

VERSION 3.0  
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# E- FILING USER ADMINISTRATION GUIDE

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# 1. INTRODUCTION

## 1.1. PURPOSE

The purpose of this document is to give a step by step guide on how to access the electronic filing system (e-Filing for (a) new applications for patents, designs, copyright and trade marks, and (b) trade mark renewals and restorations).

## 1.2. PROCESS DESCRIPTION

For the user to access IP e-Services, the user need to be a registered CIPC customer. To register, you will have to go to CIPC website [www.cipc.co.za](http://www.cipc.co.za) and create an account under e-Services and register to transact as a customer. The same credentials created on e-Services will be utilised to access the IP e-Services.

To access IP e-Services, the user will navigate the CIPC website and click on ‘**Online Transaction**’ then ‘**IP e-Services**’ menu.

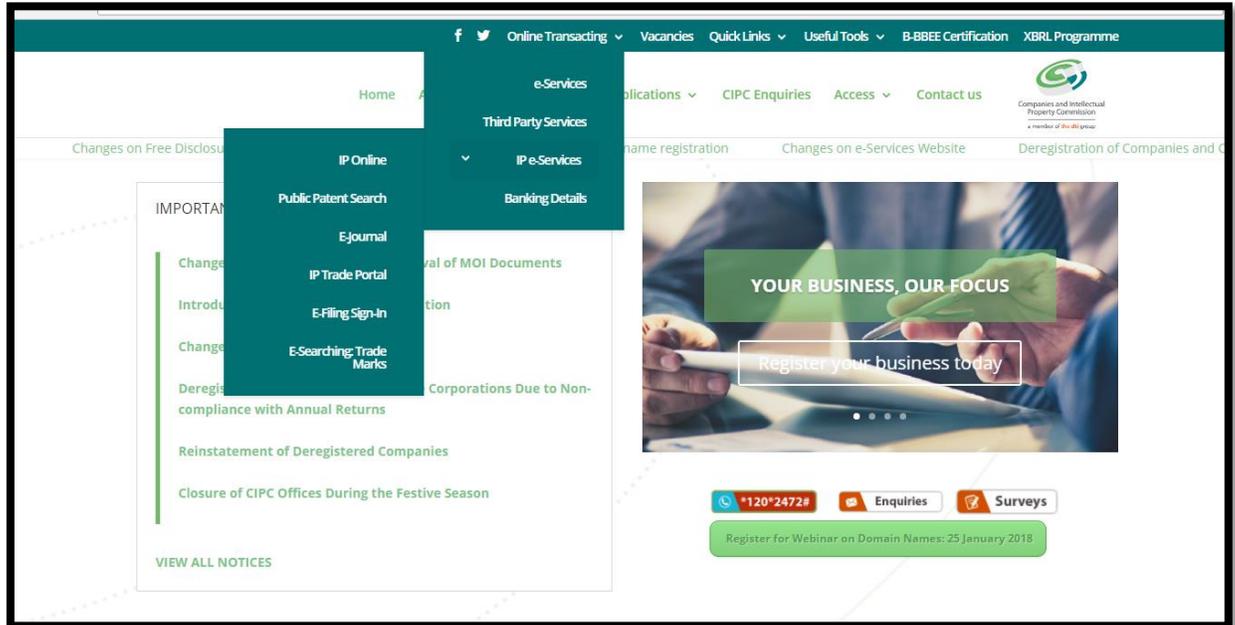
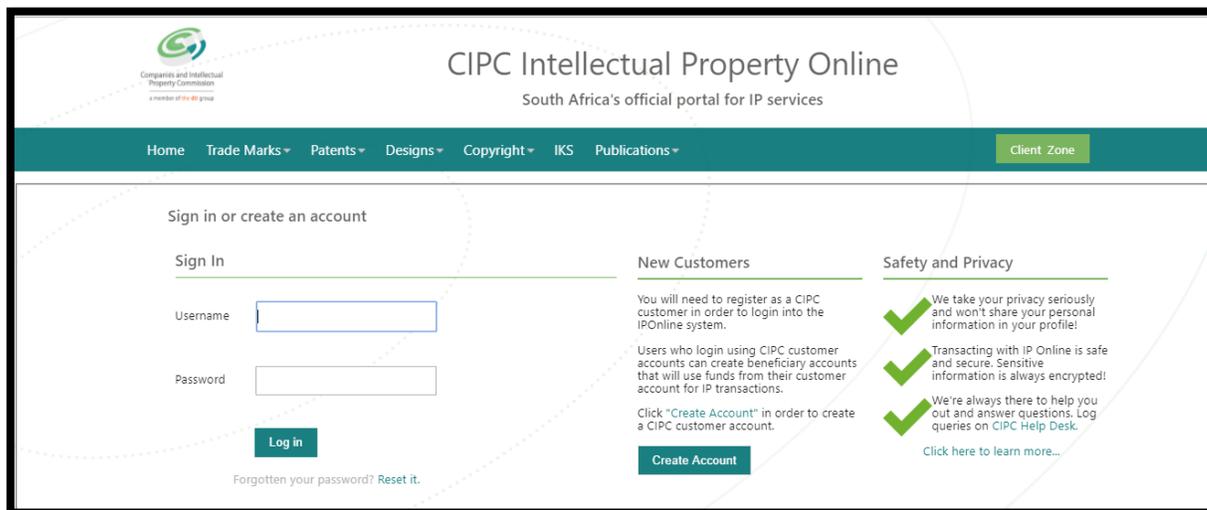


