

MIBCO SELF-SERVICE PORTAL EMPLOYER REGISTRATION

Version 1

USER GUIDE



Good to great
together

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1. Acronyms

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- **Admin User:** Administrative Person
- **Admin Agreement:** Gazetted MIBCO Administrative Agreement as extended
- **CSA:** Client Services Application
- **DEL:** Department of Employment and Labour
- **EPIA:** Employee Personal Information Application
- **FSCA:** Financial Sector Conduct Authority
- **LRA:** Labour Relations Act, Act No 66 of 1995, as amended
- **MIBCO:** Motor Industry Bargaining Council
- **MIFA:** Motor Industry Fund Administrators
- **MIRF:** Motor Industry Retirement Fund
- **PFA:** Pension Funds Act, Act No 24 of 1956, as amended
- **PPL:** People
- **SSC:** MIBCO Shared Services Centre (Ferndale, Randburg)
- **SLX:** SalesLogix System
- **SMS:** Short Messaging Service - message to mobile devices
- **SOP:** Standard Operating Procedures



MIBCO website: www.mibco.org.za

- **Act** means the Pension Funds Act, Act No 24 of 1956, as amended (PFA).
- **Designated Agents** means MIBCO Agents who promote, monitor, and enforce compliance in line with Section 13A of the Act, FSCA Conduct Standard 1 of 2022 and the MIBCO Administrative Agreement. Agents will not update employee information and their duties only extend to notifying liable persons of the need to update employee information or issue a contravention notice, where information has not been updated according to regulatory and legislative requirements.
- **Employer Portal** (System) means the tab on the MIBCO Self-Service Portal of the MIBCO website for authorized users to access and update employee information.
- **Members** means employer representatives on behalf of employer establishments and employees registered with MIBCO.
- **MIBCO System** means the SalesLogix Business Intelligence system (SLX) that MIBCO officials work on, to perform MIBCO administrative functions, which includes registering or deletion of employees.
- **User types** are the roles that can be created for different users, which includes:
 - a. **Liable Person:** Elected Accounting Official in terms of Section 13A of the (Act), FSCA Conduct Standard 1 of 2022 and the MIBCO Administrative Agreement, with full permissions to update employees and add Delegated Liable Persons, Administrative Persons, and Normal Persons.
 - b. **Delegated Liable User:** The person delegated as the Liable Person with full permission to update employee information and add Administrative Users and Normal Users. A Liable Person can only appoint one delegated liable person to assist. The Admin User will always have access to all the branches of the Liable User.
 - c. **3rd Party Consultant:** The consultancy delegated as the Liable Person with full permission to update employee information and add Administrative Users and Normal Users. A Liable Person can appoint more than one 3rd Part Consultant.
 - d. **3rd Party Consultant Delegated Liable Person:** The person delegated as the Liable Person by the 3rd Part Consultancy with full permission to update employee information and add Administrative Users and Normal Users. A Consultancy can only appoint one delegated liable person to assist.
 - e. **Administrative User (Admin User):** The person who is designated and allowed to link normal persons to employer establishments or branches and permitted to update employee information. The Admin User will always have access to all the branches of the Liable User.
 - f. **User:** The person assigned and permitted to update employee information.



- The MIBCO Self-service Portal, accessed on the MIBCO website is used by the employer nominated liable person and his/her delegated liable person or 3rd Party Consultant Liable Person and his/her 3rd Party Consultant Delegated Liable Person their Admin Users and/or Normal Users, to use the different MIBCO applications. This system is a robust application that enables users to manage and track employee and employer data or interact with across organizations, as a standalone establishment, or an establishment with multiple sites or branches. It offers insights into viewing the status of data and processes and the management thereof.
- The portal supports a range of functions, from viewing and updating employee details, processing claims, logging complaints to linking employers with processing users. Users can track project progress, manage various aspects of the various applications.
- This promotes collaboration between users and organizations by providing a centralized database for managing employer-employee relationships. The system's intuitive interface allows users to navigate and update employee records and interact with MIBCO seamlessly, enhancing efficiency and transparency across all entities involved.



NB: The information in this user guide is only applicable to the Membership Information Update System. MIBCO has also made provision for manual processes to assist liable. persons who are unable to access and update employee information on the system. Contact MIBCO on 0861 664 226 for assistance.

