CITY OF TSHWANE
IGNITING EXCELLENCE

User Registration e-Tshwane

Interfile Electronic Bill Presentment and Payment Site

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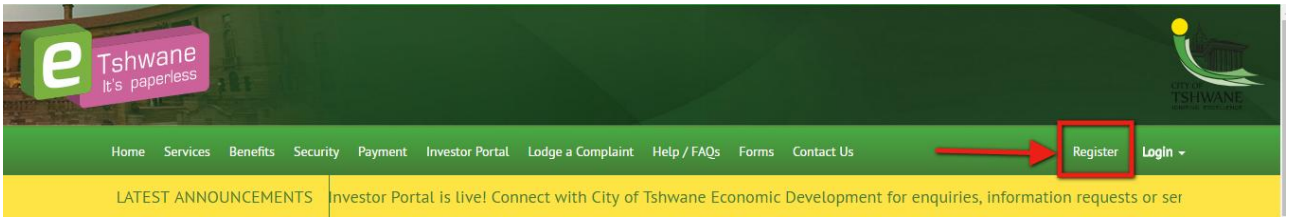
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User Registration

In order to register for the e-Tshwane service, users will need to provide their Username, Title, Initials, Name, Surname, SA ID/Passport Number and the registration preferred contact method.

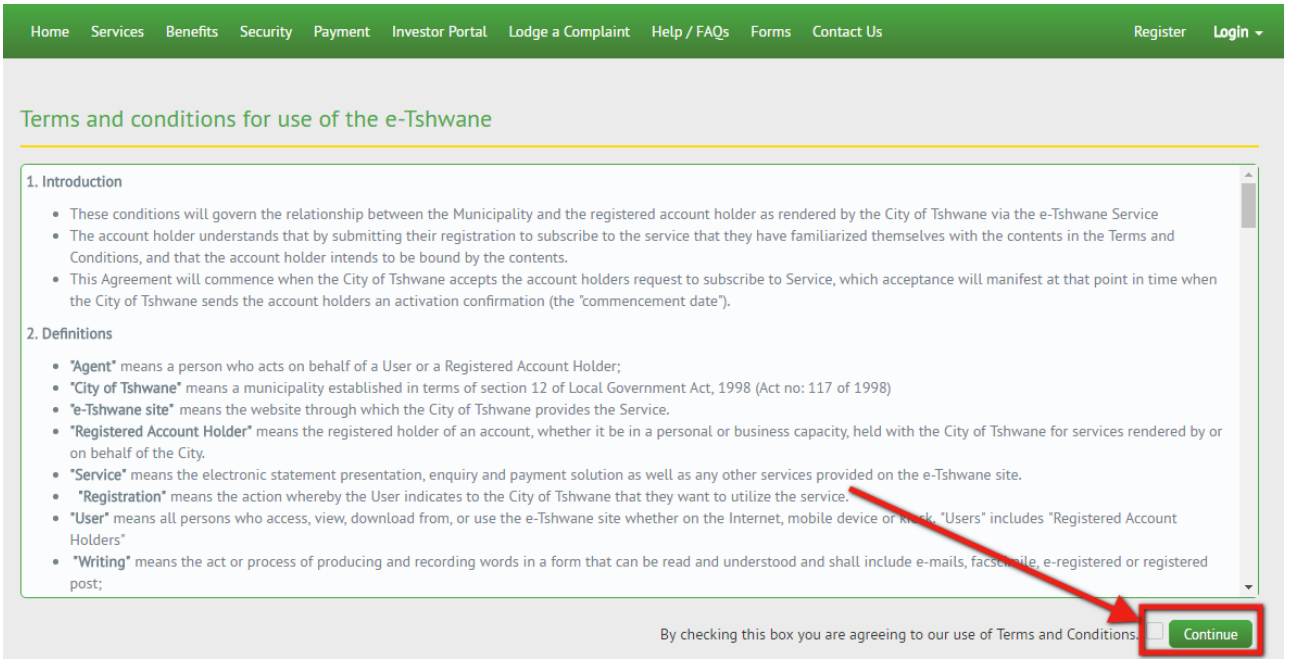
Step 1

From the e-Tshwane **Home Page**, navigate to the **Register** option at the top right of the Menu bar.



