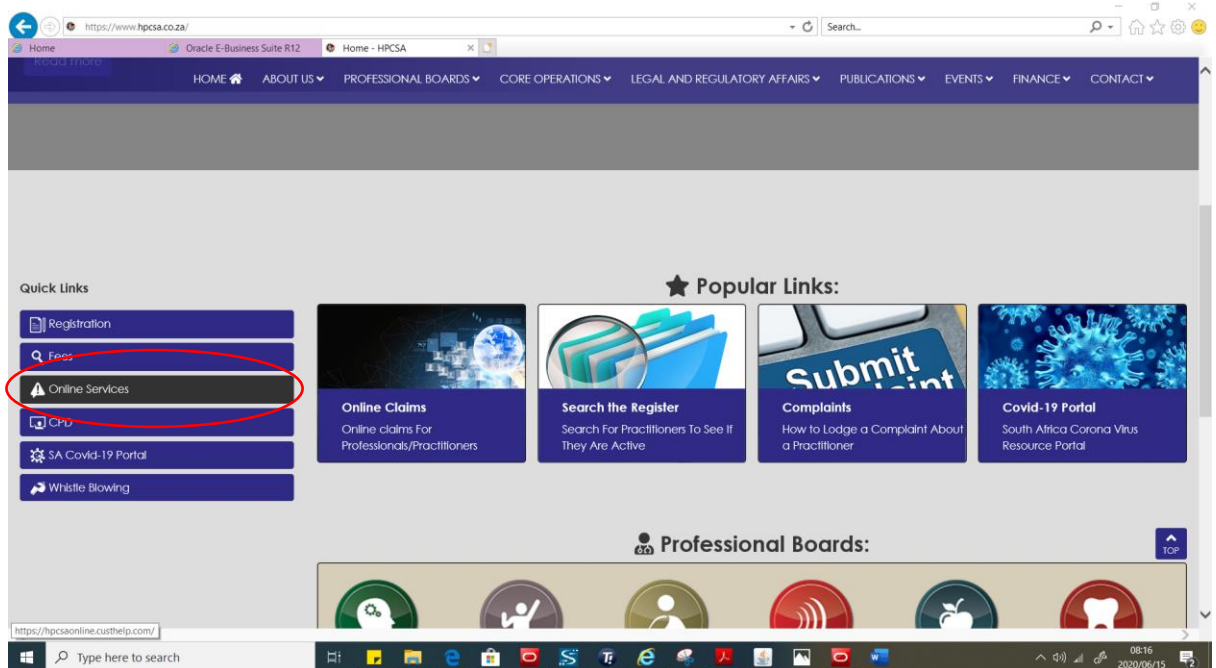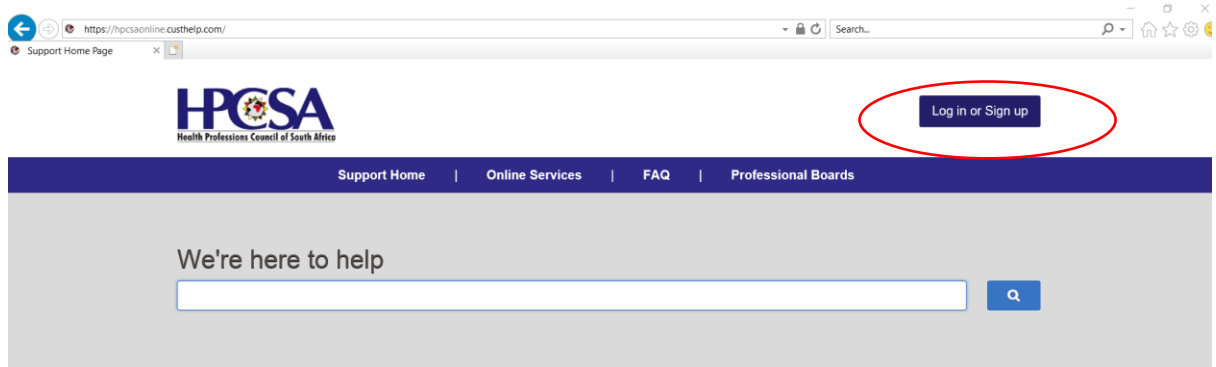# User Manual for Practitioners to send a request for CPD update

The Purpose of the Manual is to guide Health Practitioners on how to raise an incident to update CPD points on OSVC Portal.

