

Register New User on User Authentication Service (UAS)

Version 1.0

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Purpose

The User Authentication Service(UAS) is the main security and authentication service that all Department of Agriculture, Forestry and Fisheries (DAFF) applications use so that users are stored centrally. This allows for a single login for all DAFF applications.

For the fruit sector users can current create a new user on PhytClean or they can create one on eCert. This document provides step-by-step instructions on how to register as a user on the eCert platform.

The eCert application can be accessed via the url: <https://app.ecert.co.za>

Register as a New User

- Click on **Apply for membership**

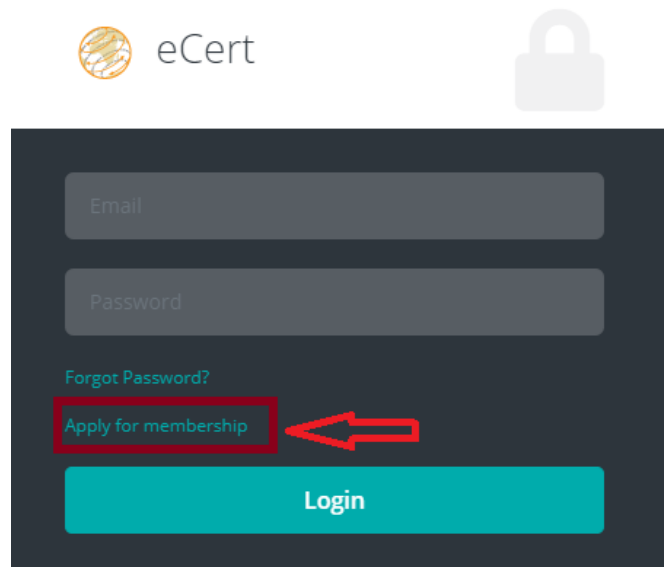


Figure 1: Login Page

- Enter details as per ID book or smart ID card and all required fields
- Agree to the Terms and Conditions by clicking the check box provided
- Click on **Register**

Please Note:

- ❖ You cannot Register without Agreeing to the Term and Conditions
- ❖ The New Password and Confirm Password have to match
- ❖ The New Password must consist of at least 6 characters. It must include at least 1 uppercase letter, 1 numeric value and 1 special character for example Password1!
- ❖ Your First Name, Surname and ID Number have to match what is in your ID document
- ❖ You have a maximum number of 3 attempts to update your profile successfully, failure to do so will result in your account being locked out and you will have to contact support at support@ecert.co.za

Register a new membership

If you are a foreign national or wish to register using a passport number, please click [here](#)

First Name Surname Male

The First Name field is required. The Last Name field is required. The Gender field is required.

ID Number Company Email

The Email field is required.

Cell No - 0712345678 Phone No - 0311234567

The Cell No field is required. The Phone No field is required.

Password Confirm Password

The Password field is required. The Confirm Password field is required.

I agree to the terms & conditions

I already have a membership

Register

Figure 2: Register new membership

- A confirmation email will be sent to the email address captured above.
- On the email click **Confirm Email**