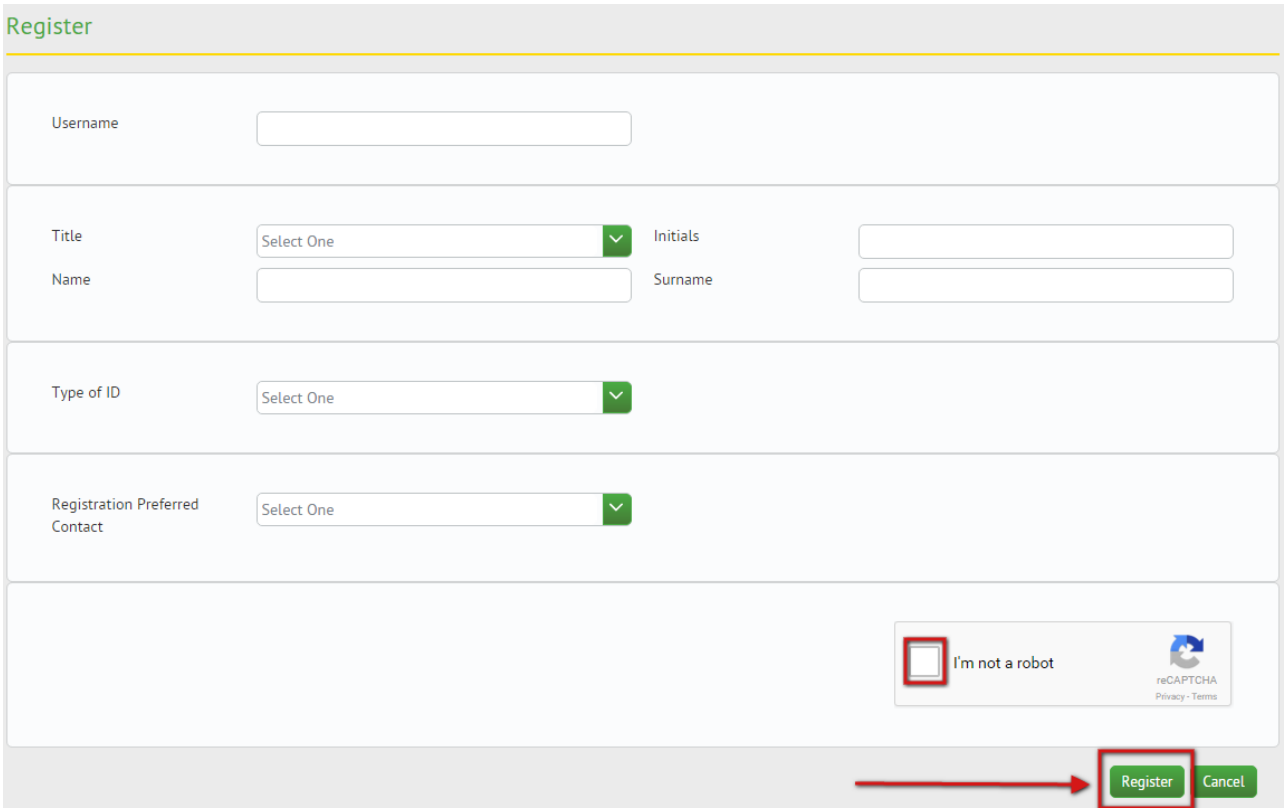
Step 2

Read through the **Terms and Conditions** of the site, and proceed to check the box at the bottom right of the screen and select **Continue** to proceed.



