PART A

APPLICATION FOR DOL USER ACCOUNT

1. Click the link provided below (press CTRL + Click the link):


2. The screenshot below appears:

   ![Screenshot](image)

3. For new users, registration for the DOL User Account is necessary and therefore you are required to click on the button “Register for DOL User account” as shown below:

   ![Register Button](image)
4. The screen shot shown below titled “DOL Access Form” appears (Note that this is the person who will be transacting and communicating with Compensation Fund on behalf of the company s/he represents):

**DOL Access Form:**

Please enter the following details

- SA Identity No.: Valid SA Id Number
- **Verify Identity Number.**
- First Name(s):
- Surname:
- E-Mail:
- Mobile:
- Telephone:

Enter the text from image below:  

[Image of CAPTCHA]

- Get me a new image
- Apply for DOL Access

5. Fill in the given ID number, and click on the button “Verify Identity Number” as shown below:

- Verify Identity Number

6. The screen shot below appears, with the message “Individual details found ....Please complete the other details”: 


DOL Access Form:

Please enter the following details

SA Identity No.: 7106210078083
Verify Identity Number

First Name(s): CHARMAINE CATERINA
Surname: STRYDOM
E-Mail:
Mobile:
Telephone:

Individually details found … Please complete the other details

Enter the text from image below: 

[Image]

Get me a new Image

Apply for DOL Access

7. Fill in the details:

- E-mail (Please note that all e-mails from this time will be sent to this e-mail address).
- Mobile Number
- Telephone Number
- Characters in the red box (if they are not visible please get new images on the button below the red box)

8. Click on the button “Apply for DOL Access” as shown below:

Apply for DOL Access
9. The message “Your application has been processed and email will be sent to you” appears on the screen.

10. Go to your e-mail Inbox and open the e-mail that has been sent to you. The screen shot shown below appears

```
From: noreply@labour.gov.za  
To: Maxwell Maroga (UJF-HQ)  
Cc:  
Subject: DOL Access has been processed

Hi CHARMAINE CATERINA STRYDOM

Your application for DOL access has been processed.  
Your username is: 7106210078083  
Your passsword is: Qpx5@5Z2

Please login to change your password at the following url :  

Please login to the ROE website at the following url :  
and complete the registration for ROE Access.

Yours faithfully  
DOL Team
```

11. Click on the link that is in the paragraph which states “Please login to the ROE website at the following url” :


   and complete the registration for ROE Access.

12. You have now successfully applied for the Department Of Labour (DOL) User Account.
PART B
LOGIN INTO THE ROE WEBSITE

1. Once you have clicked on the link in point number 11 in Part A, the screen shot below then appears:

2. Enter the User Name and Password which were sent to you via e-mail, and click the button “Log In”, and the screen shot below titled “Application for ROE Form”, with the message “Welcome again ... CHARMAINE CATERINA STRYDOM” appears
When getting this errors:

"Organisation details not found" contact system administrator – means wrong contract account number

"Transaction rolled back" – means you’re applying for the second time and email will be sent to you with link

3. Fill in the CF Registration number, and click on the button “Get Organisation” as shown below:

4. The screen shot below appears with the details of the Organisation, with the message “Organisation Details found”
5. Click on the button “Apply for ROE Access” as shown below:

   ![Apply for ROE Access button]

6. The message “Your application has been submitted for approval” appears, and an e-mail is sent to you.

7. Go to your e-mail Inbox and open the e-mail received. The screen shot below appears:
8. Click on the link in the e-mail and the screen shot below will result, and an e-mail is also sent to you:

```
HI CHARMAINE CATERINA

Your application for ROE access on behalf of the Company, BADGER METAL PRODUCTS (PTY) METAL PRODUCTS (PTY) LTD, has been received.

Please verify your application by clicking the following url:

Yours faithfully
ROE Team
```

“Some it cuts this link just make sure the whole number of the link is underlined. If not please try to type it on the browser” like the one below

```
HI EILEEN

Your application for ROE access on behalf of the Company, MERRIVALE BUTCHERY CC, has been received.

Please verify your application by clicking the following url:
http://roe.labour.gov.za/DolRoeWeb/activation.html?response-990000194039@4306090094084

Yours faithfully
ROE Team
```

```
Your application for ROE has been verified.
You will receive email once approved.
```
9. Go to your e-mail Inbox and open the e-mail received, and the screen shot below will appear:

From: noreply@labour.gov.za
To: Maxwell Maroga (UIF-HQ)
Cc: 
Subject: Roe Access has been completed

Hi CHARMAINE CATERINA STRYDOM

Your application for ROE access on behalf of the Company METAL PRODUCTS (PTY) LTD, has been completed.

