



SOUTH AFRICA

# Vota *Portal*

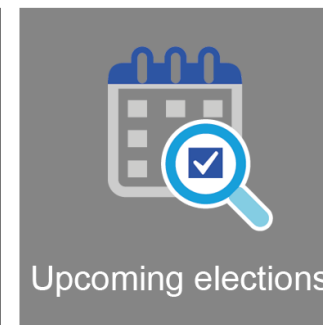
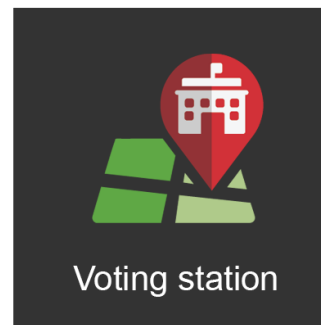
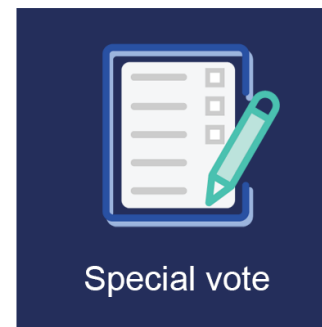
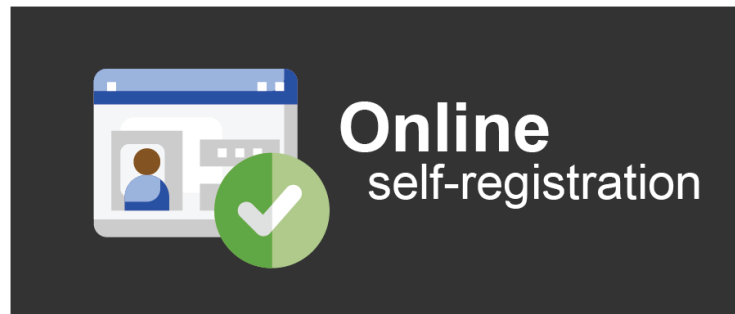
## User Guide

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# Welcome

Welcome to our guide to the new self-registration portal. Your one-stop shop where you can register to vote, or – if you're already registered – view and update your address, request a special vote, find your correct voting station, and view important election dates.



