

## COMMUNICATION TO STAKEHOLDERS

Issue No.: HPA16-2024/25

**06 November 2024**

# SAHPRA Engagement Portal

### Document History

First Publication - Version 1	06 November 2024

## INTRODUCTION

As part of the South African Health Product Regulatory Authority's (SAHPRA) Digitalisation Project, we have launched the **SAHPRA Engagement Portal** (<https://portal.sahpra.org.za/>) on Monday, 04 November 2024. The first phase of the phased roll-out is to have all users start the User Account creation process.

- The **Authorised Persons, Responsible Pharmacists and Key Users will need to create accounts** for the organisations and/or individuals that will be using the Portal to engage with SAHPRA.
- Refer to **Annexure A (see below)** for a quick guide to assist organisation administrators in creating an account and start the process of adding required users – to follow on with their individual profile creation activities.

Please access the portal at <https://portal.sahpra.org.za/> and start the account creation and registration process. Please feel free to log comments, inquiries or suggestions to [applicationsupport@sahpra.org.za](mailto:applicationsupport@sahpra.org.za)

In January 2025, we will share a request with all registered account holders to verify their legacy application listings as we start the preparations and clean-up for migration and cut-over. Account administrators will be required to coordinate organisational communication and ensure the coordination of the data verification process.

We thank you for the ongoing support during the phased implementation of the SAHPRA Engagement Portal.

Kind regards,

  
SIGNIFLOW

Christelna Reynecke  
**SAHPRA Chief Operating Officer (COO)**

Boitumelo Semete-Makokotlela  
  
SIGNIFLOW

Dr Boitumelo Semete-Makokotlela  
**SAHPRA Chief Executive Officer (CEO)**

## Annexure A

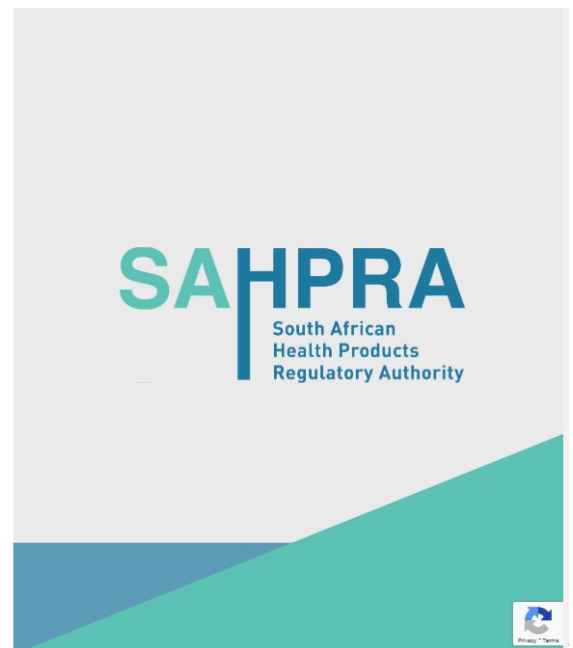
### SAPHPRA Portal Registration Launch Guide

#### A. SAHPRA Portal Registration and User Invitation Process: Organisations

1. **Link to site:** <https://portal.sahpra.org.za/>
2. **Registration Type:** Select **Organisation** to register an entity and the main Organisational Administrator on behalf of the entity for the site:

Choose Registration Type  
Specify your registration type.

Individual <input type="radio"/>	Organisation <input checked="" type="radio"/>
<input type="button" value="← Previous"/>	<input type="button" value="Next →"/>



3. **Organisation Type:** Select a drop-down option for your *Organisation Type* from the four (4) main Types. Each main Type has options under it to choose from – once you have selected an option, the **Next** button will become darker:

4. **Organisation Information:** On this page, you need to complete all the mandatory fields to proceed. The **Next** button will remain lighter if all the mandatory fields are not complete.

**Note:** The **Address** field is a lookup field: Start typing the address and wait for the results to populate. Select the address from the list of search results.

