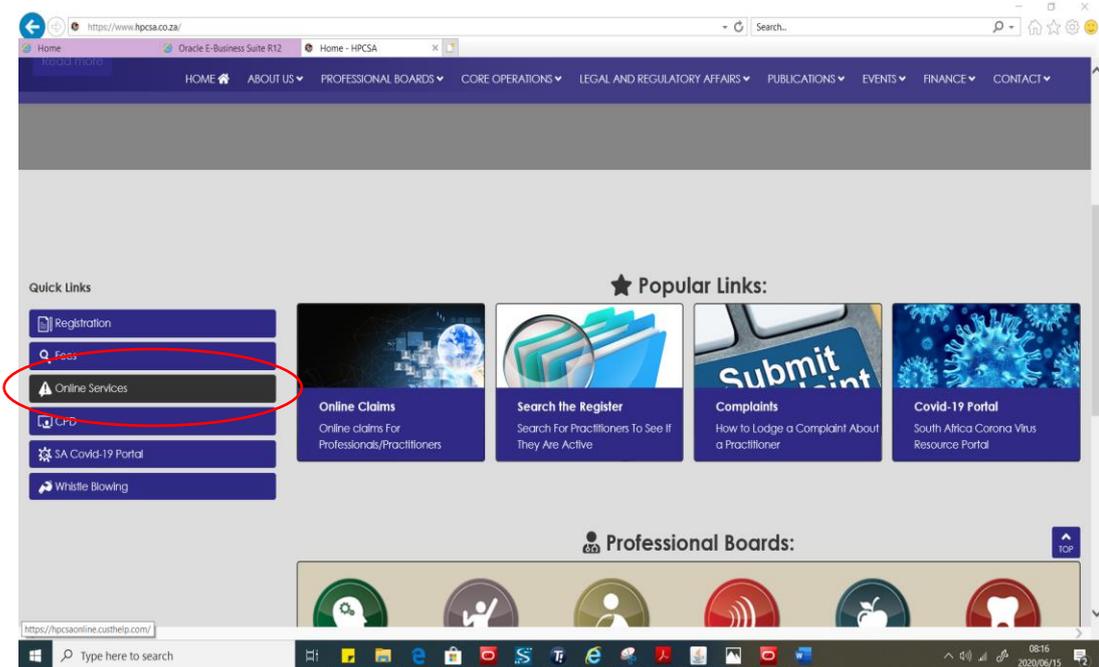




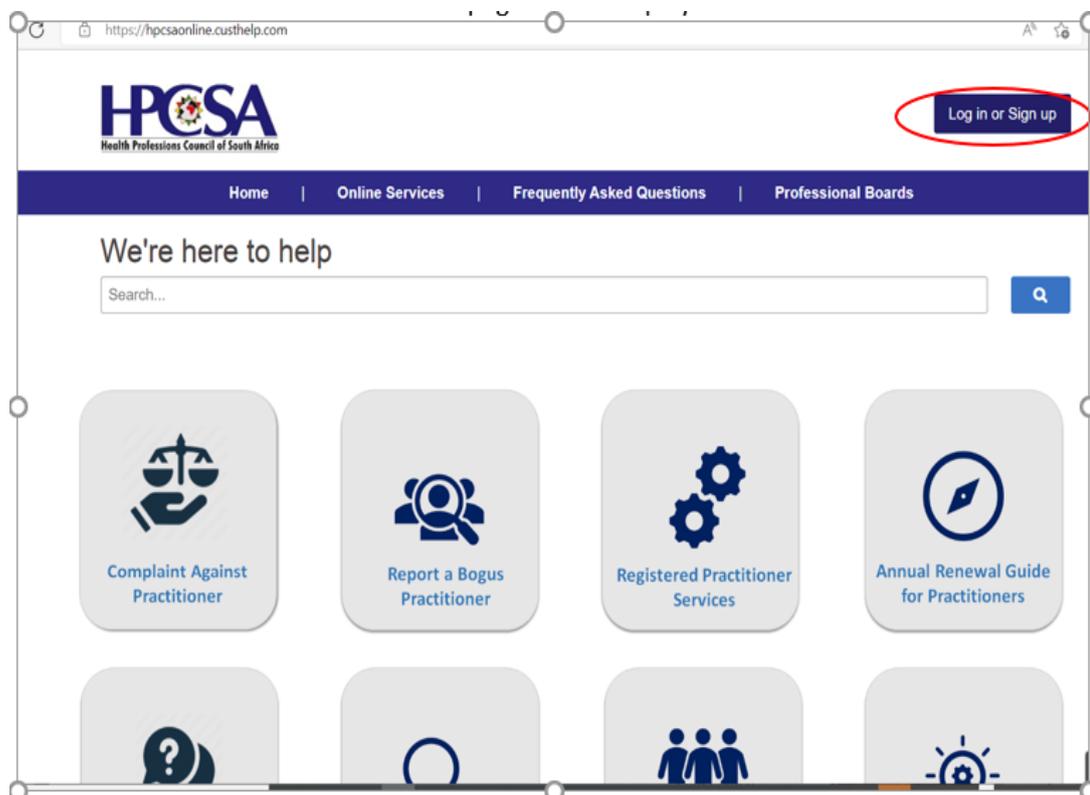
# User Manual for Practitioners to send a request for CPD update

