

SALDANHA DIGITAL CITIZEN APP USER GUIDE

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01 | DOWNLOAD THE SALDANHA DIGITAL CITIZEN APP

The Saldanha Digital Citizen App is available in the App Store, Play Store and AppGallery which means it is supported on iOS, Android, and Huawei devices.

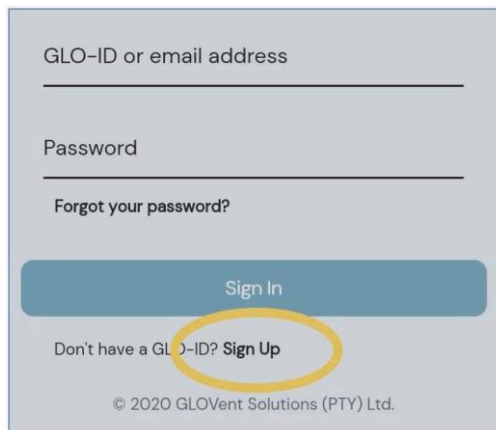
- Go to either your App Store, Play Store or AppGallery
- Search for **SALDANHA DIGITAL CITIZEN** App
- Download the App
- The App is installed to your device and ready to use

The app is free to use.

02 | CREATE AN ACCOUNT

Each user that signs up to the Saldanha Digital Citizen App creates their very own GLO-ID which will be used to connect with other users and communities. Users will therefore only need to keep one profile updated and that profile can be synced through to various communities and other users.

- Open the Saldanha Digital Citizen App
- On the Sign In screen, click on **Sign Up**



GLO-ID or email address

Password

Forgot your password?

Sign In

Don't have a GLO-ID? **Sign Up**

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- Fill in all the fields:

GLO-ID

Create your own GLO-ID that is unique to you, it should be between 8 and 30 characters in length and can contain alpha-numeric characters, but no special characters are allowed eg. NameSurname2020

- **Email Address**
Fill in your preferred email address
- **Mobile Number**
Fill in your Mobile Number
- **First Name**
Fill in your Name
- **Surname**
Fill in your Surname
- **Password**
Create your password, it should be more than 8 characters, must contain a capital letter and can contain alpha-numeric and special characters. eg. G34uqnf@87
- **Confirm your password**
Type your password again to confirm it.

- Once all the fields have been completed, you need to **Agree to the Terms and Conditions** (You can also view the terms and conditions by clicking here)

- Now click on the **Sign Up** button

- You will be prompted to the Confirm your details page where you can confirm if your details are correct correct.

Confirm your details

GLO-ID: **exampleid**

Email: **example@domain.co.za**

Phone Number: **+27821234567**

Please note: The provided email and/or mobile number is required for account confirmation, recovery and critical communication. We recommend you provide your mobile number for faster account confirmation. Please be aware that account confirmation can take up to **1 hour** with email only, and up to **20 minutes** with mobile number. For any queries about our privacy policy, please review the **Terms and Conditions** on the previous page or contact our **Client Care**.

- If you are happy that the information that you have entered is accurate, proceed by clicking on the **Submit** button.

Submit

Make Changes

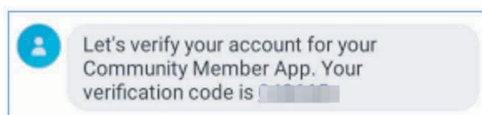
- Should you have made a spelling error and the details are not accurate, go back by clicking on the **Make Changes** button and make the necessary changes.

Submit

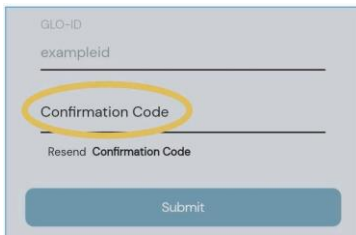
Make Changes

- Once you have clicked on the Submit button you will be directed to a Confirmation page.
- Here you will need to enter the verification code which has been sent to you via SMS. *(Please note you will receive the verification code via Email should you not have completed the Mobile Number field on the Create an Account page)*

The SMS you should receive will look like this



- Enter the code in the **Confirmation Code** field



GLO-ID
exampleid
Confirmation Code
Resend Confirmation Code
Submit

- Then click on the Submit button.
- You will be directed to the Sign In screen. Go ahead and sign in with your GLO-ID or Email address and your password.