1. Go to the HPCSA website www.hpcsa.co.za

2. Click on Online services and the below page will be displayed.

3. **Please note All registered practitioners has been assigned accounts please do not create a new account. If a practitioner has not logged on the portal before click on the login or sign up button.**
4. If a practitioner has logged in before He\She must capture the username and password.

5. If practitioner has not logged in on the system before they need to Click on the Forgot username or Password link
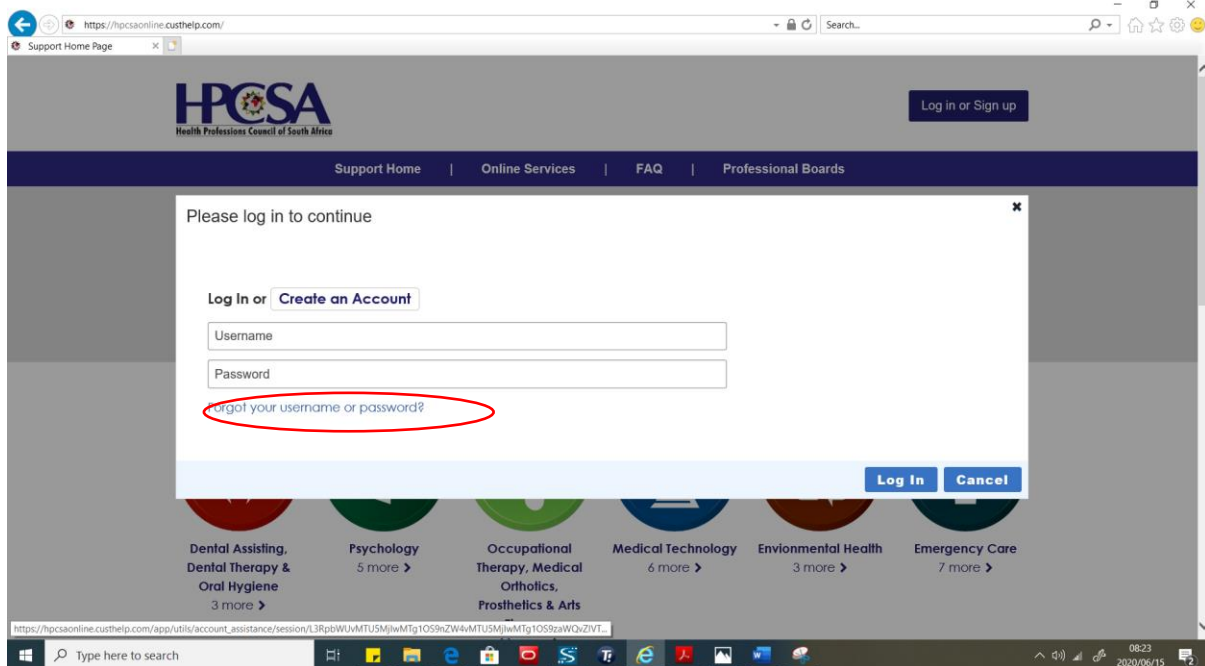

Please note the username is the practitioner's ID number or passport number.

