FREQUENTLY ASKED QUESTIONS FOR CANDIDATE APPLICATIONS

Q: How can I access the self-service portal?
A: The Link to the self-service portal is available on the ECSA Website:
(https://engineeringcouncilsa.microsoftcrmportals.com/)

Q: How do I create a profile on the self-service portal?
A: Before creating a profile on the system, check whether you already have a profile.

- If you have previously created a profile on the previous ECSA Self Service Portal, you need to use the same login credentials.
- You would have created a profile previously if you have ever updated your details on the portal, submitted a registration application, or if you have uploaded CPD credits on the portal.
- Your profile on the system is linked to your email address on the system.
- If you do not use this email address, your data will not pull through to your profile. You can update your email address once you have access to the system.
- If you are not sure if you already have a profile on the system or you do not know which email address is linked to your profile, please contact our customer service Business Unit on: 0861 225 555 or engineer@ecsa.co.za
- To create a new profile, follow the prompts on the screen. Make a note of the username, password and email that you use as you will need every time you login.

Q: How do I update my personal details?
A: Once you are logged into the system, you will be able to update your personal details by clicking on your name in the top-right corner and then selecting Profile.

Q: Do I still need to complete the form when submitting my application through the portal?
A: No, the portal will replace the previous application form. All fields on the application form will now be submitted directly onto the portal.

Q: What additional documents are required for candidate application?
A: You will need to upload a certified copy of your identity document or passport (as applicable) and a certified copy of your qualifications.

Q: How long does it take to process a candidate application registration application?
A: One Week, on condition that all required documents are submitted and payment confirmed

Q: How will I know that my application has been submitted successfully?
A: You will be able to see your application on the system. You can also track the status of your submission on the system.

Q: Will I be able to save my application and complete it later?
A: Yes, you will be able to save your application and continue completing it at a later point. Once you click on submit, you will no longer be able to edit any of the details or upload new documents.

Q: How will I be notified of the application outcome?
A: You will receive an email from the system indicating the outcome of your application.

Q: What other services are available on the self-service portal?
A: You will be able to download your invoice from the portal.
- You will also be able to pay using the Netcash option or upload proof of payment.
- To access these options, click on your name in the top-right corner of the portal and navigate invoices or payment options.
- To upload a proof of payment, go to non Netcash payments and follow the prompts.

Q: How do I know which candidate category I can apply for?
A: The category of registration is linked to your undergraduate engineering qualification. You can find a list of accredited South African qualifications in the following documents which are available on the ECSA website under Documents: 5.2 Accreditation of Engineering Programmes. E-20-PE, E-20-PT, E-20-PN.

Q: If I have a foreign qualification, how do I apply for its evaluation on the portal, if possible?
A: Applicants with foreign qualifications need to go through an education evaluation process prior to submitting a candidate application. This process is not yet available on the online portal, and you will need to submit an emailed application via evaluation@ecsa.co.za
Once you have the outcome of your education evaluation, you can proceed with a candidate application on the online portal. Please upload both your qualification and your outcome letter from the education evaluation under supporting documents.

Q: Who can I contact if I have challenges with the portal?
A: Please contact our customer service Business Unit on: 0861 225 555 or engineer@ecsa.co.za