SAICA MEMBER PORTAL
FREQUENTLY ASKED QUESTIONS

1. **What is the Member Portal?**

   The SAICA Member Portal is an online platform that was launched in 2019 during Stage 1 of the Ushintsho Programme. It can be used by SAICA members and associates to log and track queries with SAICA, eliminating the need to call the Contact Centre or send an email.

2. **Which SAICA member types and associates currently have access to full functionality on the Member Portal?**
   Full functionality is available for CA(SA), AGA(SA), AT(SA) and GAA members and associates.

3. **How is the Member Portal accessed?**

   To access the Member Portal:
   - Follow the direct Member Portal link: https://my.saica.co.za/ OR
   - Click on the Member Portal tab on the SAICA website homepage (https://www.saica.org.za/)

4. **How do I sign up for the Member Portal?**
   To sign up for the Member Portal:

   Complete all the details and steps required as indicated on the sign-up page (https://my.saica.co.za/) to get login details for the Member Portal.

5. **Which login details must I use for the Member Portal?**

   The Member Portal requires an email-based login. As a result, Member Portal login details can only be used to login to the Member Portal and cannot be used to login to the SAICA website. To login to the Member Portal, you need to use your email address and password for the Member Portal that you provided when you signed up for login details.

6. **Why are the login details for the SAICA website different to those for the Member Portal?**
   Login details are different from the SAICA website login details as the Member Portal requires an email-based login.

7. **What do I do if I am unable to access my profile on the Member Portal, or if the system hangs when I try to log a query?**

   Clear the cache by completing these steps:
   - Press the keys [Ctrl], [Shift] and [del] on your Keyboard
   - Select the period "since installation", to empty the whole browser cache
   - Check the Option "Images and Files in Cache"

- Confirm your settings, by clicking the button "delete browser data"
- Refresh the page

Alternatively, you can change the browser. The preferred browsers are Chrome and Edge.

8. **What functionality is currently available on the Member Portal?**

The Member Portal can be used by SAICA members to:
- Log queries
- Track and follow up on logged queries
- Receive feedback / updates on logged queries
- Accept / reject query resolution
- View a history list of all logged queries
- Request membership confirmation letters
- Request letters of good standing
- Request affidavits
- Manage membership status
- Update some personal details

The Member Portal can also be used by new CA(SA) and AGA(SA) members as well as AT(SA) associates to apply for membership.

9. **What functionality is currently available on the SAICA website and not available on the Member Portal yet?**

The SAICA website can be used by SAICA members to:
- View and pay invoices and membership fees - link
- Capture CPD declaration - link
- Register for Exams - link
- Book Seminars and Events - link
- Access online learning - link

10. **How do I log a query on the Member Portal?**
- Access the Member Portal at https://my.saica.co.za/
- Login to the Member Portal by using your Member Portal login details
- Click on Queries
- Click on New Query
- Under "Choose a subject" - select the correct subject for your query from the drop-down list
- Under "Select a category" – select the correct category for your query from the drop-down list
- Under "Select a sub category" – select the correct sub category for your query from the drop-down list
- Enter your query details
- Click on submit

11. How do I log a technical query on the Member Portal?

- Access the Member Portal at https://my.saica.co.za/
- Login to the Member Portal using your Member Portal login details
- Click on Queries
- Click on New Query
- Under "Choose a subject" - select "Technical Queries" from the drop-down list
- Under "Select a category" – select the correct category for your query from the drop-down list which includes
  - Audit – private sector
  - Ethics
  - Financial reporting
  - Financial Services
  - Legislation (excluding tax)
  - Practice
  - Public sector
  - Sustainability and Integrated Reporting
- Under "Select a sub category" – select the correct sub category for your query from the drop-down list
- Enter your query details
- Click on submit

Please note that logging a query to the correct category helps SAICA to allocate the query to the right division and get the responsible SAICA staff to respond in a timely manner.

12. Why is there no option to log a technical tax query on the Member Portal?

On 8 December 2017, SAICA discontinued the Tax Technical Query System and it is therefore no longer available to members on the Member Portal. This service is not in alignment with the SAICA Strategy to provide cost-effective services to members in general. Furthermore, SAICA is a Tax Co-Regulator in terms of the Tax Administration Act 28 of 2011 and SAICA therefore cannot risk providing guidance on matters that may result in a disciplinary matter later on, as this creates a conflict of interest. Instead, SAICA has implemented Tax Technical discussions to support members. Please click here to see when such Tax Technical events will be taking place. In addition, tax is also discussed at the Standards Techtalks that are hosted on a monthly basis, please click here to access recordings that are available on the SAICA website.

13. How do I log a SARS operational query on the Member Portal?

- Access the Member Portal at https://my.saica.co.za/
- Login to the Member Portal using your Member Portal login details
- Click on Queries
- Click on New Query
- Under "Choose a subject" - select "SARS Operational" from the drop-down list
- Under "Select a category" – select the correct category for your query from the drop-down list which includes

- o   Customs and Excise
- o   E-filing
- o   Estate duty
- o   General
- o   Income Tax
- o   STT
- o   TCC
- o   Transfer duty
- o   VAT

- Under "Select a sub category" – select the correct sub category for your query from the drop-down list
- Enter your query details (please note that for SARS operational queries there is various additional information required)
- Click on submit

To log a CIPC Operational query follow the same steps but choose "CIPC Operational" as the category.

14. How do I request a Letter of Good Standing for business rescue purposes on the Member Portal?
- Access the Member Portal at https://my.saica.co.za/
- Login to the Member Portal using your Member Portal login details
- Click on Queries
- Click on New Query
- Under "Choose a subject" - select "Membership" from the drop-down list
- Under "Select a category" – select the "Confirm Membership" from the drop-down list
- Under "Select a sub category" – select "Letter of Good Standing for BRP" from the drop-down list
- Enter your query details
- Click on submit

15. How do I request a CPD confirmation of attendance certificate after attending SAICA seminars and events on the Member Portal?
- Access the Member Portal at https://my.saica.co.za/
- Login to the Member Portal using your Member Portal login details
- Click on Queries
- Click on New Query
- Under "Choose a subject" - select "Seminars and Events" from the drop-down list
- Under "Select a category" – select "Events" from the drop-down list
- Under "Select a sub category" – select "Attendance / CPD Confirmation" from the drop-down list
- Enter your query details
- Click on submit

16. What additional functionality will be available on the Member Portal by the end of Stage 2 of the Ushintsho Programme in 2022?
SAICA members will be able to use the Member Portal to do the following by the end of Stage 2:

- View and pay membership fees and other invoices
- Book seminars and events (including exams)
- Complete the annual CPD declaration
- Access their membership certificate online and request a hard copy

17. Who can I contact if I need assistance with the Member Portal?

- Refer to the How to Documents and How to Videos available on the SAICA website - https://www.saica.org.za/initiatives/digital-transformation-project/ushintsho
- Contact the SAICA Contact Centre on (0)8610 SAICA (72422) – SA members and +27 (0)11 621 6600 – International members