Organisation Type    Organisation Information    Personal Information    Security

**Private and Public Healthcare Institutions**

Populate the following fields

Organisation Name  
Test Organisation 1

PCNS Practice Number  
2343465

45 church

- 45 Church Street  
Cape Town, Western Cape 7925, South Africa
- 45 Church Road  
Cape Town, Western Cape 7780, South Africa
- 45 Church Street  
Minerton, Western Cape 7405, South Africa
- 45 Church Close  
Cape Town, Western Cape 7405, South Africa
- 45 Church Street  
Athlone, Western Cape 7764, South Africa

Click to Upload HPCS

Selected file: Test Upload Document.docx

← Previous    **Next →**



5. **Personal Information:** This is the main contact and Organisational Administrator of the entity registering on SAHPRA’s portal. This will be the login information for the Organisation Profile. *Not all the fields are mandatory on this page – the information can be added or updated post registration:*

Organisation Type   Organisation Information   **Personal Information**   Security

**Personal Information**  
Enter your information

Name: Test Org Admin   Surname: Person

Title: Mrs   Profession: Pharmacist

SAPC Number: 34567   Expiry Date: yyyy/mm/dd

Upload Proof of Profession  
Selected file: Test Upload Document.docx

Email Address: tesadmin@test.com

Phone Number: 012457845

← Previous   **Next →**



6. **Security:** The last step of the process is where a password is set up by the Organisational Administrator. A verification email will be sent to the email address entered in the **Personal Information** page. The verification email will contain a button for the user to click to verify and activate the account:

Progress indicator: Organisation Type (checked), Organisation Information (checked), Personal Information (checked), Security (active).

### Security

Enter Your Password Information

Password: [masked] ✓

Confirm Password: [masked] ✓

I agree to privacy policy & terms ✓

← Previous      **Next →**



### Verify your email

Account activation link sent to your email address: [tesadmin@test.com](mailto:tesadmin@test.com) Please follow the link inside to continue.

Didn't get the mail?    RESEND

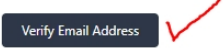
**LOGIN**





**Hello!**

Please click the button below to verify your email address.



If you did not create an account, no further action is required.

Regards,  
Laravel

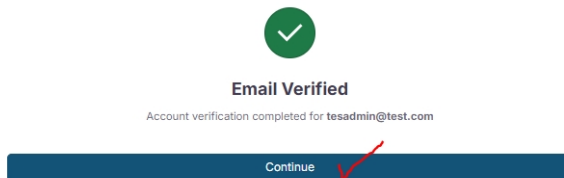
If you're having trouble clicking the "Verify Email Address" button, copy and paste the URL below into your web browser: <https://api-dev-portal.sahpra.org.za/api/v1/email/verify/9d608e43-481a-44b3-aece-a4ac5932e8ae/f898954a68ab657135b64695af09675c819e8e8a7expires=1730383891&signature=25f69037a5d7ecb7f6a15dc86c44b0dd2c93c4966ecf65b0d493156a07abd625>



For general, non-product specific enquiries only.  
[enquiries@sahpra.org.za](mailto:enquiries@sahpra.org.za).  
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7. The user will arrive on the page below post-registration and email verification.  
The **Cookie Policy** must be actioned.

**Platform Coming Soon**  
SAHPRA is upgrading to serve you better. Our new platform is coming soon, with exciting enhancements and innovations.

**Health Product Applications**

**Section 21 Applications**

**Multiple Application Types**

**Application Status Tracking & Management**

**eCTD Integration**

**Order Pricing Calculation**

**Finance EFT Approval based on PoP upload**

**Payment Gateway**

**User Management & Role Assignment**

**Holistic Organizational Account Management**

**Units, Groups and Reviewer Management**

**Cookie Policy**  
This website uses cookies to enhance your browsing experience and analyze traffic. By clicking 'Accept', you consent to our use of cookies.