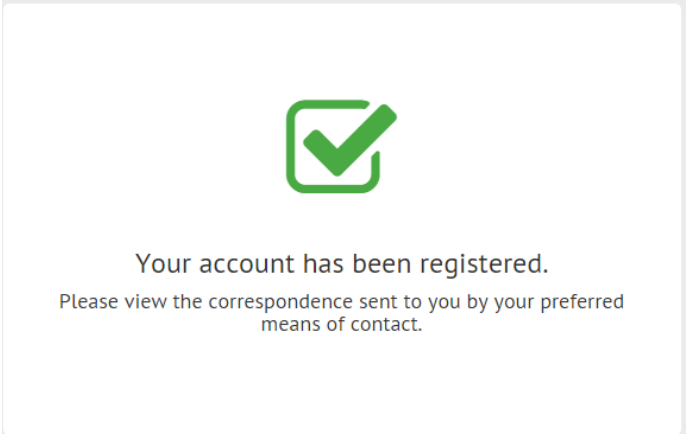
Step 3

Enter your User details, select the **reCAPTCHA box** and then select the **Register** option.



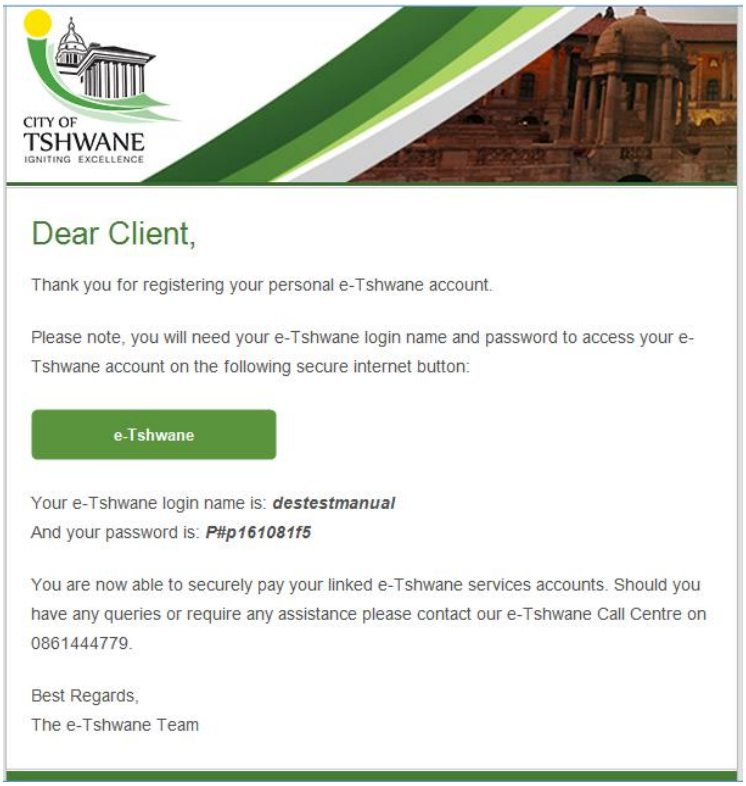
Step 4

The site will confirm your successful registration.



Step 5

Open the confirmation email that is sent to your preferred means of contact you used to register on the site.



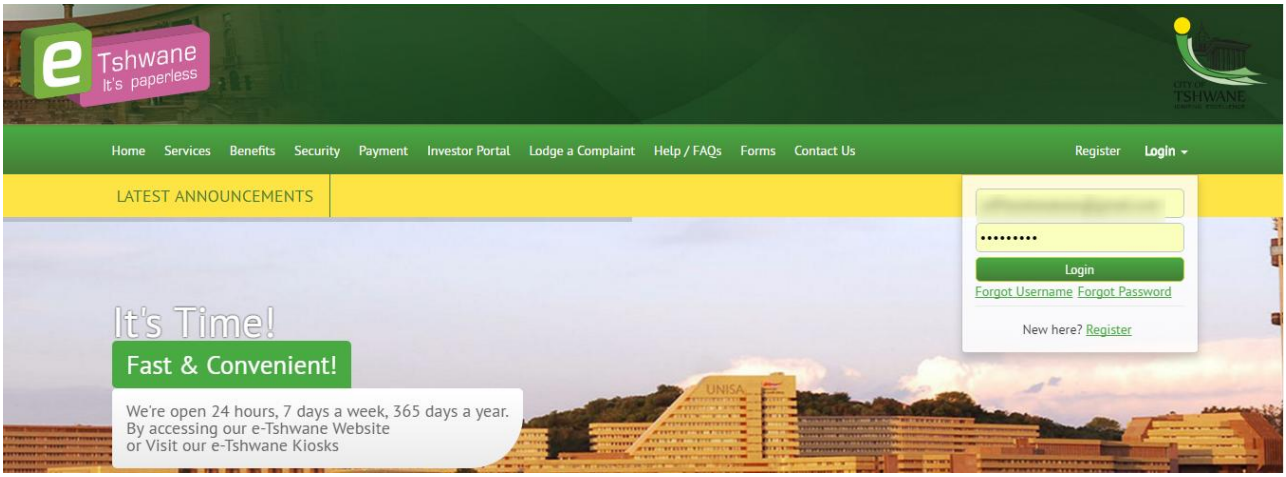
You are provided with your login name and a temporary password (please note that you will be prompted to change this password to one of your own choice, when you first log onto the e-Tshwane site).