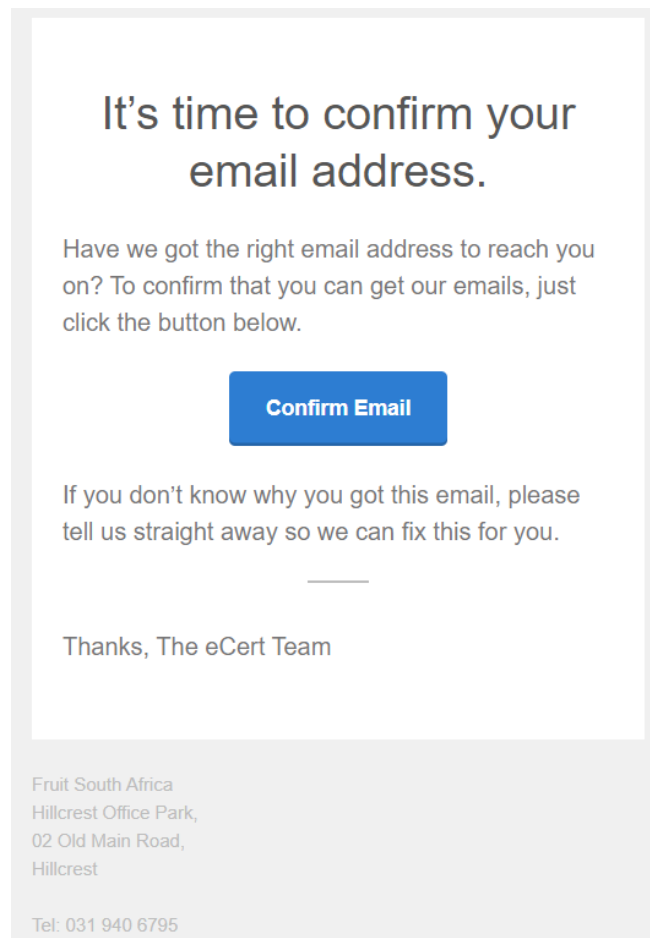


Figure 3: Confirm Email

- You will then be redirected to the login page.

Registration for Non-South African Citizen

If you do not have South African citizenship, then you need to register by following the steps below.

- Click on Apply for membership

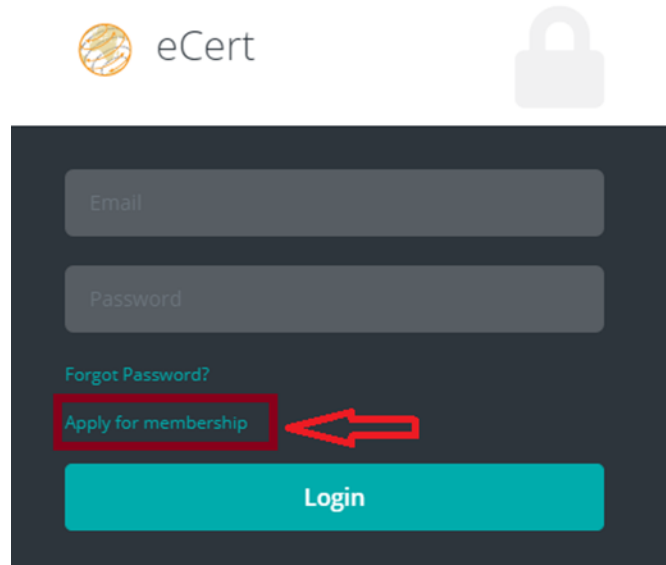


Figure 4: Apply for membership

- Click on the **here** link

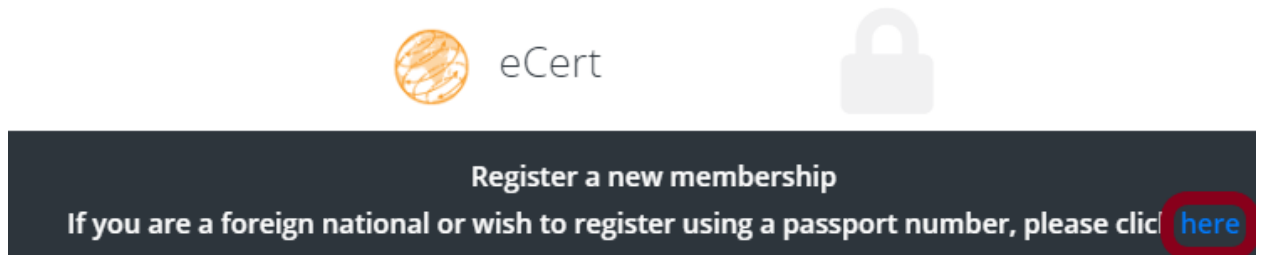


Figure 5: Non-South African Registration

- Enter details as per Passport and all required fields
- Upload copy of your passport
- Agree to the Terms and Conditions by clicking the check box provided
- Click on **Register**