6. Type Practitioner ID number or passport below Username and click on the button Reset My password. An email will be sent to the registered email address and an SMS will be sent to the registered cell number.
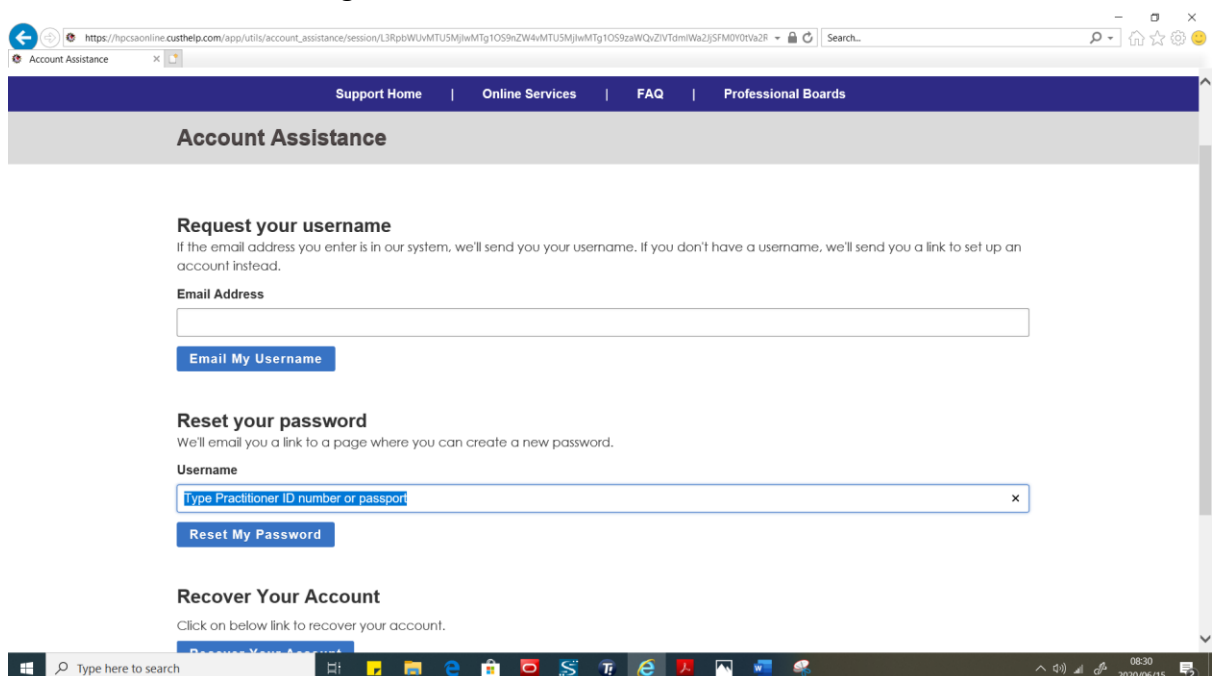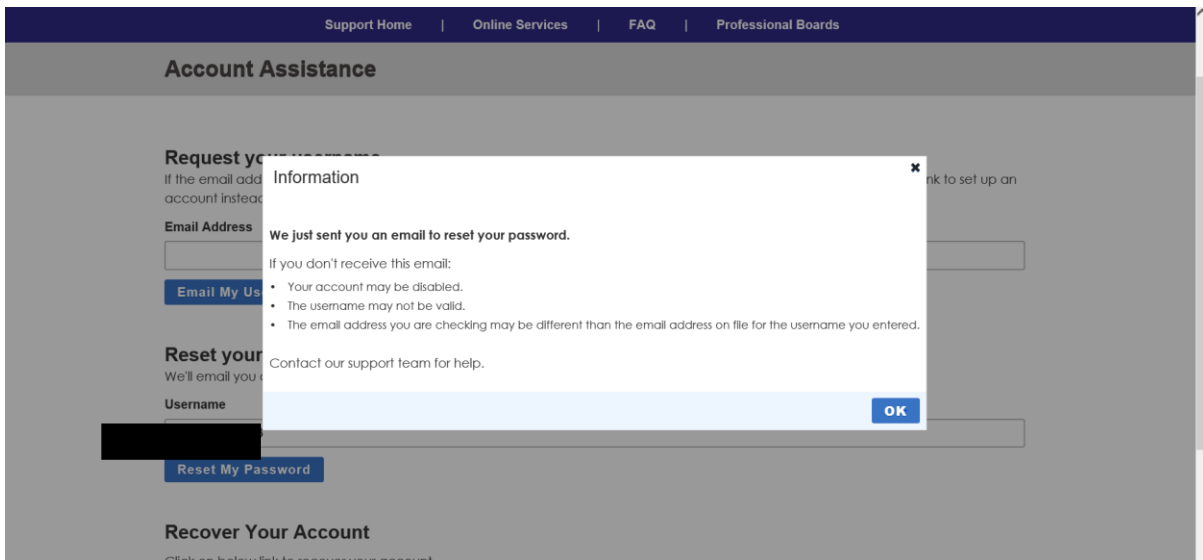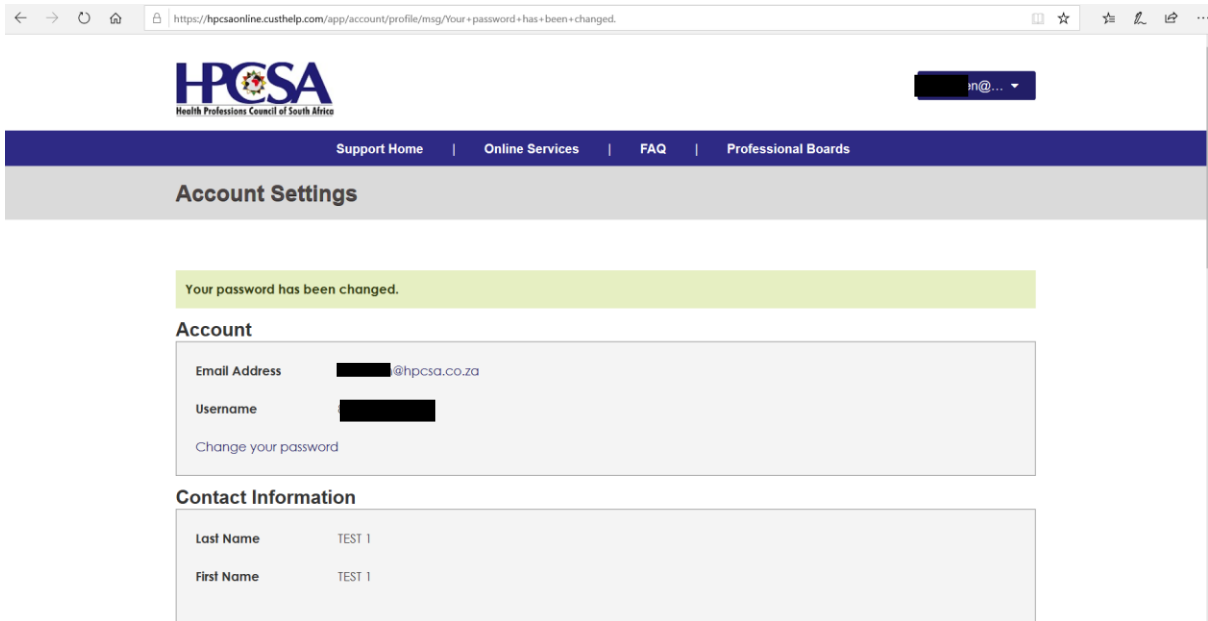
7. If you don't receive any communication click on the Recover Account button.
8. The email or sms will be having a link to reset your password and you will have to type the password and verify it. An example of a strong password that can be used is #Password1
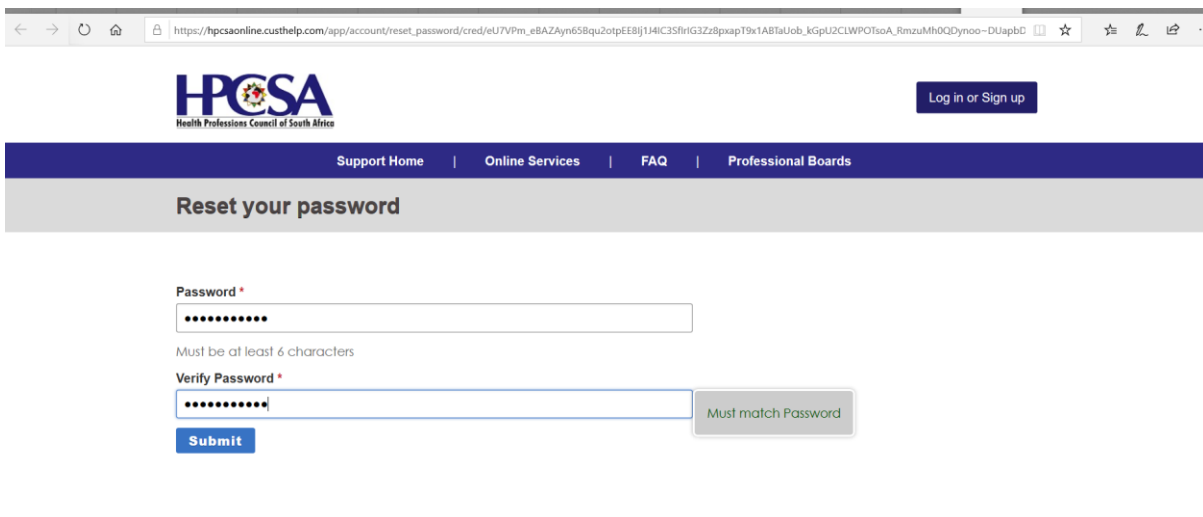
9. After successful login the below page will be displayed. Check if details are correct and click save changes

