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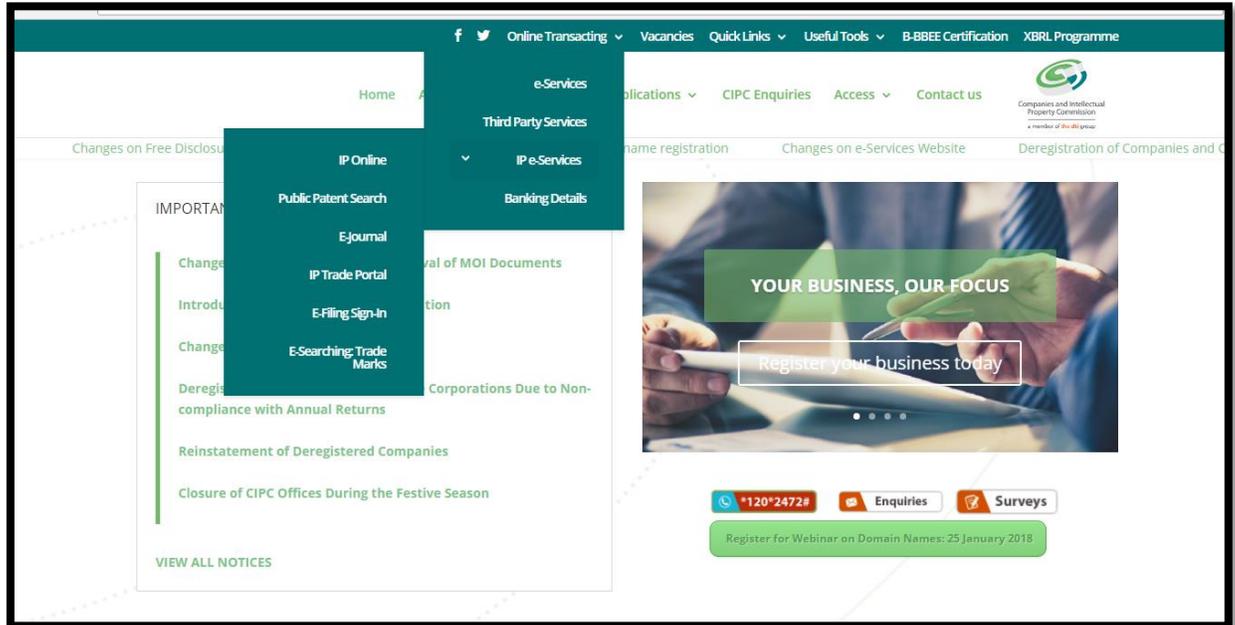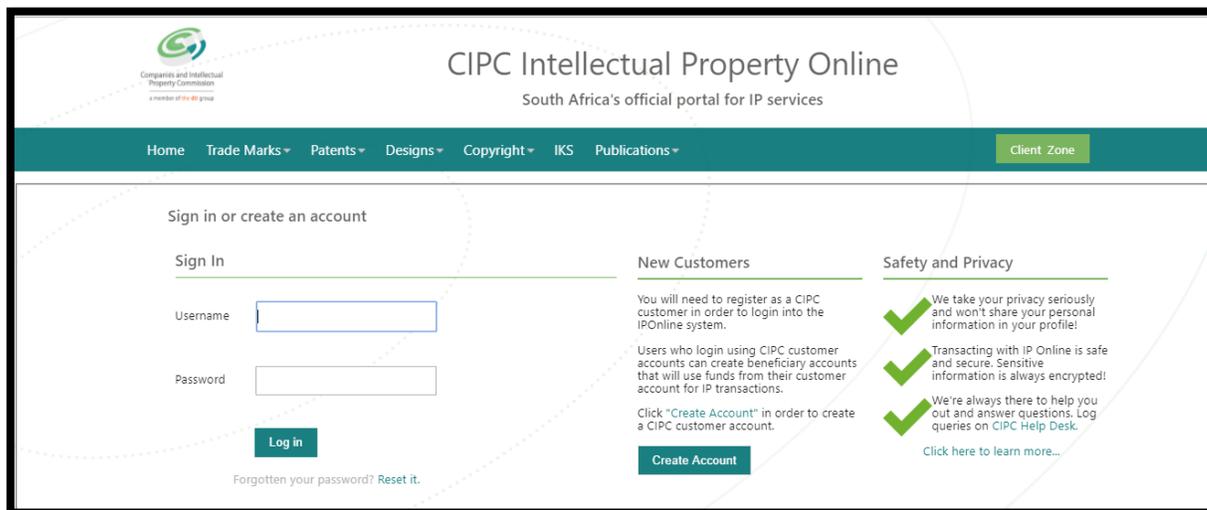
On the above screen, the user should navigate to the IP e-Services they require to access via the **'IP e-Services'** menu. The user will click on e-Filing sign-in and the screen below will open in order or them to login.

