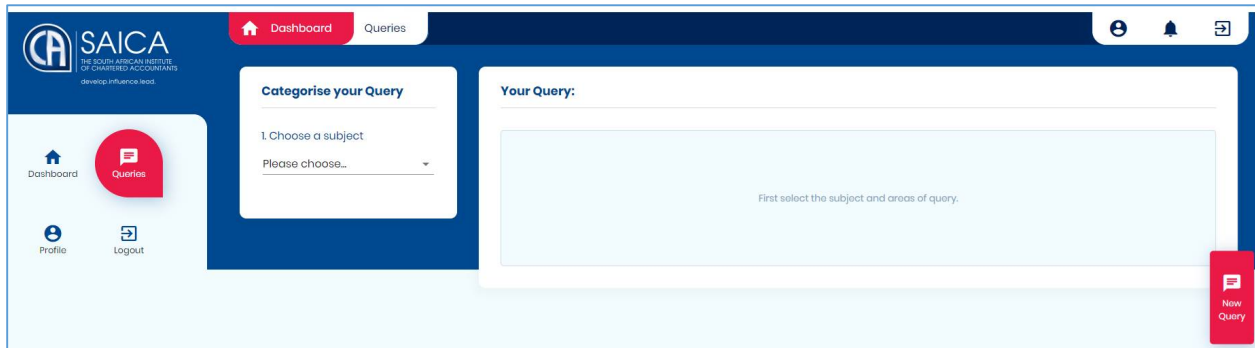


HOW TO CREATE A QUERY IN THE PORTAL

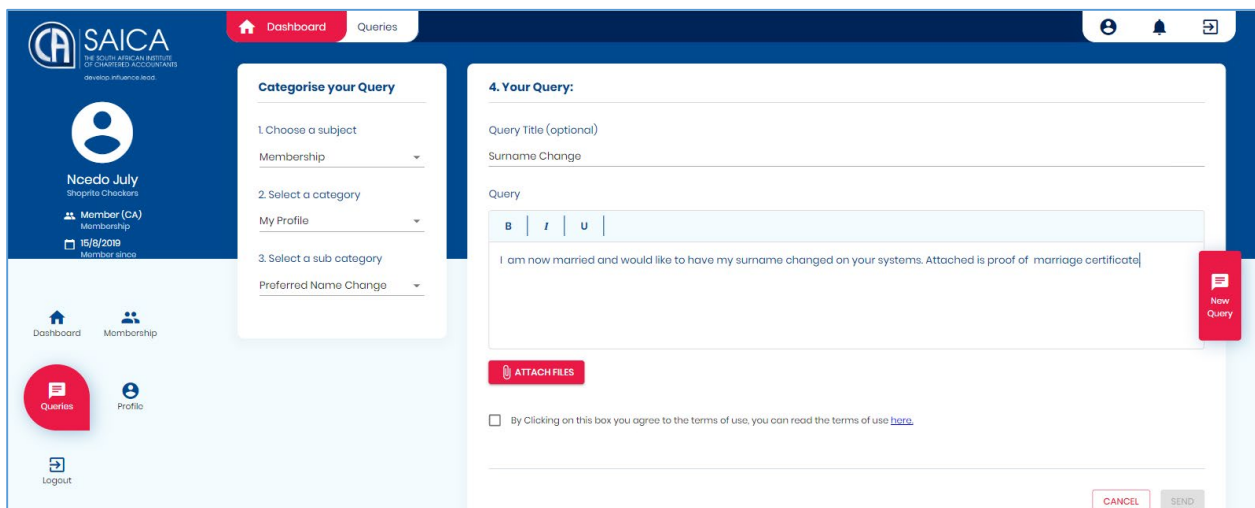
Create a new query for updating personal details such as Surname, ID, etc.

To create a query:

1. Login to the Portal
2. Click on the New Query button that will direct you to the New Query screen



3. Select category subject 'Membership' from the drop-down, under 'categorise your Query'
4. Select category 'my profile' and appropriate sub category (the field you would to change)
5. Capture Query Title, explain the query in the textbox provided and attach supporting documents
6. Accept the terms of use by selecting the checkbox



7. Click the Send button
8. The case number will be displayed in a pop-up confirmation notification

CREATE Success
Dear Thula July, Case CREATE was Successful, CaseID: CAS-03979-C258C2

My Queries

NOTICES | QUERIES SUBMITTED | Quick Search

This is a summary view of notices received in response to your logged queries. To read the full notice, please view the full query in the Queries section

CASE NUMBER	SUBJECT	CREATED DATE
CAS-03978-C7T9X4	Surname Change[Case Number:CAS-03978-C7T9X4]	22/08/2019 12:43:06
CAS-03936-C9T8L3	Welcome Email CRM0012797	15/08/2019 08:43:52
CAS-03936-C9T8L3	Confirmation of Membership Application Submission CRM0012796	15/08/2019 08:39:37

Rows per page: 10 | 1-3 of 3 | < > >>

New Query

9. You may click the 'Queries' button and view the submitted query under the 'Queries submitted' page

My Queries

NOTICES | QUERIES SUBMITTED | Quick Search

CASE NUMBER	CASE TITLE	CATEGORY	STATUS	CREATED DATE
CAS-03979-C258C2	Surname Change	My Profile	In Progress	22/08/2019 12:43:43
CAS-03978-C7T9X4	Surname Change	My Profile	In Progress	22/08/2019 12:42:53
CAS-03937-18GG67	New Member - Welcome Pack	Registrations	In Progress	15/08/2019 08:43:30
CAS-03936-C9T8L3	CA Membership Application	Registrations	Application Approved	15/08/2019 08:39:18

Rows per page: 10 | 1-4 of 4 | < > >>

New Query

Thula July
Rhino Africa Solutions (Pty) Ltd
Member (CA) Membership
15/8/2019 Member since

Dashboard | Membership | **Queries** | Profile | Logout