

Ushintsho Update



As previously communicated, Stage 1 of the Ushintsho Programme will introduce a new Member Portal (Portal) where members will experience benefits such as tracking progress of queries via the Portal and Contact Center.

The new Member Portal will launch to members in a staggered approach over a two-week period, with the initial launch to some members taking place on Friday 11 October 2019. All members will be on-boarded by 25 October 2019.

When accessing the portal, it is important to know that:

- The member portal access details will be sent via email;
- A different login from your existing login is required for the Portal, and
- Members need to use the latest version of their internet browser to access the Portal

1. Portal access details will be sent via member emails

Members need to ensure that their email addresses are updated and correct on SAICA's database, as a valid email address will be required to login to the Portal.

Members will receive an email from support@saica.onmicrosoft.com which will contain information on how to set passwords as well as a verification process in order to access the Portal.

Members will not be able to log onto the system until they have received an email from SAICA with the relevant details. As mentioned above, the launch will happen in a staggered approach and emails will be sent between 11 and 25 October 2019.

If you have not received an email by 26 October 2019, kindly contact the SAICA Call Centre at 08610 SAICA (72422).

2. Portal login

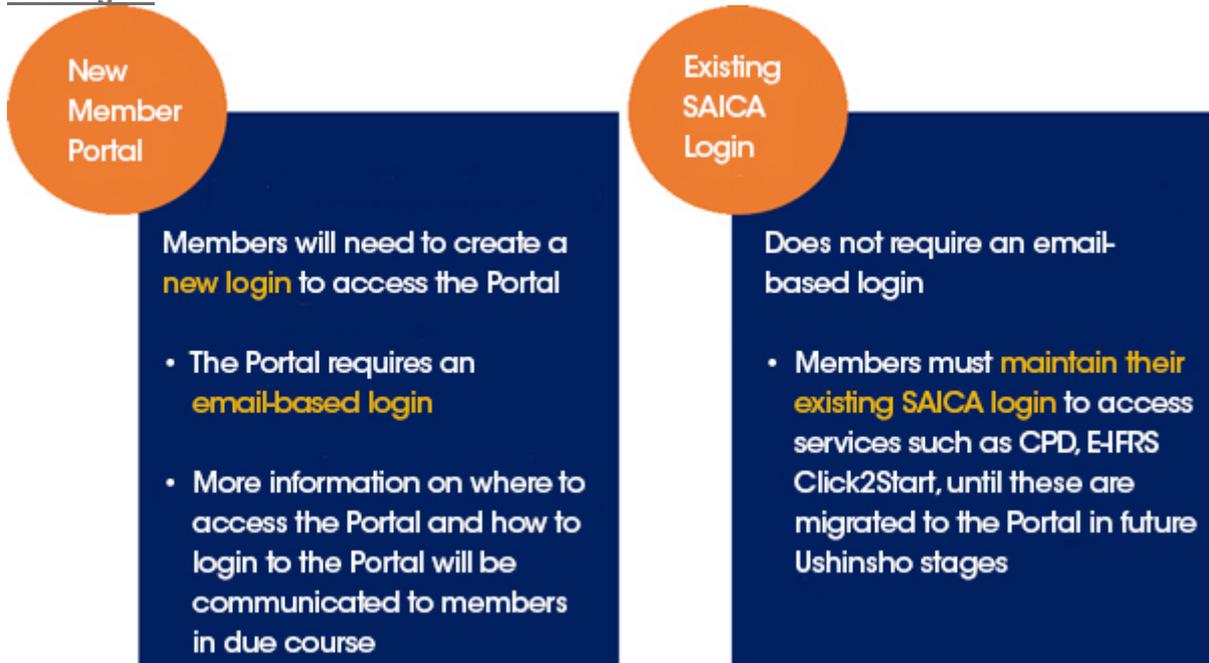
SAICA's medium- to long-term goal is to have a single login for members so they are able to use the Portal for all core services. Not all services currently on the SAICA website will be available on the Portal. More services will become available on the Member Portal as the Ushintsho Programme goes live with future stages, therefore, in the interim members will need two logins: a new one for the Member Portal as well as the existing SAICA website login details.

The key services will be split as follows on the new Member Portal and the existing SAICA website login.

Key services



Two logins



3. Internet browser compatibility

A fundamental goal of the Ushintsho Programme is to deliver a secure, performant and highly usable web experience that is accessible to the widest number of users across a variety of devices. Accessing secure, fast and well-designed services with an out-of-date browser will inevitably compromise the experience. For this reason, to access the Portal, members will need to ensure that their default internet browser version (on any device) is no older than two versions of the latest internet browser available. The onus is on members to ensure that the latest internet browser will be used to access the Portal. Having the latest browser will enable members to seamlessly access the Portal and maximise the benefits that the Portal will bring to members.

[Follow the link](#) to find out if your internet browser is supported by the new Portal.

For more information and to find out how to update your internet browser, visit the Ushintsho page on the [website](#) or contact SAICA on 08610 SAICA (72422).

Regards

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