# Online self-registration

Get ready to register in under two minutes

1. You will need one of these:

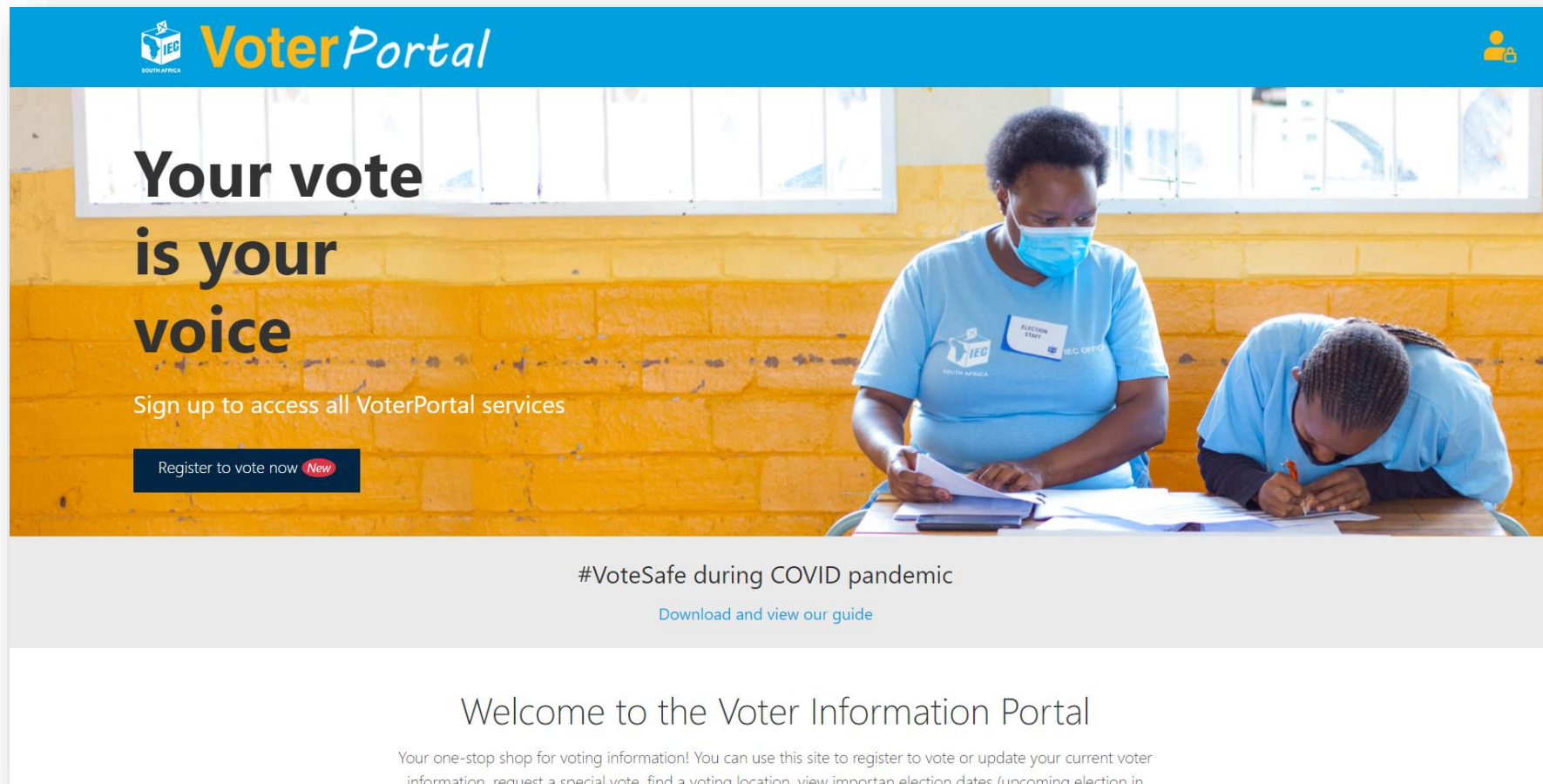
Desktop computer



## 2. Follow these 6 easy steps:

- 1 Get your SA ID card/book ready and go to the link [registertovote.elections.org.za](https://registertovote.elections.org.za)
- 2 Enter your personal information: ID number, name and surname, and mobile number
- 3 Insert the One-Time PIN (OTP) sent to your mobile number
- 4 Capture your home address
- 5 Review and acknowledge your information
- 6 Take a photo or upload a scan of your SA ID

Step 1 – Home page <https://registertovote.elections.org.za>



The screenshot shows the homepage of the VoterPortal. At the top, there is a blue header with the IEC South Africa logo and the text "VoterPortal" in white. A user icon is visible in the top right corner. The main banner features a photograph of two people in blue IEC shirts at a table; one is wearing a face mask. Overlaid on the left side of the banner is the text "Your vote is your voice" in large, bold, black font. Below this, it says "Sign up to access all VoterPortal services" and a dark blue button with the text "Register to vote now" and a small red "New" tag. Below the banner, a grey section contains the text "#VoteSafe during COVID pandemic" and a link "Download and view our guide". The bottom section is white and contains the heading "Welcome to the Voter Information Portal" followed by a paragraph: "Your one-stop shop for voting information! You can use this site to register to vote or update your current voter information, request a special vote, find a voting location, view important election dates (upcoming election in".

**Your vote is your voice**

Sign up to access all VoterPortal services

Register to vote now New

#VoteSafe during COVID pandemic

[Download and view our guide](#)

## Welcome to the Voter Information Portal

Your one-stop shop for voting information! You can use this site to register to vote or update your current voter information, request a special vote, find a voting location, view important election dates (upcoming election in

## Step 2 – Enter your personal information: ID number, name and surname, and mobile number

(Your own mobile number, even if you're registering from someone else's device)

### Welcome to the Online Voter Registration service

This application process will take you approximately 5 minutes

Check eligibility

Your identity

Your address

Review & acknowledge

Secure information

#### Submit an application for voter registration or update your registration information

Upcoming Municipal Elections **October 27, 2021**. Deadline to register to vote is **August 6, 2021**.

**To submit an application to register to vote, you must meet the following requirements**

**You must:**

- be a **South Africa citizen**;
- be **at least 16 years** (you can only vote from age 18).

For questions regarding the requirements listed above and your eligibility, please [Contact us](#).

**Do you currently have a green, barcoded ID book or smartcard ID?**

In addition to the requirements listed above, you must have a **valid green, bar-coded ID book** or **smartcard ID** to submit the Online Voter Registration Application.

- If your answer is **"yes"**, you may now begin the application process by clicking **Begin the Application Process** button at the bottom.