Please login to the ROE website at the following url: http://roe.labour.gov.za/DolRoeWeb/index.html

Yours faithfully
ROE Team

10. Click on the link on the e-mail, and the screen shot below, with a welcome message, will result:

Welcome to the Compensation Fund's ROE Website

The purpose of this site is to allow you, the employee, to update your details and submit your annual Return of Earnings return to select the activity you want to perform and by doing so accept Terms and Conditions

11. You have now successfully logged in, into the ROE Website
PART C

CHANGING ORGANISATION DETAILS

Whenever an organisation’s details such as addresses and telephone number have changed, they must be updated to reflect the current existing details of that particular organisation. Within the ROE Website the following steps are followed to change those details:

1. Click on the “ROE Menu”, situated at the top left corner of the website under the Department of Labour logo, and the screen shot below will result:
2. To change the details of your organisation click on the menu “Change Organisation Details” as shown on the screen shot below:

![Change Organisation Details](image)

3. The screen shot below appears (note that all the fields marked in RED are compulsory fields and must be filled):

```
ROE Menu   Reports   Help
Welcome   → Organisation   →
Please update details that have changed
I have read and accepted the terms and conditions.
CF Registration Number: 0051897324
Trade Name: BADGER METAL PRODUCTS (PTY)
```

```
Organisation details found
Street Number: NYWERHEIDSWEG 10
Street Name:  
Building Number and Name:  
Suburb:  
City: HARRISmith
Region: Eastern Cape
Postal Code: 9880
```

4. Fill all the compulsory fields marked in red, and check the terms and conditions box with a tick (✔) , then click on button “Save Details” as shown on the screen shot below:

![Save Details](image)
5. The screen shot below now appears, with the message “Organisation Details Updated”

![Organisation details updated](image)

6. You have now successfully updated the organisations details.
PART D

SUBMIT RETURN OF EARNINGS

The submission of the Return of Earnings is the core of the ROE Website. The following steps are followed in submitting returns:

1. Click on the “ROE Menu”, situated at the top left corner of the website under the Department of Labour logo, and the screen shot below will result:

![ROE Menu](image)

2. To submit the Return of Earnings of your organisation click on the menu “Submit Return of Earnings” as shown on the screen shot below:

![Submit Returns of Earnings](image)

3. The screen shot below now appears:
4. Check the box of the terms and conditions with a tick (✔), and for both Final & Provisional Assessment, enter the details of:

- Number of Employees
- Employees Earnings; and
- Directors Earnings

5. Click on the button “Save Return of Earnings” as shown below:

6. The screen shot below now appears (Note that this screen shot allows you to correct your values if they are incorrectly entered by selecting “No”, or to submit them by clicking “Yes”. Once the Earnings are submitted and are incorrect, you will not be able to correct them online in the Website, but a formal application has to be made to the Compensation Fund):
7. To submit your Earnings, Click button “Yes”, and the following screen shot will appear:
Please note

The screen shot above shows the following, for that particular employer:

- Amount invoiced to you (R98 175)
- Invoice Number (90000071)
- The due date of the amount (13 May 2012)
- Deposit Reference number (140000000066)
- Banking Details of Compensation Fund

8. You have now successfully submitted the Return of Earnings

PART E

ADD AN ORGANISATION TO MY PROFILE

Where an individual acts on behalf of multiple organisations, for example as a consultant, he/she can add the organisations he/she represents to his/her profile, as follows:

1. Follow all the steps above in Part A and Part B.
2. Click on the “ROE Menu”, situated at the top left corner of the website under the Department of Labour logo, and the screen shot below will result:

![ROE Menu Screen Shot](image)

3. Click on “Add an Organisation to my Profile”, as shown below:
4. The screen shot below now appears:

5. Enter the CF Registration number of the organisation you want to add to your profile, then click on the button “Get Organisation” as shown below:
6. The screen shot below appears (Note that one Organisation for this user already exists, as highlighted in red on the screen shot, and in the same manner the list will expand as he add organisations to his/her profile):

