



# Grant Management System Self-Service Manual

National Lotteries Commission

2024

# GMS Self-Service Manual

## Contents

<b>Objective</b> .....	<b>1</b>
<b>1. User Account Creation or Log In</b> .....	<b>2</b>
1.1. Log In .....	2
1.2. Self-Registration .....	3
<b>2. Self-Service Registration</b> .....	<b>5</b>
2.1. OTP Verification .....	5
2.2. Capture Registration Request Details .....	7
2.3. Capture Director Details .....	12
2.4. Capture Organisation Details .....	15
2.5. Capture Organisation Members .....	17
2.6. Capture Organisation Staff .....	18
<b>3. Registration Request Tracker</b> .....	<b>20</b>
3.1. All Registration Requests .....	21
3.3. All Inquiries .....	26
<b>4. Troubleshooting (potential Issues)</b> .....	<b>29</b>



## Objective

This user manual is a reference for daily usage guide for organisations that required to use the Grant Management System (GMS) Self-Service Portal.

It contains a written guide and the associated images or screenshots to explain and simplify the workflow for the user. The screenshots have been taken from the latest version of a working Grant Management System. Please note that there may be slight discrepancies between the final version of the system and the version shown in the screenshots of this manual.

Please consult with your support resource or supervisor for any queries not covered in this document or that fall outside the scope of the covered topic.

# 1. User Account Creation or Log In



Pre-requisite(s):

Use a **Microsoft Edge** or **Google Chrome** or **Brave** browser to access the case management solution. No Firefox, No Internet Explorer, No Safari.

## 1.1. Log In

2. Go to the portal URL ([As per provided](#)).
3. Enter your username.
4. Enter your password.
5. Click **Log In**.

The screenshot shows a login interface with a blue header and a white body. At the top is a blue user icon. Below it is a dropdown menu with 'Sybrin' and a downward arrow. A green box highlights the 'User Name' field, with a green circle containing the number '2' to its left. Below that is a 'Password' field with a blue eye icon, highlighted by a green box with a green circle containing the number '3' to its left. At the bottom of the green box is a blue 'Log In' button, with a green circle containing the number '4' to its left. Below the 'Log In' button, the text 'New to NLC?' is followed by a link 'Create an account'. At the bottom, there is a horizontal line and a link 'Forgot Password?'.

## 1.2 Self-Registration



**Pre-requisite(s):**

User should enter a valid email address. Email address should match the one used when organisation was registered with CIPC or relevant organisations registering body.

The screenshot shows a user interface for logging in or creating an account. At the top is a dark blue silhouette of a person. Below it is a dropdown menu with 'Sybrin' and a downward arrow. Underneath are two input fields: 'User Name' and 'Password'. The 'Password' field has a dark blue button with an eye icon to its right. Below the input fields is a dark blue button labeled 'Log In'. A green box with a white '1' in a circle highlights a link that says 'New to NLC? Create an account'. At the bottom of the form is a link that says 'Forgot Password?'.

The screenshot shows a 'Create Account' form with the following elements:

- 2** User Name
- 3** Password (with a visibility toggle icon)
- 4** Confirm Password (with a visibility toggle icon)
- 5** Email Address
- By clicking on Create an account you are agreeing to the Terms of Service and the Privacy Policy.
- 6** Create an account (button)
- Already Have an Account? Login

1. Click **Create an account**.
2. Enter your username
3. Create a password (at least 15 characters)
4. Confirm your password
5. Enter your email address
6. Click **Create Account**




Password must follow the correct pattern, which means including special character(s).

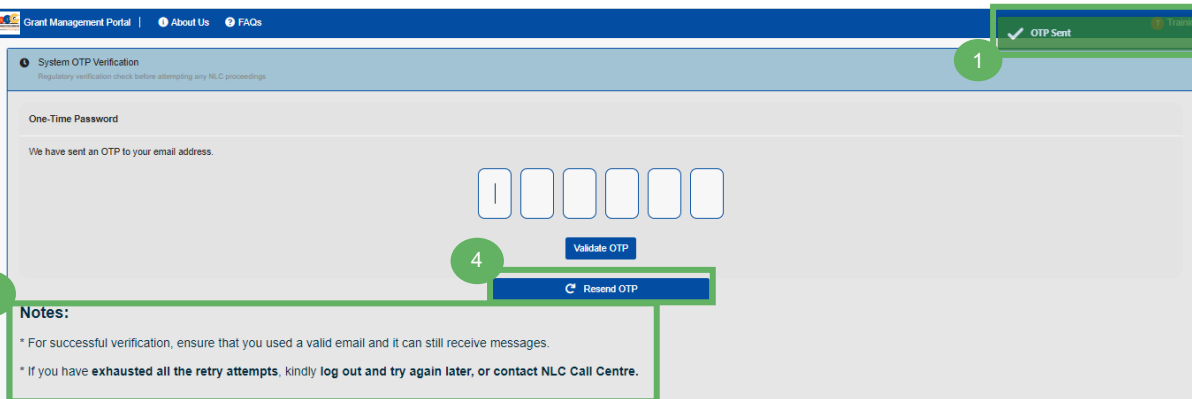
User account will be locked on failed logon threshold met (incorrect password entered multiple times). In such case, contact the NLC Call Centre.

## 2. Self-Service Registration

### 2.1 OTP Verification

 Pre-requisites:  
System will authenticate User through a One Time Password (OTP) sent to the captured Email Address.  
The OTP is only valid for 5 minutes.

1. At **Login** or upon account creation, **OTP** is automatically sent to the captured email address before further actions.
2. Important Notes.
3. **Email** sent with OTP.
4. Click **Resend OPT** (If you have not received the OTP, so it can be resent)



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System OTP Verification  
Regulatory verification check before attempting any NLC proceedings

One-Time Password

We have sent an OTP to your email address.

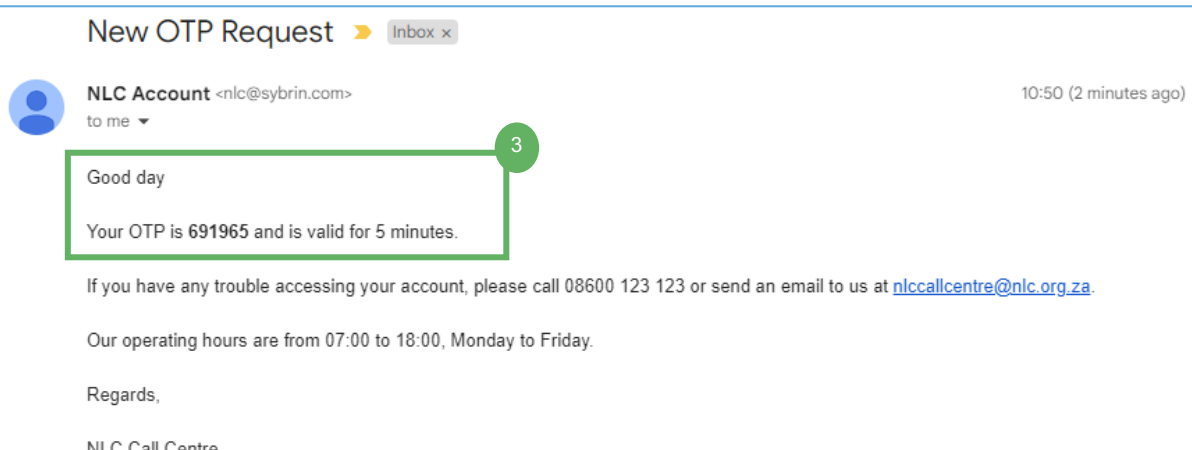
Validate OTP

Resend OTP

Notes:

- \* For successful verification, ensure that you used a valid email and it can still receive messages.
- \* If you have **exhausted all the retry attempts**, kindly **log out and try again later**, or **contact NLC Call Centre**.

OTP Sent



New OTP Request > Inbox x

NLC Account <nlc@sybrin.com> 10:50 (2 minutes ago)  
to me v

Good day

Your OTP is 691965 and is valid for 5 minutes.

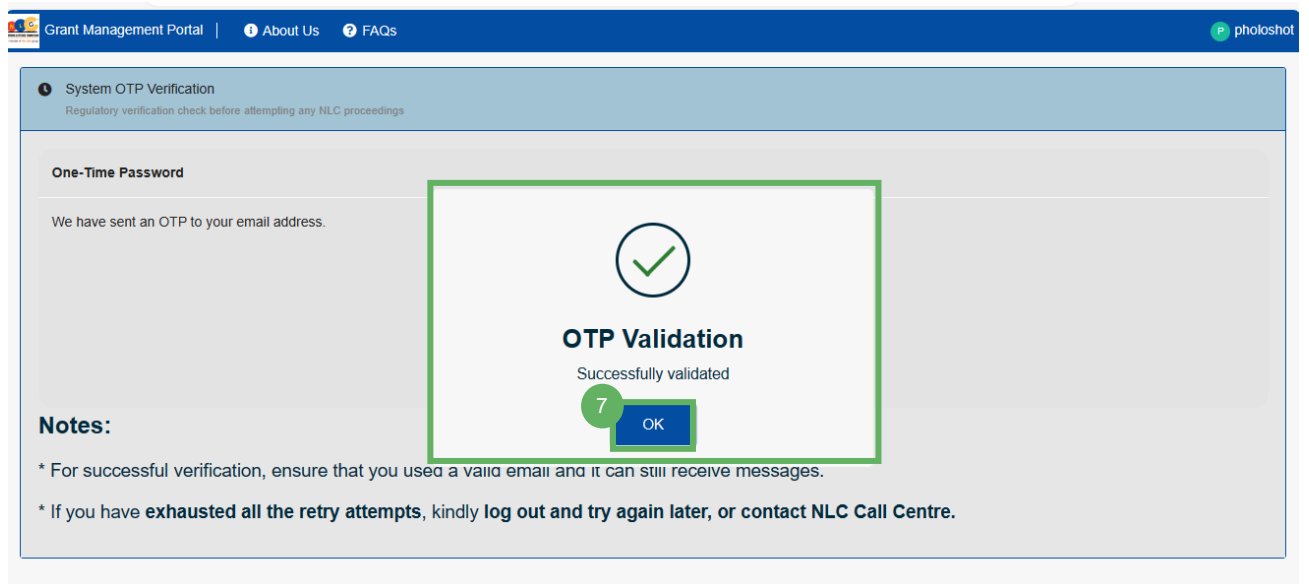
If you have any trouble accessing your account, please call 08600 123 123 or send an email to us at [nlccallcentre@nlc.org.za](mailto:nlccallcentre@nlc.org.za).