- In terms of Section 13A of the (Act), FSCA Conduct Standard 1 of 2022 and the MIBCO Administrative Agreement, the Liable Person is accountable for the overall management of employee personal and contact information.
- The Liable Person is appointed by the relevant authorities of the organization and accepts the appointment by completing the Self-service Portal Registration Form and submitting it to MIBCO.
- The Liable Person can appoint a Delegated Liable Person to perform all tasks of the Liable Person, apart from creating a Delegated Liable Person.
- It is the responsibility of the owner, director, partner or governing board member of the organization to inform MIBCO whenever the Liable Person and Delegated Liable Person is replaced.
- The Liable Person remains the accounting official and is accountable for all subordinate and contracted portfolios in terms of the legislative and regulatory requirements.
- There can be only one Liable Person per employer.

- **Task Permissions:**

- ➔ Change his/her own personal and contact details and all other person's.
- ➔ Create a delegated Liable Person (Only one allowed).
- ➔ Create an admin person (Multiple allowed).
- ➔ Create a normal person (Multiple allowed).
- ➔ Link employer records where he/she exists as an owner and wants to take liability of.
- ➔ Remove employer records where he/she is liable for.
- ➔ Link employer records to person records.
- ➔ Update employee data.



NB. A Liable Person can appoint delegated liable persons on the Portal.

4.1.1 Delegated Liable Person

- The Delegated Liable Person will be appointed by the Liable Person. The duties of the Liable Person will be extended to the Delegated Liable Person.
- The Delegated Liable Person can perform all the tasks of the liable person:
 - ➔ Add/change his/her own personal and contact details and all people except that of the liable people.
 - ➔ The Delegated user will always have access to all branches.
 - ➔ Create an Admin Person (Multiple allowed).
 - ➔ Create a Normal Person (Multiple allowed).
 - ➔ Link employer records to person records.
 - ➔ Update employee data.

4.1.2 3rd Party Consultant Liable Person

- The 3rd Party Consultant Liable Person will be appointed by the Liable Person, when an employer opts to outsource responsibilities to a 3rd Party Consultant. The duties of the Liable Person will be extended to the Consultancy Liable Person.
- The 3rd Party Consultant Liable Person can be linked multiple organisations perform limited tasks within organisations:
 - ➔ Add/change his/her own personal and contact details and all people except that of the liable people.
 - ➔ Create a 3rd Party Delegated Liable Person
 - ➔ Create an Admin Person (Multiple allowed).
 - ➔ Create a Normal Person (Multiple allowed).
 - ➔ Link employer records to person records.
 - ➔ Update employee data.

4.1.3 3rd Party Consultant Delegated Liable Person

- The 3rd Party Delegated Liable Person will be appointed by the 3rd Party Consultancy. The duties of the 3rd Party Liable Person will be extended to the 3rd Party Delegated Liable Person.
- The Delegated Liable Person can perform limited tasks on behalf of the Consultancy and for the employer:
 - ➔ Add/change his/her own personal and contact details and all people except that of the liable people.
 - ➔ Create an Admin Person (Multiple allowed).
 - ➔ Create a Normal Person (Multiple allowed).
 - ➔ Link employer records to person records.
 - ➔ Update employee data.

4.1.4 Administrative User (Admin User)

- ➔ There can be more than one Admin user per employer.
- ➔ The Admin user will always have access to all branches.
- ➔ The Admin User can only perform limited tasks.
- ➔ Can't update processing person records.
- ➔ Link employer records to processing person records.
- ➔ Update employee data.

4.1.5 User

- ➔ There can be more than one user per employer.
- ➔ The admin person can perform limited tasks, which is to update employee data.

- **Self-Service Portal:**

- ➔ The Self-Service Portal can be accessed through the MIBCO website on www.mibco.org.za.

- **Self Service Portal Applications:**

- ➔ Members can access the various applications: Employee Personal Detail Application, Customer Service Applications; through the Self-Service Portal, by selecting the Self-Service Portal tab on the home page of the MIBCO website that will direct you to the sign-in/sign-up/Register Liable Person. Page.
- ➔ The login details of registered users should be inserted to access the applications and perform the required functions.