**Have you received ORN (Online Reference Number) since you have submitted an application?**

- If your answer is **"yes"**, you may resume your ID verification by clicking **I have reference number** button at the bottom.

Please remember that you are submitting an application for voter registration through this web site.

**You are only registered to vote once you have received a receipt via SMS or email, or have confirmed that you are registered.**

This application requires that your browser supports both javascript and cookies. Please make sure that javascript and cookies are enabled in your browser settings.

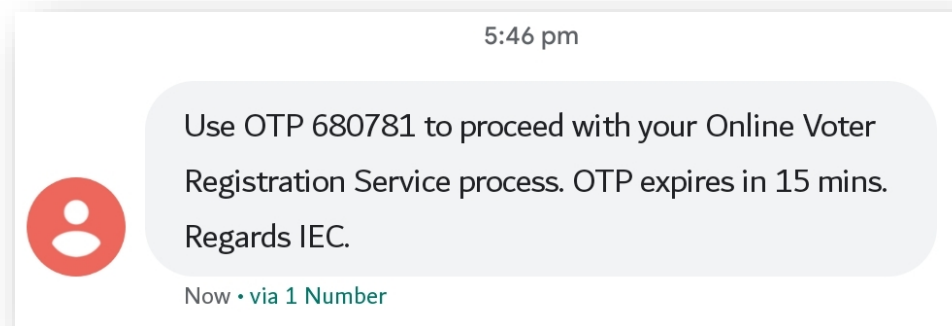
☐ I Accept the Terms of Use

Begin application process

I have reference number

[Back to top](#)

### Step 3 – Insert the One-Time PIN (OTP) sent to your mobile number



### One-time PIN (OTP) verification

A One-time PIN (OTP) has been sent to your cellphone number **8785118384**. Please enter the OTP to proceed.

Fields marked with \* are required.

One-time PIN \*

**7 9 6 6 7 2**

[Resend OTP](#)

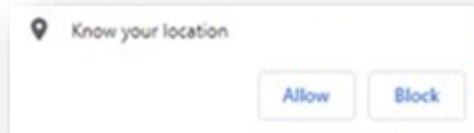
Confirm OTPCancel application



## Step 4 – Capture your home address

### Option 1: Locate me

The system asks permission to *Know your location*, followed by setting the *Use my current location* toggle to 'On'



### Online voter registration service

This application process will take you approximately 5 minutes

Check eligibility ✓	Your identity ✓	Your address	Review & acknowledge	Secure information
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#### Address finder

Type your address and select from the list or enter your address and click search button

Map is visible after search or selecting of address

☒ On Use my current location

The address form will then pop-up to allow for further address input

**Address details**

The location you have selected does not have all the address details. Please fill in the missing address and click on **Continue** button.

Fields marked with \* are required.

Flat / Unit / Apartment number

Complex / Building / Estate name

Street / House / Statsa house / Farm number

Street name

Suburb / Zone / Section / Village / Farm name \*

Town / City / Traditional authority name \*

Voting station details

**MPUTI JUNIOR SECONDARY SCHOOL, WARD 04, EC121 - MBHASHE, EASTERN CAPE**

Continue

Close

## Option 2: Type in your full address, select from dropdown, or click search

The screen will show autofilled entries found with your search

Notes: Addresses that are complete and known

Examples: Town, city or suburb areas

**\*Tip:** If you live in a housing complex, please search with the street name for the entrance to your complex – street names inside complexes are not always mapped by the municipality.

### Online voter registration service

This application process will take you approximately 5 minutes

Check eligibility ✓

Your identity ✓

Your address

Review & acknowledge

Secure information

### Address finder

Type your address and select from the list or enter your address and click search button

Map is visible after search or selecting of address

On

 Use my current location

32 dla

32 Dlamini Street, Nazareth, Pinetown, South Africa

32 Dladla Street, Zwide 3, Ibhayi, South Africa

32 Dladla Road, Enkanyisweni, KwaMashu, South Africa

32 Dlangisa Avenue, Umlazi C, Umlazi, South Africa

32 Dladla Street, Endulweni, Tembisa, South Africa

Search

Map

### Option 3: Type in your full address, select from dropdown, or click search

The screen will show autofilled entries found with your search

Notes: Addresses that are complete and known

Examples: Town, city or suburb areas

\*Tip: If you live in a housing complex, please search with the street name for the entrance to your complex – street names inside complexes are not always mapped by the municipality.