To securely navigate to the e-Tshwane site, please select the green e-Tshwane button in the email, to ensure that you are directed to site to complete your registration.

e-Tshwane Login

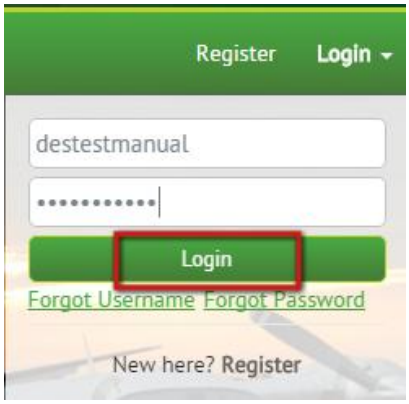
Step 1

In your browser, navigate to the e-Tshwane Home Page at https://www.e-tshwane.co.za/ and select the **Login** option.



Step 2

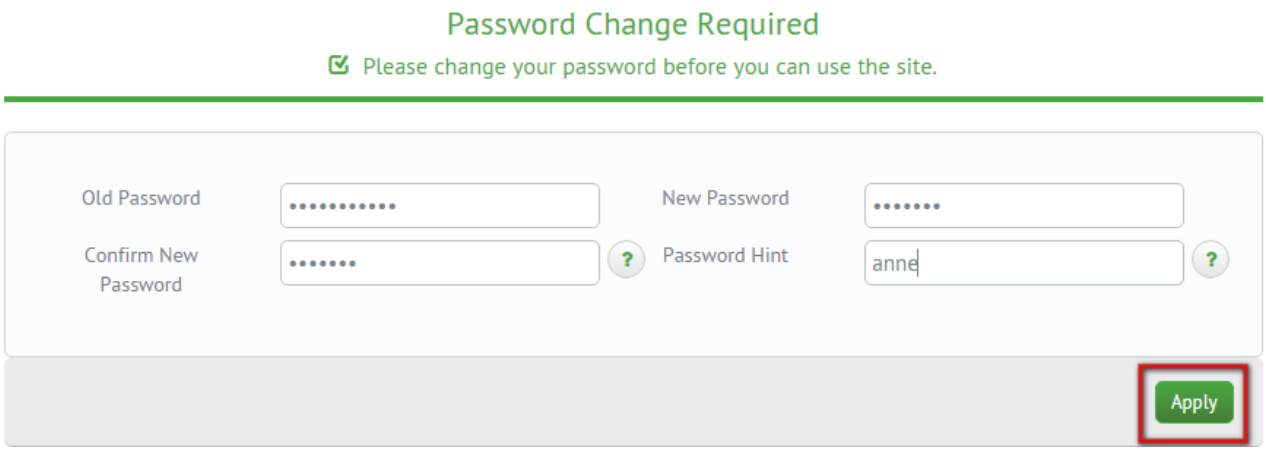
Enter your **Username** and **Password**, and then select the **Login** button.



