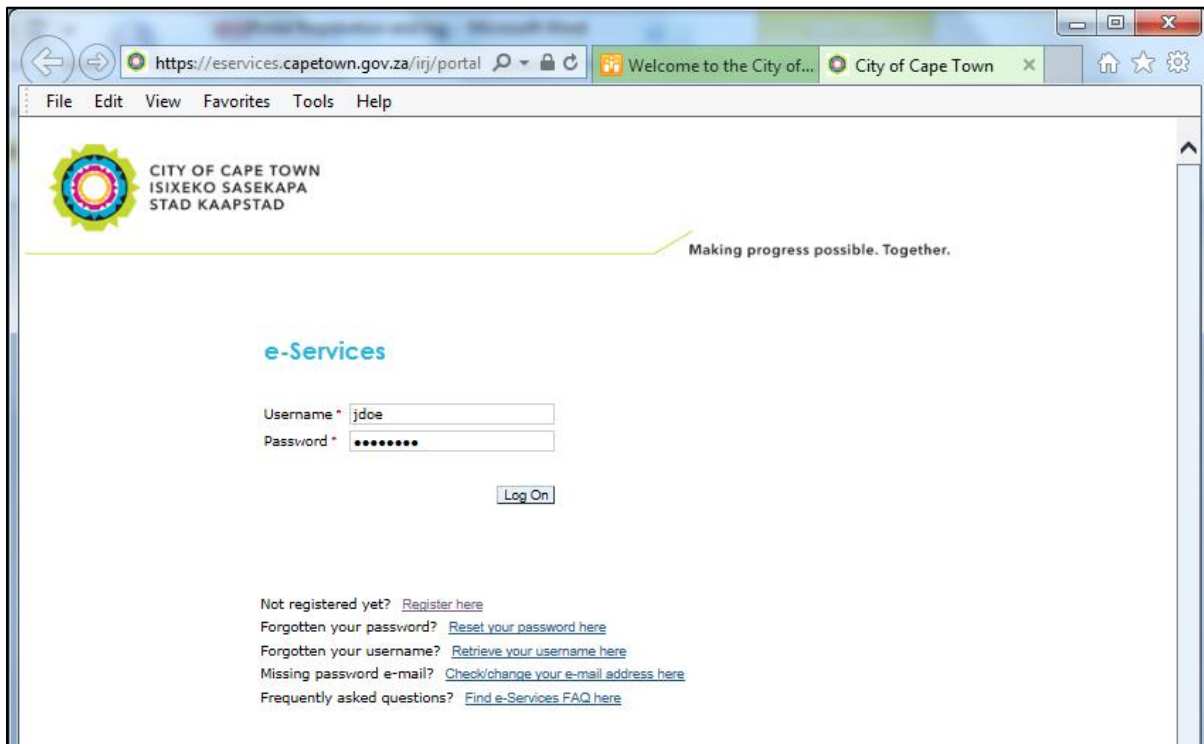
Supplier self-service
▶ Register
▶ Login

Pet registration
▶ Register
▶ All pets
▶ Animal Bylaw 2010

Municipal accounts
▶ Register
▶ Login
▶ Pay
▶ View
▶ Meter readings
▶ Conveyancers

Motor Vehicle Licensing
▶ Register
▶ Login
▶ Application forms
▶ FAQs
▶ Contact details

Plans and Land Use Applications
▶ Register
▶ Login



- Access the Service Activation tab

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[Log off](#)

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[Home](#) [Municipal accounts](#) [Prepaid Electricity](#) [Motor vehicle licensing](#)

My user menu

- Welcome
- My profile
- My user roles
- Service activation**
- Contact us
- Frequently asked questions

Service activation

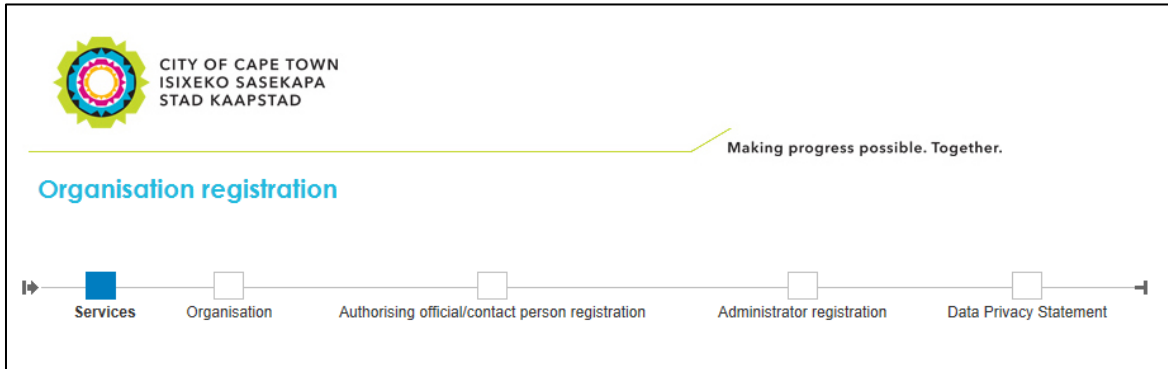
Service name	Service description	St...	Status description	
Signage	Online application for signage (temporary signs and general signs)	◇	Inactive	Activate service
Vehicle lic...	Motor vehicle licence renewal	■	Active	
Building pl...	Submit building plan and land use applications online (Incl. SOLE PROPRIETOR)	◇	Inactive	Activate service
Prepaid el...	Purchase prepaid electricity for one or more meters online	■	Active	
Conveyan...	Rates clearance service for SOLE PROPRIETORS ONLY	◇	Inactive	Activate service
Supplier s...	Supplier self-service for SOLE PROPRIETORS ONLY	◇	Inactive	Activate service
Municipal ...	View rates and service account details, balances and payments	■	Active	