FIGURE 2: LOGIN PAGE

Upon 1st 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).
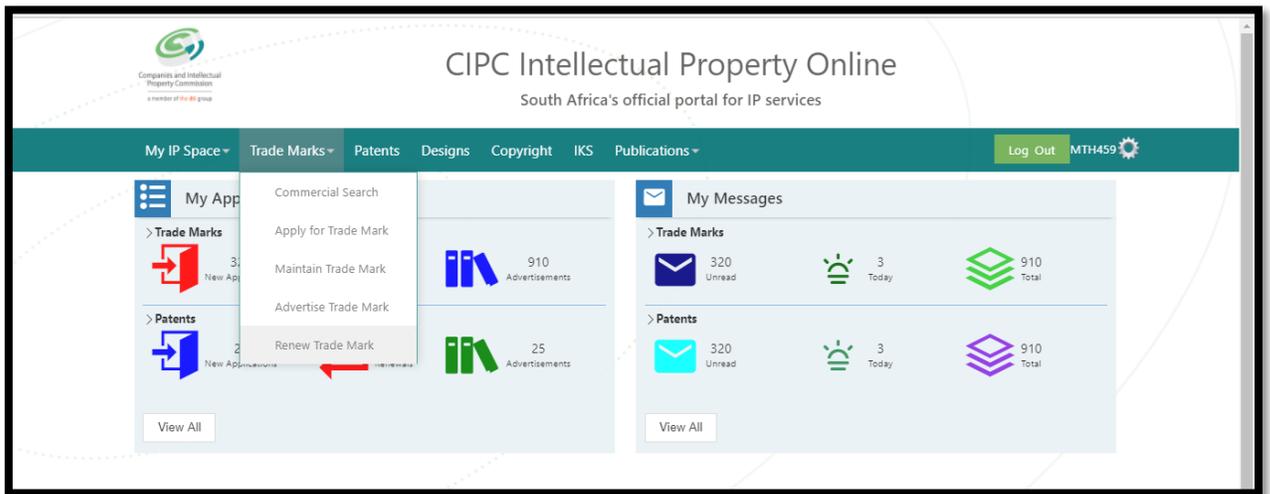

FIGURE 5: CLIENT LANDING PAGE

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![gear icon].

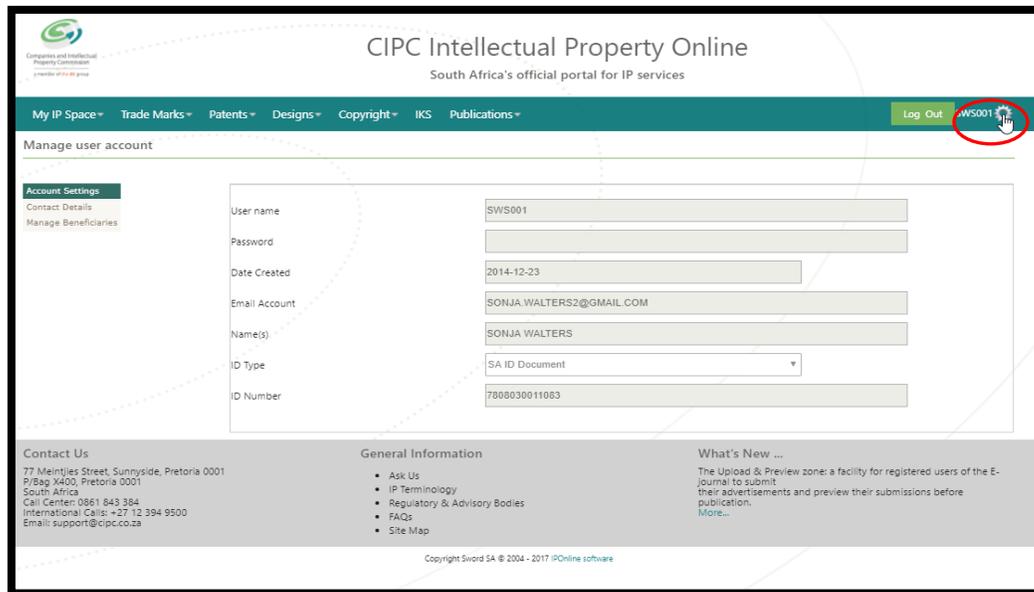The image below Figure 6 displays the outcome expected in the process of managing your account.

FIGURE 6: ACCOUNT SETTINGS

nature of change

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.

FIGURE 8: MANAGE BENEFICIARIES