Our operating hours are from 07:00 to 18:00, Monday to Friday.

Regards,

NLC Call Centre.

5. **Enter** the OTP sent into the System's portal screen.
6. Upon entering the OTP, User will see notification "OTP Validation" message OR Click **Validate OTP**.



7. Click **OK**

## 2.2 Capture Registration Request Details



### Pre-requisites:

Only an organisation director can perform the registration/profile request.

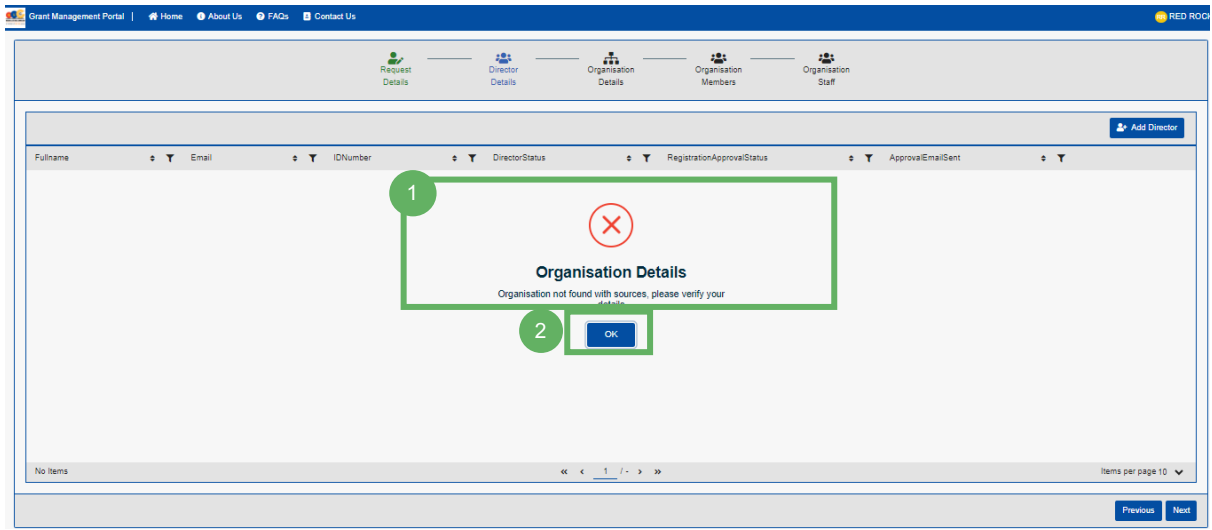
1. **Enter** your Province.
2. **Enter** SA ID Number (South African ID Number).
3. **Enter** the Organisation Name (as per registration).
4. **Select** the Organisation Type.
5. **Enter** the Organisation Registration Number.
6. **Enter** number of directors in the organisation.
7. Click **Accept NLC Terms & Conditions**.
8. Click **Next**

### 2.2.1 Invalid API Verification

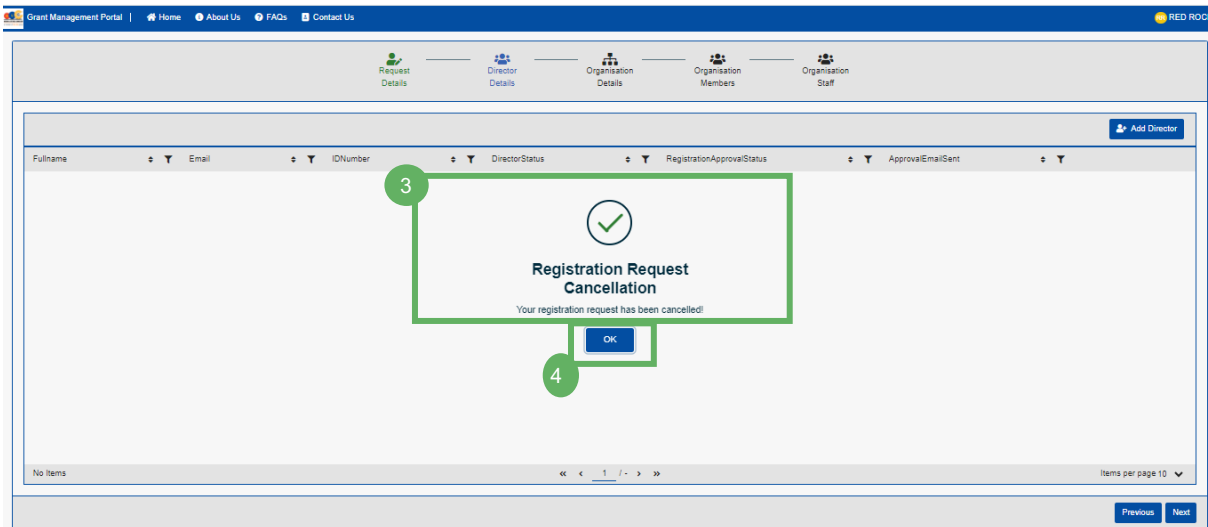
Once the user has clicked 'Next'

- The API will do verifications check based on what the director/Office bearer has entered on the previous screen; the **Organization Number**, **Organization Name**, **Organization status** and **Number of Directors**.

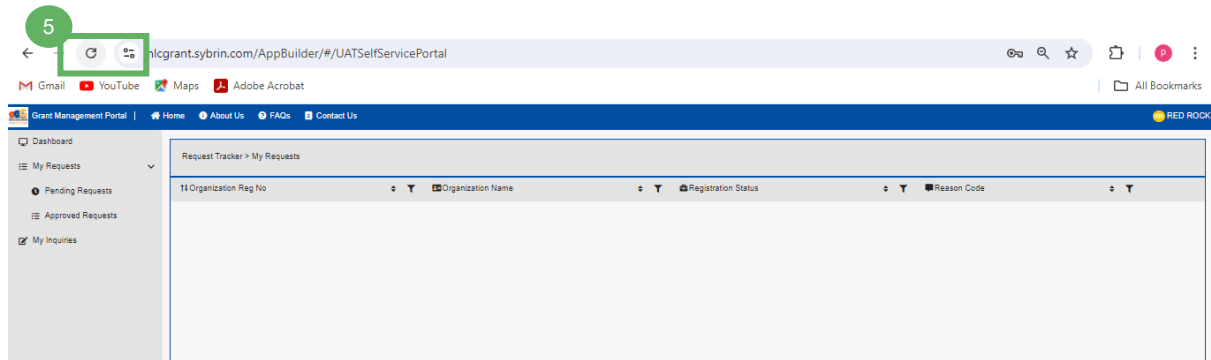
1. If user has entered any incorrect organization information, (User prompted with an error '**Organisation Details**' request toast message. This will enable the user to re-verify their details and do a registration again.




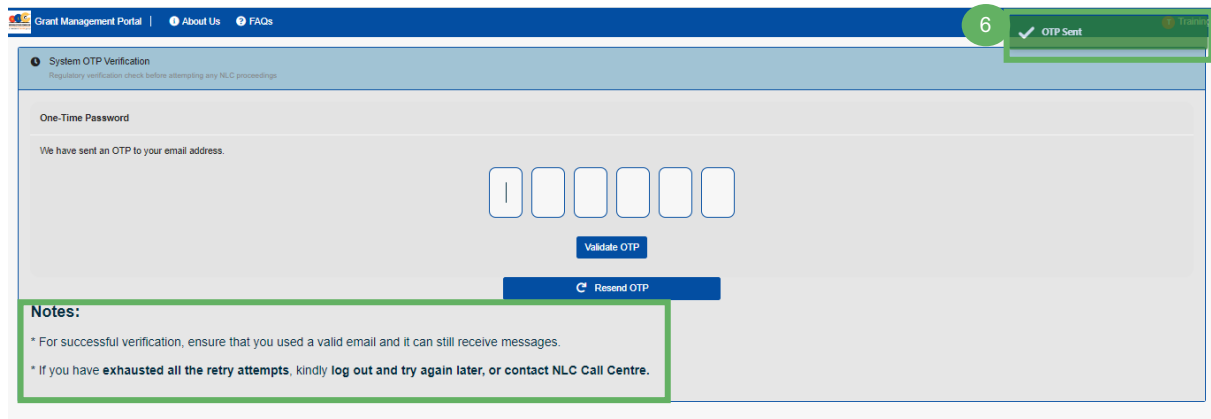
2. Click **OK**



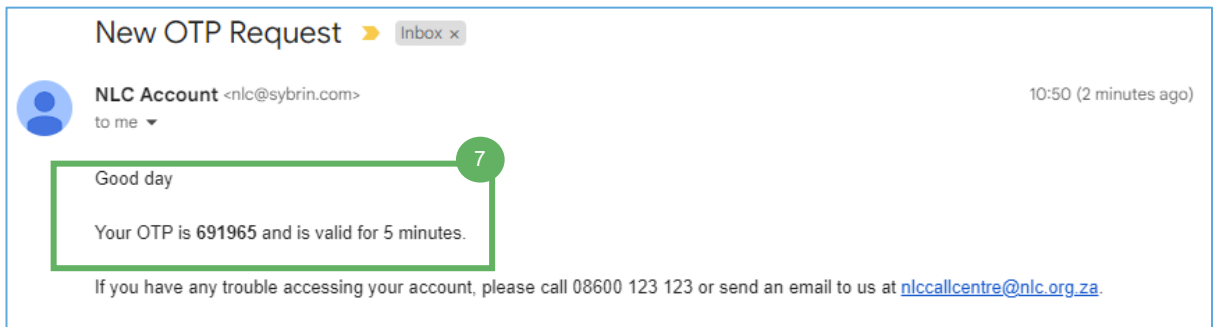
3. User will be prompted with a '**Registration Request Cancellation**' toast message.
4. Click **OK**