- Manual Registration

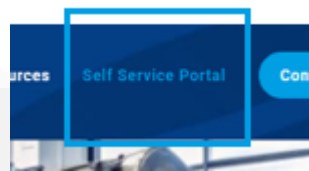
- ➔ The **Liable Person** and/or **3rd Party Consultant** registration form should be completed and emailed to MIBCO at liablepersonreg@mibco.org.za, which will serve as affirmation of the new Liable Person and/or 3rd Party Consultant. Complete the following sections:

- ➔ LIABLE PERSON (Compulsory)
- ➔ DELEGATED LIABLE PERSON (Optional)
- ➔ NOTICE INFORMATION OF A 3rd PARTY USERS (Optional)
- ➔ BRANCH LIST (Compulsory)

- Confirmation of Registration to sign-up and transact

- ➔ A SMS message will be sent to the mobile number captured on the registration form and an email will also be sent to the email address captured on the registration form with the following message:

Dear MIBCO Industry Stakeholder, Application to register as a Liable Person has been received. Please go to the MIBCO website at www.mibco.org.za and sign up on the MIBCO Self-service WEB Portal.



TITLE	SIZE	TYPE	DOWNLOAD
Self-service Portal Registration Form	293 KB		
3rd Party Self-service Portal Registration Form	230 KB		



Sign In

User Type
Employer

Email

Password

[Forgot Password?](#)

[SIGN IN](#)

Need to activate account? [Sign Up](#)

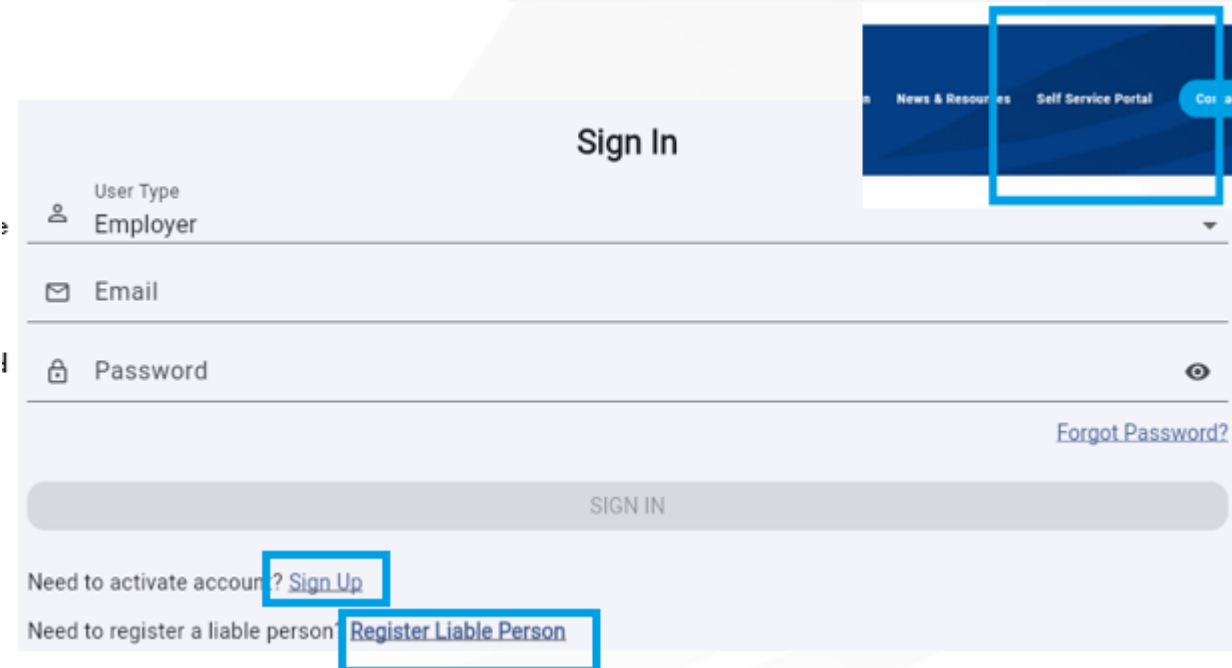
• Online Registration

- ➔ The Liable Person (not allowed for a 3rd Party Consultant) can also register on the MIBCO Self-Service Portal without completing the 'Liable Person Registration Form' as long as this person is also registered on the MIBCO system as owner, director, partner or governing board member of the organization (employer).
- ➔ Navigate too the Self-Service Portal registration page that can be accessed through the MIBCO website on www.mibco.org.za.
- ➔ Select **Employer**.
- ➔ Click **Register Liable Person**.
- ➔ Enter **Nationality, Identity Number/Passport**. The system will prepopulate the rest of the information from the records on the MIBCO system.
- ➔ Enter **Mobile, Alternative Phone** and **Email Address**
- ➔ Upload **Company Registration (CPIC) documents, Identity document** and **Signature**
- ➔ Press **Register** button