The Purpose of the Manual is to guide Health Practitioners on how to raise an incident to update CPD points on OSVC Portal.

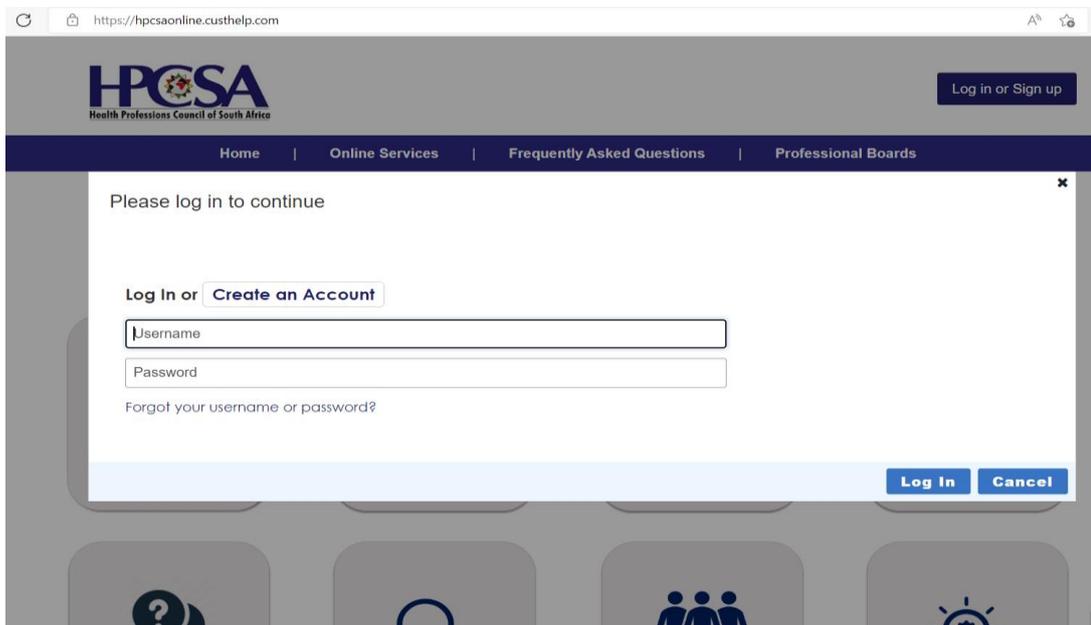
1. Go to the HPCSA website [www.hpcsa.co.za](http://www.hpcsa.co.za) : Scroll down and Click on Online Services