FIGURE 1: IP E-SERVICES MAIN LANDING PAGE

On the above screen, the user should navigate to the IP e-Services they require to access via the '**IP e-Services**' menu. The user will click on e-Filing sign-in and the screen below will open in order or them to login.



**FIGURE 2: LOGIN PAGE**

Upon 1<sup>st</sup> time access the user will be requested to provide their profile settings and select the IP e-Services they require to access.



**FIGURE 3: PROFILE SETTINGS**

On the above screen, the user should complete the form indicating which IP e-Services they require to access. On completion of the required information, the user receives a notification of successful completion of form as shown below.



FIGURE 4: IP ONLINE PORTAL LANDING PAGE

Navigation include **viewing the facilities** they have registered for and **their additional information**. You should be able to submit applications, view messages received from CIPC, send messages to CIPC (both via the QRS system), as well as view applications you have recently submitted through the e-Filing process (new applications in all domains as well as trade mark renewals).

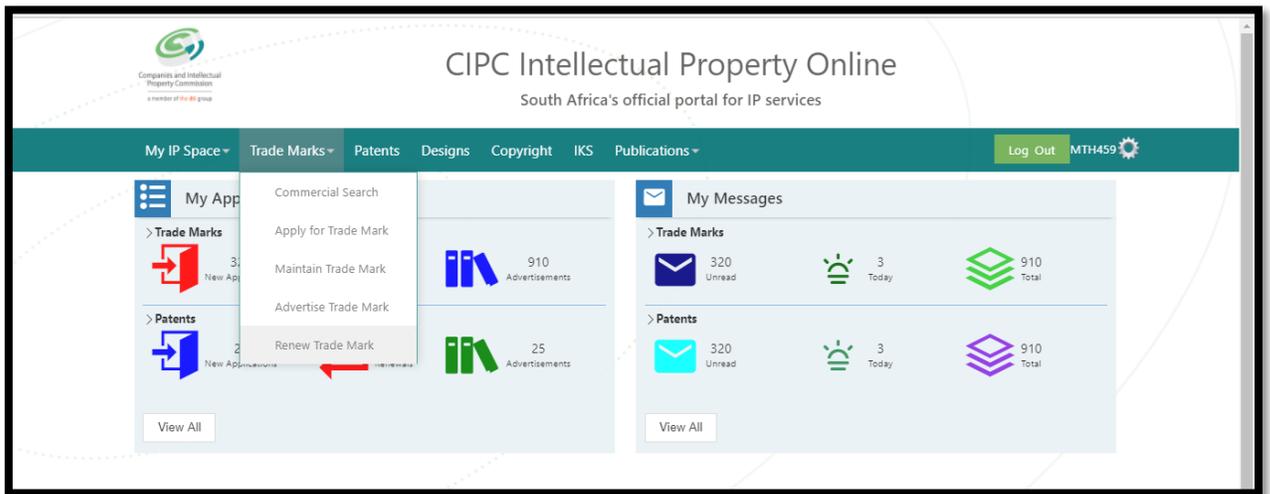


FIGURE 5: CLIENT LANDING PAGE

### 1.3. MANAGING OF USER E-FILING ACCOUNT

The user can administer their accounts and create beneficiaries on the account. To access the user admin page the user clicks on the manage settings icon .