• Confirmation of Registration to sign-up and transact

- ➔ Mibco will review the online application, once approved a SMS message will be sent to the mobile number captured on the registration form and an email will also be sent to the email address captured on the registration form with the following message:

Dear MIBCO Industry Stakeholder, Application to register as a Liable Person has been received. Please go to the MIBCO website at www.mibco.org.za



- If the User has an inactive email address, that indicates that the user has not yet signed up, click the **Sign-Up** link to activate it.
- Email addresses must be unique per user.
- **Signing In:**
 - ➔ By signing in you will be allowed to transact, access will be granted according to your user type and access.
 - ➔ Select the user type Employer; Employee
 - ➔ Enter your registered **Email Address** and **Password**.
 - ➔ Password must be at least 14 characters long (at least one letter, one special character and one number).
 - ➔ If you wish to stay signed in, click the **Keep me Signed-In** box. (This feature has been removed due to security standards)
 - ➔ For your security, this web session will automatically close after 15 minutes of inactivity.
 - ➔ Click **Sign-In** button to access your account.
 - ➔ You will be prompted press **SEND OTP** to either email or phone
 - ➔ Enter the OTP sent and click on **VERIFY OTP**
 - ➔ Passwords expires after 30 days

NB: Passwords are case sensitive, not less than 14 characters and expires every 30days

Sign In

User Type

Email

Password

[Forgot Password?](#)

SIGN IN

Need to activate account? [Sign Up](#)

Enter your Email Address.

We will send you an **One-Time Password (OTP)** to verify your account.

Switch to Phone Number ☐

Email

SEND OTP

OTP Authentication

Enter the OTP from the email sent to:

1:25

OTP

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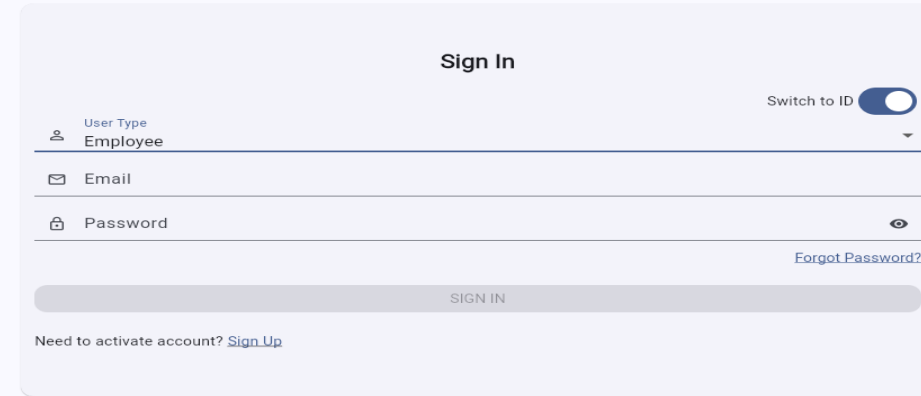
Didn't receive OTP? [Resend](#)

VERIFY OTP

[Change Email Address](#)

- If the User has an inactive email address, that indicates that the user has not yet signed up, click the **Sign-Up** link to activate it.
- Email addresses must be unique per user.
- **Signing In:**
 - ➔ By signing in you will be allowed to transact, access will be granted according to your user type and access.
 - ➔ Select the user type Employee
 - ➔ Enter your registered **Email Address** and **Password**.
 - ➔ Password must be at least 14 characters long (at least one letter, one special character and one number).
 - ➔ If you wish to stay signed in, click the **Keep me Signed-In** box. (This feature has been removed due to security standards)
 - ➔ For your security, this web session will automatically close after 15 minutes of inactivity.
 - ➔ Click **Sign-In** button to access your account.
 - ➔ You will be prompted press **SEND OTP** to either email or phone
 - ➔ Enter the OTP sent and click on **VERIFY OTP**
 - ➔ Passwords expires after 30 days