You will receive a notification to indicate that the service has been activated? You may then proceed to submit Building Plans or Land Use Applications via the portal.

Organisation Registration Process

Identify the Service required

- Select the Service/Services you require
- Complete the Organisation Details
- Capture an Authorising Official
- Capture an Administrator
- Complete the Data Privacy Statement



- Click on Building and Land Use Applications
- Enter Business Partner number, if available. If not, Revenue will provide this number during the registration process
- Click on Continue

The screenshot shows a web browser window with the URL <https://eservices1.capetown.gov.za/sap/bc/webdynpro/sap/zcur>. The page displays the City of Cape Town logo and the slogan "Making progress possible. Together." Below this, the title "Organisation registration" is displayed. A horizontal timeline with five steps is shown: "Services" (with a blue square), "Organisation", "Authorising official/contact person registration", "Administrator registration", and "Data Privacy Statement" (all with white squares). The "Services" step is currently active.

Service	Tick to Activate Service
Building plans and land use applications	<input checked="" type="checkbox"/>
e-Signage	<input type="checkbox"/>
Conveyancing	<input type="checkbox"/>
Municipal accounts	<input type="checkbox"/>
Supplier self-service	<input type="checkbox"/>

Business partner number: ⓘ

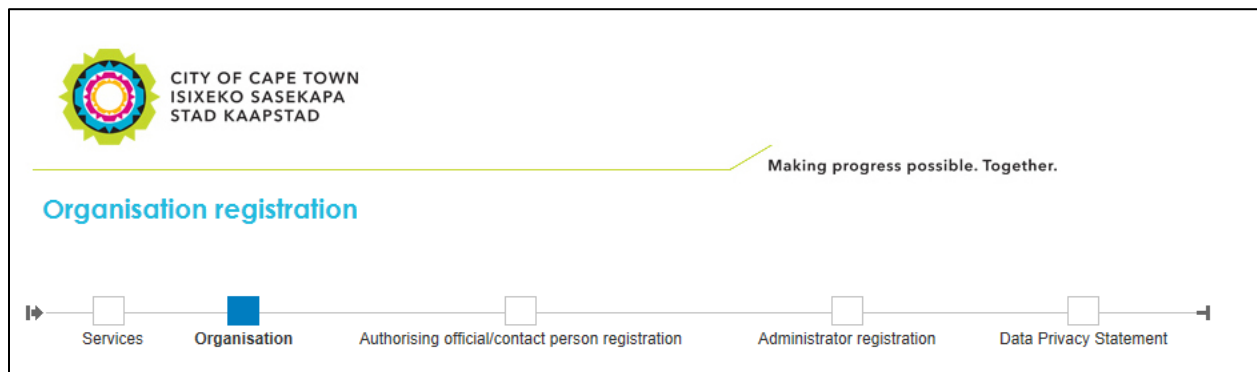
Please provide required documentation and register your office administrator and nominees for your organization.

Please note:

1. Administrators and Nominees must be business partners/customers with the City of Cape Town. If they are not current business partners with the City, a Business Partner number will be created for them
2. An administrator's role/task is to manage (nominate) the organization's members (nominees) that need to submit applications.
3. If an administrator wants to submit applications on behalf of the organization, they need also to be nominated (nominee) to be able to do this. An administrator can nominate herself/himself for this purpose.

Identifying the Organisation

- Enter the organisation's details in the relevant fields (fields with red asterisks must be filled in)
- In addition to this the user will need to upload a copy of one of the founding documents listed in the table on the next page which are dependent on the organisation type
- Click 'Browse' to attach a scanned copy of the relevant document (as prescribed on the previous page)
- Click 'Upload'
- Click 'Continue'



*: denotes a compulsory field

[Online Help](#)
Online help for this process may be found by clicking here

Organisation

* Organisation name:

* Type of organisation:

* Entity Type: [i](#)

* Registration number: [i](#)

Business partner number: [i](#)

Address

* Street/number:

* Postal code/city:

* Country:


PO Box:

Please attach Founding Statement or Amended Founding Statement (CK1 or CK2)*:

C:\Users\lryneveldt\Desktop\Portal Demonstration 22 April 2016\CK Registration Document.pdf

Identifying the authorising official

- Enter information in the relevant fields (fields with red asterisks must be completed)



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Organisation registration

Services Organisation **Authorising official/contact person registration** Administrator registration Data Privacy Statement

[Online Help](#)

Online help for this process may be found by clicking here

Authorising official/contact person registration

* Title:

* First name:

* Surname:

* Initials:

* Identity type:

* Identification number:

* Country of issue:

* Position in organisation:

Business partner number:

* Tel:

* E-mail:

* Please attach a scanned copy of the letter of authorisation: [Download Template](#)

* Please attach a scanned copy of identity document:

Online help for this process may be found by clicking here

Authorising official/contact person registration

* Title: Mrs

* First name: Jane

* Surname: Bond

* Initials: J

* Identity type: SA National Identity Number

* Identification number: 8104150030080

Country of issue: South Africa

* Position in organisation: Director

Business partner number:

* Tel: 0215559999

* E-mail: Jane@Bond.co.za

* Please attach a scanned copy of the letter of authorisation: [Download Template](#)

C:\Users\Iryneveldt\Desktop\Portal Demonstration 22 April 2016\Power of Attorney.pdf

* Please attach a scanned copy of identity document:

C:\Users\Iryneveldt\Desktop\Portal Demonstration 22 April 2016\Copy of ID.pdf

Organisation registration

Services
 Organisation
 Authorising official/contact person registration
 Administrator registration
 Data Privacy Statement

Online Help [Online help for this process may be found by clicking here](#)

Authorising official/contact person registration

* Title:

* First name:

* Surname:

* Initials:

* Identity type:

* Identification number:

* Country of issue:

* Position in organisation:

Business partner number:

* Tel:

* E-mail:


* Please attach a scanned copy of the letter of authorisation: [Download Template](#)

* Please attach a scanned copy of identity document:

6. Click 'Browse' to attach a scanned copy of a letter of authorisation
7. Click 'Upload'
8. Click 'Browse' to attach a scanned copy of an identity document
9. Click 'Upload'
10. Click 'Continue'

Assigning an Administrator

- Enter information in the relevant fields (fields with *asterisks must be filled in)



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Organisation registration

Services Organisation Authorising official/contact person registration **Administrator registration** Data Privacy Statement

[? Online Help](#) Online help for this process may be found by clicking here

Administrator registration

Same as authorising official/ contact person

* Title:

* First name:

* Surname:

* Initials:

Identity type:

* Identification number: ?

* Country of issue:

* Tel:

* E-mail:

* Please attach a scanned copy of the letter of authorisation: [Download Template](#)

*If same as Authorising Official, tick box

[? Online Help](#)

Online help for this process may be found by [clicking here](#)

Administrator registration

Same as authorising official/ contact person

Title:

First name:

Surname:

Initials:

Identity type:

Identification number: ?

Country of issue:

Tel:

E-mail:

Please attach a scanned copy of the letter of authorisation: [Download Template](#)

[? Online Help](#)

Online help for this process may be found by [clicking here](#)

Administrator registration

Same as authorising official/ contact person

* Title: ▼

* First name:

* Surname:

* Initials:

Identity type: ▼

* Identification number: ?

Country of issue:

* Tel:

* E-mail:

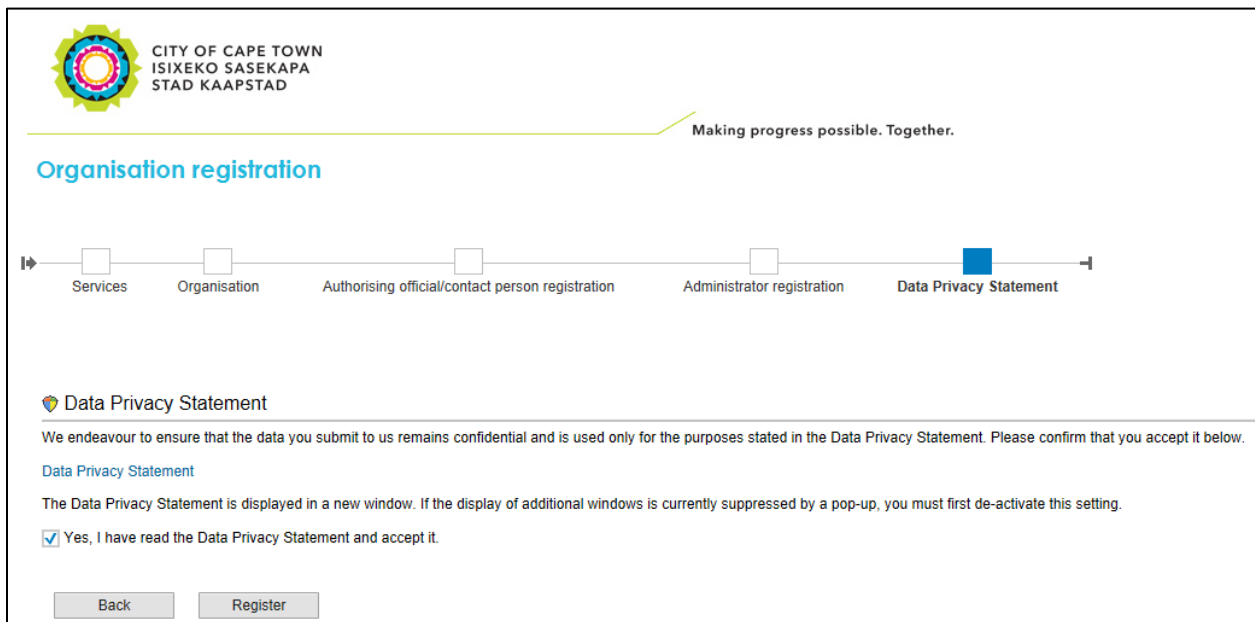
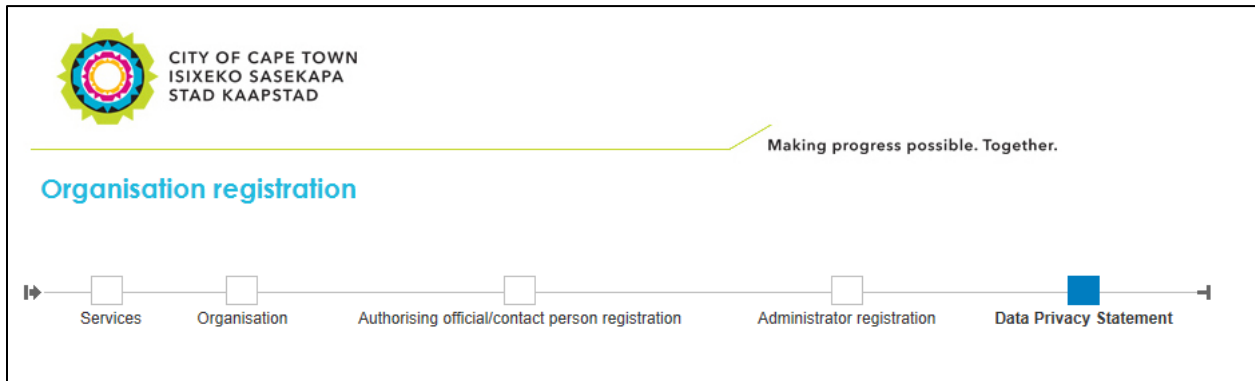
* Please attach a scanned copy of the letter of authorisation: [Download Template](#)