## Online voter registration service

This application process will take you approximately 5 minutes

Check eligibility ✓

Your identity ✓

Your address

Review & acknowledge

Secure information

### Address finder

Type your address and select from the list or enter your address and click search button

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32 Dladla Street, Endulweni, Tembisa, South Africa

Search

Map

The screen will display the address you have searched for

### Address finder

Type your address and select from the list or enter your address and click search button  
Map is visible after search or selecting of address

Search

#### Address details

You have selected the below address. Please click on **Select address** button to continue if your address is correct.

Street / House / Stats house / Farm number	23
Street name	Grader Road
Suburb / Zone / Section / Village / Farm name	Spartan
Town / City / Traditional authority name	Kempton Park
Voting station details	CRESSLAWN PRIMARY SCHOOL, WARD 17, EKU - EKURHULENI, GAUTENG

Select addressClose

Back to top ^

#### Option 4: Type in your full address, select from dropdown, or click search

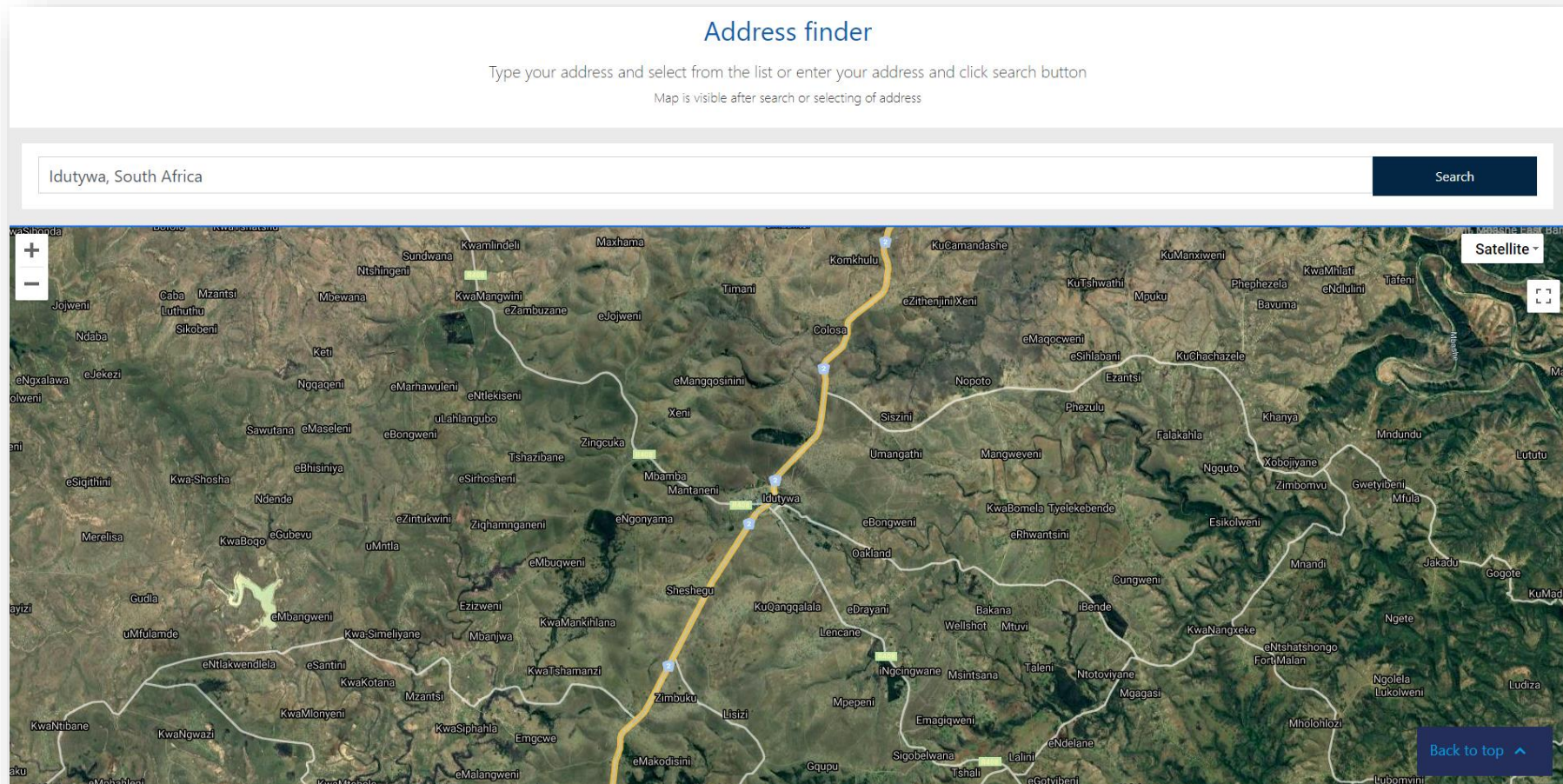
The screen will show a zoomed map of the area you have searched for.