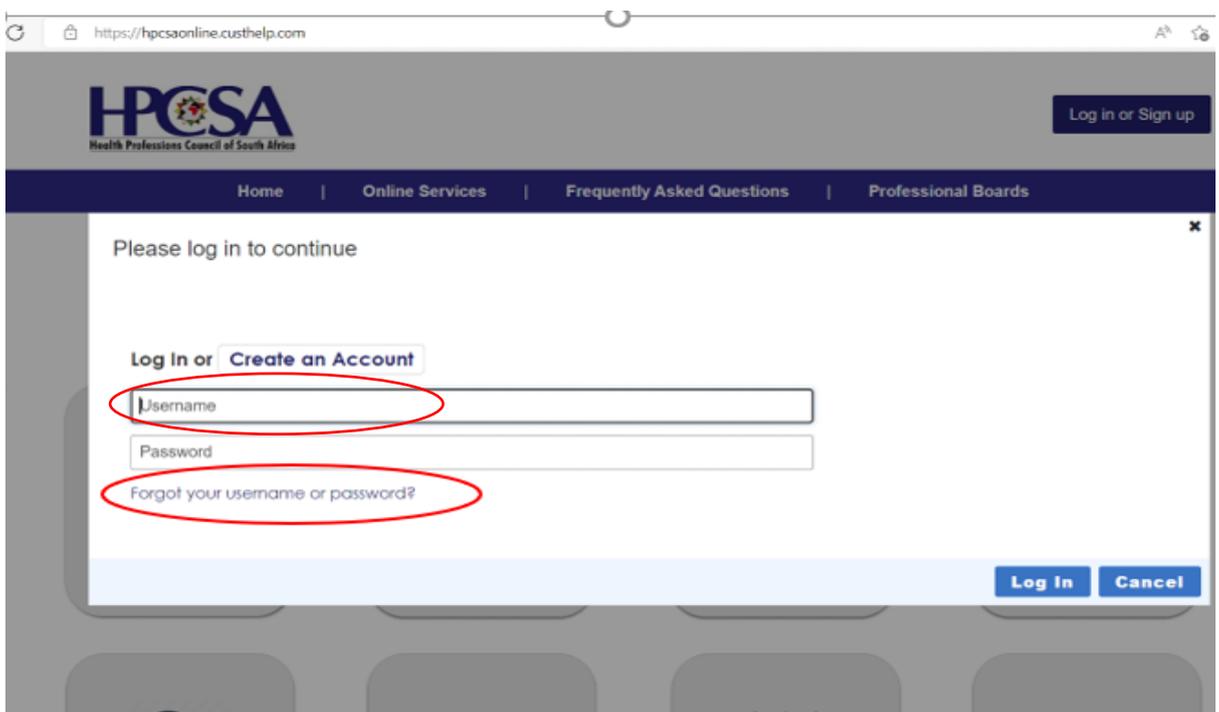
2. Click on **Log in or Sign-up** button and the below page will be displayed.



3. Please note All registered practitioners has been assigned accounts please do not create a new account. If a practitioner has not logged on the portal before click on the login or sign-up button.
4. If a practitioner has logged in before He\She must capture the username and password and press Log In.