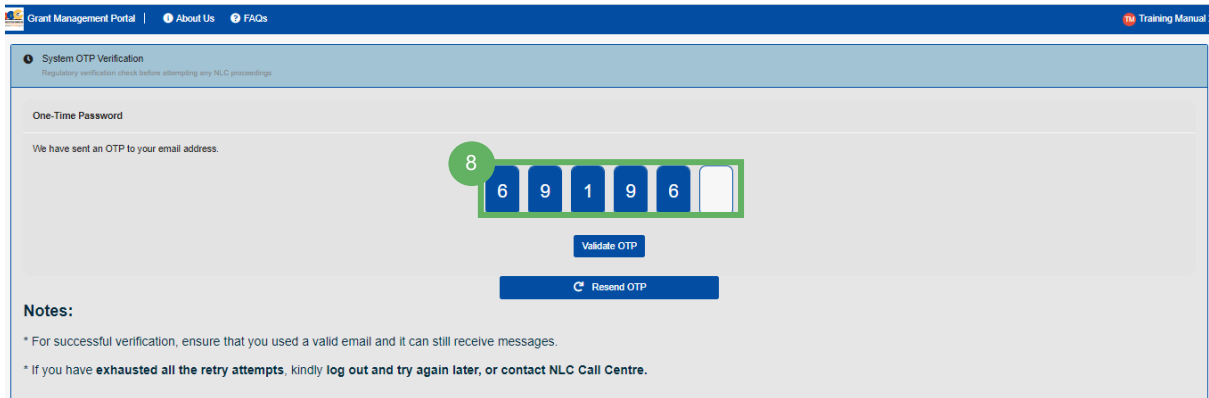
5. Go on the web browser tab, and click the 'Refresh icon' 



6. Upon clicking the refresh icon, you will receive an **OTP** sent to the captured email address.



7. Email sent with an **OTP**.



**System OTP Verification**  
Regulatory verification check before attempting any NLC proceedings

**One-Time Password**

We have sent an OTP to your email address.

8

6 9 1 9 6

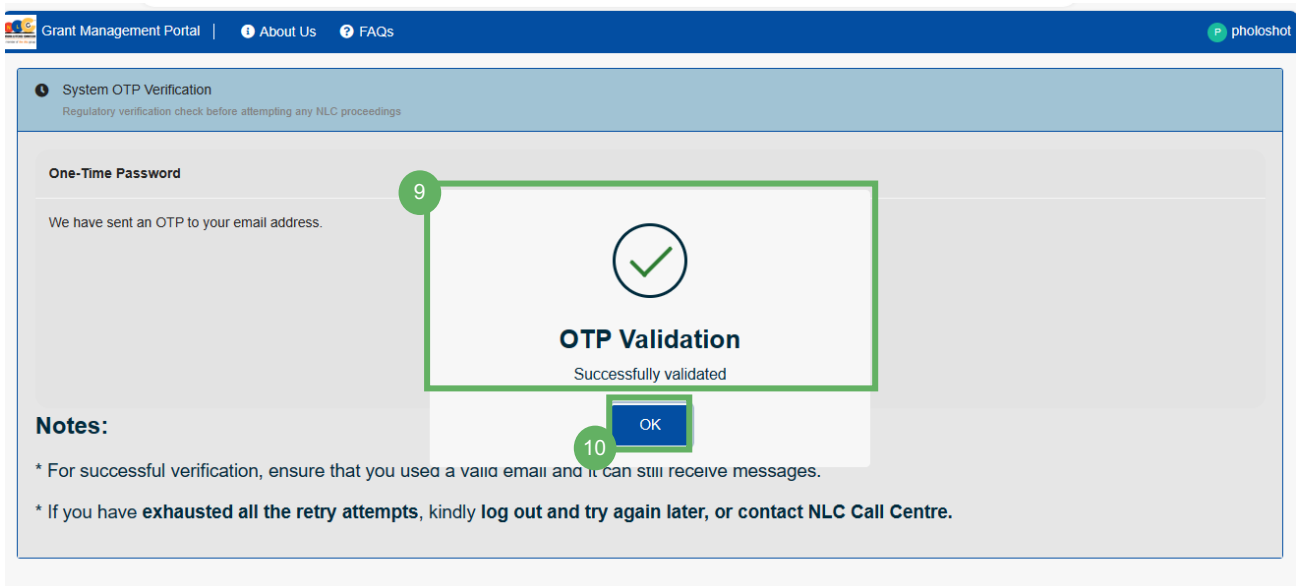
Validate OTP

Resend OTP

**Notes:**

- \* For successful verification, ensure that you used a valid email and it can still receive messages.
- \* If you have **exhausted all the retry attempts**, kindly **log out and try again later, or contact NLC Call Centre**.

8. Enter the OTP sent into the System's portal screen.



**System OTP Verification**  
Regulatory verification check before attempting any NLC proceedings

**One-Time Password**

We have sent an OTP to your email address.

9

OTP Validation  
Successfully validated

10

OK

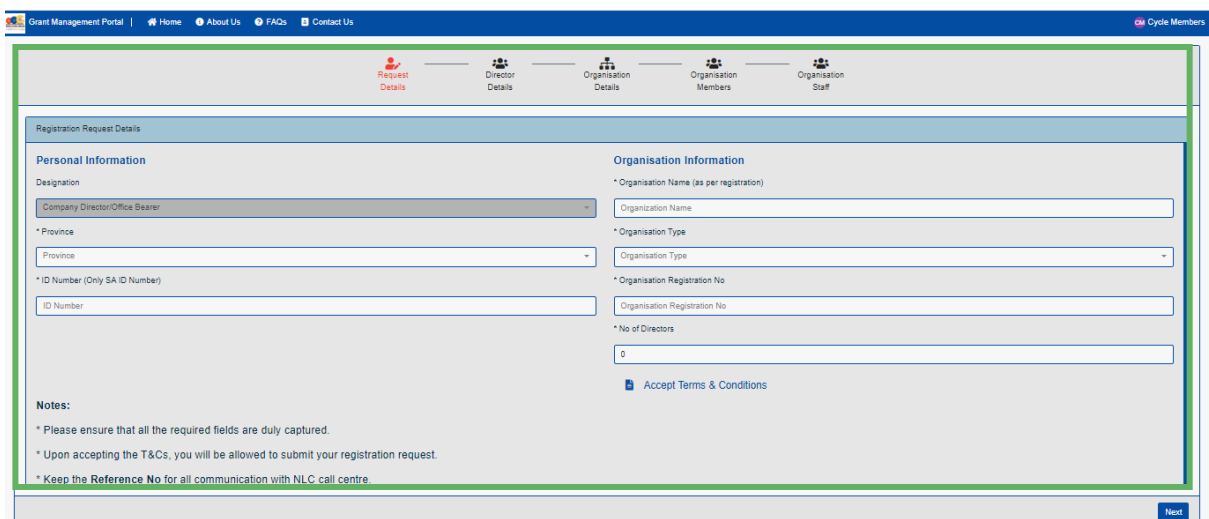
**Notes:**

- \* For successful verification, ensure that you used a valid email and it can still receive messages.
- \* If you have **exhausted all the retry attempts**, kindly **log out and try again later, or contact NLC Call Centre**.

9. Upon entering the OTP, User will see notification "OTP Validation" message

10. Click OK

Upon clicking 'OK' user will be redirected to the 'Registration Request Details' page.



**Registration Request Details**

Request Details | Director Details | Organisation Details | Organisation Members | Organisation Staff

**Personal Information**

Designation  
Company Director/Office Bearer

\* Province  
Province

\* ID Number (Only SA ID Number)  
ID Number

**Organisation Information**

\* Organisation Name (as per registration)  
Organization Name

\* Organisation Type  
Organization Type

\* Organisation Registration No  
Organization Registration No

\* No of Directors  
0

Accept Terms & Conditions

**Notes:**

- \* Please ensure that all the required fields are duly captured.
- \* Upon accepting the T&Cs, you will be allowed to submit your registration request.
- \* Keep the Reference No for all communication with NLC call centre.