Please Note:

- ❖ You cannot Register without Agreeing to the Term and Conditions
- ❖ The New Password and Confirm Password have to match
- ❖ The New Password must consist of at least 6 characters. It must include at least 1 uppercase letter, 1 numeric value and 1 special character for example Password1!
- ❖ Your First Name, Surname and Passport Number have to match what is in your Passport

- ❖ You have a maximum number of 3 attempts to update your profile successfully, failure to do so will result in your account being locked out and you will have to contact support at support@ecert.co.za

The screenshot shows the 'Register a new membership' form on the eCert website. The form is dark-themed with white input fields. At the top, there is the eCert logo and a lock icon. The form fields are arranged in a grid: First Name, Surname, and Male (dropdown menu) in the first row; Passport Number, Company, and myname@example.co.za in the second row; Cell No. - 0712345678 and Phone No. - 0311234567 in the third row; Password and Confirm Password in the fourth row. Below the Password field, there is a checkbox for 'I agree to the terms & conditions' and a link for 'I already have a membership'. A prominent red rectangular box highlights the 'Register' button at the bottom right of the form.

Figure 6: Register new membership

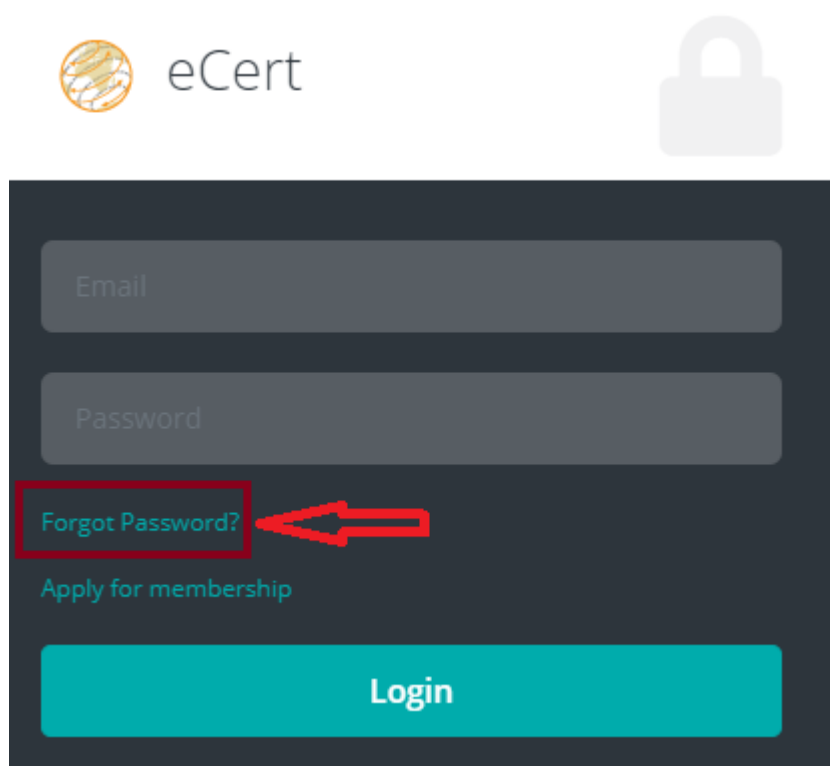
Please Note:

Once you have registered your uploaded passport will have to be verified manually by the eCert support team. An email will be sent, to the email address provided during registration, once the account has been verified. You will then be able to Login.

Forgot Password

This section provides instructions on how to reset your password if you have forgotten it.

- Click on **Forgot Password?**



The image shows a login interface for 'eCert'. At the top left is the eCert logo, and at the top right is a lock icon. Below these are two input fields: 'Email' and 'Password'. Under the 'Password' field, the text 'Forgot Password?' is highlighted with a red box, and a red arrow points to it from the right. Below the input fields is a link that says 'Apply for membership'. At the bottom of the form is a large teal button labeled 'Login'.

Figure 7: Forgot Password

- Enter your email address. Then click on **Forgot Password**.

