

VERSION 3.0  
JANUARY 17, 2018



# E- FILING USER ADMINISTRATION GUIDE

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## Version Control

Version	Date	Author(s)	Comments	Checked/ Reviewed
0.1	15/08/2013	SJE	e-Filing User Registration Guide Documentation	VME
1.0	23/08/2013	SJE	Final Review and QA	SMI
2.0	15/01/2018	SNU	E-Filing User Guide	SWS
2.0	16/01/2018	SNU	Updated content	SWS

# 1. INTRODUCTION

## 1.1. PURPOSE

The purpose of this document is to give a step by step guide on how to access the electronic filing system (e-Filing for new applications and Trade Mark renewal lodgments).

## 1.2. PROCESS DESCRIPTION

For the user to access IP e-Services, the user need to be a registered CIPC customer. To register, you will have to go to CIPC website [www.cipc.co.za](http://www.cipc.co.za) and create an account under e-Services and register to transact as a customer. The same credentials created on e-Services will be utilised to access the IP e-Services.

To access IP e-Services, the user will navigate the CIPC website and click on Online transaction then IP e-Services menu.

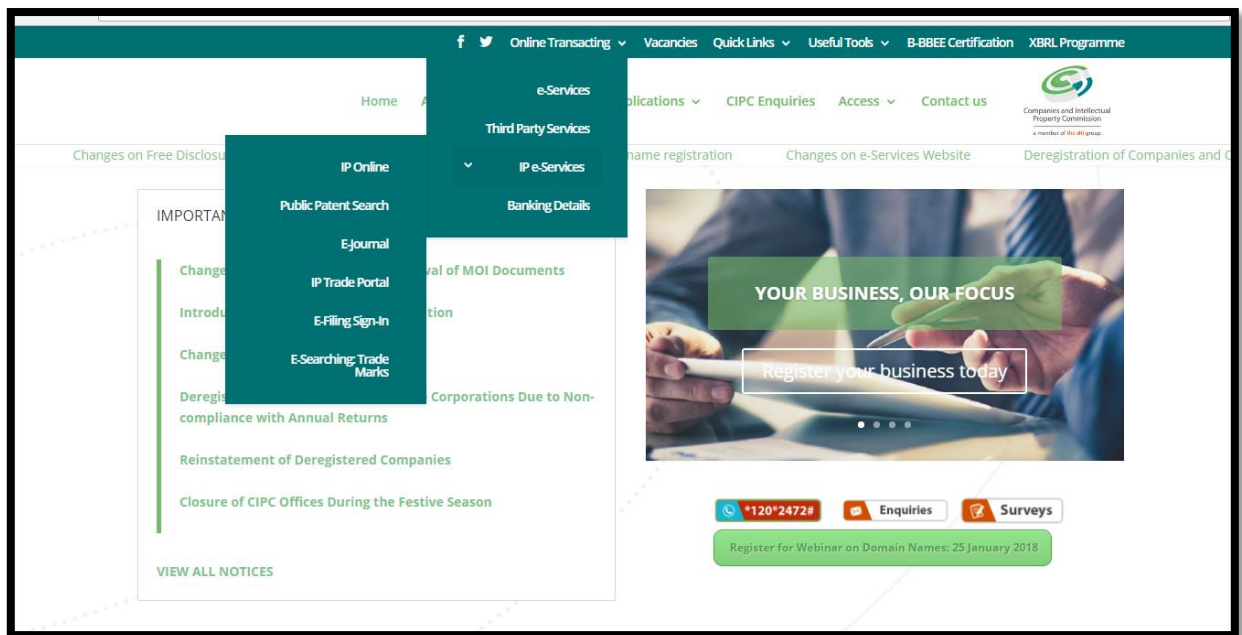
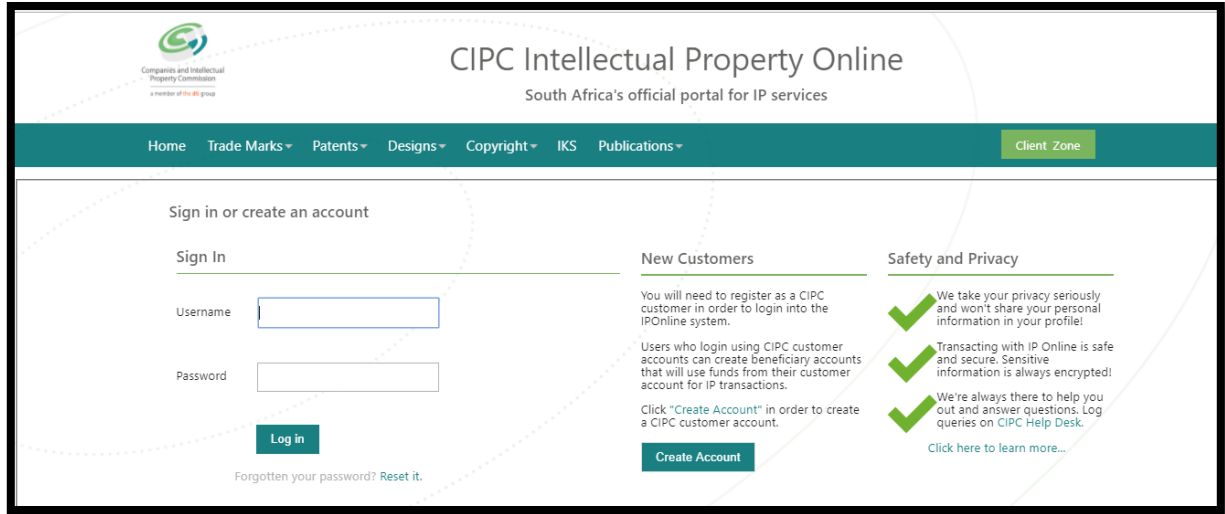


FIGURE 1: IP e-SERVICES MAIN LANDING PAGE

On the above screen, the user should navigate to the IP Services they require to access via the “**IP e-Services**” menu. The user will click on e-Filing sign-in or Trade mark renewals sign-in and the screen below will open in order or them to login.