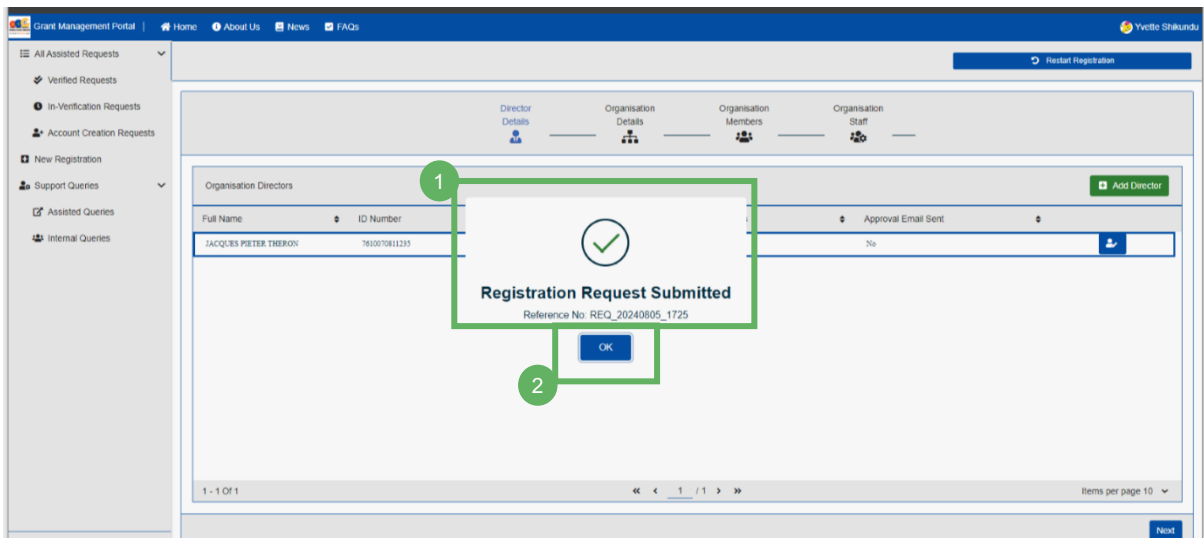
Next

**Note:** Refer to 2.2 in the training manual. To re-do the registration.

### 2.2.2 Valid API Verification

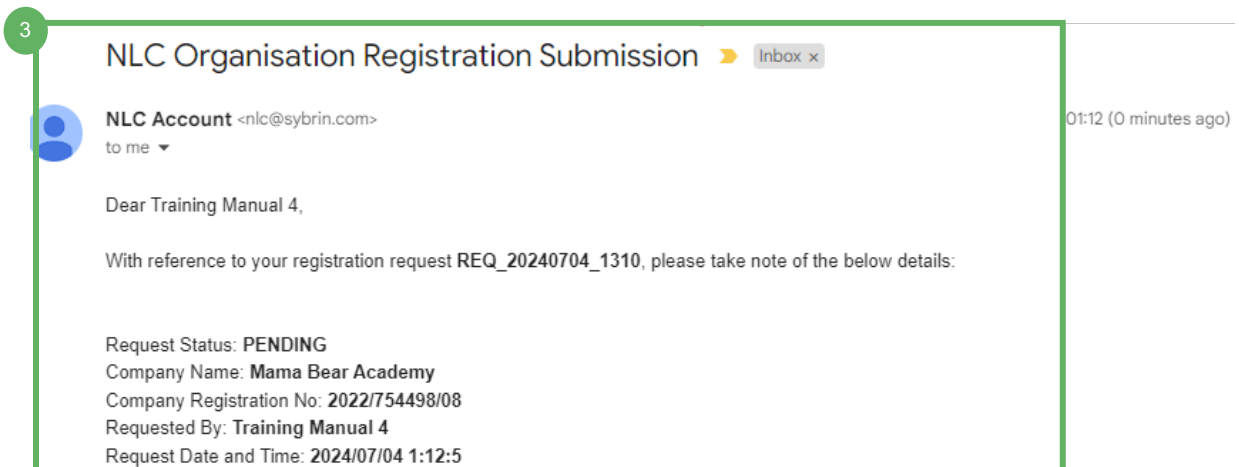
Once the user has clicked 'Next'

- The API will do verifications check based on what the director/Office bearer has submitted; the **Organization Number**, **Organization Name**, **Organization status** and **Number of Directors**.



1. User is prompted with a '**Registration Request Submitted**' toast message and a system generated email with **Reference No.**

2. Click **OK**



Please keep this reference number safe, as it will be required for any future interaction as the subject of all email correspondence.

3. The Email template shared with **Reference Number**.



All required fields must be captured (fields with an asterisk).

Organisation registration number should follow the correct pattern and must be unique. Only one account per registration.

Number of directors must match the number found in the registering body database.

## 2.3 Capture Director Details

The screenshot displays the 'Organisation Directors' management interface. At the top, a navigation menu includes 'Director Details', 'Organisation Details', 'Organisation Members', and 'Organisation Staff'. A green notification banner in the top right corner indicates 'Registration Request Submitted', highlighted by a green callout '1'. Below the navigation, there is an 'Add Director' button highlighted by a green callout '2'. The main content area features a table with the following columns: Name, Surname, Email, Director Status, and Approval Email Sent. The table is currently empty, with 'No Items' displayed at the bottom left. At the bottom of the page, there are pagination controls showing '1' of 1 page, 'Items per page 10', and a 'Next' button.

1. Registration Submission **Message**.
2. Click **Add Director**.
3. **View** director form and **capture** all the fields;
  - **Enter** Name (Required)
  - **Enter** Surname (Required)
  - **Enter** Email address (Required)
  - **Enter** SA ID number (must be 13 digits) (Required)
4. Click **Save**.

Fullname	Email	IDNumber	DirectorStatus	RegistrationApprovalStatus	ApprovalEmailSent
Training Manual 4	pholashoshi/hula152@gmail.com	9802110922087			No
Yves Shikundu	Yyets@gmail.com	950090822087			No

5. Director added message.

Fullname	Email	IDNumber	DirectorStatus	RegistrationApprovalStatus	ApprovaEmailSent
Training Manual 4	pholashahivhula152@gmail.com	9802110922087	Captured		No
Yves Shikundu	Yves@gmail.com	980209822087	Captured		No

6. Director's added record.

7. Director added message.

### Screenshot (director added)

8. Click the **User Edit icon** (to view the director's details and update, where applicable).

**Director Details**

Name:

Surname:

Email:

ID Number:

No Items      << < 1 / - > >>      Items per page 10

9. Click **Update** (To save changes made).

10. Click **Next**.

## 2.4 Capture Organisation Details

1. “**Organisation Name**” pre-populated.
2. **Select** Organisation Sector
3. **Select** Organisation Sub-sector
4. **Select** Organisation Sub Sub-sector

### 2.4.1 Capture Address Details

1. Click **Address details**.
2. **Capture** Default address Details.
3. **Capture** Contact Details.

## 2.4.2 Capture Registration Details

The screenshot shows the 'Registration Details' tab selected. The form contains the following fields:

- Organisation Registration Type: Non-Profit Organisation (NPO)
- Organisation Reg Number: 2022/754468/08
- Organisation Name: (empty)

1. Click **Registration Details**.
2. “**Organization Registration Type**” pre-populated.
3. “**Organization Registration Number**” pre-populated.

## 2.4.3 Capture Other Details

The screenshot shows the 'Other Details' tab selected. The form contains the following fields:

1. Affiliated to any Organisation? (Yes/No)
2. Affiliated Organisation (if Yes)
3. Umbrella Body? (Yes/No)
4. Nature of services/products (text area)

1. Click **Other Details**.
2. **Select** if Affiliated to any Organisation.
3. **Enter** Affiliated Organisation (If Selected Yes).
4. **Select** if Umbrella body.
5. **Capture** Nature of services/products of the Organisation

## 2.4.4 Capture People Details

The screenshot shows the 'People Details' tab selected. The form contains the following fields:

1. People who will benefit from Services / Products (Children, Youth, New Borns)
2. In what province/s do you operate? (Provinces)

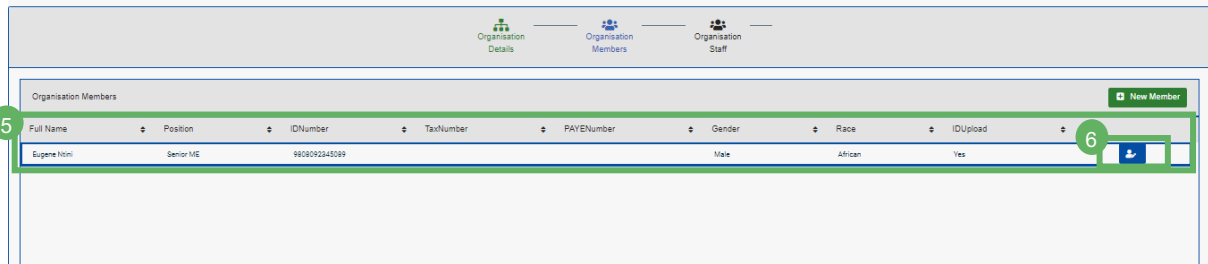
A 'Next' button is visible at the bottom right of the form.

1. **Click** People Details.
2. **Select** People will benefit from the Services/products.
3. **Select** Provinces.
4. Click **Next**.