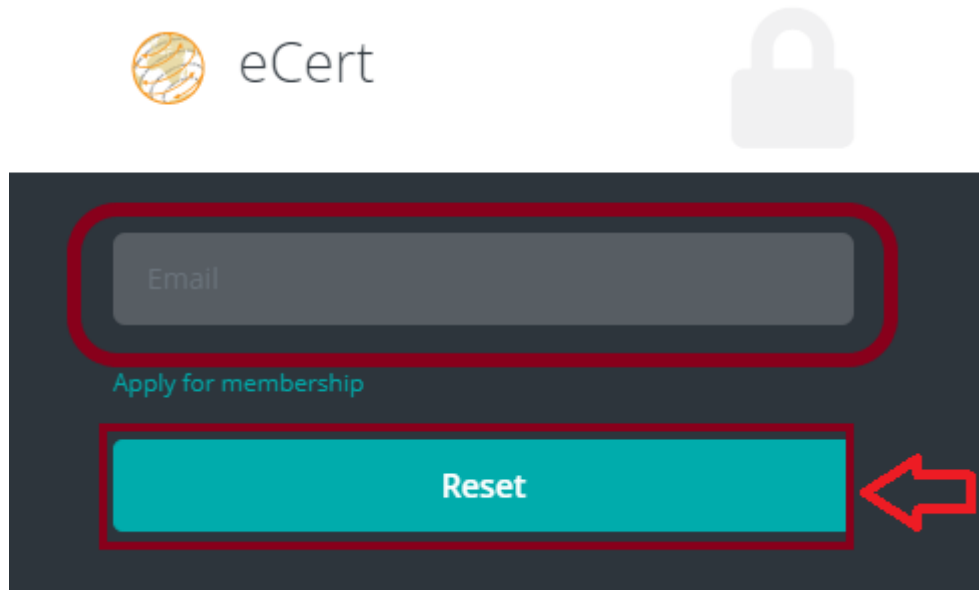


Figure 8: Reset

- You will be redirected to a page where you will be told to check a reset password email and the process that you must follow.

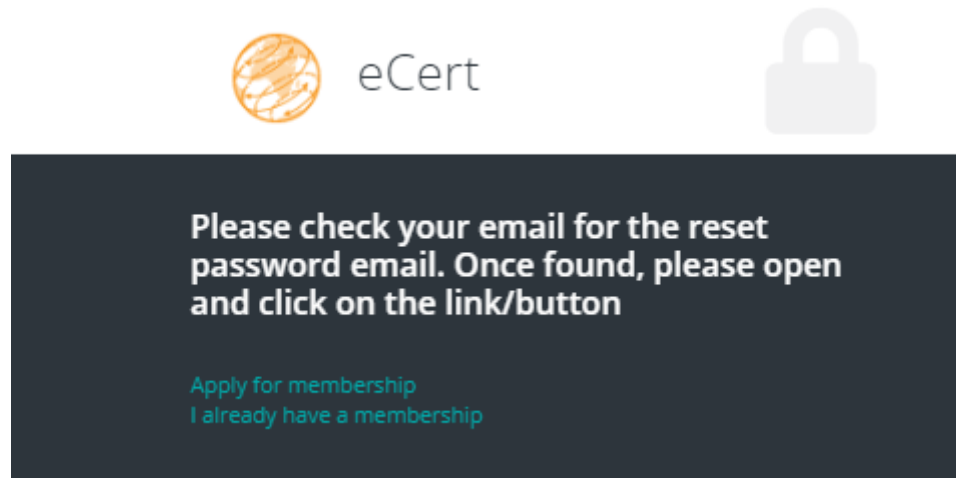


Figure 9: Email Notification

- Click on **Reset Password** once you have received the email.

