

eDISCLOSURE SYSTEM

COMMON ERRORS ON THE eDISCLOSURE SYSTEM

ACCESS TO THE SYSTEM

Error: Using a wrong URL to access the system.

Solution: The correct URL is <https://edisclosure.gov.za>. Type this URL on the address bar.

Error: Trying to access the system using a 3G that is not linked to VPN.

Solution: The system is only accessible using government network points or using a 3G that is VPN enabled.

REGISTRATION

Error: Public servants who have been in employment prior to 1994 might be registered with a different ID number on the PERSAL system. When they try to register, the system responds with an error message.

Solution: If you know you belong to this group, verify your PERSAL ID number with your HR Unit. To access the system, you must use the PERSAL ID number and request your HR Unit to change it to the one that appears on your green bar coded ID book.

Error: Trying to log on to the system without activating registration.

Solution: You need to activate your registration, using the OTP (one time pin) sent through the e-mail. The OTP is used once.

Error: Users claim to have not received the OTP, even though they have received an e-mail from **eDisclosure Support**.

Solution: Users are urged to read the whole email received from eDisclosure support. The delivery of the e-mail may be delayed because of the network. Users must also ensure that they put on the correct e-mail addresses during registration.

LOGIN

Error: Members try to register every time they would like to log on to the system.

Solution: Users register only once on the system using their ID numbers for access. Once the registration is activated, click the red letters to access the login page. Use your username and password, as created during registration.

Error: Users log their accounts.

Solution: Once you have forgotten your login details, do not lock your account. Reset your password using the web tool provided on the login page "*forgotten password*". A help tool is also provided on the login page to assist you on how to use the web tool.

ON-LINE DISCLOSURE OF FINANCIAL INTEREST

Error: Users think once they have captured the information on the system, it is submitted.

Solution: Using the eDisclosure system to submit your disclosure form is a two-stage process.

Firstly: Capture and save all your information on the system. At this stage, you can delete and edit this information.

Secondly: You need to submit that information. Follow this process:

- (i)** On the left hand side menu, click declaration and then new declaration.
- (ii)** On the right hand side of the screen, click the active disclosure period and then continue.
- (iii)** Check the correctness of your information and make any notes to the EA if there is a need for that, and then click "*submit*".
- (iv)** Make the declaration by clicking "ok". You have submitted your financial disclosure form on-line and you will receive confirmation on the screen and on your e-mail.

Experience any problem with the system?

Contact your ethics officer or IT technician in your department. If you still need assistance contact the DPSA @

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