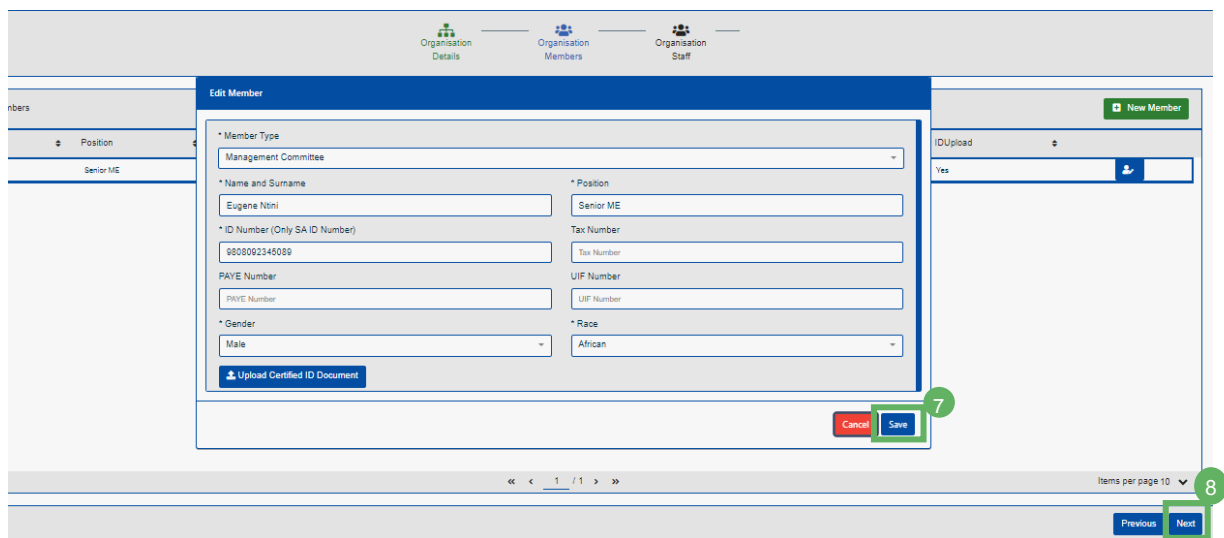
## 2.5 Capture Organisation Members

1. Click **New Members**.
2. **View** new management committee member form and **capture** all the fields:
  - **Select** Member Type (Required)
  - **Enter** Name and Surname (Required)
  - **Enter** position (Required)
  - **Enter** ID number (must be 13 digits) (Required)
  - **Enter** Tax Number
  - **Enter** PAYE Number
  - **Enter** UIF Number
  - **Select** Gender (Required)
  - **Select** Race (Required)
  - Click **Upload ID Document**
3. Click **Save**

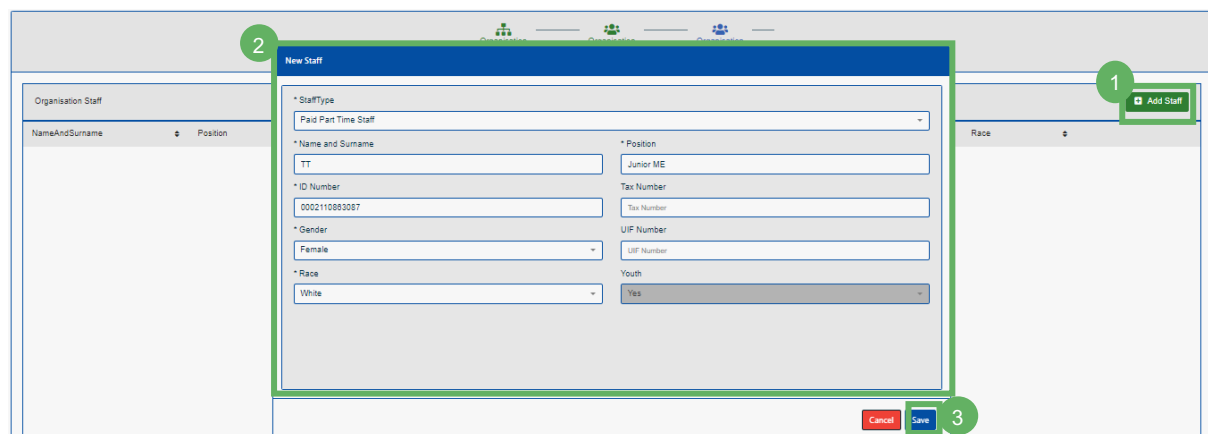
## 4. Member added message.



## 5. Member's added record.

6. Click the **User Edit icon** (to view the member's details and edit, where applicable).7. Click **Save** (To save changes made).8. Click **Next**.

## 2.6 Capture Organisation Staff




1. Click **Add Staff**2. **View** staff form and **capture** all the fields:

- **Select** Staff Type (Required)
- **Enter** Name and Surname (Required)
- **Enter** Position (Required)
- **Enter** ID number (must be 13 digits) (Required)
- **ID** captured will automatically prompt the system to select the **Youth** field.
- **Enter** Tax Number
- **Enter** UIF Number
- **Select** Race (Required)
- **Select** Gender (Required)

3. Click **Save**.

Organisation Staff

NameAndSurname	Position	IDNumber	TaxNumber	UIFNumber	Youth	Gender	Race
TT	Junior ME	0022110662067			Yes	Female	White

  
**Adding Staff**  
 New staff successfully added

## 4. Staff added message.

Organisation Staff

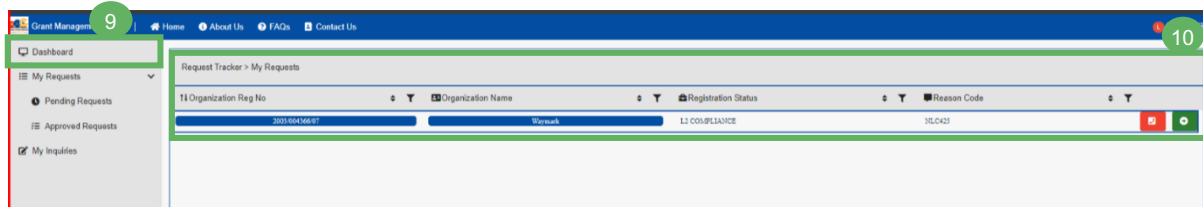
NameAndSurname	Position	IDNumber	TaxNumber	UIFNumber	Youth	Gender	Race
TT	Junior ME	0022110662067			Yes	Female	White
Maseke Maredi	Volunteer	0204065882087			Yes	Female	Coloured

## 5. Staff's added record.

6. Click the **User Edit icon** (to view the staff's details and edit, where applicable).

7. Click **Update** (To save changes made).

8. Click **Done**.



9. User will be redirected to the **Dashboard**

10. Details of the user's registration will be displayed on the Request Tracker. Namely the **Organization Registration Number, Organization Name, Registration status and Reason code.**

### 3. Registration Request Tracker

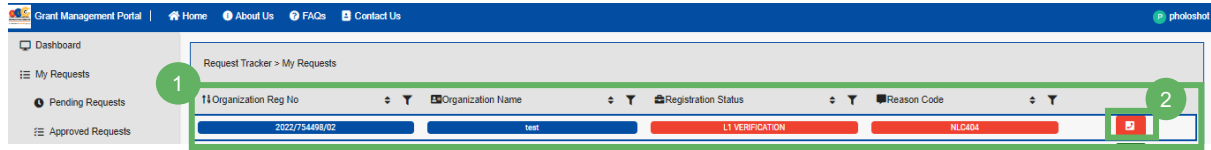


Pre-requisites:

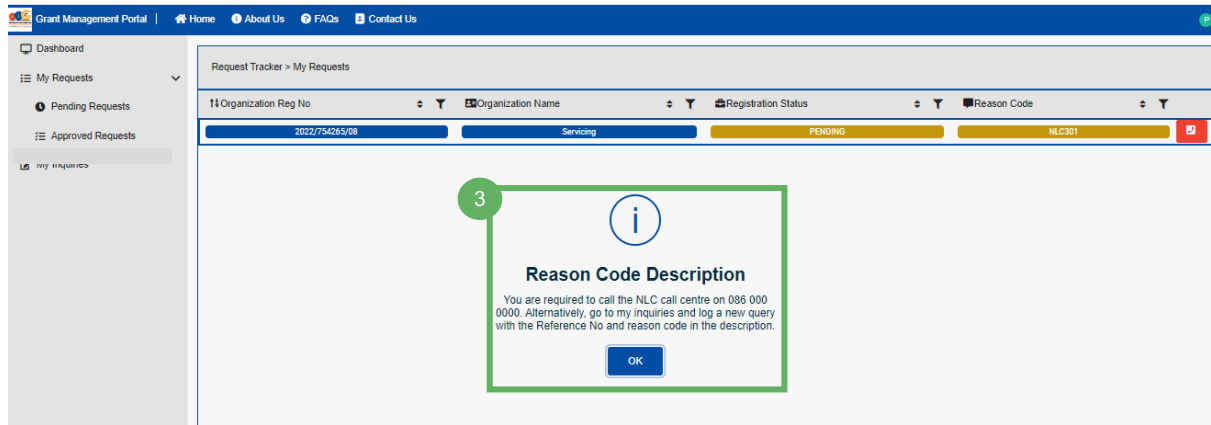
User account successfully created and active (not locked by NLC).

Organisation profile successfully submitted (at least one request).


### 3.1 All Registration Requests




1. **View** all submitted requests.
2. Click on any request's **action button**.

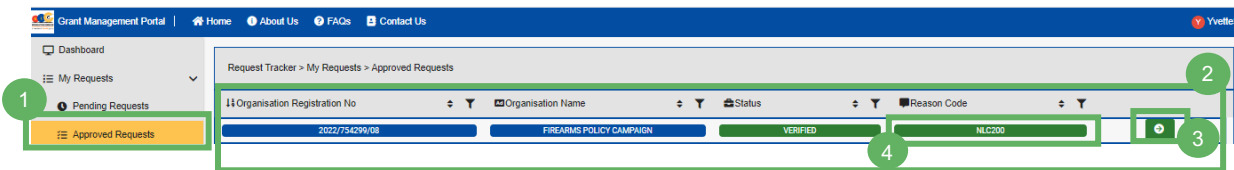


3. **View** reason code description.

 Action button appears based on NLC reason code.


#### 3.1.1 Approved Registration Requests

 **Pre-requisites:**  
 Organisation profile verified and approved by all directors (at least one request).



1. Click **Approved Requests**.

2. User will see a list of all approved requests with their respective **Organisation Registration number, Organisation Name, Status, Reason Code, Action button**.



Action button for Approved Registration is forward arrow.