03 | HOW TO VERIFY YOUR ACCOUNT AT A LATER STAGE

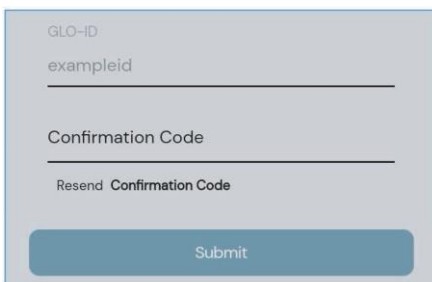
For any reason whilst you were busy creating your GLO-ID account and could not confirm your account with the confirmation code, you can follow the step set out below.

- Open the Saldanha Digital Citizen App
- On the Sign In screen type in your GLO-ID and password



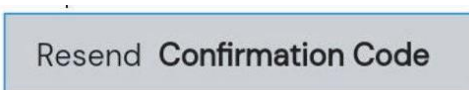
GLO-ID or email address
Password
Forgot your password?
Sign In

- Then click on the Sign In button
- You will be directed to the Confirmation Page



GLO-ID
exampleid
Confirmation Code
Resend Confirmation Code
Submit

- Now click on **Resend Confirmation Code** at the bottom of the page

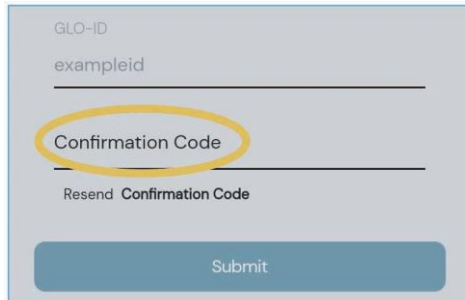


Resend Confirmation Code

- The **confirmation code** will be sent to you via SMS.

(Please note you will receive the verification code via Email should you not have completed the Mobile Number field on the Sign Up page)

- Enter the code in the Confirmation Code field



GLO-ID
exampleid
Confirmation Code
Resend Confirmation Code
Submit

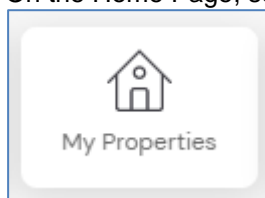
- Then click on the **Submit** button.

- You will be directed to the Sign In screen. Go ahead and sign in with your **GLO-ID or Email address** and your **password**.

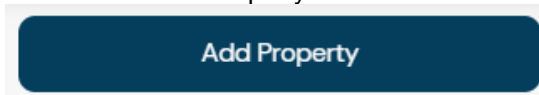
04 | OWNER REQUEST

Link yourself to a property by means of Ownership. You'll be required to upload a copy of your ID Document and Municipal Account.

- Sign into the Saldanha Digital Citizen App
- On the Home Page, select the My Properties tile



- Click on the Add Property button

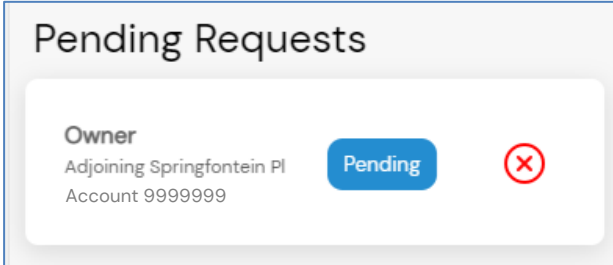


- Select **I'm an Owner** from the options list
- Select your **Township**, then your **Ward** and then search for your **property** by means of Street Address
- Ensure your ID Number is completed as this is a required field
- Ensure your Municipal Account Number is completed as this is a required field
- Now upload the Supporting Documents (accepted file formats are JPG, PNG and PDF)
 - ID Documents
 - Municipal Account

