



Contact: cpdproviders@hpcsa.co.za
for any concerns and to register as a service provider

Major Concerns: mphomb@hpcsa.co.za

Oracle B2C Service Cloud – Playback, Train the Trainer

Wave 3B

August 2025

Link to training video:

<https://drive.google.com/file/d/1TI2cAm6c2Q294X-TY86ZSlcPCvSJibn7/view?invite=COMKndQG&ts=6900bee4>

CPD Individual Activity Record Update

CPD Individual Activity Update - Flow

- Practitioner clicks on “Update CPD” tile under CPD Details from Account Overview/Dashboard page
- Practitioner can also click on CPD Update Request link under Service Request from Online Services page
- List of previously submitted CPDs are shown. User clicks on Click here to proceed link to open Individual CPD page and fill in the details.
- Selects the entity/org, activity type , start and end dates etc.
- Uploads corresponding documents and submit
- A new CPD Request SR is created in the system

CPD Individual Update

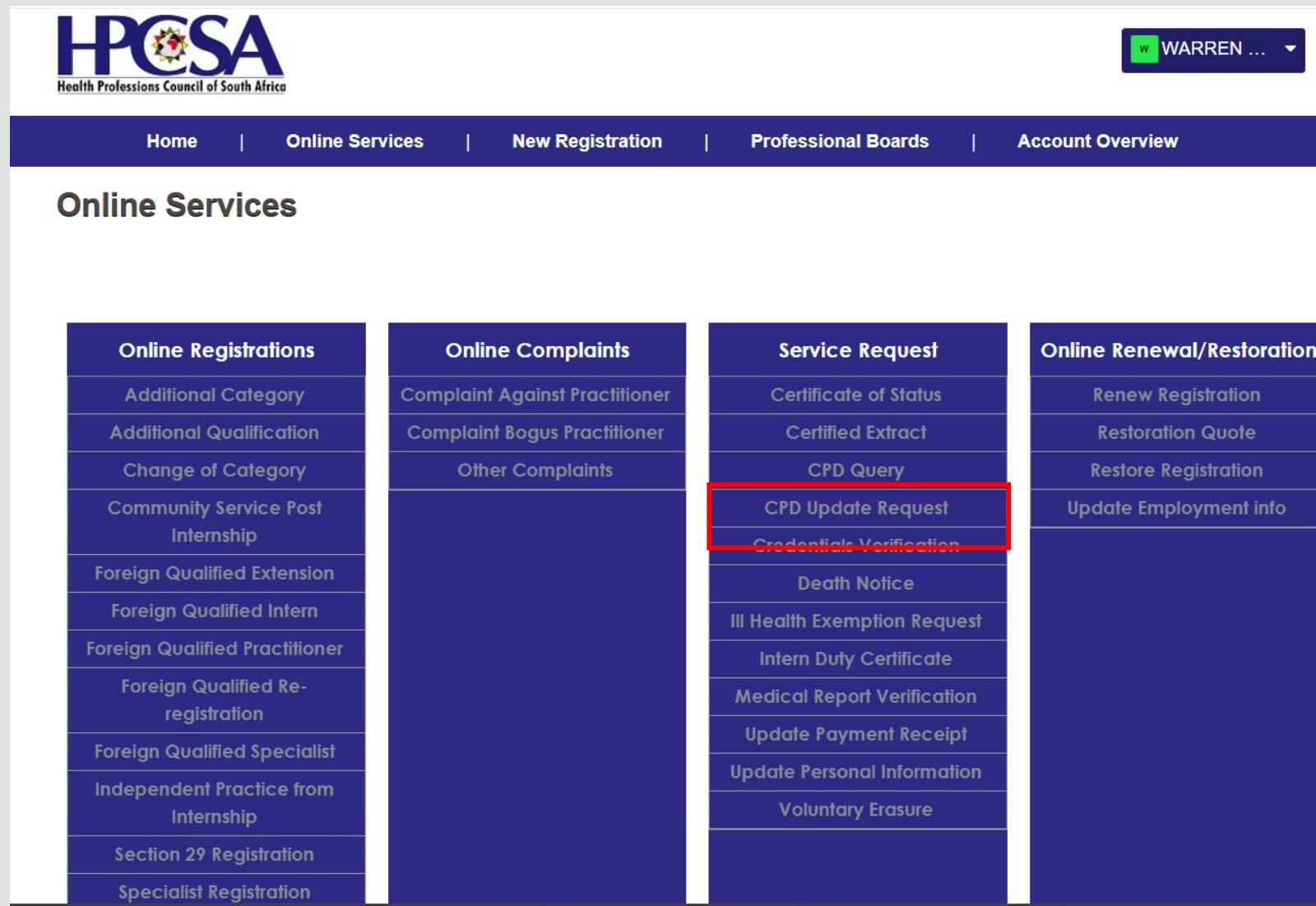
Processing

- From CPD Official Queue Incidents Report, CPD Official will pick the ticket and process it further.
- CPD Official will verify the documents uploaded by practitioner.
- CPD Official will validate the CPD Points uploaded by the practitioner.

Outcome

- Once all CPD Points are validated by CPD Official the status on Request for CPD Points Update ticket changes to Approved.

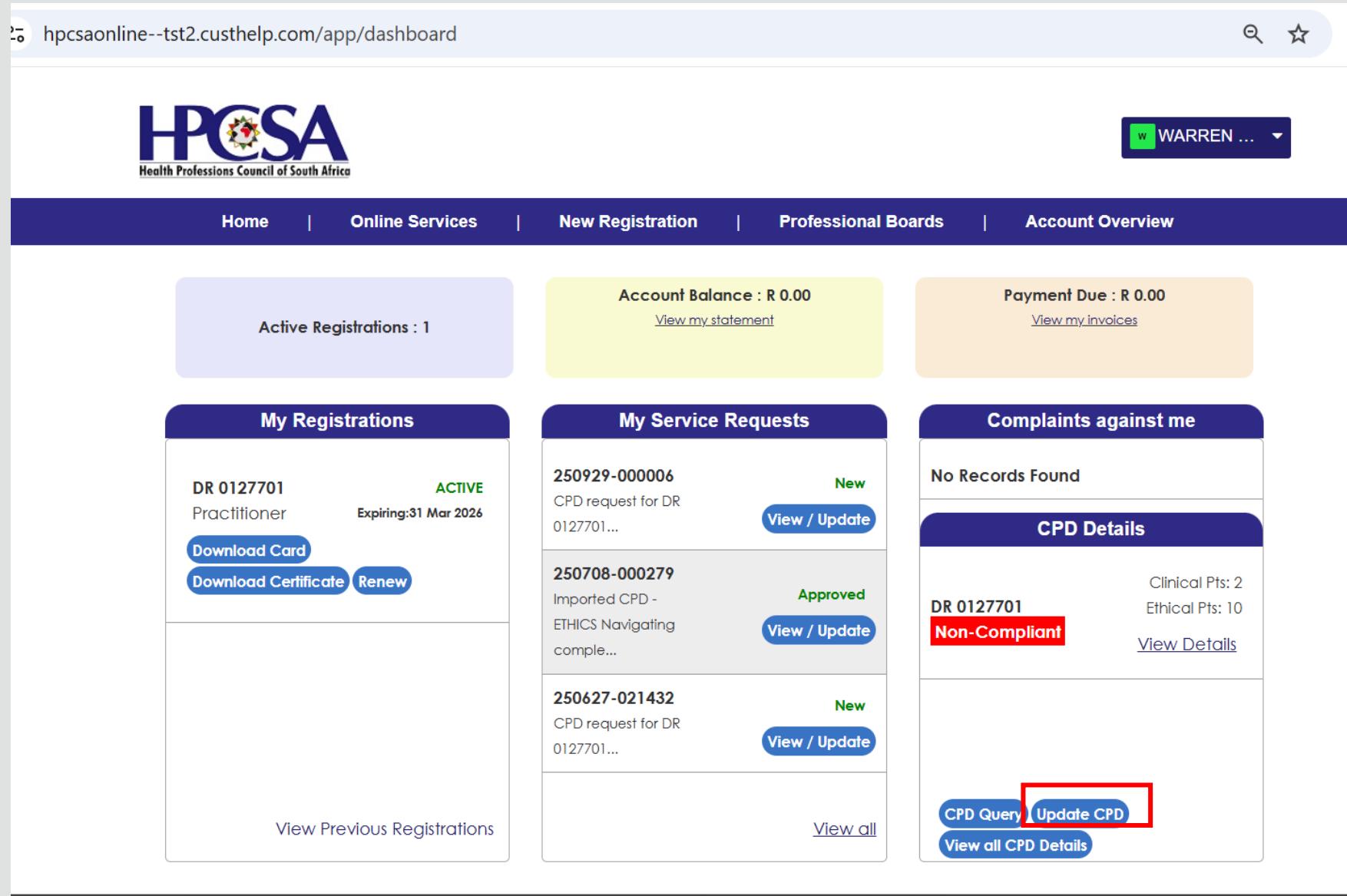
CPD Individual Activity Record update link via Online Services