13. click on the top right where your name will be displayed and click on the arrow and select Account overview
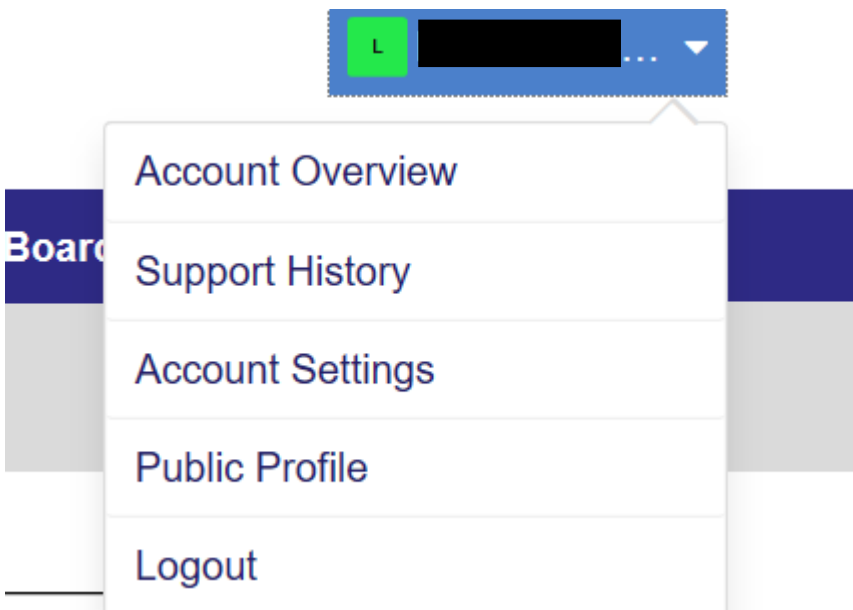
14. After clicking on Account Overview click on My CPD's as shown below