Step 3

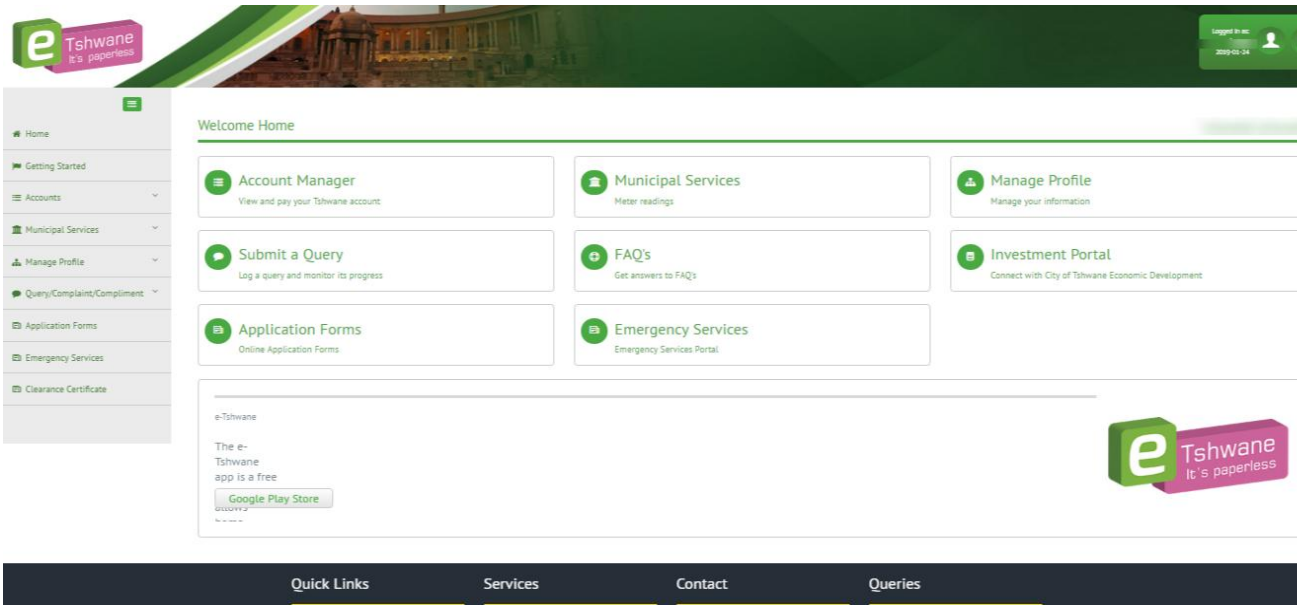
You will be prompted to change your supplied password, to one of your own choice when you first log into the e-Tshwane site. Please also include a Password Hint in order to assist you, should you forget your password at a later date.

Once you have supplied a new password, select the **Apply** button to complete the process.