The screenshot shows the HPCSA (Health Professions Council of South Africa) Online Services portal. At the top, there is a logo for HPCSA and a dropdown menu showing 'WARREN ...'. Below the header, there is a navigation bar with links for Home, Online Services, New Registration, Professional Boards, and Account Overview. The main content area is titled 'Online Services' and contains four columns of service links:

- Online Registrations**
 - Additional Category
 - Additional Qualification
 - Change of Category
 - Community Service Post Internship
 - Foreign Qualified Extension
 - Foreign Qualified Intern
 - Foreign Qualified Practitioner
 - Foreign Qualified Re-registration
 - Foreign Qualified Specialist
 - Independent Practice from Internship
 - Section 29 Registration
 - Specialist Registration
- Online Complaints**
 - Complaint Against Practitioner
 - Complaint Bogus Practitioner
 - Other Complaints
- Service Request**
 - Certificate of Status
 - Certified Extract
 - CPD Query
 - CPD Update Request** (This link is highlighted with a red box.)
 - Credential Verification
 - Death Notice
 - III Health Exemption Request
 - Intern Duty Certificate
 - Medical Report Verification
 - Update Payment Receipt
 - Update Personal Information
 - Voluntary Erasure
- Online Renewal/Restoration**
 - Renew Registration
 - Restoration Quote
 - Restore Registration
 - Update Employment Info

CPD Individual Activity Record update link via Dashboard/Account overview



The screenshot shows the HPCSA (Health Professions Council of South Africa) online dashboard. At the top, the URL is hpcsaonline--tst2.custhelp.com/app/dashboard. The dashboard features the HPCSA logo and a user profile for 'WARREN ...'. The main navigation menu includes Home, Online Services, New Registration, Professional Boards, and Account Overview.

The Account Overview section displays the following summary boxes:

- Active Registrations : 1
- Account Balance : R 0.00 ([View my statement](#))
- Payment Due : R 0.00 ([View my invoices](#))

The dashboard is divided into three main sections:

- My Registrations:** Shows a practitioner registration (DR 0127701) as ACTIVE, expiring on 31 Mar 2026. Actions: Download Card, Download Certificate, Renew.
- My Service Requests:** Lists three service requests:
 - 250929-000006: CPD request for DR 0127701..., status New, View / Update.
 - 250708-000279: Imported CPD - ETHICS Navigating comple..., status Approved, View / Update.
 - 250627-021432: CPD request for DR 0127701..., status New, View / Update.
- Complaints against me:** Shows 'No Records Found'. A summary box for CPD Details indicates DR 0127701 is Non-Compliant, with Clinical Pts: 2 and Ethical Pts: 10. Actions: View Details, CPD Query, Update CPD, View all CPD Details.