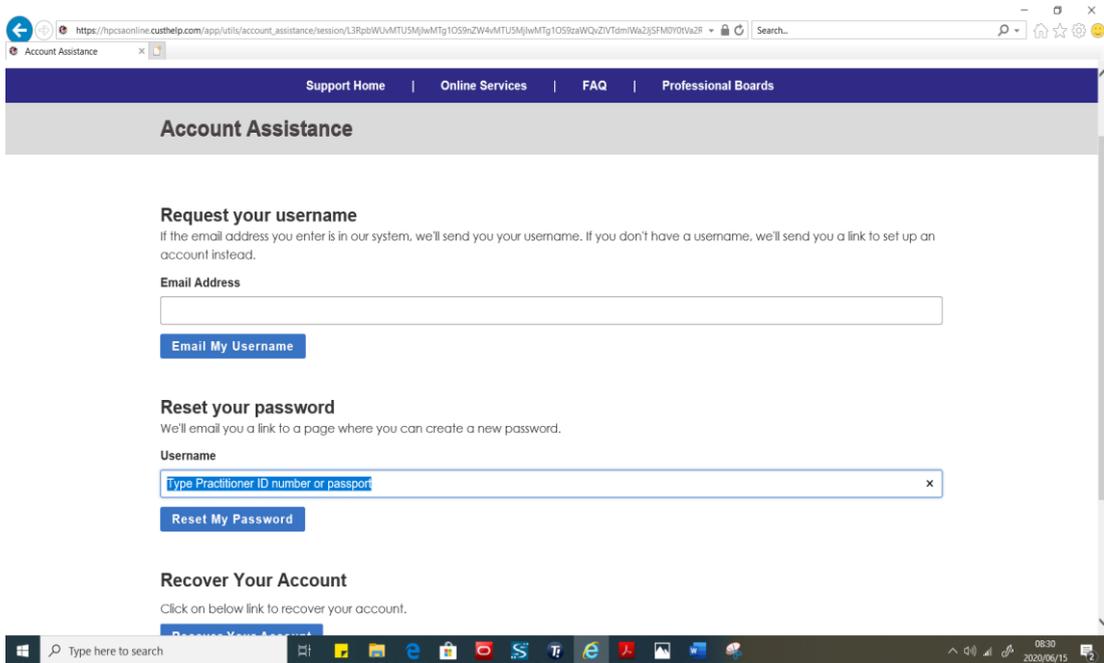


5. If practitioner has not logged in on the system before they need to Click on the Forgot username or Password link

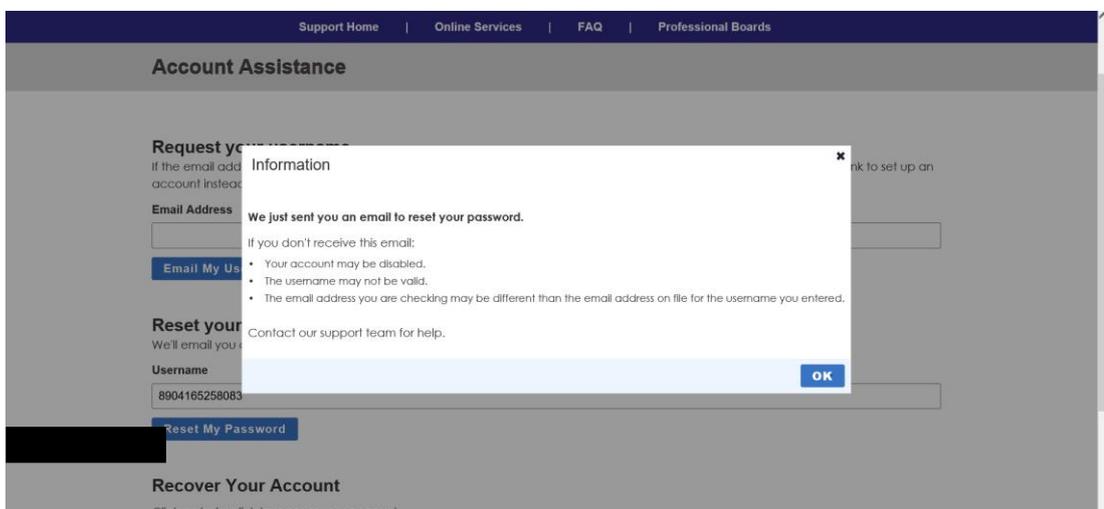


**Please note the username is the practitioner's ID number or passport number.**

- Type Practitioner **ID number or passport** below Username and click on the button **Reset My password**. An email will be sent to the registered email address and an SMS will be sent to the registered cell number.



- After click Reset my password, the screen below will be shown.



- If you don't receive any communication, click on the Recover Account button.

If the registration number you enter is in our system, we'll send you your username. If you don't have a username, we'll send you a link to set up an account instead.

Registration Number

Email My Username

### Request your username using Email Address

If the email address you enter is in our system, we'll send you your username. If you don't have a username, we'll send you a link to set up an account instead.

Email Address

Email My Username

### Recover Your Account

Click on below link to recover your account.

[Recover Your Account](#)

- The email or SMS will be having a link to reset your password and you will have to type the password and verify it. An example of a strong password that can be used is #Password1

https://hpcsaonline.custhelp.com/app/account/reset\_password/cred/eU7V9m\_eBAZayn65lqz0tpLEBj146C35fRIG3Zd8pxapT9x1AB1aUob\_kkGpUZCLWPOtsoA\_fmzuaMh0QGyNoo--DUapbD

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Reset your password

Log in or Sign up

Password \*

Must be at least 6 characters

Verify Password \*

Must match Password

Submit

- After successful login the below page will be displayed. Check if details are correct and click save changes.

https://hpcsaonline.custhelp.com/app/account/profile/msg/your+password+has+been+changed.