C:\Users\lyrneveldt\Desktop\Portal Demonstration 22 April 2016\Power of Attorney.pdf

- Click 'Browse' to attach a scanned copy of a power of attorney document
- Click 'Upload'
- Click 'Browse' to attach a scanned copy of an identity document
- Click 'Upload'
- Click 'Continue'

Completing registration/ Data Privacy Statement

- Click 'Data privacy statement' to read the statement
- Tick the box to agree to the statement
- Click 'Register'



The following screen will appear if the registration has been successful.



Successful submission

You have successfully submitted your application for e-Services.

Reference # 2009/159045/23/00001. Kindly take note of this reference number and quote when making an enquiry.

An e-mail confirming your registration will be sent to you in due course once the documents you submitted have been verified. Simultaneously another email notification will be sent to the individual assigned to the administrator role in order to inform the user of that assignment. Steps to proceed will be provided in the email.

Thank you for taking an interest in the City of Cape Town's e-Services.

Close

The information will then be sent to be processed by agents at the City of Cape Town. The attachments will also be verified. If the documents are found to have any discrepancies then an e-mail will be sent to the contact with reason for rejection.

If the documents have met the requirements two e-mails will be sent, one to the authorising official (Example i) and another to the administrator (Example ii).

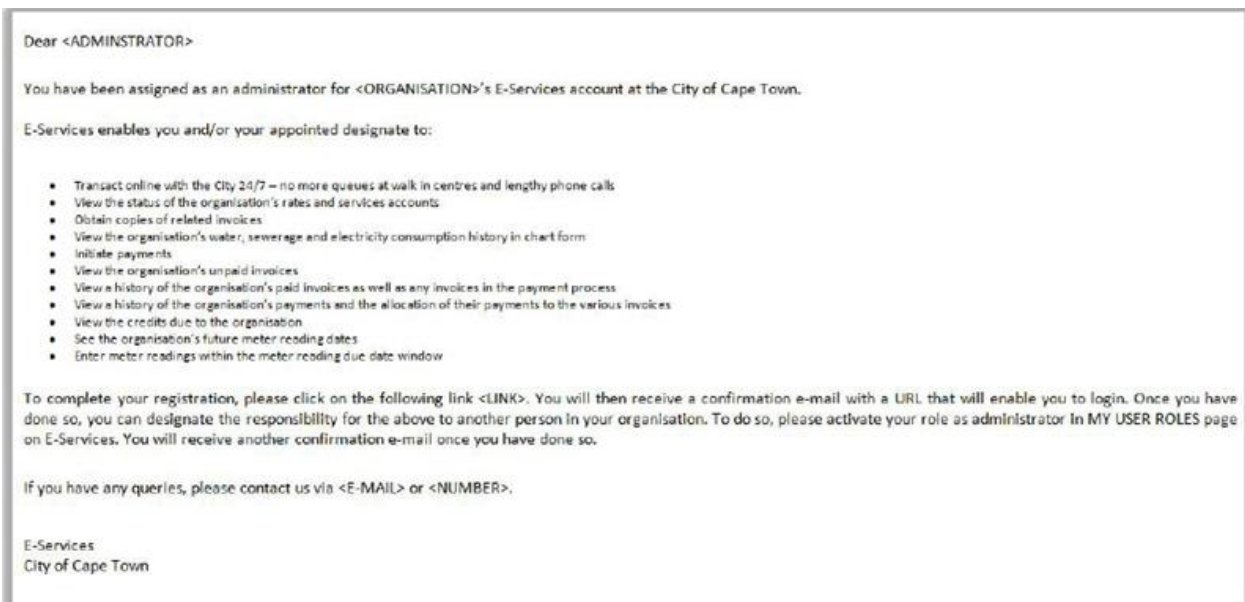
Dear <CONTACT>

<ORGANISATION> has been successfully registered for the City of Cape Town's E-Services. <CONTACT> has been added to <ORGANISATION> as the primary contact person for online access. The online account was registered on <DATE>.