Continue to zoom in, looking for landmarks, your voting station, local community hall, river or nearby main road, for example.

Once you locate your street and house, click on it to select.

Notes: Addresses that cannot be readily populated from a search

Examples: Rural address example





The screen will pop-up a form that allows you to further complete your address

**Notes:** Make certain of your Ward, and Voting district  
Suburb / Zone / Section / Village / Farm name is compulsory  
Town / City / Traditional authority name is compulsory

**Address details**

The location you have selected does not have all the address details. Please fill in the missing address and click on **Continue** button.

Fields marked with \* are required.

Flat / Unit / Apartment number

Complex / Building / Estate name

Street / House / Statsa house / Farm number  
☒


Street name  
☒

Suburb / Zone / Section / Village / Farm name \*  
☒

Town / City / Traditional authority name \*

Voting station details  
**MPUTI JUNIOR SECONDARY SCHOOL, WARD 04, EC121 - MBHASHE, EASTERN CAPE**

Satellite



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## Step 5 – Review and acknowledge your information

### Your ward and voting district

Province	WESTERN CAPE
Municipality	CPT - CITY OF CAPE TOWN
Ward	19100115
Voting District	97090252
Voting station name	JAN VAN RIEBEECK PRIMARY SCHOOL
Voting station address	KLOOFNEK ROAD, TAMBOERSKLOOF, CAPE TOWN

Use the [Voting station finder](#) tool to locate and navigate to your correct station.

In order to complete your application, you must read and accept the declaration note below. ID document verification will be required after declaration.

#### DECLARATION & VERIFICATION

☐ By confirming the address and the details above, you confirm that the details are correct. In terms of **Section 97 of Electoral Act 73 of 1998**, it is a criminal offence to provide false information.

Verify your ID document

Cancel application



## Step 6 – Upload a photo or file of your South African ID document

### Hints – when using your phone/device's camera to take a photo of your ID document

#### *Green-barcoded ID book or smart ID card*

Upload a photo image of your **green-barcoded ID book or the back of your smart ID card** with your phone/device's camera.

#### *Clear and full photo of the original ID document*

Make certain that you take a **clear photo of the full ID document, clearly showing the barcode**. Take a photo from your **original ID document**. This helps in security when validating the authenticity of your ID document. As a guide, see the sample images below.

#### *Good lighting*

Ensure you have good lighting when taking the image. Light reflection or shadow covering parts of the ID may compromise the quality of the photo.

#### *Autofocus*

Avoid a blurry photo. Where your mobile phone/device has autofocus, allow the camera a chance to focus completely before taking a camera shot.

### Samples of well-taken ID documents

#### Smart ID card



#### Green-barcoded ID book



## Mobile device

### ID document verification

#### Hints – when using your phone/device's camera to take a photo of your ID document

##### Green-barcoded ID book or smart ID card

Upload a photo image of your **green-barcoded ID book or the back of your smart ID card** with your phone/device's camera.

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##### Autofocus

Avoid a blurry photo. Where your mobile phone/device has autofocus, allow the camera a chance to focus completely before taking a camera shot.

#### Samples of well-taken ID documents

Smart ID card



Green-barcoded ID book



Upload an image or photo of your **green-barcoded ID book or the back of your ID smart card** using the file input below.

Please ensure that the file uploaded is in one of the following accepted formats:

JPEG, PNG, TIFF or PDF

Choose File No file chosen

Continue

Cancel application

## Laptop / Desktop

### ID document verification

#### Hints – when using your phone/device's camera to take a photo of your ID document

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Smart ID card



Green-barcoded ID book



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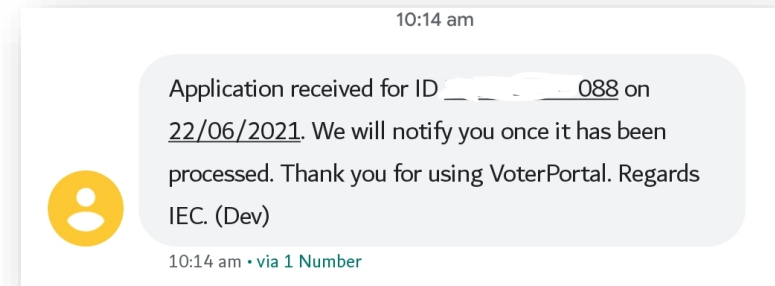
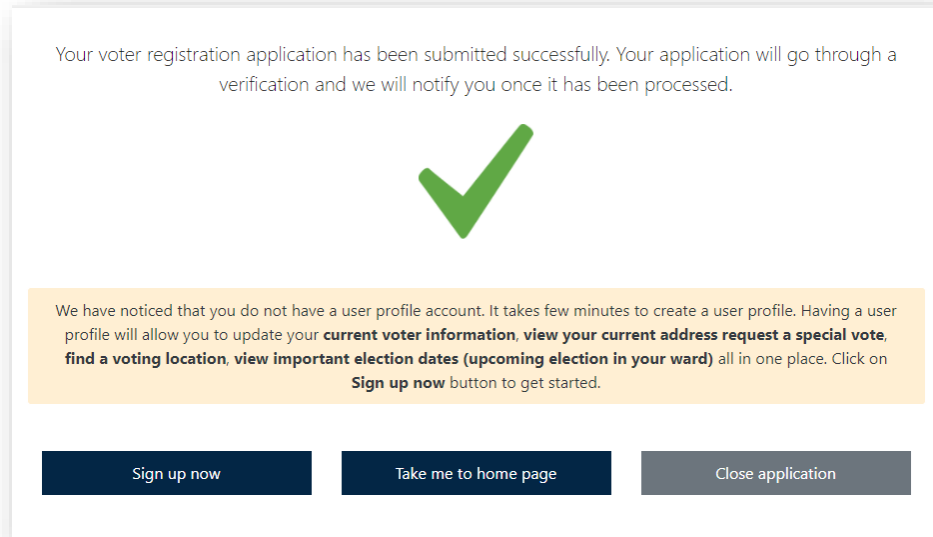
Choose File No file chosen

Continue

Cancel application

## ID document verification – successful

An sms will be sent to your mobile number, acknowledging the successful registration application



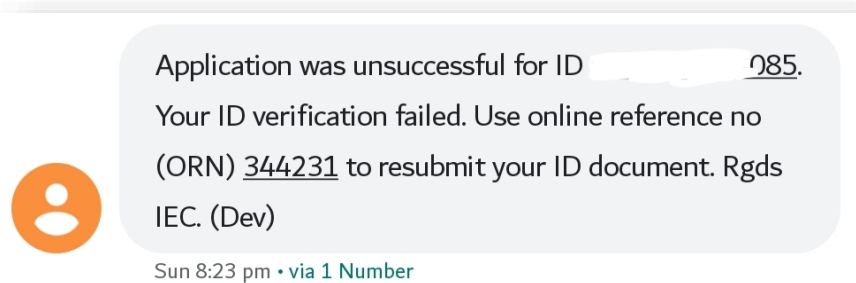
## ID document verification – not successful

An sms will be sent to your mobile number, notifying you of the unsuccessful registration application

**Notes:** A reference number will accompany the sms notification

Use the reference number to resubmit your ID document

Also see hints in step 6 of this document, if having trouble using your phone/device's camera to take a photo of your ID document



### Do you currently have a green, barcoded ID book or smartcard ID?

In addition to the requirements listed above, you must have a **valid green, bar-coded ID book** or **smartcard ID** to submit the Online Voter Registration Application.

- If your answer is "**yes**", you may now begin the application process by clicking **Begin the Application Process** button at the bottom.

### Have you received ORN (Online Reference Number) since you have submitted an application?

- If your answer is "**yes**", you may resume your ID verification by clicking **I have reference number** button at the bottom.

Please remember that you are submitting an application for voter registration through this web site.

**You are only registered to vote once you have received a receipt via SMS or email, or have confirmed that you are registered.**

This application requires that your browser supports both javascript and cookies. Please make sure that javascript and cookies are enabled in your browser settings.

☐ I Accept the Terms of Use

Begin application process

I have reference number

Have any further questions? Reach the Electoral Commission at:

- Helpline 0800 11 8000
- email [info@elections.org.za](mailto:info@elections.org.za)
- Chat on Facebook or Twitter at @IECSouthAfrica



**SOUTH AFRICA**