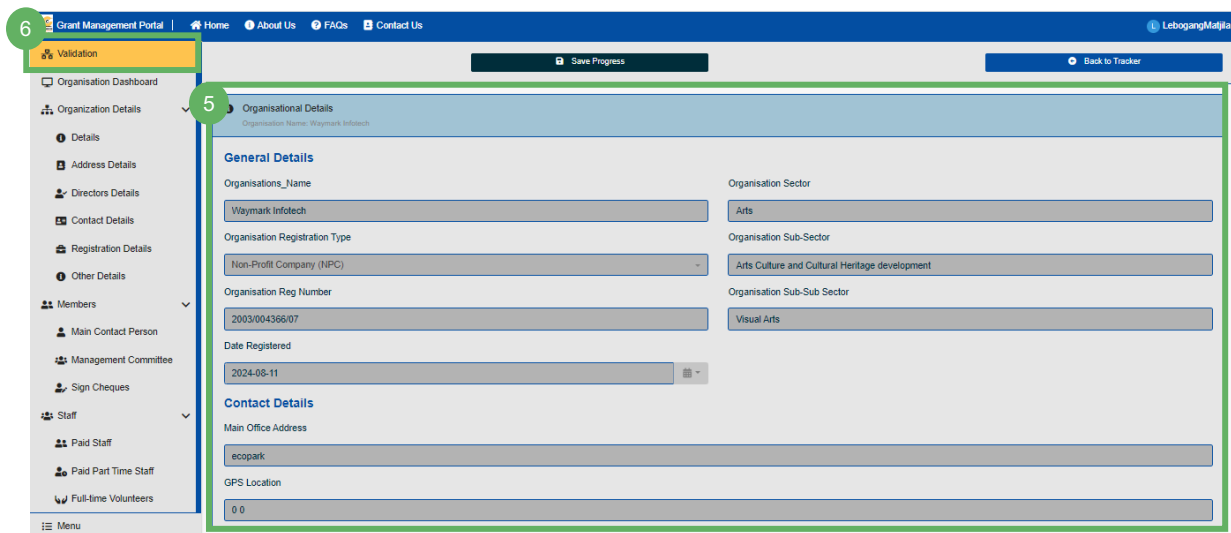
Action button appears based on NLC reason code.

3. Click on the **action button**.

4. Reason code for a **'Verified'** registration request is **NLC200**

**Note:** This means the **'Organisation is compliant after all registration checks/verifications'**.

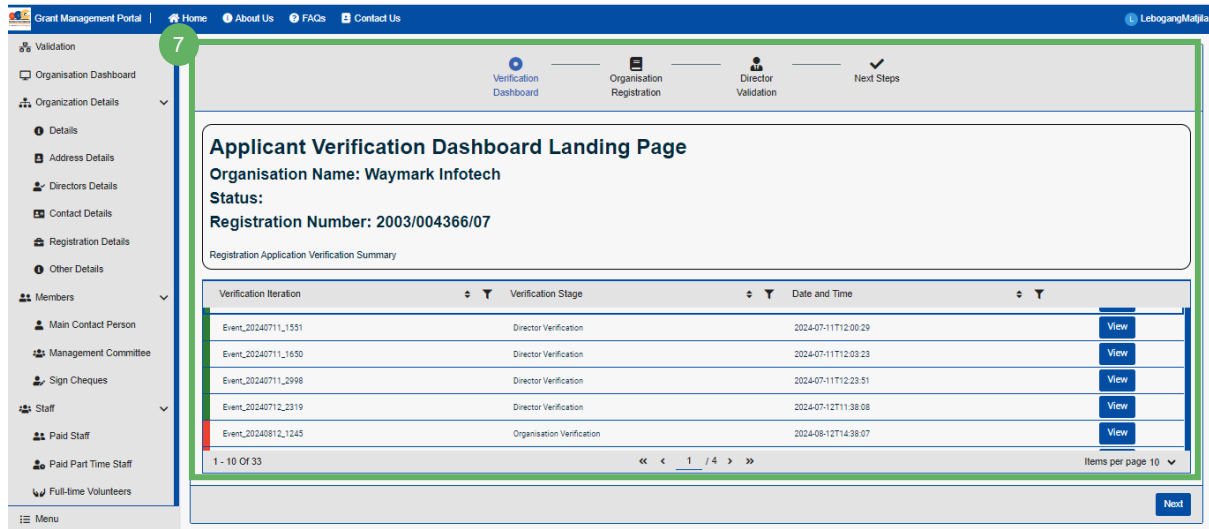
**Action:** Organisation automatically notified of approval or via call of the next process.



The screenshot shows the Grant Management Portal interface. The 'Validation' menu item is highlighted in the left sidebar (marked with a green circle '6'). The main content area displays the 'Organisational Details' form for 'Waymark Infotech' (marked with a green circle '5'). The form is divided into three sections: 'General Details', 'Contact Details', and 'Other Details'. The 'General Details' section includes fields for 'Organisations\_Name' (Waymark Infotech), 'Organisation Registration Type' (Non-Profit Company (NPC)), 'Organisation Reg Number' (2003/004366/07), 'Date Registered' (2024-08-11), 'Organisation Sector' (Arts), 'Organisation Sub-Sector' (Arts Culture and Cultural Heritage development), and 'Organisation Sub-Sub Sector' (Visual Arts). The 'Contact Details' section includes 'Main Office Address' (ecopark) and 'GPS Location' (0 0). The 'Other Details' section is currently empty.

5. **View** the captured details of the registration.

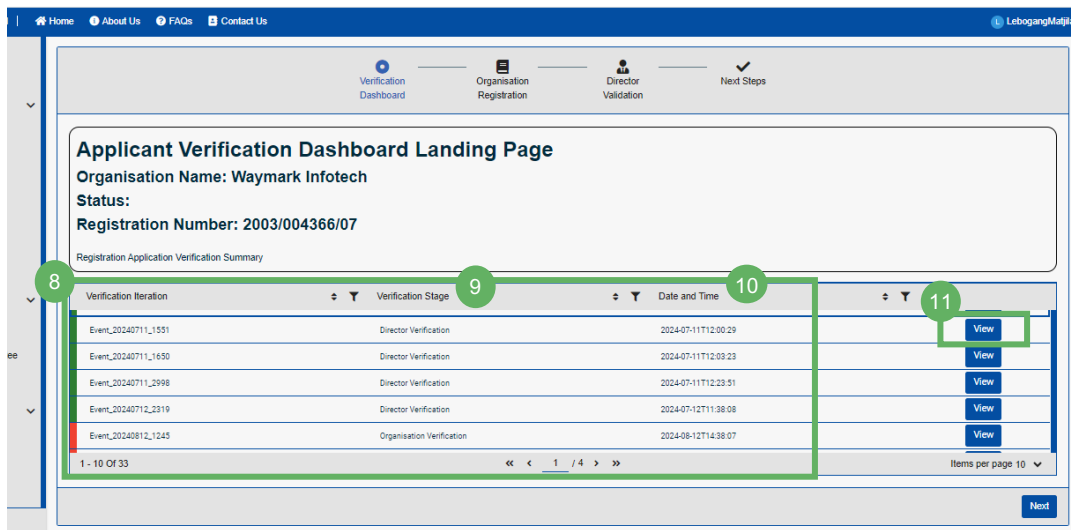
6. Click on **Validation** from the menu list.



7. User will see a landing page for the **Applicant Verification Dashboard**.

- This will show the Organization Name,
- Registration number, and a summary table of the registration application verification iteration with varying details.

**Note:** The most recent **Verification iteration** will always appear at the top of the list. This allows you to easily see the latest verification activity first.



8. Column **Verification Iteration** shows the different times the verification process has been done.

- Each row represents a separate check/attempt to verify the application.
- For example, **Event\_20240711\_1650** is a unique label to keep track of each time the verification process has been run, this will help you see the history of all the verification activities that were done.

9. Column **Verification stage** tells you which step the application is at in the verification process. This can be Director Verification or Organization Verification.
10. Column **Date and Time** is the exact time and date when each verification process took place. It shows the user when each verification attempt or step was completed.

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Verification Dashboard | Organisation Registration | Director Validation | Next Steps

### Applicant Verification Outcome Details

Organisation Name: Waymark Infotech  
 Registration Number: 2003/004366/07  
 Date/Time:  
 Verification: Event\_20240711\_2713

Verification Stage	Date and Time	Outcome Status
Company Profile	2024-07-11T11:52:38	Successful
Company Profile Registration Status	2024-07-11T11:52:39	In Business
Director Count Match	2024-07-11T11:52:40	Successful
Director Validation	2024-07-11T11:52:40	Successful

1 - 10 of 33 | << 1 / 4 >> | Items per page: 10 | Next

### 11. Click **View**

12. User will see specific outcome details for each verification stage of the application, which are gathered from various API sources.

- Outcome Status for the **Company Profile**; result of verifying the company's basic information.
- Outcome Status for the **Company Profile Registration Status**; result of checking whether the company is officially registered and active.
- **Total Count of Directors**; number of directors associated with the company or organization.
- Outcome Status for the **Directors**; result of verifying the directors' details.