If you have any queries, please contact us via <E-MAIL> or <NUMBER>.

City of Cape Town
E-Services

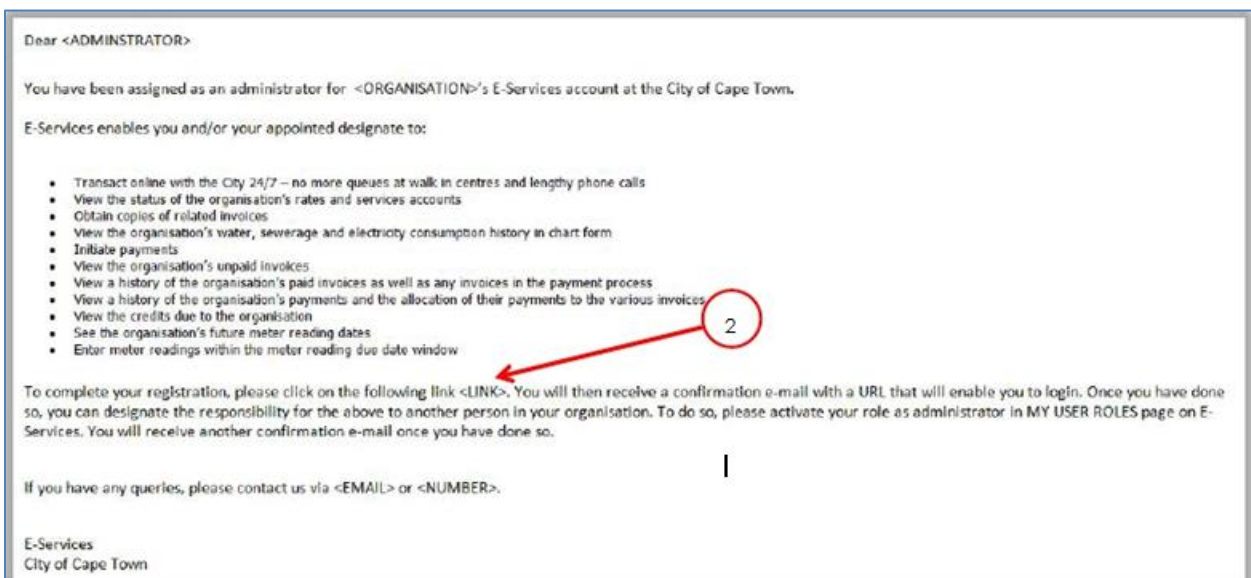
This e-mail will have a link included in it which links to the registration screen.



B. Administrators

Accepting the administrator nomination

- You will receive an e-mail from E-Services to inform you that you have been assigned as an administrator
- Click on the link provided in the e-mail



- Enter your details and login to E-Services
- If you are a new user click on 'Register here' to register



e-Services

Username *

Password *

Not registered yet? [Register here](#)

Forgotten your password? [Reset your password here](#)

Forgotten your username? [Retrieve your username here](#)

Missing password e-mail? [Check/change your e-mail address here](#)

Frequently asked questions? [Find e-Services FAQ here](#)

- Click on 'My user roles'

The screenshot shows the E-Services portal. The navigation menu on the left includes: Home, E-Services, Welcome, My Profile, My user roles (highlighted with a red circle and arrow labeled '5'), Service Registration, and Contact us. The main content area features a 'Welcome to E-Services' heading and a 'Dear guest' message. The message explains that E-Services is designed for online interaction with the City of Cape Town and provides instructions on how to manage user profiles and roles. It also mentions that the 'Service registration' page lists available services and which ones the user is registered to use. For more information, it directs users to the City's general information website (www.capetown.gov.za) and provides an email address (eservices@capetown.gov.za) for any queries, comments, or complaints.

- Select 'Accept' in the Operation drop-down box
- Click 'Save'

My User Roles

The following table shows a list of the roles assigned to you by other people and / or organisations, together with the status of your responsibility. You can accept individual responsibilities by activating the associated role. You can also decline your responsibility by deactivating any individual record. Once registered you will need to contact the Third Party Administrator in order to be removed from the assigned role.