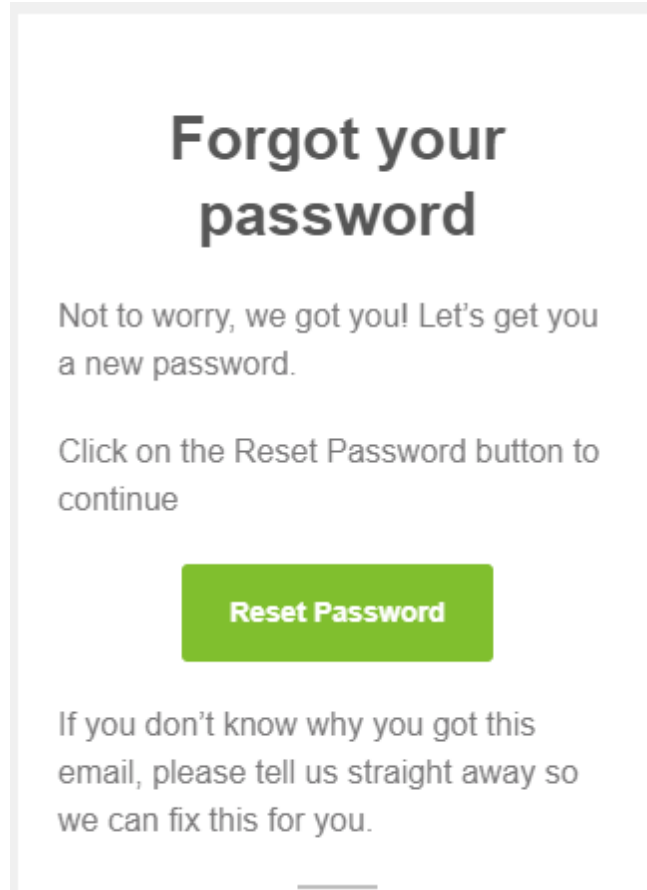
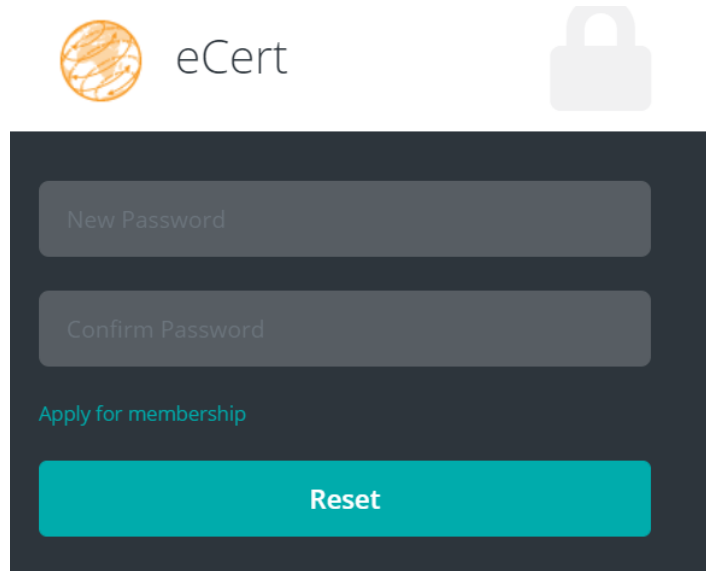


Figure 10: Confirmation email

- Enter your New Password
- Confirm this password by entering it again in the Confirm Password box
- Click on **Reset**.

Please Note:

- ❖ The New Password and Confirm Password have to match
- ❖ The New Password must consist of at least 6 characters. It must include at least 1 uppercase letter, 1 numeric value and 1 special character for example Password1!



The screenshot shows the 'Reset Password' interface. At the top left is the eCert logo, and at the top right is a lock icon. The main form area is dark grey and contains two input fields: 'New Password' and 'Confirm Password'. Below these fields is a link that says 'Apply for membership' in a light blue color. At the bottom of the form is a large teal button labeled 'Reset'.

Figure 11: Reset Password

- You will then be taken to the Login page.

Please note:

If you have previously registered as a user but not entered a valid ID number or in the case of a non-South African citizen have your passport number verified, you will be redirected to the **Manage Profile** page when you first login.