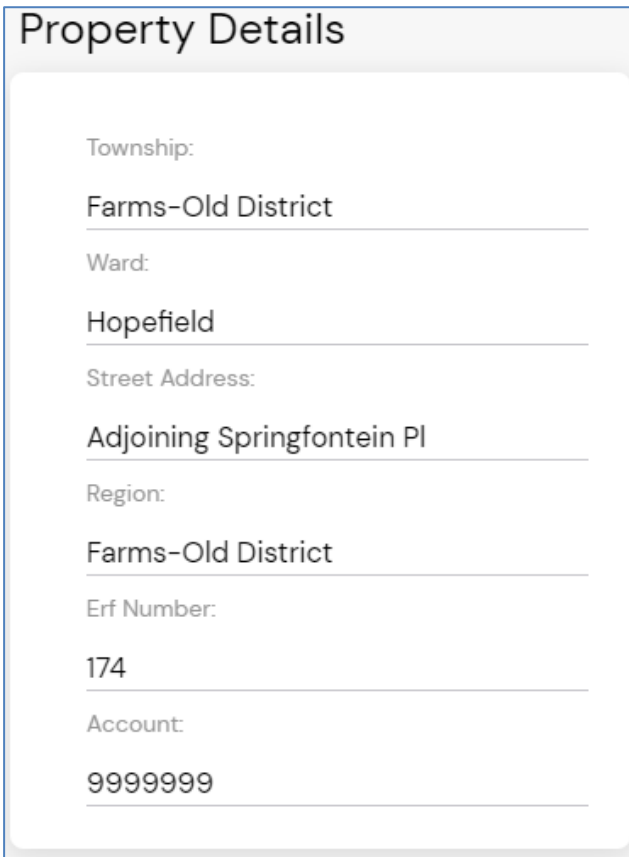
- To submit your request, select the **Send Request** button (Please Note that the button will appear grey if not all required fields have been completed)



- Your request will now be sent to the Municipality for review.



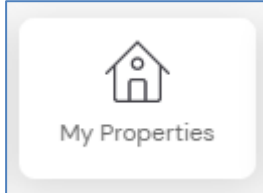
- Once your request has been accepted, you'll view your Property Information when you click on the My Properties tile.



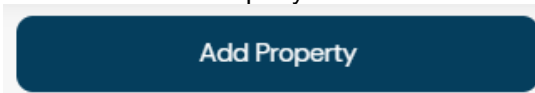
05 | TENANT REQUEST

Link yourself to a property by means of being a Tenant. You'll be required to upload a copy of your ID Document and Lease Agreement.

- Sign into the Saldanha Digital Citizen App
- On the Home Page, select the My Properties tile



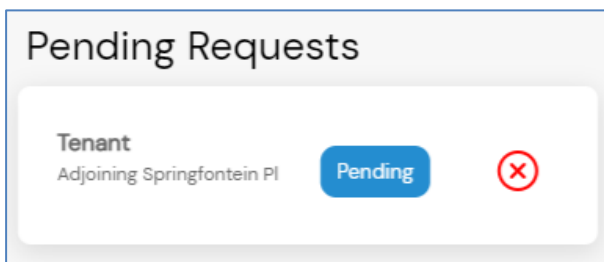
- Click on the Add Property button



- Select **I'm a Tenant** from the options list
- Select your **Township**, then your **Ward** and then search for your **property** by means of Street Address
- Ensure your ID Number is completed as this is a required field
- Now upload the Supporting Documents (accepted file formats are JPG, PNG and PDF)
 - ID Documents
 - Lease Agreement
- To submit your request, select the **Send Request** button (Please Note that the button will appear grey if not all required fields have been completed)



- Your request will now be sent to the Municipality for review.



- Once your request has been accepted, you'll view your Property Information when you click on the My Properties tile.

Property Details

Township:
Farms-Old District

Ward:
Hopefield

Street Address:
Adjoining Springfontein Pl

Region:
Farms-Old District

Erf Number:
174

Account:
9999999