Indien u probleme ondervind met die digitale handtekening platform probeer die volgende:

***If you are experiencing problems with the digital signature platform try the following:***

1. Maak die webwerf toe / ***Close the website***
2. Gaan weer na die epos en klik op die groen “open document” blokkie / ***Go to the email and click on the green open document button***
3. Dit sal die proses van voor af begin. Verwyder alles wat ingetik is (behalwe die epos adres – dit kan nie verwyder word nie) / ***This will start the process all over again. Remove anything that is typed in (except for the e-mail address that cannot be removed)***
4. Sit die selfoon nommer in sonder ‘n 0 / ***Enter your cellphone number without a 0 in front***
5. By “Identification type” kies “National ID” / ***At the Identification type choose National ID***
6. Klik op “Tick here to accept the Terms and Conditions and Legal notices.” en dan op “Proceed” / ***Click on Tick here to accept the Terms and Conditions and Legal notices. and then on Proceed***
7. Verwyder alles wat ingetik is op die volgende skerm / ***Remove anything that is typed in on the next page.***
8. By “OTP Authentication Code” sit die kode in wat vir jou ge-sms is. / ***At OTP Authentication Code put in the code that was sent by sms to you***
9. By “First Name(s)” sit jou volle name in soos dit op jou ID verskyn / ***At First Name(s) put in your full names as it appears on your ID***
10. By “Last Name” sit jou volle van in soos per ID dokument (as jy ‘n – van het moet dit inkom presies soos dit wys op jou ID – as daar spasies is spasies – as daar nie spasies is nie sonder spasies) / ***At Last Name put in your surname as it appears on your ID (if you have an – surname make sure it is the same i.e. if there is spaces on the ID put in the spaces if no space do not put in spaces)***
11. Sit ‘n wagwoord in wat jy gaan onthou / ***Put in a password that you will remember***
12. Klik op “Finish” / ***Click on Finish***
13. Op die volgende skerm sit jou wagwoord in / ***On the next screen put in your password***
14. Klik op “I agree to use of digital and electronic signatures as a valid method of signing documents.” en dan “Accept” / ***Click on I agree to use of digital and electronic signatures as a valid method of signing documents. and then on Accept.***
15. As dit ‘n bladsy oopmaak met ‘n groen regmerkie en woorde wat sê “All actions have been completed” maak dan die webwerf toe en gaan weer na die epos en klik op die groen “open document” blokkie. As dit nie gaan dan na stap 16 vir verdere stappe / ***If it opens a page that has a green tick on it with the words All actions have been completed then close the website and go to the email and once again click on the green open document button. If it did not give the green tick then proceed to step 16 and follow from there.***
16. Dit behoort dan ‘n bladsy oop te maak met die woorde “You have not yet set your signature appearance.” Click on Continue for settings.” Klik dan op “Continue”. Indien nie behoort dit ‘n skerm te wees wat sê ”Instructions” met 3 stappe daarop. Klik op “Ok” / ***This should take you to a page that says You have not yet set your signature appearance. Click on Continue for settings. Click on Continue. If not it should be a page that says Instructions with 3 steps on it. Click on Ok***
17. Klik / aanvaar alles tot jy op die bladsy kom wat sê “Please Select your Signature Type” en kies dan hoe jy wil teken. Meeste kies “Font signature” maar dit is jou keuse. Klik dan op “save” / ***Click / accept everything till you get to the page that says Please Select your Signature Type and choose how you want to sign. Most choose Font signature but it is your choice. Click on save.***
18. As dit ‘n boodskap opbring “Message from Anita Fuls” klik op “Close” / ***If it now show a message Message from Anita Fuls then click on Close.***
19. Jy is nou veronderstel om aan die regterkant ‘n groen blokkie te sien met die woorde “Sign the document”. Klik daarop. / ***You should now see a green button on the right hand side with the words Sign document. Click on it.***
20. Dit behoort dan ‘n boodskap met die woorde “Drag-and-drop Signatures” oop te maak. Klik op “Ok” / ***This should then open a message Drag-and-drop Signatures. Click on Ok***
21. Heel links sal jy bladsye sien. Klik op bladsy 5. Jy sal rooi woorde sien wat sê “Client signature”. Klik daar en dit sal jou handtekening daar invoeg. / ***On the left hand side you will see pages. Click on page 5. You will see red words saying Client signature. Click there and it will insert you signature into the document.***
22. Sodra dit klaar is sal jy ‘n boodskap kry wat sê “Completed”. Klik op “Ok”. Jy is nou afgehandel. Jy sal egter nog een epos ontvang wat sê “Document flow complete: TAX MANDATE LETTER\_”. As jy dit ontvang weet jy dat die dokument reg deurgegaan het na ons stelsel toe. / ***Once this is completed you will receive a message that says Completed. Click on Ok. You are now finished. You will however still receive one more email with the message Document flow complete: TAX MANDATE LETTER\_. This means that the document has gone through successfully to our system.***