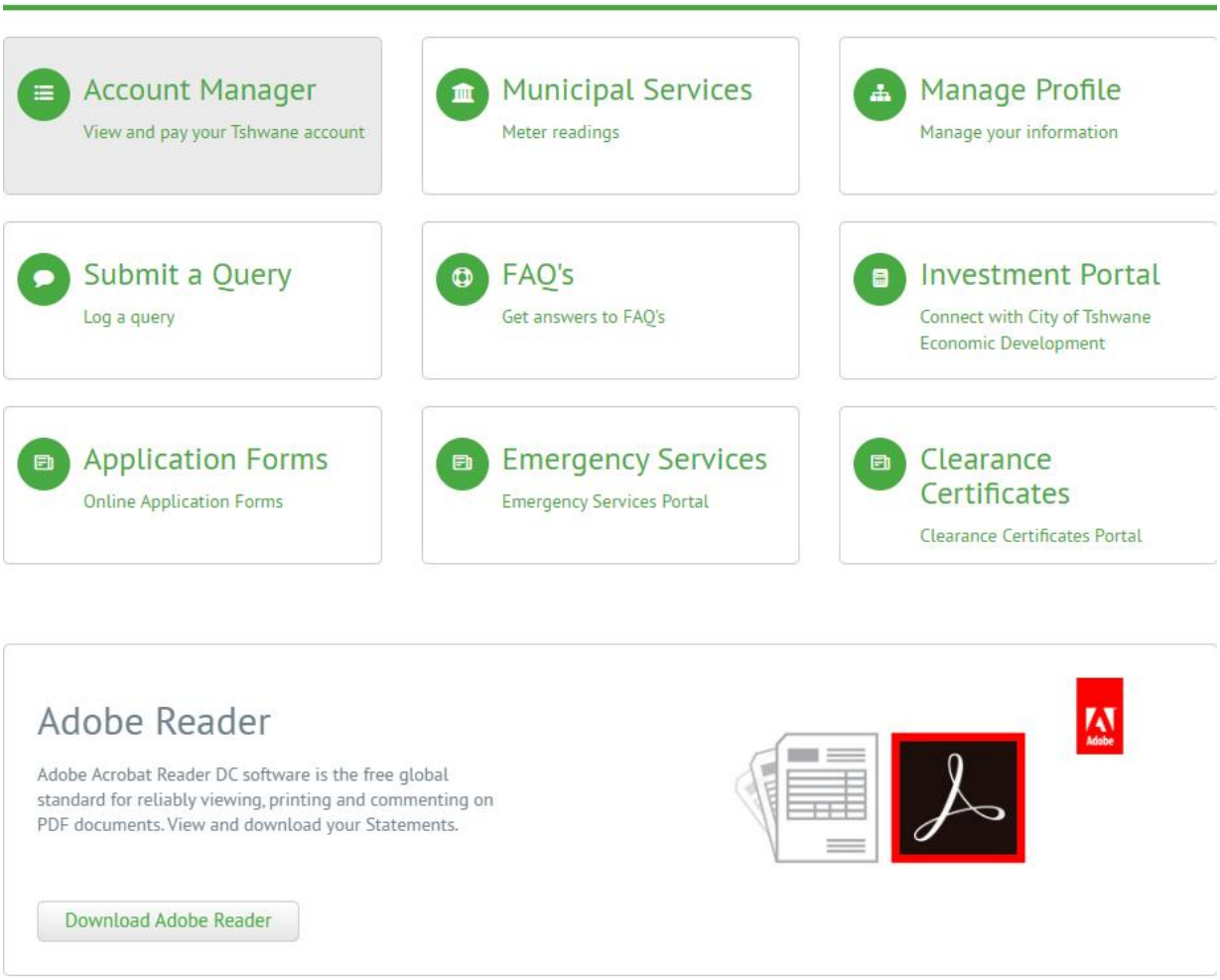
Step 4

You have now successfully registered and logged into the e-Tshwane site.



User Home Page

Once you have logged into the e-Tshwane site, you will be directed to the Home Page, where you will be able to view shortcuts to the various site functionality.



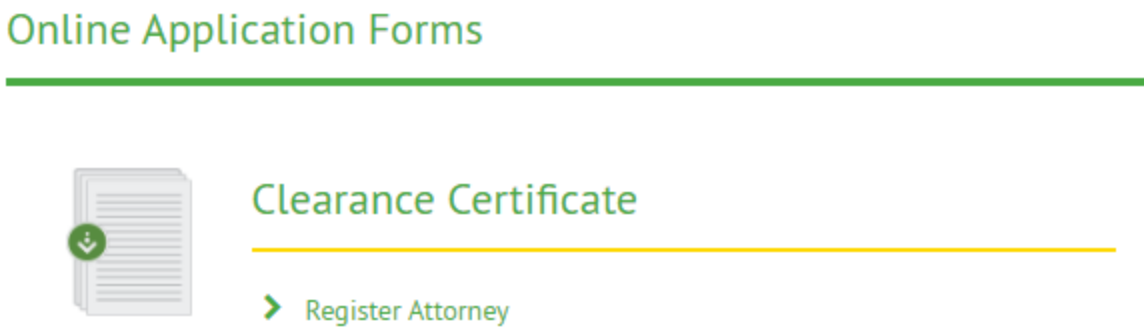
A link to download Adobe Acrobat Reader is also displayed, should you wish to download any account statements onto your computer.

Clearance Certificate

This option is used by attorneys that would like to apply for clearance certificates.