At the bottom, there is a 'View Previous Registrations' link.

My CPDs

Reg No. ♦	CPD Compliant? ♦	Link ♦
DR 0127701	No	Click here to proceed

- When practitioner clicks **CPD Update Request** from the Online Services > Service Request section or **Update CPD** from Account Overview> CPD details section, he will be redirected to CPD list page where he can see the list of all his previously submitted CPDs.
- Practitioner clicks on [Click here to proceed](#) hyperlink which gives the CPD details. User clicks on **Add new CPD** button, **CPD Individual Activity Record** update OPA interview loads in the next screen.

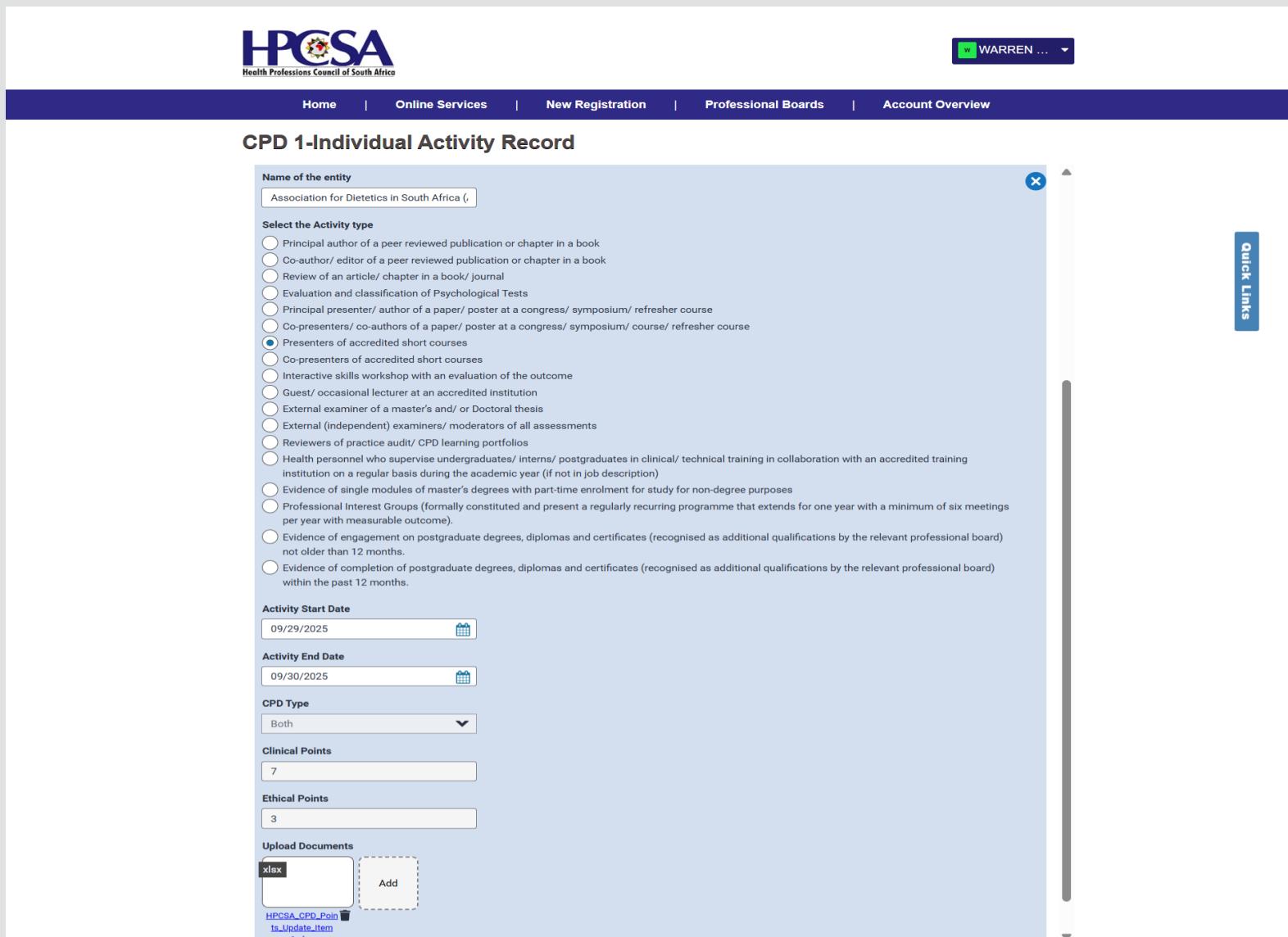
CPD Points (CEUs)	Total	Clinical	Ethical
Total points required	30	25	5
Total active points	12	2	10
Outstanding points required to be CPD compliant	23	0	0
CPD Compliance Status	Non-compliant		