Necessary Only  Accept All

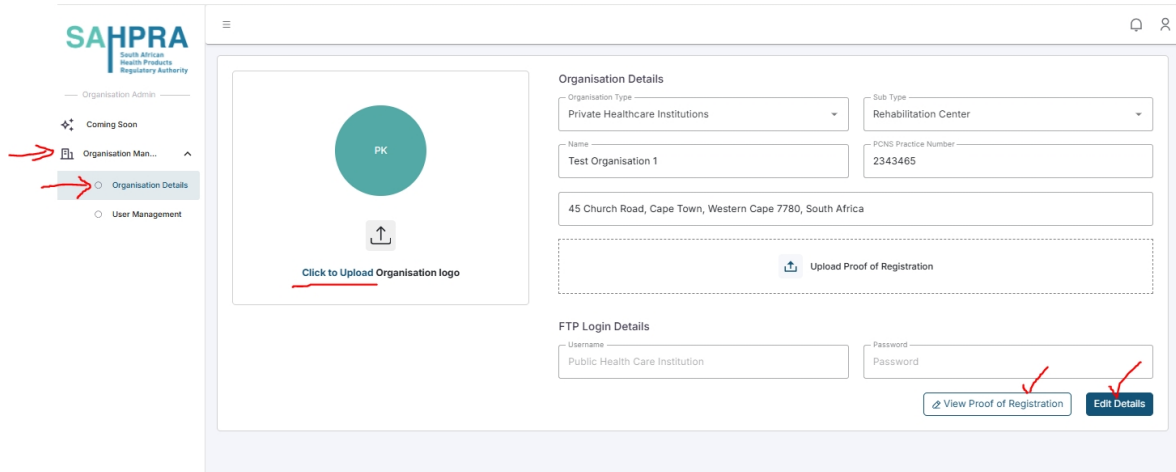
8. The Organisational Administrator/user can view the **Personal Information** and update it by clicking on the icon in the top right-hand corner.

The screenshot displays the 'User Details' form in the SAHPRA system. In the top right corner, there is a notification bell icon and a user profile icon, with a red arrow pointing to the profile icon. The form fields are as follows:

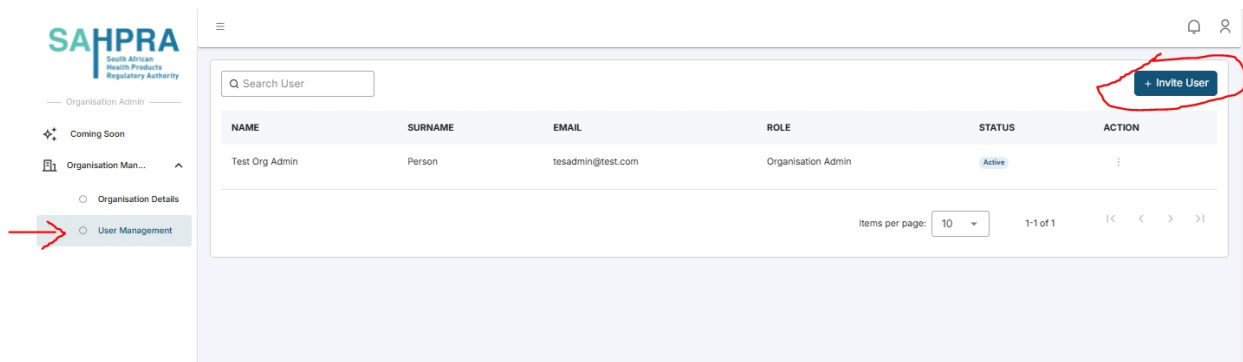
- Title: Mrs
- Name: Test Org Admin
- Surname: Person
- Profession: Pharmacist
- SAPC Number: 34567
- Expiry Date: yyyy/mm/dd
- Email: tesadmin@test.com
- Phone Number: 012457845

At the bottom right of the form, there are two buttons: 'View Proof of profession' and 'Edit Details', both with red arrows pointing to them.