NB: Passwords are case sensitive, not less than 14 characters and expires every 30 days



Sign In

Switch to ID ☒

User Type
Employee

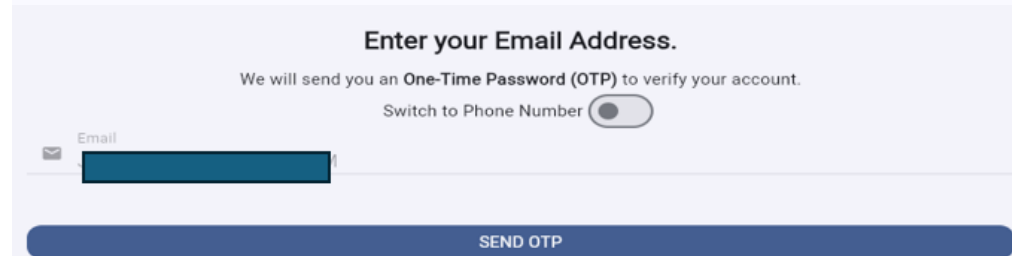
Email

Password

[Forgot Password?](#)

SIGN IN

Need to activate account? [Sign Up](#)



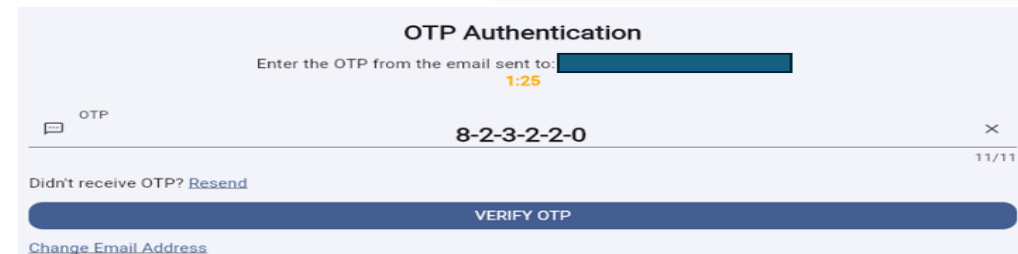
Enter your Email Address.

We will send you an **One-Time Password (OTP)** to verify your account.

Switch to Phone Number ☐

Email

SEND OTP



OTP Authentication

Enter the OTP from the email sent to:

1:25

OTP

8-2-3-2-2-0

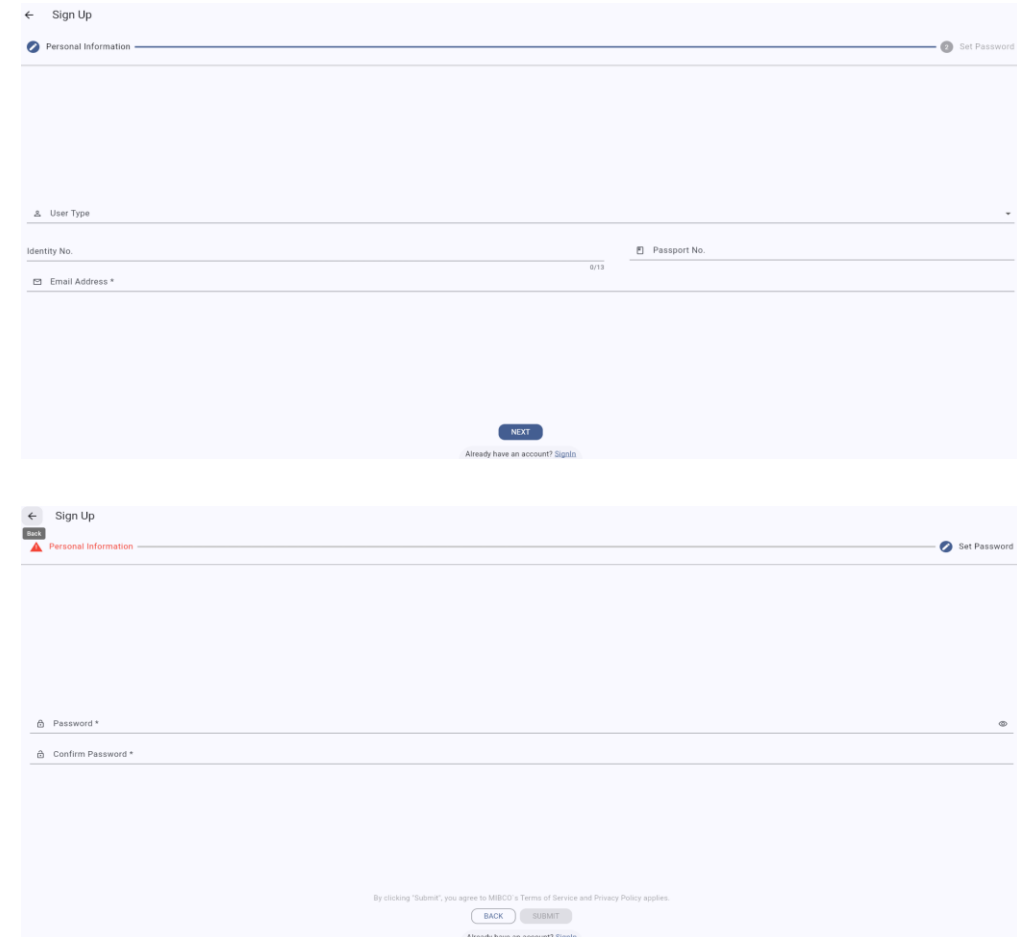
[Didn't receive OTP? Resend](#)