   **Application for ROE Form:**

   Please enter the following details
   CF Registration number: 0019930130
   Registration Name: PUNCHMASTER SERVICES CC PUNIC
   Trade Name: PUNCHMASTER SERVICES CC PUNIC
   User Login Name: 7106210078083
   First Name(s): CHARMAINE CATERINA
   Surname: STRYDOM
   E-Mail: maxwell.maroga@labour.gov.za
   Mobile: 
   Telephone: 0123378965

   Organisation details found
   [Apply for ROE Access]

   **User Application History**

<table>
<thead>
<tr>
<th>CF Registration No</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>0051897324</td>
<td>complete</td>
</tr>
</tbody>
</table>

7. Click on the button “Apply for ROE Access” as shown below:

   ![Apply for ROE Access](image)

8. The message “Your application has been submitted for approval”, appears, and an e-mail is sent to you.
9. Go to your e-mail Inbox, and open the e-mail sent to you and the screenshot below will result:

```
From: noreply@labour.gov.za
To: Maxwell Margo (IT-HQ)
Cc: 
Subject: ROE Access has been received. Ref:0019990130@7106210078083

Hi CHARMAINE CATERINA

Your application for ROE access on behalf of the Company, PUNCHMASTER SERVICES CC PL received.

Please verify your application by clicking the following url:
http://roe.labour.gov.za/Do1 RoeWeb/activation.html?response=0019990130@7106210078083

Yours faithfully
ROE Team
```

10. Click on the link in the e-mail to verify your application, and the screenshot below will result, and an e-mail will be sent to you:

```
Your application for ROE has been verified.
You will receive email once approved.
```

11. Go to your e-mail Inbox, and open the e-mail sent to you and the screenshot below will result:
12. Click on the link in the e-mail and the screen shot below will result, indicating that you are linked to multiple organisations:

![Screen shot of labour.gov.za](image)

13. Click on the drop-down button (▼), to select an organisation for which the ROE submissions must be made, as shown on the screen shot below:
14. After selecting the organisation, click on button “Select Organisation” as shown below:

15. The screen shot below will result, showing the details of the Welcome page of the ROE Website, with terms and conditions:

Welcome to the Compensation Fund’s ROE Website

The purpose of this site is to allow you, the employee to update your details and submit your annual Return of Earnings menu to select the activity you want to perform and by doing do acce

Terms and Conditions

16. At this stage you have now been successfully linked to the additional organisation for which you can make submissions of the ROE
information on this behalf. The steps in Part C and Part D can now be followed to complete the ROE information of the added organisation.

**CHANGE PASSWORD**

It is important to have a password changed regularly to prevent security breaches. When a password has to be changed, the following process must be followed:

1. Within the ROE Website, click on the ROE Menu as shown below:

   ![ROE Menu](image1)

2. Click on the menu “Change Password” as shown below:

   ![ROE Menu](image2)
3. The screen shot below will now result, which is the “Change Password Form”:

![Change Password Form]

Welcome again ... CHARMAINE CATERINA STRYDOM

4. Type in the new password in the field “New Password” and retype it in the field “Confirm Password” to confirm it (Note that your password must contain letters, numbers and @ character otherwise it will not be acceptable and you will get an error as shown below:...
5. Click on the button “Change Password” as shown below:

6. The screen shot below is displayed with the message that “Your application has been submitted for approval”, and an e-mail is sent to you.
7. Go to your e-mail Inbox and open the e-mail received and the screenshot below will result:

From: noreply@labour.gov.za
To: Maxwell Maroga (UIF-HQ)
CC: 
Subject: Request for change of DOL Password has been processed

Hi JOHANN ETSEBETH

Your password for DOL access has been changed. 
Your username is: 8802175028084
Your password is: P@ssw0rd

After you login you will be able to change your password.

Yours faithfully
DOL Team

8. In future, go into the ROE Website to login using the new password and login name.

9. You have now successfully changed your password
LOGOUT

It is important that when you have utilised the website to your satisfaction and submitted all the required information, you then logout to prevent others from using the website with your login details.

The following are the steps to logout:

1. Click on the ROE Menu as shown below

   ![ROE Menu](image1)

   - Change Organisation Details
   - Submit Returns of Earnings
   - Add an Organisation to my Profile
   - Change password
   - Logout

2. Select the logout menu as shown below

   ![Logout Menu](image2)
3. The screen shot below now appears

![Screen shot of the Return of Earnings (ROE) website]

I already have registered and I want to go to ROE —> Login to ROE

I am a new user and I want to Register —> Register for DOL User account

4. You have successfully logged out of the system

General errors

“"You are not authorized to use this function" contact the system administrator.