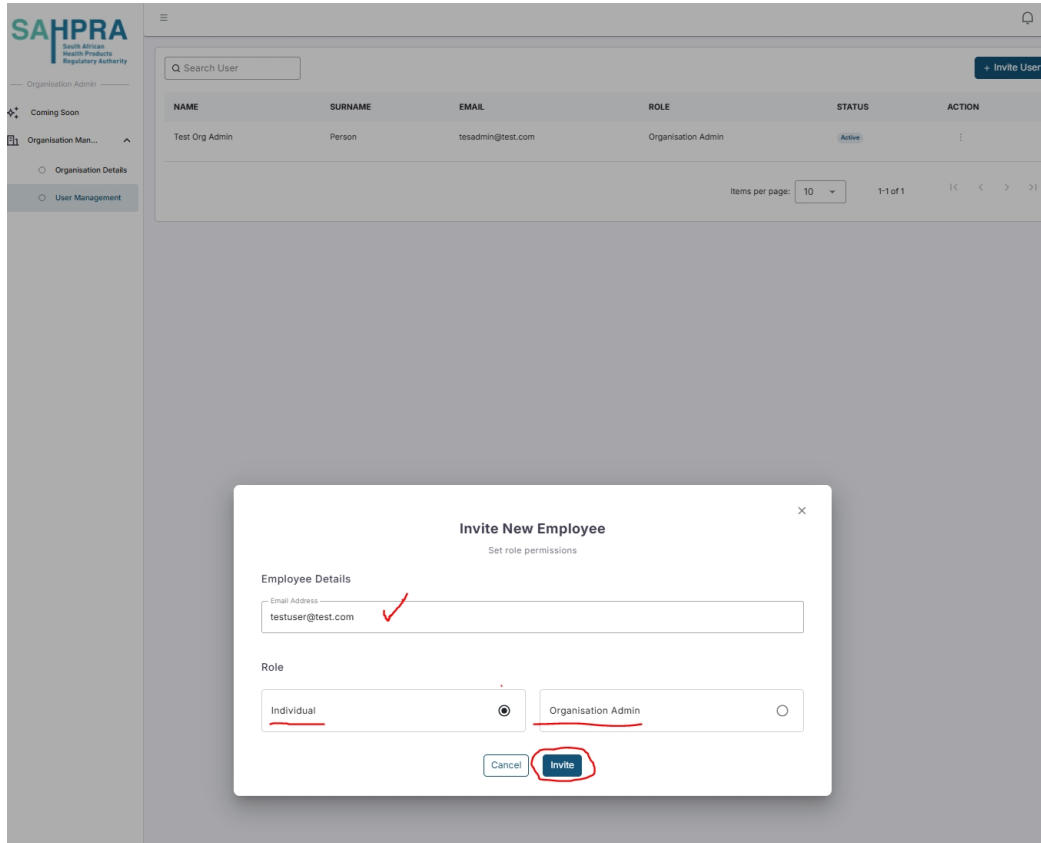
9. The **Organisation Information** can be viewed and updated on the left menu bar – **Organisation Management, Organisation Details:**



10. **User Management:** On this menu item, the Organisational Administrator can **invite** other users to the site and link them to the Organisation:



11. **Inviting another user linked to the Organisation:** The user can be invited as an **Individual** or as an **Organisational Administrator**. The invited user will receive an email with a link to register on the site as well:



The screenshot displays the SAHPRA user management interface. On the left, a sidebar contains navigation options: 'Organisation Admin', 'Coming Soon', 'Organisation Man...', 'Organisation Details', and 'User Management'. The main content area features a search bar labeled 'Q Search User' and a '+ Invite User' button. Below is a table with columns for NAME, SURNAME, EMAIL, ROLE, STATUS, and ACTION. One user is listed: 'Test Org Admin' with surname 'Person' and email 'tesadmin@test.com'. At the bottom right of the table, there are pagination controls showing 'Items per page: 10' and '1-1 of 1'. A modal window titled 'Invite New Employee' is centered on the screen, indicating a successful invitation with a green checkmark icon and the text: 'Success. You have successfully invited a user. An email will be sent to the user to complete their profile.' The modal includes 'Close' and 'Add Another' buttons.

NAME	SURNAME	EMAIL	ROLE	STATUS	ACTION
Test Org Admin	Person	tesadmin@test.com	Organisation Admin	Active	



**Hello!**

You have been invited to company Test Organisation 1.

[Complete Registration](#) ✓

Regards,  
Laravel

If you're having trouble clicking the "Complete Registration" button, copy and paste the URL below into your web browser: <https://dev-portal.sahpra.org.za/registration?invitation=true>



For general, non-product specific enquiries only.  
[enquiries@sahpra.org.za](mailto:enquiries@sahpra.org.za)  
Update email preferences or unsubscribe.