VERIFY OTP

[Change Email Address](#)

11/11

- If the User has an inactive email address, that indicates that the user has not yet signed up, click the **Sign-Up** link to activate it.
- Email addresses must be unique per user.
- **Signing Up:**
 - ➔ By signing up you will be allowed to transact, access will be granted.
 - ➔ Select the user type Employee.
 - ➔ Enter your Full Name, Surname, Email Address, Cell Phone Number, Password, and other required information.
 - ➔ Password must be at least 14 characters long (including at least one letter, one special character, and one number).
 - ➔ Click **Sign-Up** button to create your account.
 - ➔ You will be prompted press **SEND OTP** to either email or phone
 - ➔ Enter the OTP sent and click on **VERIFY OTP**
 - ➔ Passwords expires after 30 days



The image displays two screenshots of the MIBCO mobile application's sign-up process.

Top Screenshot: Sign Up - Personal Information

- Header: Sign Up
- Progress bar: 1 Personal Information (active), 2 Set Password
- Fields:
 - User Type (dropdown menu)
 - Identity No. (text input)
 - Passport No. (text input)
 - Email Address * (text input)
- Next Step: NEXT button
- Footer: Already have an account? [Sign In](#)

Bottom Screenshot: Sign Up - Set Password

- Header: Sign Up
- Progress bar: 1 Personal Information, 2 Set Password (active)
- Fields:
 - Password * (text input)
 - Confirm Password * (text input)
- Next Step: SUBMIT button
- Footer:

By clicking "Submit", you agree to MIBCO's Terms of Service and Privacy Policy applies.

BACK SUBMIT

Already have an account? [Sign In](#)

- If a user has forgotten their password, click on the **Forgot Password** link next to the *Keep me Signed-in* button.
- **Reset Password** page will display.
- Enter your registered **Email Address, Phone Number, Password**
- **Send OTP**
- Enter OTP received on Email or Phone and **Verify OTP**



The screenshot shows a 'Reset Password' form with the following fields and elements:

- User Type**: A dropdown menu with a person icon.
- Email Address ***: A text input field with an envelope icon.
- Password ***: A text input field with a lock icon.
- Confirm Password ***: A text input field with a lock icon.
- RESET PASSWORD**: A button located at the bottom right of the form.

NB: Passwords are case sensitive, not less than 14 characters and expires every 30days