- The system allows 12 000 users at the same time if it’s more doesn’t allow. Try again later

“Http Error 404 program timed out”- it’s a problem on the slowness of their system browsers

“enter password over and over again” need to upgrade your browser its javascript error. You can close the web and start again by going through www.labour.gov.za website

“noaccess GWT.http”- its javascript error need to upgrade your browser
Terms and conditions

“Welcome to the Compensation Fund's ROE Website

The purpose of this site is to allow you, the employer, to update your details and submit your annual Return of Earnings (ROE) online.

Please use the ROE menu to select the activity you want to perform and by doing do accept the Terms and Conditions below ... 

Terms and Conditions

1. You expressly agree that use of the DoL website or the Internet is entirely at your own risk.

2. The website and its contents are provided on an "as is" and "as available" basis and the DoL makes no representations or warranties of any kind, whether express or implied, including without limitation with respect to the website, its contents, the accuracy thereof, or any warranties or representations regarding the effectiveness of any security or encryption facilities or with regard to the availability of products and/or delivery arrangements and times.

3. The DoL disclaims all representations and warranties, including but not limited to warranties as to the availability, accuracy or content of information, products or services, and warranties of or fitness for a particular purpose of information or services.

4. The DoL does not warrant that the functions provided by the website will be uninterrupted or error free, or that the website or the server that makes it available are free from viruses or other harmful components. Save as expressly set out herein, the DoL shall under no circumstances whatsoever be liable to you, including without limitation, as a result of or in connection with the DoL’s negligent (including
grossly negligent) acts or omissions or those of its employees, agents or designees or other persons for whom in law it may be liable (in whose favour this constitutes a contract or undertaking for their benefit), for any direct, indirect, incidental, special or consequential loss or damage of any kind whatsoever or howsoever caused (whether arising under contract, delict or otherwise and whether the loss was actually foreseen or reasonably foreseeable), sustained by you, the recipient of the services, or any other person arising from or as a result of any transaction concluded in terms of this Agreement.

5. The DoL, its minister, employees, designees, agents, representatives, affiliates and suppliers shall not be liable for any loss, damage (whether direct, indirect or consequential) or expense of any nature whatsoever which may be suffered as a result of or which may be attributable, directly or indirectly, to the use of or reliance upon the website (including any information contained thereon) or the Internet.

6. You will indemnify the DoL and keep the DoL fully indemnified from and against any loss or damage suffered or liability incurred, including without limitation in respect of any claim or demand by any third party by reason of any act or omission on your part or that of any family member, agent or representative acting on your behalf in connection with transactions concluded on the Site and/or in terms of this Agreement.

7. Notwithstanding any other provisions contained herein, the DoL's liability whether in contract or delict arising from any breach of any obligation in terms of this Agreement, negligence or otherwise shall not exceed at any time more than double the monetary value of the order in respect of which any such dispute or claim arises.

GENERAL TERMS

1. When registering on this website for the submission of RoE’s the employer is responsible for assigning representatives for the organization. These representatives will be issued with system generated usernames and passwords. Should these representatives no longer be employed by the organization, or no longer be entitled to represent the organization, the employer is responsible for updating the representative’s details on this website.

2. The DoL will not be held responsible for submission of forms from representatives that are not nominated by the employer as their legal representatives, where the employer has not taken steps necessary to update their representatives’ details.

3. In using the Site you agree not to infect it with any computer programming (such as a virus) that may damage, interfere with, delay or intercept any data or information on the Site and you shall indemnify the DoL for any damage caused by any such act attributable to you. The DoL may suspend the Site or any part thereof or terminate your account at any time if it should determine that the Site is not being used by you in compliance with the user agreement.

4. This Agreement constitutes the whole agreement between the parties relating to the subject matter hereof. Any indulgence of extension of time granted by the DoL to you shall not be construed as a waiver or variation of any of the DoL’s rights or remedies.

5. At the option of the DoL, any dispute arising out of the Agreement may be brought in any Magistrates' Court of competent jurisdiction notwithstanding that the amount in issue may exceed the jurisdiction of such court. This Agreement is governed by the laws of the Republic of South Africa.

Department of Labour : Compensation Fund : E-Submissions of Return of Earnings”