### 13. Click **OK**

### 14. Click **Next**

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Verification Dashboard | Organisation Registration | Director Validation | Next Steps

### Registration Details

Company\_Registration\_No: 2003/004366/07 | Organization Name: WAYMARK INFOTECH

API Status: L1 VERIFICATION | Status: In Business

Reference: REQ\_20240807\_2389 | Company Type: Non-Profit Company (NPC)

Designation: Company Director/Office Bearer | Province: Gauteng

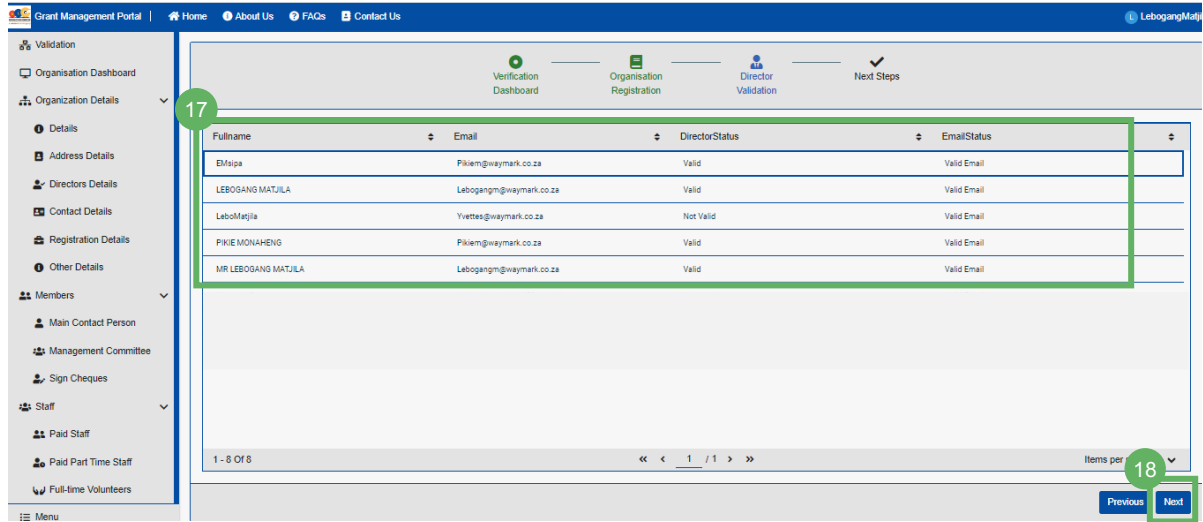
No of Directors: 2 | Address: Address

Municipality: Municipality

16 | Previous | Next

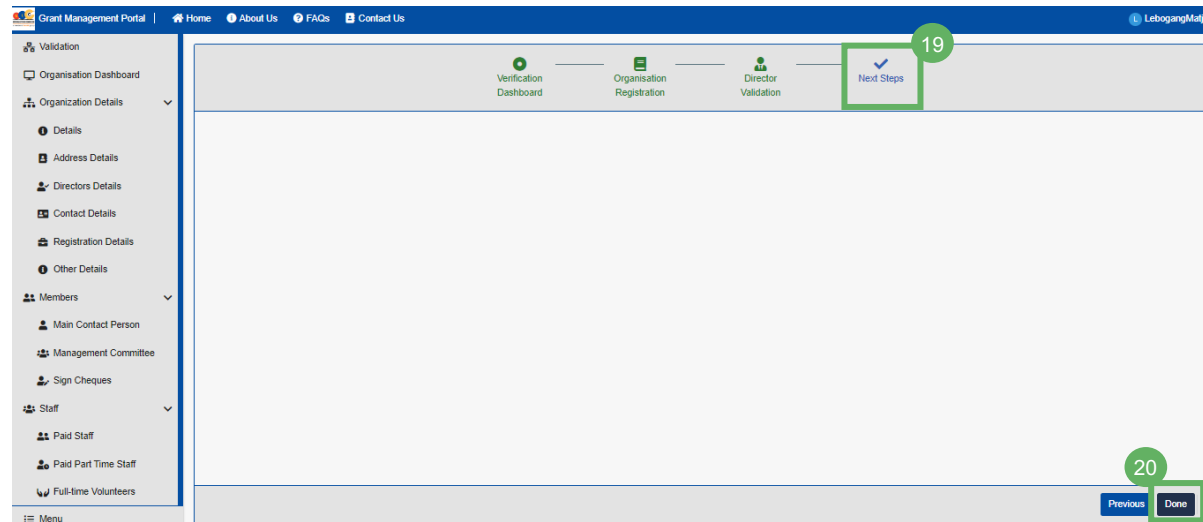
15. You will be redirected to the **Organisation Registration** page where you will only be able to view the details you captured.

16. Click **Next**



17. User will see a list of the directors in the application, with their respective email address and full name as captured by the director. And result after verification check, of the **Director status** and **Email status** will be displayed.

18. Click **Next**

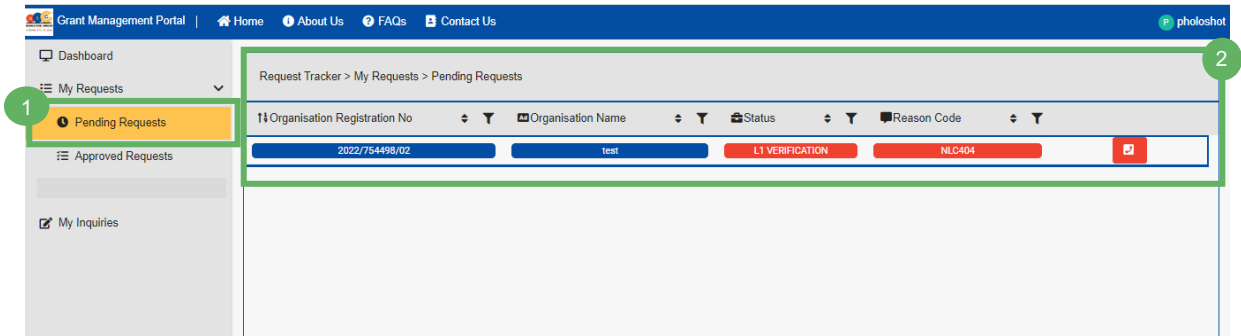


19. If there are any steps the user is to action or do, this is where they will be displayed.

- In this case the user had no steps to action.

20. Click **Done**

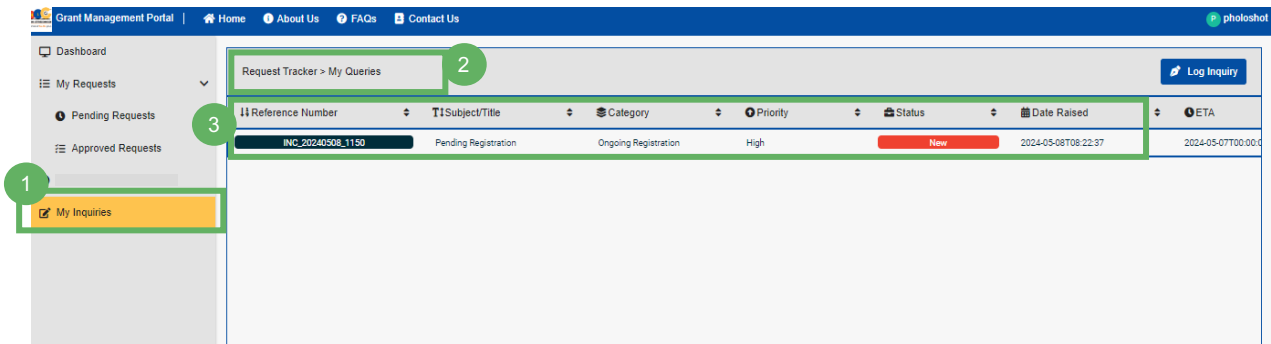
### 3.1.2. Pending Registration Requests



1. Click on **Pending Requests**.
2. User will see a list of all pending requests with their respective **Organisation Registration number, Organisation Name, Status, Reason Code, Action button**.

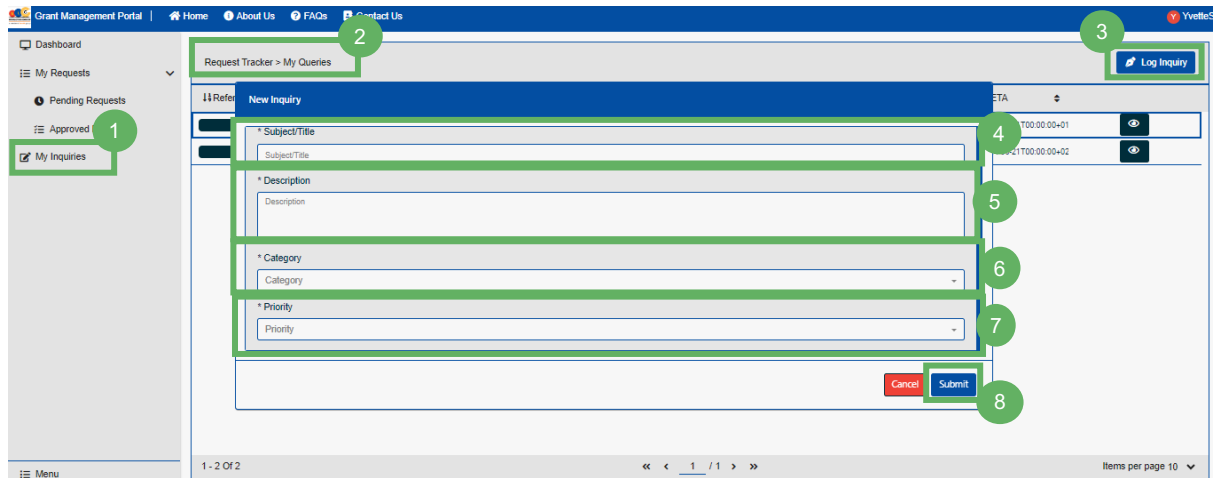


### 3.3. All Inquiries

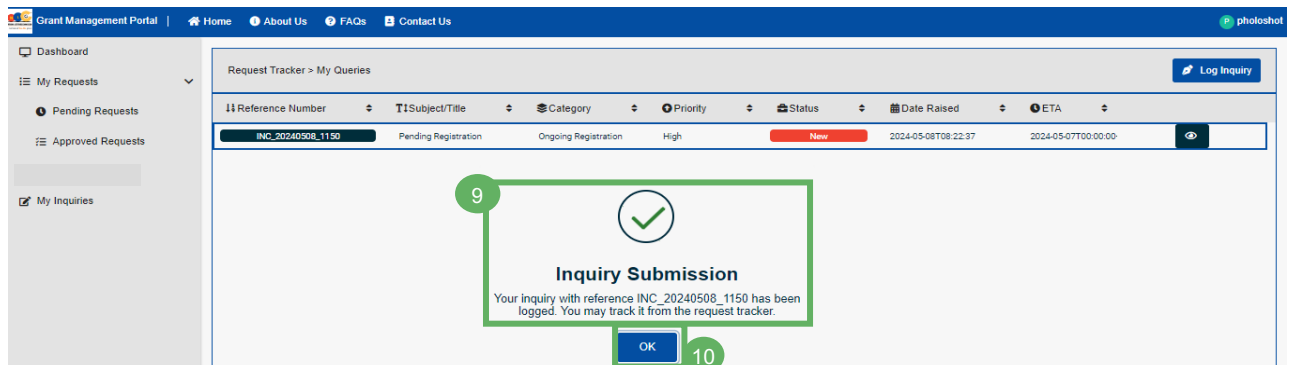


1. Click **My Inquiries**.
2. **View** all Inquiries.
3. The inquiry will include the **Reference number, Subject** of the inquiry, **Category, Priority, Status**, and **Date** the inquiry was logged and potential **ETA**.