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The invited user will be able to complete an individual user registration. After successful registration, the invited user will be visible on the **User Management** table view:

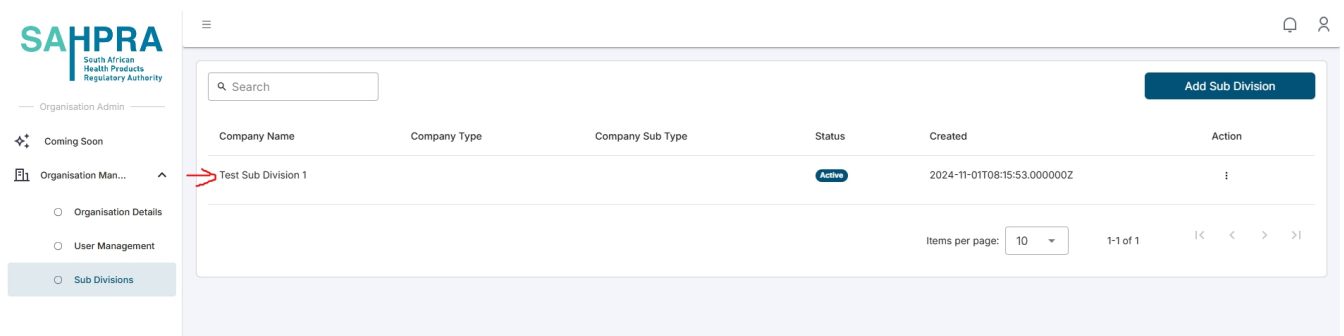
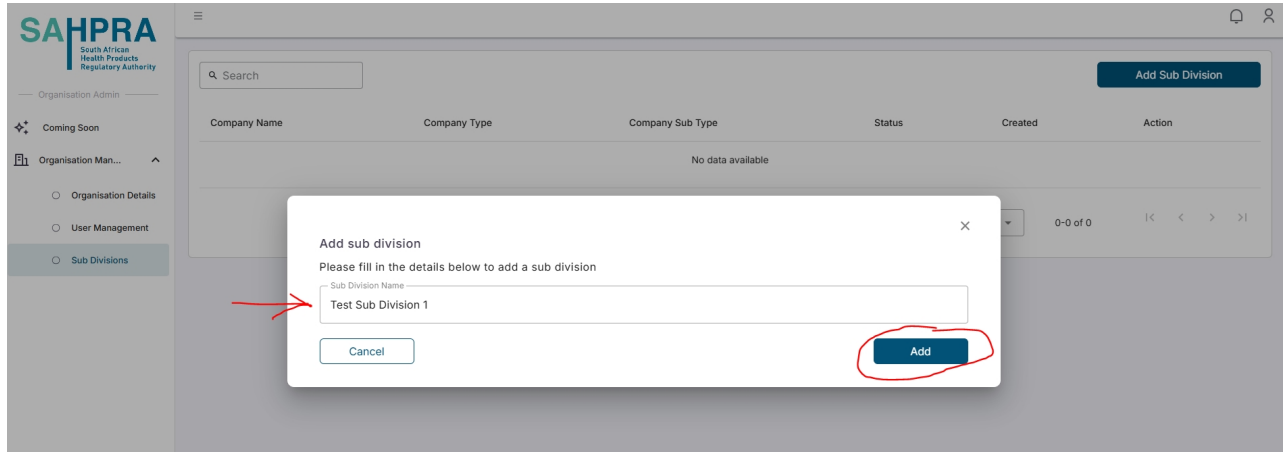
NAME	SURNAME	EMAIL	ROLE	STATUS	ACTION
Test Org 1	Test Org 1	testorg1@test.com	Organisation Admin	Active	⋮
Test User	Test User	testuser@test.com	Individual	Active	⋮

12. **Sub-Divisions:** In this section on the menu, the Organisation can invite another entity that should link to the main Organisation:

Company Name	Company Type	Company Sub Type	Status	Created	Action
No data available					

Click on **Add Sub-Division** and complete required information:





## B. Password Reset Process

1. To recover a forgotten password, click on **Forgot Password?**

Welcome to SAHPRA

Please login or create a account

Email

Password

Remember Me

Forgot Password? ✓

Login

New to our platform? [Create an account](#)

2. Complete your email address initially captured in the **Personal Information** and select the **Send Reset Link** button:

