

31 July 2025

Dear Valued Stakeholder,

Re: Planned CRM System Downtime: Important Notice for Stakeholders

Please be advised that the Engineering Council of South Africa (ECSA) will be performing scheduled maintenance on its Customer Relationship Management (CRM) system to enhance service delivery and system performance.

As a result, the CRM system will be unavailable from **Friday, 01 August 2025 at 17:00**. To prevent any data loss, we kindly request that all users log off by **15:00** on the same day, as any work performed after 15:00 will not be saved.

During this period, you will also experience limited access to the following services:

- The **ECSA Self-Service Portal**, used for applications and profile management
- The **"Who is Registered"** search function on the ECSA website

The system is expected to be fully restored and operational by the morning of **Monday, 04 August 2025**.

We sincerely apologise for any inconvenience this may cause and appreciate your understanding as we work to improve your experience with ECSA's digital systems.

Thank you for your continued support.

Warm regards,

The Engineering Council of South Africa