

Step by Step Guide: Customer Registration

1. Visit the CIPC website www.cipc.co.za, and under Register your Business click on Register as a Customer.

Companies and Intellectual Property Commission

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Register your Business

- Register as a Customer
- Register a Company
- Register a Co-operative
- Other useful info
- Help for your business

Maintain your Business

- File Annual Returns
- Information on Annual Returns
- Change Directors of companies
- Change members of CC
- Name changes
- Business Rescue
- Re-instatements
- Close Corporations
- Co-operatives
- Other

Protect your IP

- Trade Marks
- Patents
- Designs
- Copyright
- Intellectual Property Enforcement

Business & IP Search

- Name / Enterprise Search
- Copies of business documents
- Download certificates
- Request perusal of files
- Electronic Data Sales
- Perusal of company and CC files
- IP E-Services

2. Click on Customer Registration.

You are here: CIPC eServices > Home

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Logged in as: Not logged in

Welcome to CIPC eServices system

To transact with CIPC you must:

- Have a valid CIPC customer code
- Have a valid cellphone number and email address

To register as a CIPC customer

- Click on Customer Registration on the left menu and complete required details
- Your username and password will be emailed and SMSed to you
- Log in by clicking on Customer Login and provide your customer code and password each time you transact

To login into the Self-help system

- Click on Customer Login on the left menu
- If you have forgotten your username, click on Customer Login and type in your ID number
- If you have forgotten your password, click on Password Reset and type in your ID number

Please note:

- This process only caters for the registration of private companies with the standard Memorandum of Incorporation

Login

3. ID Verification. Indicate if you have a South African green barcoded ID document or smart card. Click either on the **Yes** or **No** radial buttons.

The screenshot shows the 'ID Number Verification' page. At the top right is the CIPC logo and text: 'Companies and Intellectual Property Commission a member of the dti group'. Below the logo is the text 'Logged in as: Not logged in'. A breadcrumb trail reads 'You are here: CIPC eServices » Customer Registration » ID Verification'. On the left is a navigation menu with four items: 'Self-help Home', 'Customer Login', 'Password Reset', and 'Customer Registration'. The main heading is 'ID Number Verification'. Below the heading is the question: 'Do you have a South African green barcoded ID document or smart card?'. To the right of the question are two radio buttons labeled 'Yes' and 'No'. The 'Yes' button is selected.

4. ID Number Verification. If **Yes** was selected, type in your **ID number** and **Surname** and click on **Continue**.
If **No** was selected and you do not have an ID number, type in your **Passport Number** and click on **Continue**.

This screenshot shows the same 'ID Number Verification' page as above, but with the 'Yes' radio button selected. Below the question, there are two input fields: 'ID Number' and 'Surname'. Both fields have a red asterisk on the right side, indicating they are required. To the right of the input fields are two radio buttons labeled 'Yes' and 'No'. Below the input fields is a 'Continue' button.

5. Complete the required fields and click on **Register**. Please note that the **Surname, Name(s)** and **ID/Passport Number** will be pre-populated on this screen. Compulsory fields are indicated with an asterisk (*). The fields are:
 - a. Country
 - b. *Cell Phone Number
 - c. *Email Address
 - d. *Re-type email address
 - e. *Telephone Number
 - f. Fax number
 - g. *Physical Address
 - h. *Province
 - i. *Postal Address
 - j. *Province

The fields will be verified. If there is any problem or missing information, an error message will display in red, indicating what is required. Correct the fields as indicated and click on "Register" again. Customers will only be allowed to have one customer code per ID number.

- Self-help Home
- Customer Login
- Password Reset
- Customer Registration

Personal Details

Surname	ERASMUS *	
Name(s)	SUSANNA PETRONELLA *	
ID/Passport Number	7106300138086 *	

Contact Information

Country	Select Country
Cellphone Number	*
Email Address	*
Re-type Email Address	*
Telephone Number	
Fax Number	
Physical Address	*
	*
	Select province
	*
	<input type="checkbox"/> Tick to copy your Physical Address to the Postal Address fields
Postal Address	*
	*
	Select province
	*

6. If you completed all required fields and selected [Register](#), you will receive the below message. Click [Continue](#).

CUSTOMER CODE REGISTERED!

Your new CIPC customer code has been sent to your cellphone and email address. Click continue below to change your password.

Customer Code: X1234

Click on Continue.

The screenshot shows a web interface for CIPC. At the top right is the CIPC logo and text: "Companies and Intellectual Property Commission" and "a member of the dti group". Below the logo is a breadcrumb trail: "You are here: CIPC eServices » Customer Registration » Customer Registered" and a login status: "Logged in as: Not logged in". On the left side, there is a vertical menu with four buttons: "Self-help Home", "Customer Login", "Password Reset", and "Customer Registration". The main content area is enclosed in a dashed border and contains the following text: "CUSTOMER CODE REGISTERED!", "Your new CIPC customer code has been sent to your cellphone and email address. Click continue below to change your password.", and "Customer Code: S50645". To the right of this text is a circular icon of a person with a smartphone. Below the main content area is a green "Continue" button.

7. Type in a password, confirm the password and type in the security question. Confirm that all details are correct, and click on [Update](#).

- [Self-help Home](#)
- [Edit Customer Details](#)
- [Logout](#)
- [Balance: R 0.00](#)

Personal Details

Surname: *

Name(s): *


ID/Passport Number: *

Security question: *

Answer: * Answer required

Password: * Password required

Re-Type Password: * Password required



Contact Information

Country: *

Cellphone Number: *

Email Address: *

Telephone Number:

Fax Number:

Physical Address: *

 *
 *
 *


Tick to copy your Physical Address to the Postal Address fields

Postal Address: *

 *
 *
 *

8. The following screen will be displayed. Click on **Continue**.

- [Self-help Home](#)
- [Edit Customer Details](#)
- [Logout](#)
- [Balance: R 0.00](#)




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You are here: CIPC eServices » Customer Registration » Customer Details Updated Logged in as: S50645 | Balance: R 0.00

CUSTOMER DETAILS UPDATED!

Your customer details have been updated. Your CIPC customer login details have been sent to your email and cellphone.

Customer Code: S50645



Continue

9. The landing page of E-services will be displayed. Click on the relevant button to transact.

The screenshot displays the CIPC eServices Home page. The header includes the CIPC logo and the text "Companies and Intellectual Property Commission a member of the dti group". The navigation bar shows "You are here: CIPC eServices » Home" and "Logged in as: S50645 | Balance: R 0.00".

The main content area contains 12 service tiles arranged in a 3x4 grid:

- REGISTER A NEW COMPANY
- AMEND COMPANY DIRECTOR DETAILS
- AMEND CLOSE CORPORATION MEMBERS
- FILE ANNUAL RETURNS
- NAME RESERVATIONS
- COMPANY & CC ADDRESS CHANGE
- CO & CC FINANCIAL YEAR END CHANGE
- CERTIFICATES & DISCLOSURES
- ENTERPRISE ENQUIRY
- CUSTOMER TRANSACTIONS
- TRANSACTION STATUS
- AUDITORS & ACCOUNTING OFFICERS

On the left side, there is a vertical sidebar with the following buttons:

- Self-help Home
- Edit Customer Details
- Logout
- Balance: R 0.00