Third party	Your role	Status	Valid from	Valid to	Operation
MyComp (Pty) Ltd	Administrator	Nominated	21.02.2012	31.12.9999	Accept

Change Save Cancel

- You will receive an e-mail from E-Services to inform you that you have been confirmed as an administrator. Click on the provided link

Dear <ADMINISTRATOR>

Congratulations! You have successfully activated your role as <ROLE> for <ORGANISATION>'s E-Services account. Please login using the link below to access the available online services and/or designate these tasks to another individual in your organisation:

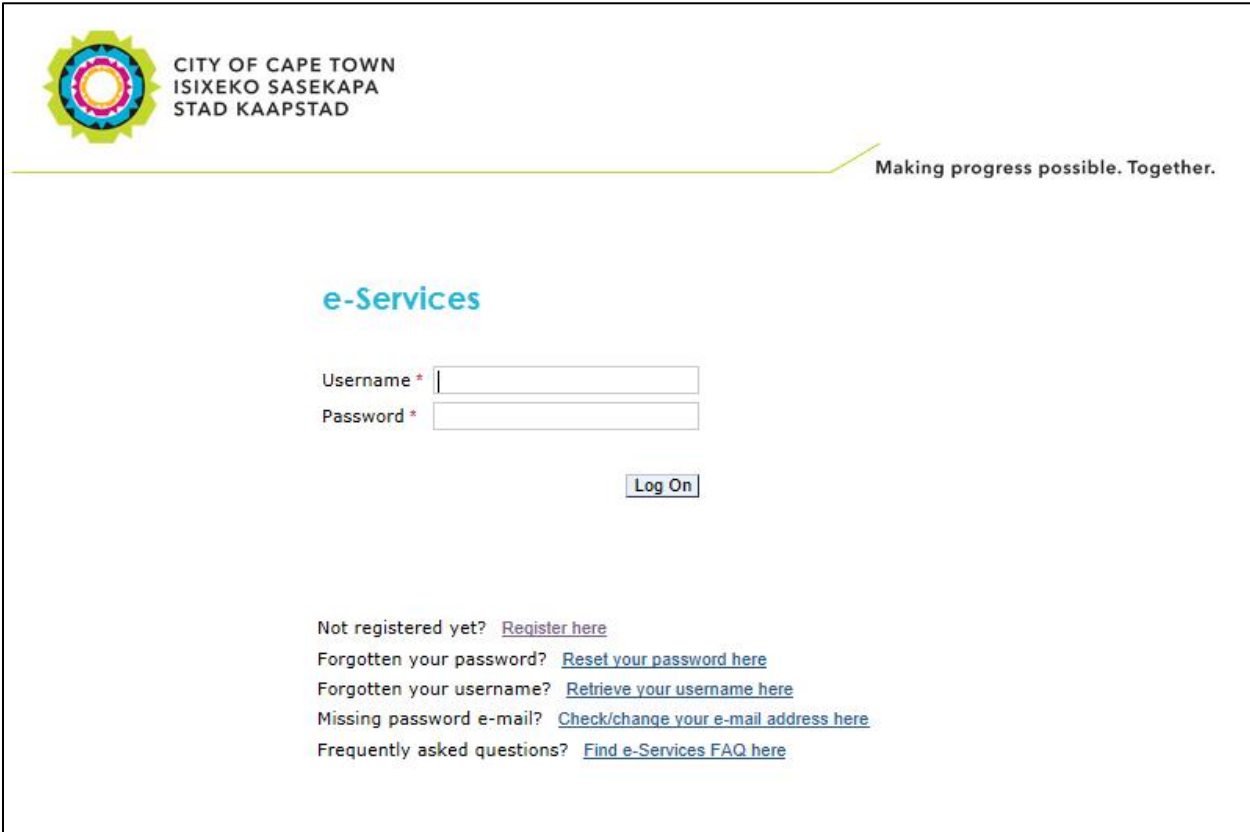
<LINK>

If you have any queries, please contact us via <EMAIL> or <NUMBER>.

E-Services
City of Cape Town


Maintaining the nominated users in specific roles

- Enter your details and login to E-Services



The screenshot shows the City of Cape Town E-Services login page. At the top left is the City of Cape Town logo with the text "CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD". To the right is the slogan "Making progress possible. Together." Below this is the "e-Services" heading. The login form consists of two input fields: "Username *" and "Password *", followed by a "Log On" button. Below the form are several links for users who are not registered or have forgotten their credentials: "Not registered yet? Register here", "Forgotten your password? Reset your password here", "Forgotten your username? Retrieve your username here", "Missing password e-mail? Check/change your e-mail address here", and "Frequently asked questions? Find e-Services FAQ here".

- Click on the 'Organisation administration' tab



The screenshot shows the "Organisation administration" page in the E-Services system. A red circle with the number "2" highlights the "Organisation administration" tab in the navigation bar. The page content includes a "Welcome to E-Services" message, a "Dear guest" salutation, and a brief introduction to the E-Services platform. It also provides instructions on how to manage user profiles, roles, and service registrations. A "Logout" link is visible in the top right corner.