**FIGURE 2: LOGIN PAGE**

Upon 1<sup>st</sup> time access the user will be requested to provide their profile settings and the IP services they which to access.



**FIGURE 3: PROFILE SETTINGS**

On the above screen, the user should complete the form indicating which IP transactions they require to access. On completion of the required information, the user receives a notification of successful completion of form as shown below.




FIGURE 4: IP ONLINE PORTAL LANDING PAGE

Navigation include **viewing the facilities** they have registered for and **their additional information**. You should be able to *submit applications, view messages received from CIPC, send messages to CIPC as well as view applications you have recently submitted through the e-Filing process (new applications as well as Trade mark renewals)*.



FIGURE 5: CLIENT LANDING PAGE

### 1.3. MANAGING OF USER E-FILING ACCOUNT

The user can administer their accounts and create beneficiaries on the account. To access the user admin page the user clicks on the manage settings icon .

The image below Figure 6 displays the outcome expected in the process of managing your account.

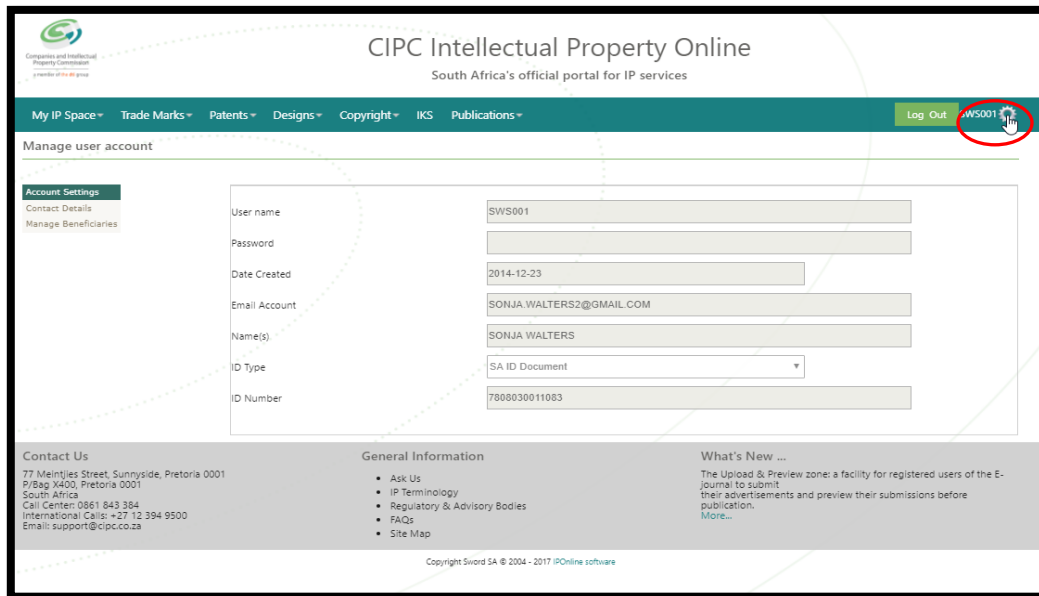


FIGURE 6: ACCOUNT SETTINGS

**CIPC Intellectual Property Online**  
South Africa's official portal for IP services

My IP Space Trade Marks Patents Designs Copyright IKS Publications Log Out SWS001

**Manage user account**

Account Settings  
**Contact Details**  
Manage Beneficiaries

Organisation/Person Name  
Street Address: 67 IRELAND GARDENS, 93 IRELAND AVENUE  
City/Town: ELDORAIGNE  
Postal Code: 0157  
Correspondence Email  
Phone Number  
Mobile Number: 0798800575  
**Update**

**Contact Us**  
77 Meintjies Street, Sunnyside, Pretoria 0001  
P/Bag X400, Pretoria 0001  
South Africa  
Call Center: 0861 843 384  
International Calls: +27 12 394 9500  
Email: support@cipc.co.za

**General Information**

- Ask Us
- IP Terminology
- Regulatory & Advisory Bodies
- FAQs
- Site Map

**What's New ...**  
The Upload & Preview zone: a facility for registered users of the E-Journal to submit their advertisements and preview their submissions before publication.  
[More...](#)

**FIGURE 7: BENEFICIARY INFORMATION**

To create beneficiaries the user will click on **'Manage Beneficiaries'** menu. These beneficiaries are activated by the main account holder for the CIPC customer.

**Manage user account**

Account Settings  
**Manage Beneficiaries**

User name: SWS001  
Password: \*\*\*\*\*  
Email Account  
Name(s)  
ID Type  
ID Number  
Organisation Name  
Street Address  
City/Town  
Postal Code  
Correspondence Email  
Phone Number  
Mobile Number  
**Save** **Reset**

**FIGURE 8: MANAGE BENEFICIARIES**





## 2. SIGN OFF

The signatures below indicate an acceptance of the e-Filing Services user registration guide as detailed in this document.

### For and on behalf of CIPC:

<b>CIPC Signature:</b>
<b>Name:</b>
<b>Designation:</b>
<b>Date:</b>

<b>CIPC Signature:</b>
<b>Name:</b>
<b>Designation:</b>
<b>Date:</b>