My Service Requests

Subject ⬍	Reference # ⬍	Status ⬍	Date Created ⬍
CPD request for DR 0128023	201125-000002	Approved	11/25/2020 11:02 AM
CPD request for DR 0128023	201125-000001	New	11/25/2020 10:57 AM

See all my service requests

My Discussion Questions

Title	Discussion Question Creation Date
No records found.	

See all my discussion questions

Update your account settings

Manage Addresses

Download Certificates

My Registrations

My CPDs

Account Statement

My Invoices

Change your password

Manage your notifications

View your public profile

15. After clicking My CPDs

Support Home	Online Services	FAQ	Professional Boards

My CPDs

Reg No. ⬍	CPD Compliant? ⬍	Link ⬍
▇▇▇▇	Yes	Click here to proceed

A Screen showing a summary of CPD activity will be shown. If registration is CPD compliant the option to download compliance letter will be enabled.

CPD Details For Registration: ▇▇▇▇▇

Registration No:	**Total Clinical Points:**	**CPD compliant?:**
DR 0128023	50	Yes
Type:	**Total Ethical Points:**	Download letter confirming compliance
Practitioner	10	
Minimum no. of CEU:	**Total CPD Points:**	
60	60	
Minimum CEU for Ethics:	**Registration Status:**	
10	ACTIVE	

16. Click on click here to proceed then you may click the button Add new CPD

Add new CPD

17. A form to add details will be shown as below

CPD Form

CPD Form ✎

CPD Form

[Submit]

1. To add activities, please use 'Add new CPD' button at the bottom of screen - Kindly ensure that you click 'submit' button after making inputs on the form.
2. The status notification will be sent to the email address and SMS available on the HPCSA database.
3. All events/activities conducted more than two years to date will not be accepted by the system.

Name of the Service Provider	Description	Accreditation Number	Activity Start Date	Activity End Date	CPD Type	Points	Upload Documents
Helena Univ	Covid Training	12	11/25/2 📅	11/26/2 📅	Clinical ▾	12	pdf ⊗
							card.pdf 🗑
							Add

sthelp.com/app/account/cpd_form/cpd_registration/567742/reg_number/DR%20%20200128023

18. After clicking the Submit button, the Service request number shall be generated

Support Home		Online Services		FAQ		Professional Boards

CPD Form

CPD Form ✓   Submission Successful. ✎

Submission Successful.

[Back]

Your new CPD (CPDs) is (are) submitted successfully. Your reference number is 201125-000003. Your total CPD points & compliance will get updated once we verify your documents.

19. To check If the request has been resolved. Click Support History.