



FREQUENTLY ASKED QUESTION

EXTERNAL USER REGISTRATION

CompEasy

1. How do I become a CompEasy user?

Register as Department of Labour (DoL) user by accessing Online Services on the Department of Employment and Labour website (www.labour.gov.za) or by clicking on the following link

<https://cfoffline.labour.gov.za/OnlineSubmissions/wicket/bookmarkable/za.gov.labour.cf.RegisterOrganization?2>

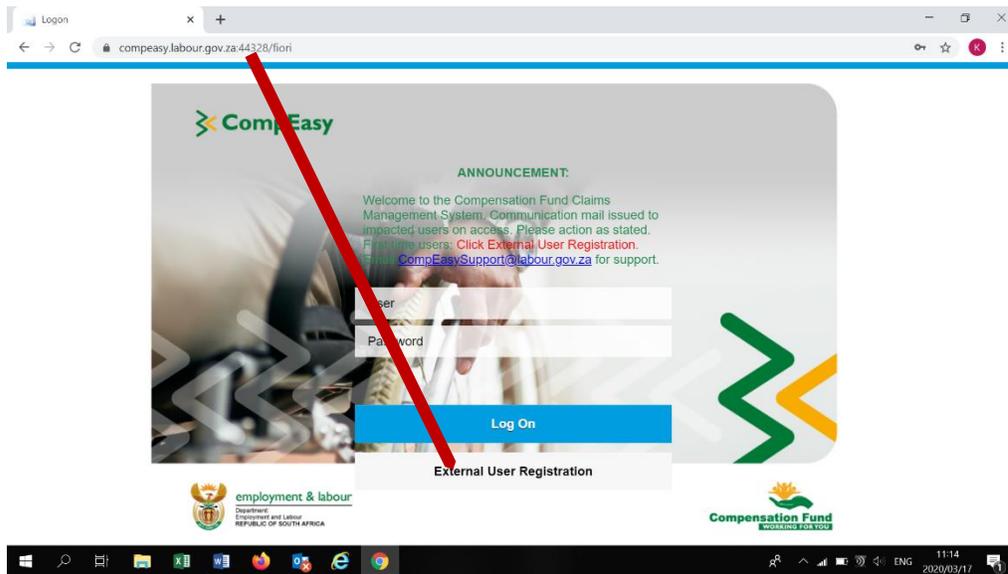
The screenshot shows the 'WELCOME TO THE ONLINE SUBMISSIONS' page. It features a navigation menu on the left with 'Home' selected. The main content area contains a registration form for DOL access with the following fields: *ID Number (with a 'Get Individual' button), *First Names, *Surname, *Email Address, *Mobile, and *Telephone Number. A 'Submit' button is at the bottom of the form. On the right, there is an 'Instructions Panel' titled 'Online User Registration Instructions' with the following text: 'Enter The RSA ID Number And Click The "Get Individual" Button. Your Full Names And Surname Will Be Populated. If They Don't Please Contact CF. Complete The Rest Of The Fields. Verify If Your Email Address Is Correct. As Your Password Will Be Send To It. Click The Submit Button To Send Your Application (To Be A New CF- Online User).'



2. Can I use the same password received from DoL registration on the CompEasy system

No. Once registered as a User on the Department of Labour user, you will be required to register as a CompEasy user to receive CompEasy login details.

Register as CompEasy user by accessing Online Services on the Department of Employment and Labour website (www.labour.gov.za) and selecting [eCOID-Compensation Made Easy](#) and selecting the [External User Registration](#) button below.



HINT: CompEasy has three types of users which you will be expected to select from on the user category dropdown list namely

- **Service provider: For Health Care and Medical Service Provider users:**
- **Employer: For claim registration**
- **Third party. For users who represent employers and/or medical service providers.**



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA



Online External User Registration

* User Category: * Title:

* First name: * Last name:

Personnel No: E-Mail Address:

* ID Type: * ID Number:

Mobile Phone: Telephone:

Please note that the CompEasy system is Compatible to the following browsers

Browser	Supported Version	Notes
Microsoft Internet Explorer	IE11	
Mozilla Firefox	Firefox 60 ESR	
Google Chrome	Chrome 60	Safari on Windows not supported
Apple Safari	Apple Safari 9.0	