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Account Settings

Your password has been changed.

**Account**

Email Address [redacted]@hpcsa.co.za

Username [redacted]

Change your password

**Contact Information**

Last Name TEST 1

First Name TEST 1

- To open CPD Details click on Account Overview

Active Registrations : 1

Payment Due : R 12775.00  
[View my invoices](#)  
[Pay](#)

My Registrations	My Service Requests	Complaints against me
<p>[Redacted] <b>ACTIVE</b> Practitioner Expiring:31 Mar 2023</p> <p><a href="#">Download Card</a> <a href="#">Renew</a> <a href="#">Age Exemption</a> <a href="#">Ill Health Exemption</a> <a href="#">Download Certificate</a></p> <p><a href="#">View Previous Registrations</a></p>	<p>220209-000112 <b>Solved</b> Imported CPD - Transmission Dynamics of ... <a href="#">View / Update</a></p> <p>220209-000113 <b>Solved</b> Imported CPD - Unspecified head injuries... <a href="#">View / Update</a></p> <p>220210-000356 <b>Solved</b> Imported CPD - College of Anaesthetists... <a href="#">View / Update</a></p> <p><a href="#">View all</a></p>	<p>No Records Found</p> <p><b>CPD Details</b></p> <p>[Redacted] Clinical Pts: 1204 Ethical Pts: 157 <b>Compliant</b> <a href="#">View Details</a></p> <p><a href="#">CPD Query</a> <a href="#">Update CPD</a> <a href="#">View all CPD Details</a></p>

12. To View your CPD Details and Download CPD Compliance letter:  
A. Click View all CPD details button below on CPD details.

Active Registrations : 1

Payment Due : R 12775.00  
[View my invoices](#)  
[Pay](#)

My Registrations	My Service Requests	Complaints against me
<p>[Redacted] <b>ACTIVE</b> Practitioner Expiring:31 Mar 2023</p> <p><a href="#">Download Card</a> <a href="#">Renew</a> <a href="#">Age Exemption</a> <a href="#">Ill Health Exemption</a> <a href="#">Download Certificate</a></p> <p><a href="#">View Previous Registrations</a></p>	<p>220209-000112 <b>Solved</b> Imported CPD - Transmission Dynamics of ... <a href="#">View / Update</a></p> <p>220209-000113 <b>Solved</b> Imported CPD - Unspecified head injuries... <a href="#">View / Update</a></p> <p>220210-000356 <b>Solved</b> Imported CPD - College of Anaesthetists... <a href="#">View / Update</a></p> <p><a href="#">View all</a></p>	<p>No Records Found</p> <p><b>CPD Details</b></p> <p>[Redacted] Clinical Pts: 1204 Ethical Pts: 157 <b>Compliant</b> <a href="#">View Details</a></p> <p><a href="#">CPD Query</a> <a href="#">Update CPD</a> <a href="#">View all CPD Details</a></p>

- B. Click on **Click here to proceed.**

Reg No. ↕	CPD Compliant? ▾	Link ↕
██████████	Yes	<a href="#">Click here to proceed</a>

C. The details will be displayed as below:

**CPD Details For Registration:** ██████████

<b>Registration No:</b> ██████████	<b>Total Clinical Points:</b> 50	<b>CPD compliant?:</b> Yes
<b>Type:</b> Practitioner	<b>Total Ethical Points:</b> 10	<a href="#">Download letter confirming compliance</a>
<b>Minimum no. of CEU:</b> 60	<b>Total CPD Points:</b> 60	
<b>Minimum CEU for Ethics:</b> 10	<b>Registration Status:</b> ACTIVE	

D. To download Compliance Letter Click on the **Download letter confirming compliance** Link. If registration is CPD compliant the option to download compliance letter will be enabled.