The image below Figure 6 displays the outcome expected in the process of managing your account.

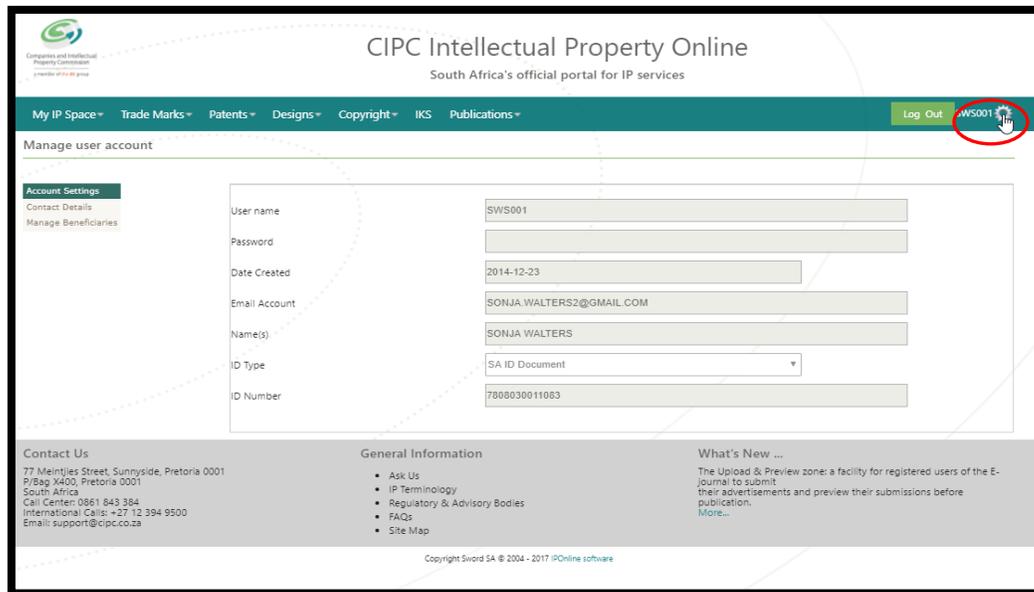


FIGURE 6: ACCOUNT SETTINGS

**CIPC Intellectual Property Online**  
South Africa's official portal for IP services

My IP Space ▾ Trade Marks ▾ Patents ▾ Designs ▾ Copyright ▾ IKS Publications ▾ Log Out SWS001 ⚙

**Manage user account**

Account Settings  
**Contact Details**  
Manage Beneficiaries

Organisation/Person Name:

Street Address: 67 IRELAND GARDENS  
93 IRELAND AVENUE

City/Town: ELDORAIGNE

Postal Code: 0157

Correspondence Email:

Phone Number:

Mobile Number: 0798800575

**Contact Us**  
77 Meintjies Street, Sunnyside, Pretoria 0001  
P/Bag X400, Pretoria 0001  
South Africa  
Call Center: 0861 843 384  
International Calls: +27 12 394 9500  
Email: support@cipc.co.za

**General Information**

- Ask Us
- IP Terminology
- Regulatory & Advisory Bodies
- FAQs
- Site Map

**What's New ...**  
The Upload & Preview zone: a facility for registered users of the E-Journal to submit their advertisements and preview their submissions before publication.  
[More...](#)

**FIGURE 7: BENEFICIARY INFORMATION**

To create beneficiaries the user will click on **‘Manage Beneficiaries’** menu. These beneficiaries are activated by the main account holder for the CIPC customer.

**Manage user account**

Account Settings  
**Manage Beneficiaries**

User name: SWS001

Password:

Email Account:

Name(s):

ID Type:

ID Number:

Organisation Name:

Street Address:

City/Town:

Postal Code:

Correspondence Email:

Phone Number:

Mobile Number:

**FIGURE 8: MANAGE BENEFICIARIES**