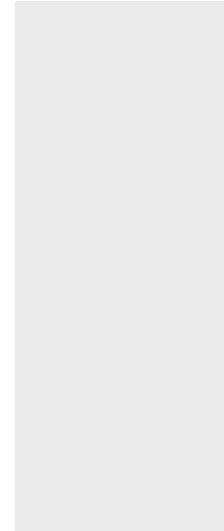
**Forgot Password**

Enter your email and we'll send you instructions to reset your password

Email

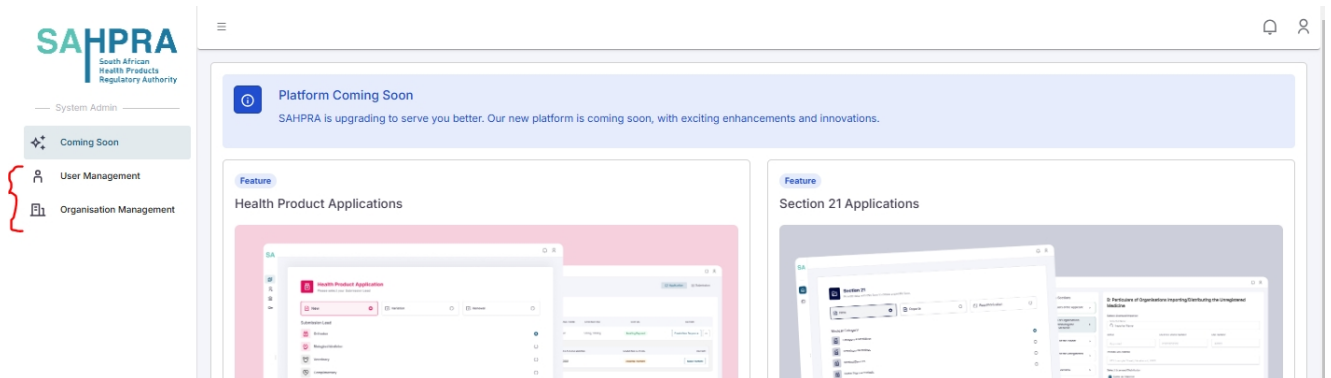
**SEND RESET LINK**

[< Back to sign in](#)

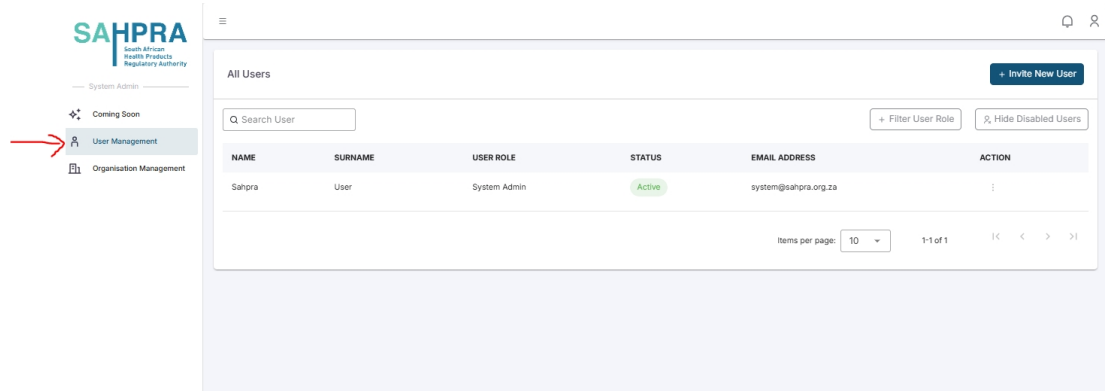


### C. SAHPRA Administrator

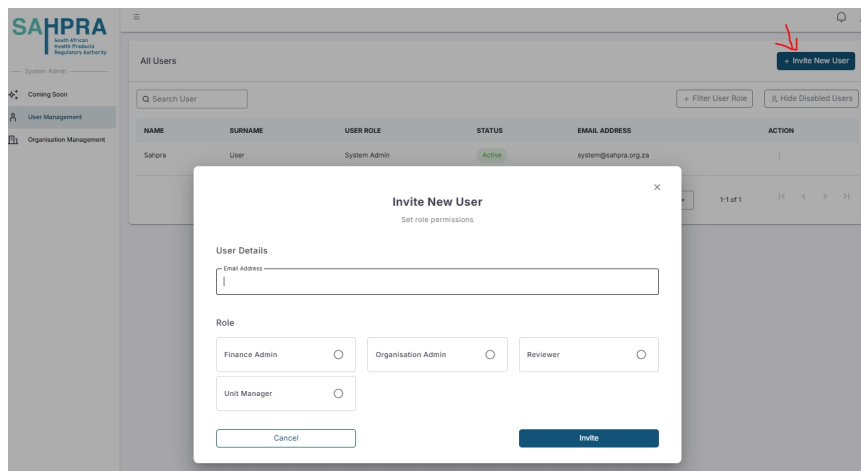
1. This profile has the landing view as per below:



2. **User Management:** This view lists and allows for the management of all users linked to SAHPRA's internal team:



3. **Invite New User:** Click on the **Invite New User** button from the **User Management** screen and capture details as required and indicate the role this user will fulfil in the SAHPRA profile. Once the invitation is sent, the user will receive an email with a link to complete the registration process:



**Invite New User**  
Set role permissions

**User Details**

Email Address  
sahprouser1@test.com ✓

**Role**

Finance Admin

Organisation Admin

Reviewer

Unit Manager  ✓

Cancel  ✓



**Hello!**

You have been invited to the SAHPRA Portal

Please click on the link below to complete the registration process

Complete Registration

Regards,  
Laravel

If you're having trouble clicking the "Complete Registration" button, copy and paste the URL below into your web browser: <https://dev-portal.sahpra.org.za/registration?invitation=true>



For general, non-product specific enquiries only.  
[enquiries@sahpra.org.za](mailto:enquiries@sahpra.org.za).  
Update email preferences or unsubscribe.

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**Hello!**

Please click the button below to verify your email address.

Verify Email Address

If you did not create an account, no further action is required.

Regards,  
Laravel

If you're having trouble clicking the "Verify Email Address" button, copy and paste the URL below into your web browser: <https://api-dev-portal.sahpra.org.za/api/v1/email/verify/9d609e60-621f-43fa-8bab-42c54cb80e11/12bc816ef59ad3ee0412df388408e8efab9c2274?expires=1730386595&signature=90dc4eda7e100040aefb87c489987542fa03a0d713593a7447f0e45819780330>



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Update email preferences or unsubscribe.  
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Invited **User Profile** view in SAHPRA org view:

The screenshot shows the 'All Users' view in the SAHPRA system. The interface includes a search bar, a '+ Filter User Role' button, and a '+ Hide Disabled Users' button. A table lists the following users:

NAME	SURNAME	USER ROLE	STATUS	EMAIL ADDRESS	ACTION
Sahpra User 1	Sahpra User 1	Unit Manager	Active	sahprauser1@test.com	⋮
Sahpra	User	System Admin	Active	system@sahpra.org.za	⋮

At the bottom of the table, there is a pagination control showing 'Items per page: 10' and '1-2 of 2'.

4. **Organisation Management:** This view allows SAHPRA to see all the Organisations that have registered on the platform:

The screenshot shows the 'Organisation Management' view in the SAHPRA system. The interface includes a search bar and a table listing registered organisations. The 'Company Name' column is circled in red. The table contains the following data:

Company Name	Company Type	Company Sub Type	Status	Created	Action
Smith-Bartoletti	Health Product Facilities	Laboratories	Active	2024-10-18T08:49:27.000000Z	⋮
Hettinger, Sporer and Simonis	type_1	sub_type_3	Active	2024-10-18T08:49:27.000000Z	⋮
Quintin's Org	Private Healthcare Institutions	Hospital/Clinic	Active	2024-10-18T08:51:24.000000Z	⋮
Company	Private Healthcare Institutions	Hospital/Clinic	Active	2024-10-21T07:36:54.000000Z	⋮
Jaco CO	Private Healthcare Institutions	Hospital/Clinic	Active	2024-10-21T08:39:15.000000Z	⋮
This organisation	Private Healthcare Institutions	Hospital/Clinic	Active	2024-10-24T08:36:15.000000Z	⋮
Another Org	Private Healthcare Institutions	Hospital/Clinic	Active	2024-10-24T09:45:52.000000Z	⋮
TL Test 31 Oct	Private Company	Medical Device Company	Active	2024-10-31T08:22:33.000000Z	⋮
Test Org 1	9d5a62c9-f976-4210-8aa7-025f95ae25b3	9d5a62ca-daff-497a-a32e-ec71f905b31b	Active	2024-11-01T07:36:41.000000Z	⋮
Test Org 2	9d5a62c9-f976-4210-8aa7-025f95ae25b3	9d5a62ca-0911-44c8-abff-d43f44849be1	Active	2024-11-01T08:38:20.000000Z	⋮

At the bottom of the table, there is a pagination control showing 'Items per page: 10' and '1-10 of 10'.