**CPD Details For Registration:** ██████████

<b>Registration No:</b> ██████████	<b>Total Clinical Points:</b> 50	<b>CPD compliant?:</b> Yes
<b>Type:</b> Practitioner	<b>Total Ethical Points:</b> 10	<a href="#">Download letter confirming compliance</a>
<b>Minimum no. of CEU:</b> 60	<b>Total CPD Points:</b> 60	
<b>Minimum CEU for Ethics:</b> 10	<b>Registration Status:</b> ACTIVE	

13. To submit a query relating to CPD:

A. Click on Account Overview and click on CPD Query

Active Registrations : 1

Payment Due : R 12775.00  
[View my invoices](#)  
[Pay](#)

### My Registrations

[Redacted] **ACTIVE**  
Practitioner Expiring: 31 Mar 2023

[Download Card](#) [Renew](#)  
[Age Exemption](#) [Ill Health Exemption](#)  
[Download Certificate](#)

[View Previous Registrations](#)

### My Service Requests

220209-000112 **Solved**  
Imported CPD - Transmission Dynamics of ... [View / Update](#)

220209-000113 **Solved**  
Imported CPD - Unspecified head injuries... [View / Update](#)

220210-000356 **Solved**  
Imported CPD - College of Anaesthetists:... [View / Update](#)

[View all](#)

### Complaints against me

No Records Found

### CPD Details

[Redacted] Clinical Pts: 1204  
Ethical Pts: 157 **Compliant** [View Details](#)

[CPD Query](#) [Update CPD](#)  
[View all CPD Details](#)

B. Type the Subject of the query and the details of the query and click on Submit Question Button. After doing that a reference number for the query will be generated and the query will be attended by the HPCSA CPD Team.

### CPD Query Form

Subject \*

  
  
Query Details \*

[Submit Your Question](#)

14. To submit a CPD activity:

A. Click on Account Overview then Click on **Update CPD** button.

The screenshot shows the HPCSA Account Overview page. The navigation bar includes 'Home', 'Online Services', 'Frequently Asked Questions', 'Professional Boards', and 'Account Overview' (circled in red). Below the navigation bar, there are two main sections: 'Active Registrations : 1' and 'Payment Due : R 12775.00'. The 'Active Registrations' section shows a registration for a 'Practitioner' with an expiry date of 31 Mar 2023. The 'Payment Due' section shows a 'Pay' button. The 'My Registrations' section shows a list of registrations with buttons for 'Download Card', 'Renew', 'Age Exemption', 'Health Exemption', and 'Download Certificate'. The 'My Service Requests' section shows a list of requests with 'View / Update' buttons. The 'Complaints against me' section shows 'No Records Found'. The 'CPD Details' section shows 'Compliant' status and 'View Details' button. The 'Update CPD' button is circled in red.

B. Click on **Click here to proceed**.

Reg No. ⌵	CPD Compliant? ▾	Link ⌵
DR 0128023	Yes	<a href="#">Click here to proceed</a>

C. Scroll to Click on the Add New CPD Button

## Add new CPD

D. A form to add details will be shown as below. Capture details and click on Submit.

E. After clicking the Submit button, the Service request number shall be generated

Support Home | Online Services | FAQ | Professional Boards

## CPD Form

CPD Form ✓      Submission Successful. ✓

**Submission Successful.** [Back](#)

Your new CPD (CPDs) is (are) submitted successfully. Your reference number is 201125-000003. Your total CPD points & compliance will get updated once we verify your documents.

15. To check If the request has been resolved. Click on Account Overview and Check the specific service request status below My Service requests.

Active Registrations : 1

Payment Due : R 12775.00  
[View my invoices](#)  
[Pay](#)

### My Registrations

[Redacted] **ACTIVE**  
Practitioner Expiring: 31 Mar 2023

[Download Card](#) [Renew](#)  
[Age Exemption](#) [Health Exemption](#)  
[Download Certificate](#)

[View Previous Registrations](#)

### My Service Requests

220209-000112	Solved
Imported CPD - Transmission Dynamics P...	<a href="#">View / Update</a>
220209-000113	Solved
Imported CPD - Unspecified head injuries...	<a href="#">View / Update</a>
220210-000356	Solved
Imported CPD - College of Anaesthetists:...	<a href="#">View / Update</a>

[View All](#)

### Complaints against me

No Records Found

### CPD Details

[Redacted] Clinical Pts: 1204  
Ethical Pts: 157

**Compliant** [View Details](#)

[CPD Query](#) [Update CPD](#)  
[View all CPD Details](#)