

MUNICIPAL HUB MANUAL

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1. How to access Municipal Hub

The user must navigate to the municipality hub page via Firefox using the following link:

<https://mymuni.co.za/Ubuhlebezwe/login>

2. Login and user registration

The below screen will appear for the user to register.

Welcome Back

Welcome back! Please enter details below to login or create an account if you are a new user.

User Name/Account Number

Password

Login

Forgot Your Password?

Create an account?

Contact Us

- Current users will log in with their credentials
- New users to select **Create an account**, and be redirected to the screen below to register

Sign Up

Already have an account? Sign in!

First Name

Last Name

User Name

Account Number

ID Number / MAAA Number

Phone Number

Email

Request

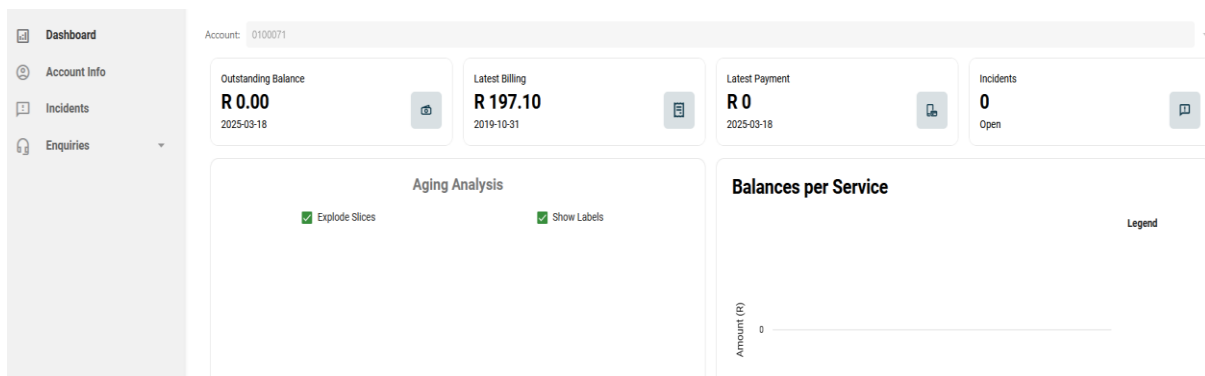
Complete the form

- First name - customer name
- Last name - customer's last name
- User name - customer user name
- Account Number – customer account number
- ID/ MAAA number - customer identical number or business MAAA number
- Phone number – contact number
- Email – customer email address

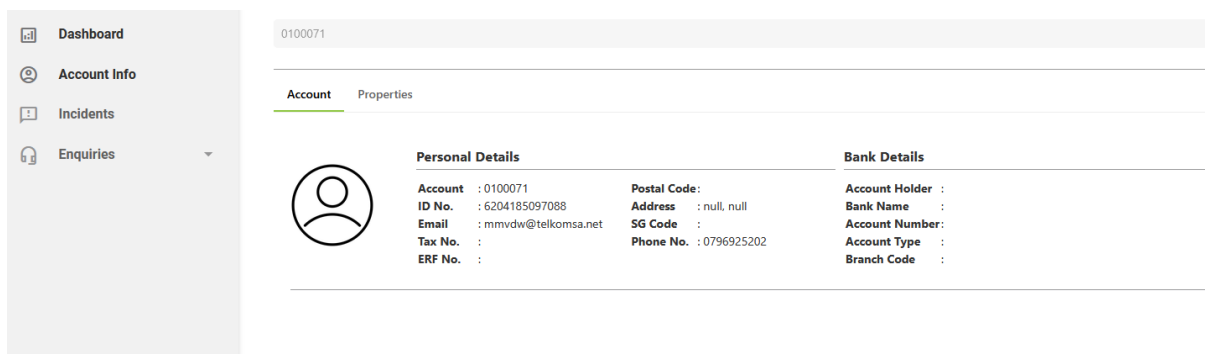
Select **Request** to complete registration.

3. Online Portal

- **Dashboard** - displays data in a variety of visual formats (graphs, charts, etc.) in one place



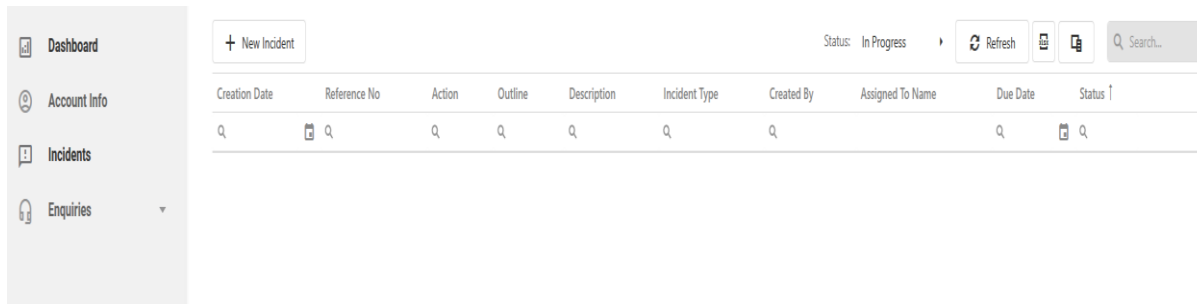
- **Account info** – Customer and property information (Erf no, address)