Mobile/Handheld devices

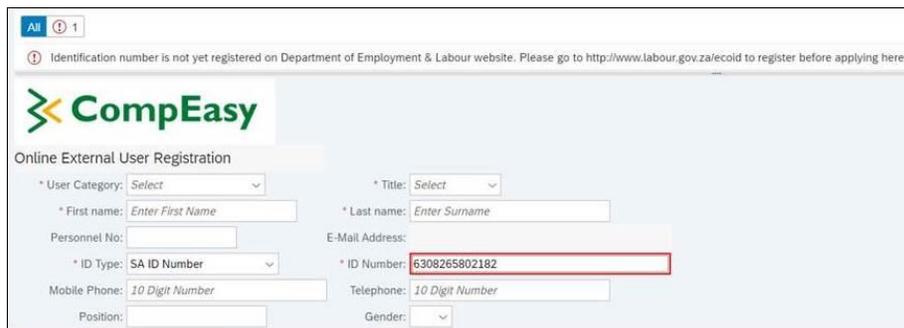
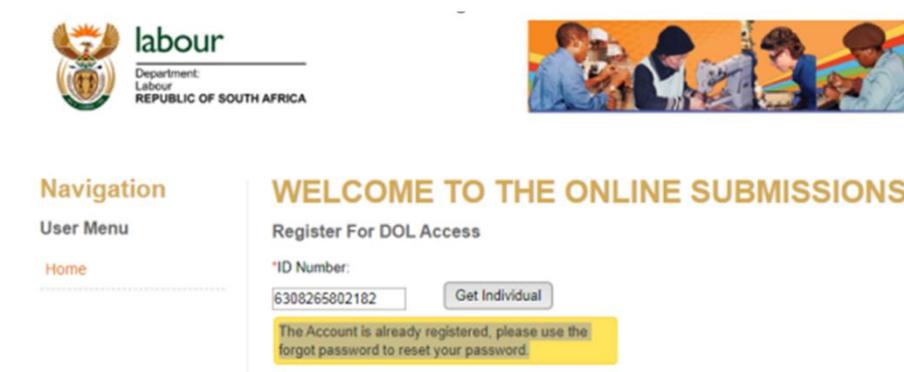
Browser	Mobile version	Notes
Microsoft Internet Explorer	MS Edge	
Mozilla Firefox	Firefox 60	
Google Chrome	Chrome 60	Safari on Windows not supported
Apple Safari	Apple Safari 9.0	



3. Can I use the same password as the one I used on Umehluko system

No, you will be required to register as a CompEasy user to receive CompEasy password.

4. What do I do If I am registered as a DOL User but I receive message “Identification not yet registered with Department of Employment & Labour website”?



User must send their ID number to CompEasySupport@labour.gov.za with the copy of the error



When Email field is greyed out:

- Please ensure that you **PRESS** enter immediately after capturing your ID number.
- **NOTE: please ensure that the populated email address is correct. If the email is incorrect kindly send an email change request to ADAdministration@LABOUR.gov.za**

5. What to do When the Business Partner field is greyed out?

Company / Service Provider Details

* BusinessPartner:

Health Practice No:

Company Name:

City:

Postal Code:

PO Box:

PO Box City:

Manager Name:

* Manager ID Type:

Declaration

Organisation Reg No:

CF Registration No:

Street:

Region:

PO Box Post Cde:

Manager Position:

* Manager ID:

Please ensure that you **PRESS** enter immediately after capturing your Health practise number or CF Registration number.



6. What does it mean when I get the message “ID number already exists on CompEasy” when trying to register on CompEasy?

All 1

! ID Number already exists on CompEasy, you have either got an existing user or your registration request is waiting for approval

CompEasy

Online External User Registration

* User Category: * Title:

* First name: * Last name:

You either have an existing user profile or your registration request is awaiting approval

7. I am already registered as a User on CompEasy. How do I add another organisation to my profile?

If you have already been granted access to the system and want to add another organisation to your profile; login to CompEasy and use the MANAGE ORGANISATION AUTHORISATIONS tile to add your organisations.



8. I submitted my registration request but I have not yet received a confirmation of my registration?

If you have not received a confirmation email within five working days upon registration, please send your ID number to CompEasySupport@labour.gov.za.