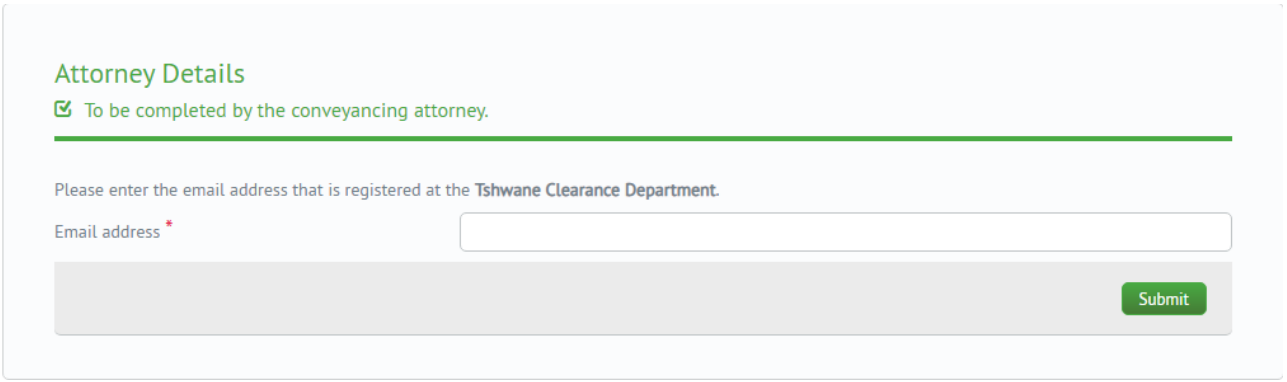
Step 1

To navigate to this page, select Clearance Certificate from the main site **Menu**.



Step 2

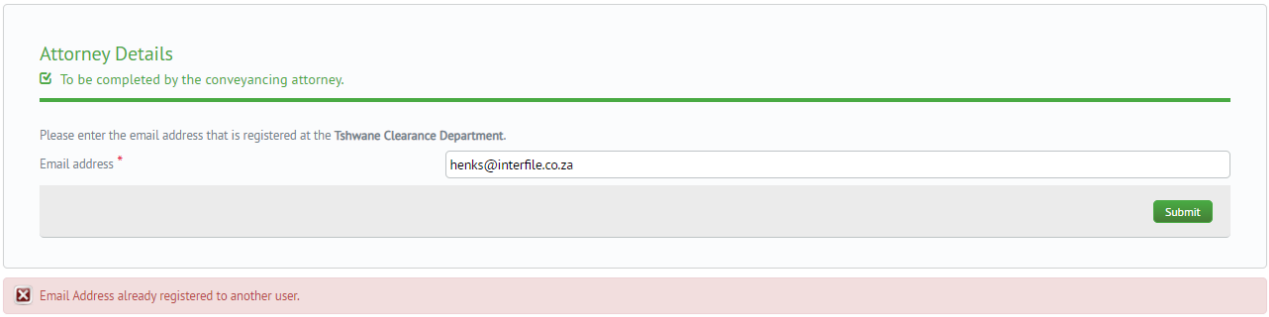
Click on Register Attorney



Please note that you will have to enter the email address that is registered at the Tshwane Clearance Department.

Business rules for registration of attorney's

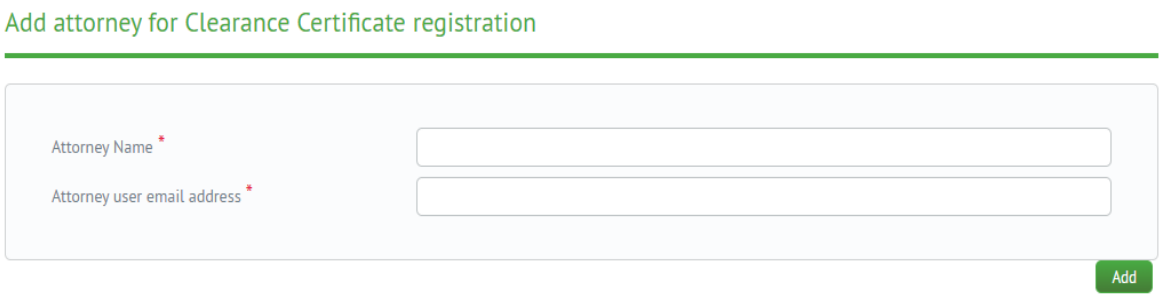
- The users can NOT share an email address.