### 3.3.1. New Inquiry

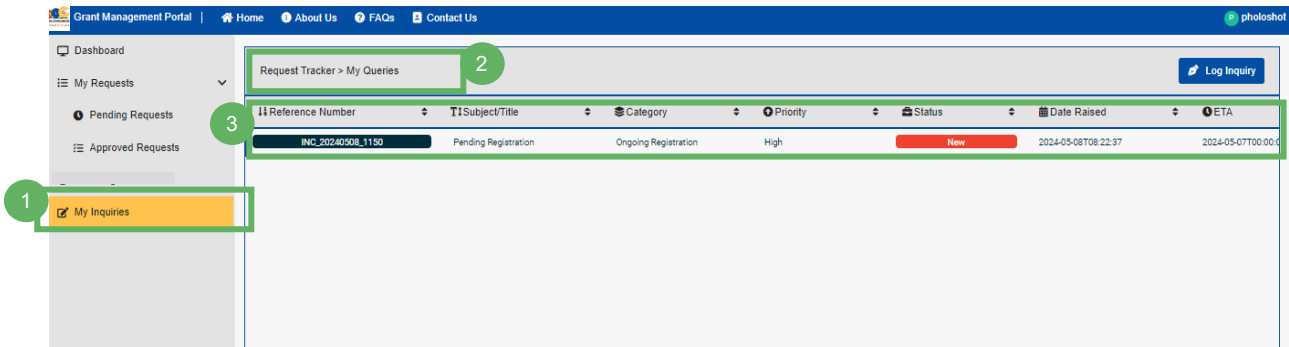


1. Click **My Inquiries**.
2. **View** all Inquiries.
3. Click **Log Inquiry**.
4. Inquiry form appears, capture inquiry details (subject should be the registration request reference if it is related to it).
5. **Enter** the description.
6. **Select** the category your inquiry falls under.
7. **Select** priority.
8. Click **Submit**.

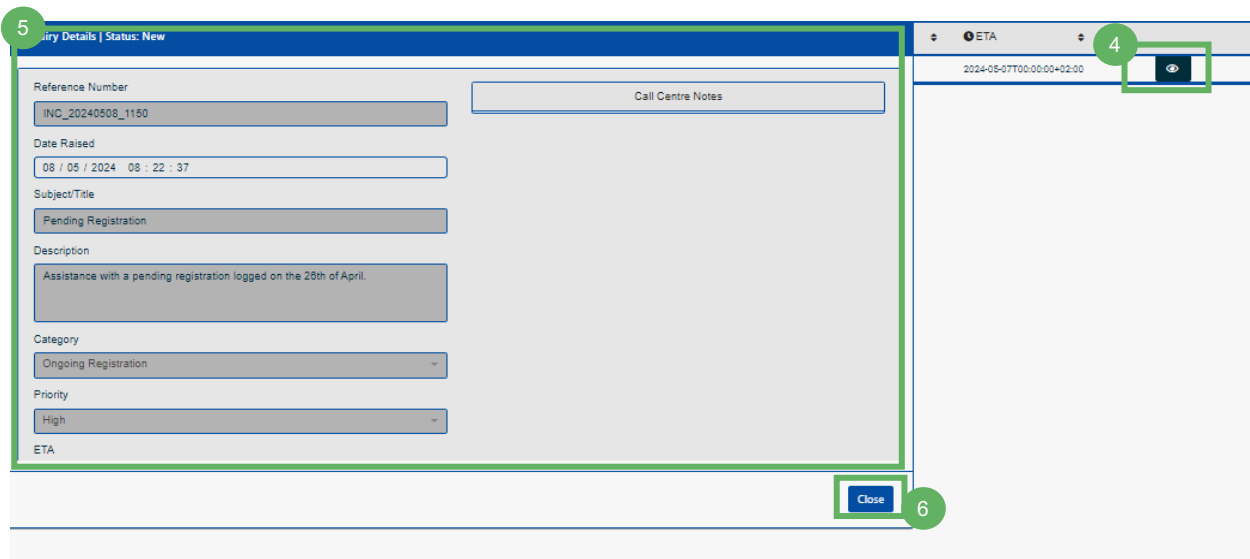


9. Inquiry submitted to NLC Call Centre **with reference number**.
10. Click **OK**

### 3.3.2. View Inquiries



1. Click **My Inquiries**.
2. **View** all Inquiries.
3. The inquiry will include the **Reference number**, **Subject** of the inquiry, **Category**, **Priority**, **Status**, and **Date** the inquiry was logged.

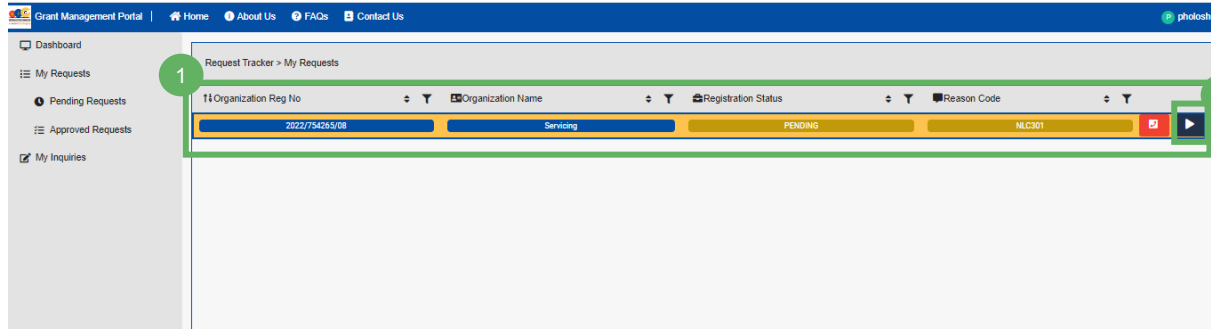


4. Click the **Insight/eye icon** to view the inquiry details.
5. **View** Inquiry form with details and comments from Call Centre.
6. Click **Close**

## 4. Troubleshooting (potential Issues)

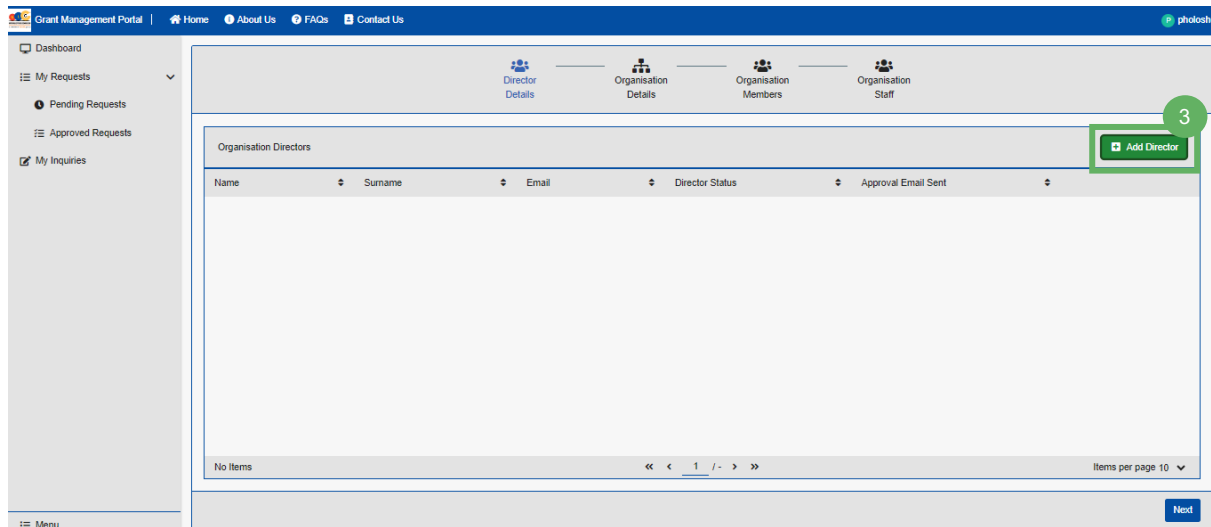
If your internet connection is lost or you are interrupted while completing your registration, you can log back into the Self-Service portal to continue.

- Upon logging in again, the screen below will be your landing page in the dashboard.



1. A **pending** Registration status will be displayed.

2. Click the **Play icon** to continue with the registration.



3. Click **Add Director**.

Refer to **Section 2.3** from the training manual to continue.



User can always email or call the NLC Call Centre for further assistance.  
Alternatively, user can walk into any NLC Centre for assistance.