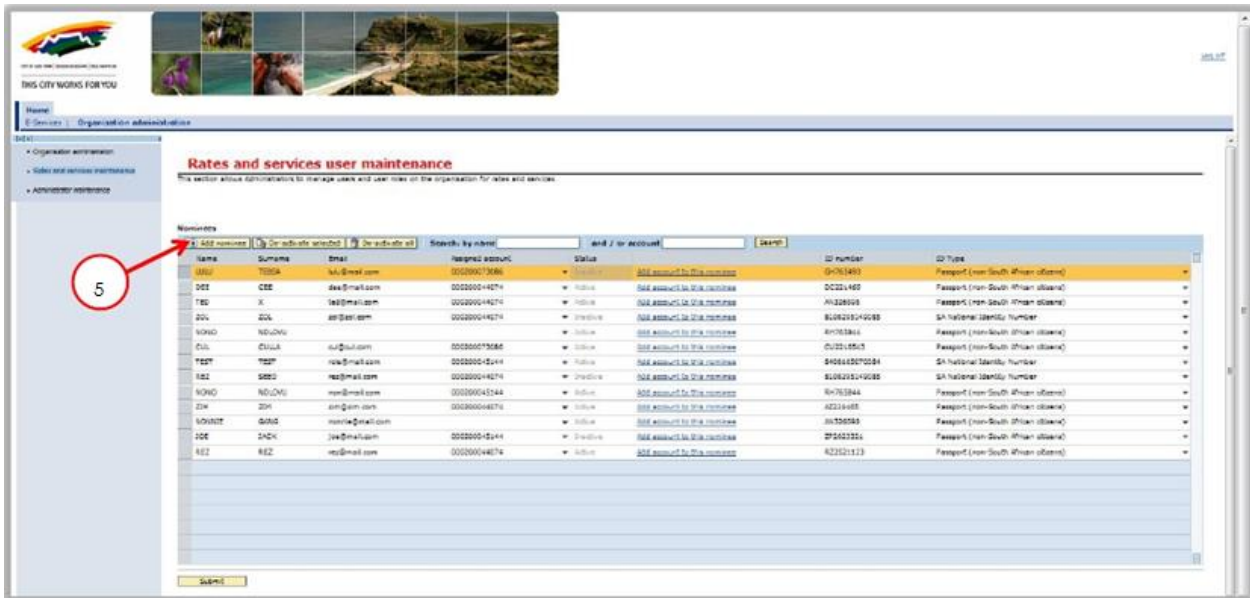
- Click on the 'Rates and services maintenance' tab. (Planning & Building Development Management uses the Rates and Services Maintenance section for this purpose as business partners are stored and used from a central location in the City.)



- Click on 'Maintain users' to manage user roles of the selected organisation



- Click on 'Add nominee' to nominate a rates processor
- Enter the nominee's details



You will receive an e-mail from E-Services to inform you once the nominee's role has been successfully activated.

Dear <ADMINISTRATOR>

<NOMINEE> has been successfully activated as the <ROLE> for <ORGANISATION>.

If you have any queries please contact support via email: <E-MAIL>.

E-Services department
City of Cape Town

- Click on the 'Administration maintenance' tab to manage the administrators of the Organisation



Nominated users

Accepting the user nomination

- You will receive an e-mail from E-Services to inform you that you have been nominated as a rates processor
- Click on the link provided in the e-mail

Dear <NOMINEE>

You have been nominated by <ORGANISATION> to transact on its City of Cape Town E-Services <CONTRACT ACCOUNT> account as a rates processor. This will enable you to view the status of <ORGANISATION>'s rates and services accounts and:

- Obtain copies of its related invoices
- View its water, sewerage and electricity consumption history in chart form
- Initiate payments
- View its unpaid invoices
- View a history of its paid invoices as well as any invoices in the payment process
- View a history of its payments and the allocation of their payments to the various invoices
- View the credits due to it
- See its future meter reading dates
- Enter meter readings within the meter reading due date window

To register, please click on the following link:

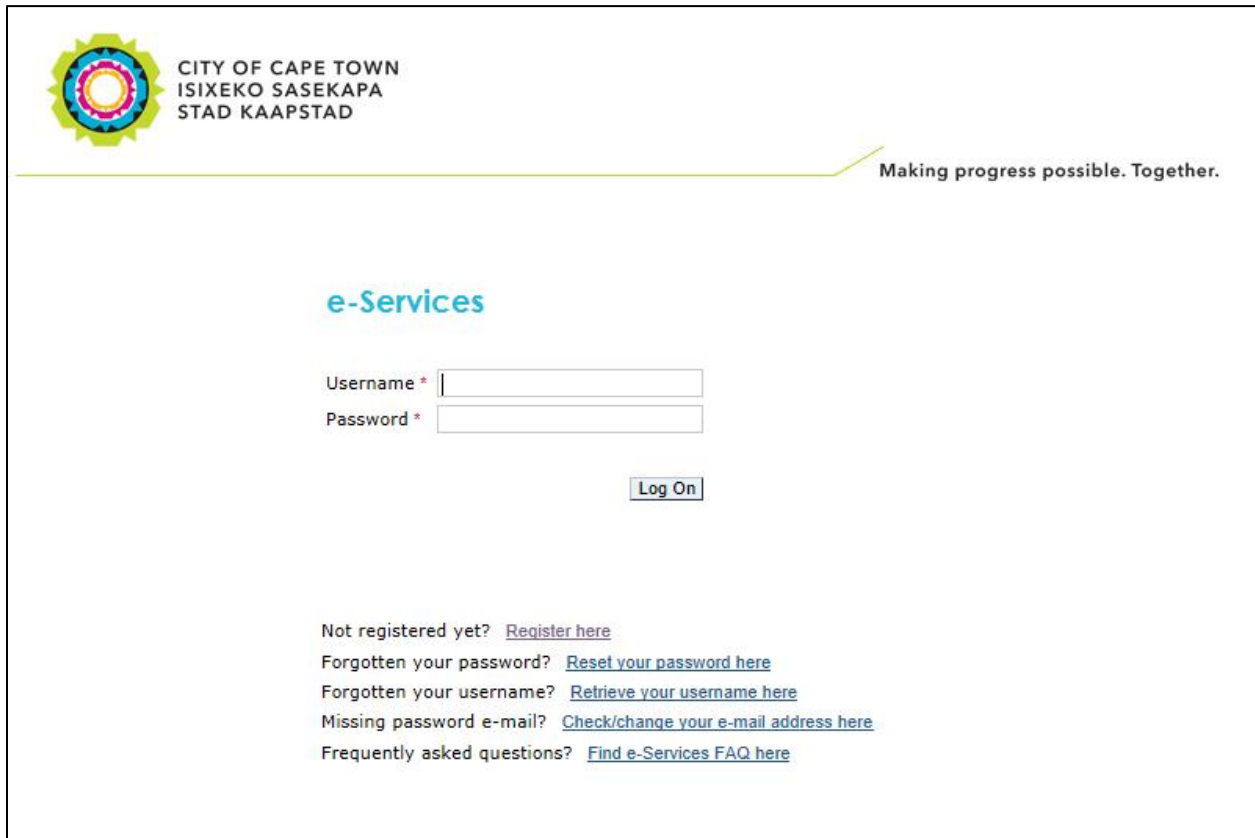
<LINK> ← 2

Once you are able to access the <ORGANISATION> E-Services account, please activate your role under MY USER ROLES.

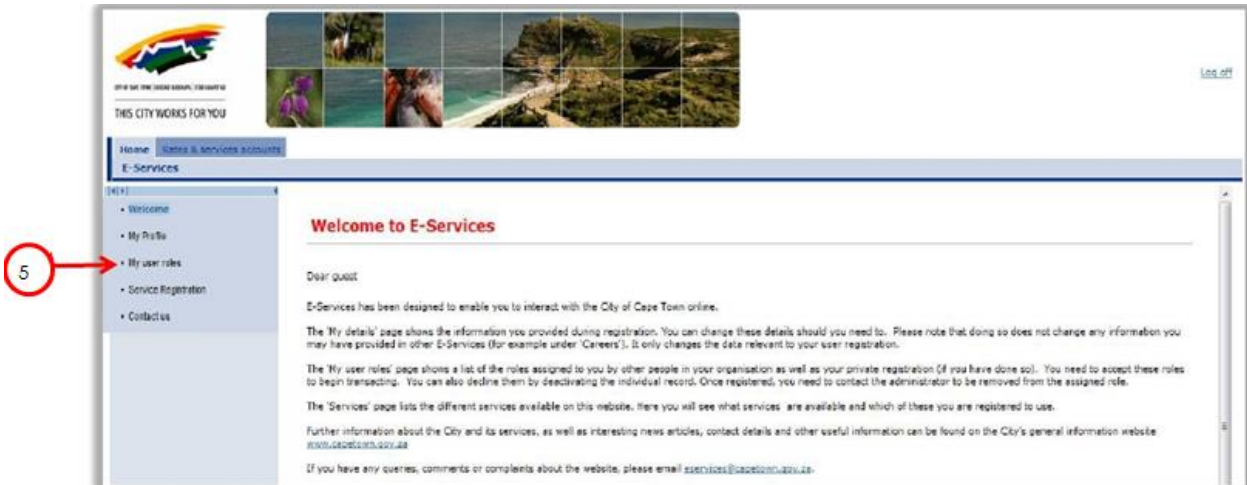
If you have any queries please contact us via <EMAIL> or <NUMBER>.

E-Services
City of Cape Town

- Enter your details and login to E-Services
- If you are a new user click on 'Register here' to register



- Click on 'My user roles'



- Select 'Activate' in the Status drop-down box

The screenshot shows the 'My User Roles' page in the E-Services portal. A table lists the user's roles. A red circle with the number '6' highlights the 'Status' column, which shows 'Activated' for the 'Rates processor' role.

Role	Business Partner	Account	Status
Rates processor	CRAIG Pty Ltd	00020073086	Activated

- You will receive an e-mail from E-Services to inform you that your role has been successfully activated.
- Click on the provided link

The screenshot shows an email notification. A red circle with the number '7' highlights the '<LINK>' text, which is a placeholder for a link to access online services.

Dear <NOMINEE>

Congratulations! You have successfully activated your role as <ROLE> for [ORGANISATION]'s E-Services account. Please login using the link below to access the available online services.

<LINK>

If you have any queries please contact support via email: <E-MAIL>.

E-Services
City of Cape Town

For assistance on how to submit Building Plans and Land Use Management Applications through eServices, refer to manual:

How to submit a Building Plan through the eServices Portal (DAMS).