- If Annemarie and team **(City of Tshwane)** have not loaded the user's email address into the Clearance Portal via the Admin Portal, the e-Tshwane portal sees the user as not authorized to access the Clearance menu item.
- . If one user enters another user's email address, the system will display a message to indicate that the email address is allocated to another user.

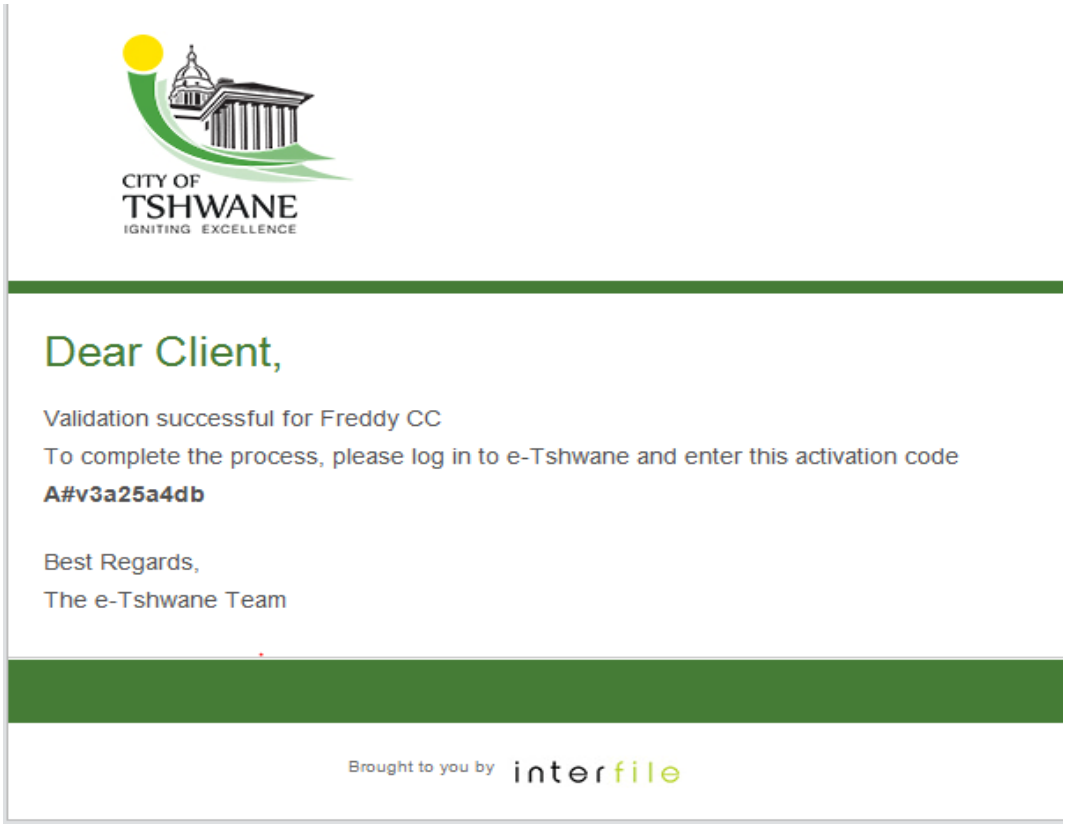
Step by step guide of registration if users need access to the Clearance portal

- The user will log onto the eTshwane portal.
- The user **(Lawyer)** will send their email address to Annemarie and team **(City of Tshwane)** to load. This is done outside of the system.
- Annemarie and team **(City of Tshwane)** will load the email address of the Lawyer onto the Admin portal.



- Activation pin will be emailed to the email address that Annemarie and team **(City of Tshwane)** loaded of the requested user.

- User will receive an email with the pin code that will be entered into the portal to complete activation.



- Once Pin code is sent, the user will insert the code onto his profile and have access to the clearance portal.