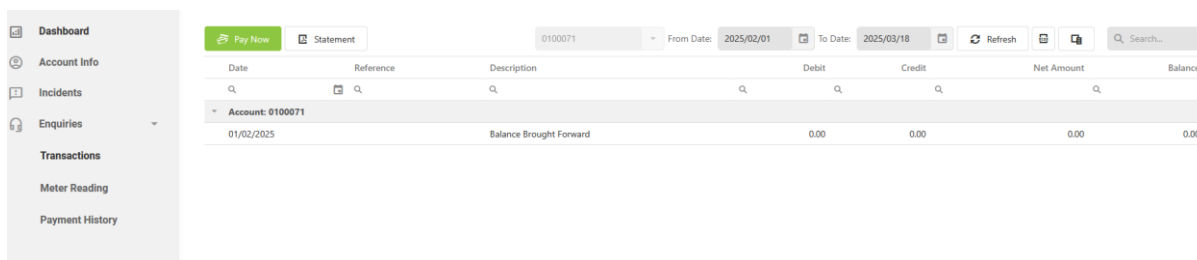
Account: 0100071

Personal Details		Bank Details	
Account	: 0100071	Account Holder	:
ID No.	: 6204185097088	Bank Name	:
Email	: mmvdw@telkomsa.net	Account Number	:
Tax No.	:	Account Type	:
ERF No.	:	Branch Code	:
Postal Code	: null, null		
Address	:		
SG Code	:		
Phone No.	: 0796925202		

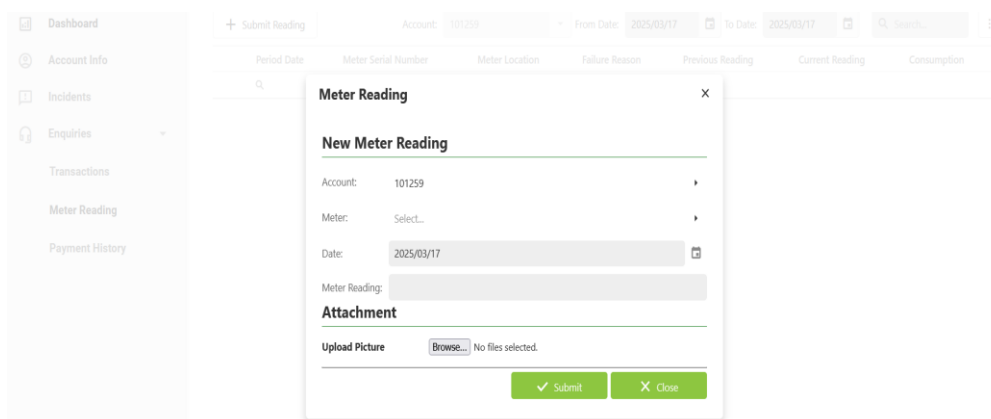
- **Incidents** – Customers can view all the requests/ incidents logged and create new ones.



- **Enquiries – Transactions**
 - View and save statements
 - Pay account



- **Enquiries Meter Reading**
 - Submit the reading and attach a picture of the meter



4. Payment process

Go to Enquiries → Transaction







select **Pay Now** and be redirected to the screen below

New Payment



Account:	0100041	▼
Customer:	STRUST	
Amount To Pay:	R 0.00	✕

Payment Options

EFT with Ozow

Card | Mastercard | SnapScan with PayStack

Payment Details

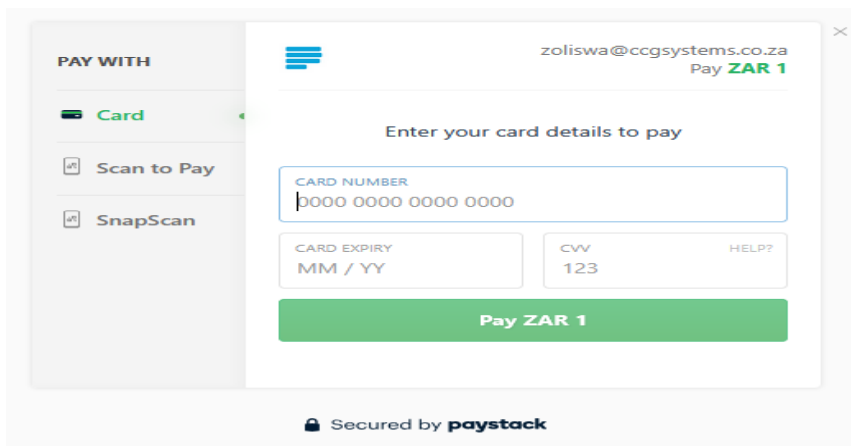
Outstanding Amount: **R 0.00**

Amount Being Paid: **R 0.00**

Pay (With PayStack)

Complete the form

1. Amount To Pay: amount that the customer pays
2. Select **Card | Mastercard | SnapScan with PayStack**
3. Click **Pay (PayStack)**, and be redirected to the screen below



The screenshot shows a payment interface for 'zoliswa@ccgsystems.co.za' with a payment amount of 'Pay ZAR 1'. The 'PAY WITH' sidebar on the left has 'Card' selected. The main form is titled 'Enter your card details to pay' and contains the following fields:

- CARD NUMBER: 0000 0000 0000 0000
- CARD EXPIRY: MM / YY
- CVV: 123
- HELP? (link)

A green button labeled 'Pay ZAR 1' is at the bottom of the form. Below the form, it says 'Secured by paystack'.

- i. Provide card details and proceed to pay
 - Card Number – 16-digit number printed on the front of the card.
 - Card Expiry – Card expiry date
 - CVV- Card verification value