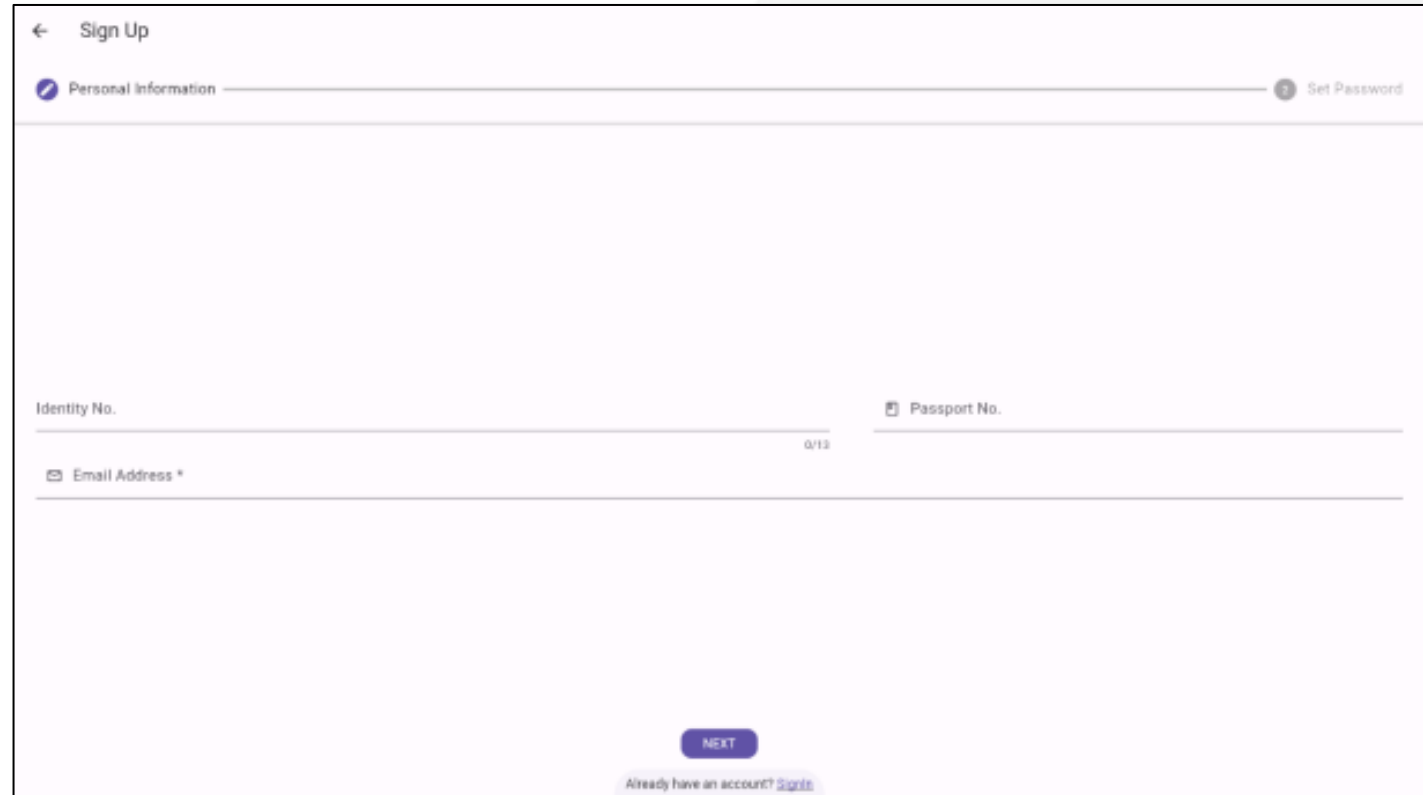
5.3 Inactive Account

- If the user enters an inactive email address, they will not be successfully logged in.
- Click on the **Sign-Up** link to activate your email address.

5.4 Sign-Up

- **Personal Information**
 - ➔ Enter your personal information such as Identity Number or Passport Number and Email Address.
 - ➔ Email addresses must be unique per user.
 - ➔ Click Next button to proceed to the next section.

- Enter your **password**.
- The password must be at least 14 characters long (at least one letter, one special character and one number).
- The system will not allow you to use any of your previous last 15 Passwords
- Re-enter your password in **confirm password**.
- Click **Submit** to successfully activate your account.
- User will then be prompted back to **Sign In** page to access your account.
- Access your account and start working- refer to various Application Guides.
- Passwords are only valid for 30 days.



The screenshot shows a 'Sign Up' form with a progress bar at the top indicating two steps: 'Personal Information' (completed) and 'Set Password' (current step). The form contains three input fields: 'Identity No.' with a character count of 0/13, 'Passport No.' with a passport icon, and 'Email Address *' with an email icon. A purple 'NEXT' button is located at the bottom center. Below the button, there is a link that says 'Already have an account? Sign In'.

NB: Passwords are case sensitive, not less than 14 characters and expires every 30days

Sign up for set password