CPD Activities - 2025								
Service Provider	Description	Type	Activity Start Date	Activity End Date	CPD Expiry Date	Points	Active?	
			June	June	June			
Medical Practice Consulting	SA HEART JOURNAL VOL22 No1	Clinical	22 Jun 2025	22 Jun 2025	22 Jun 2026	3	Yes	
Medical Practice Consulting	South African Journal of Clinical Nutrition Vol 37 No 3	Clinical	22 Jun 2025	22 Jun 2025	22 Jun 2026	3	Yes	
Medical Practice Consulting	South African Journal of Clinical Nutrition Vol 37 No 4	Clinical	22 Jun 2025	22 Jun 2025	22 Jun 2026	3	Yes	
Medical Practice Consulting	South African Journal of Clinical Nutrition Vol 38 No 1	Clinical	22 Jun 2025	22 Jun 2025	22 Jun 2026	3	Yes	
MEDIXEED	ETHICS - Navigating complex patient relationships - Strategies for difficult encounters in clinical practice	Ethical	22 Jun 2025	22 Jun 2025	22 Jun 2026	2	Yes	
deNovo Medica	Sharing best practice in diabetes care - Case study 4	Clinical	24 Jun 2025	24 Jun 2025	24 Jun 2026	2	Yes	
deNovo Medica	Consider medical ethics as part of your patient plan	Ethical	24 Jun 2025	24 Jun 2025	24 Jun 2026	1	Yes	
deNovo Medica	How to provide best practice in palliative and end-of-life care	Ethical	24 Jun 2025	24 Jun 2025	24 Jun 2026	1	Yes	
deNovo Medica	Impact of PORA on ethical clinical practice today	Ethical	24 Jun 2025	24 Jun 2025	24 Jun 2026	2	Yes	
deNovo Medica	START Module 5: Making patients partners in their care	Ethical	24 Jun 2025	24 Jun 2025	24 Jun 2026	3	Yes	
deNovo Medica	The ethics of the NHI implementation	Ethical	24 Jun 2025	24 Jun 2025	24 Jun 2026	1	Yes	
Medical Practice Consulting	AMPATH Laboratories DxDiSIGHTS - Issue 4 - August 2023	Clinical	26 Jun 2025	26 Jun 2025	26 Jun 2026	3	Yes	
Medical Practice Consulting	AMPATH Laboratories DxDiSIGHTS - Issue 5 - November 2023	Clinical	26 Jun 2025	26 Jun 2025	26 Jun 2026	3	Yes	
Medical Practice Consulting	AMPATH Laboratories DxDiSIGHTS - Issue 6 - February 2024	Clinical	26 Jun 2025	26 Jun 2025	26 Jun 2026	3	Yes	
Medical Practice Consulting	AMPATH Laboratories DxDiSIGHTS - Issue 7 - May 2024	Clinical	27 Jun 2025	27 Jun 2025	27 Jun 2026	3	Yes	
eduXeed	Managing complex patient relationships Strategies for difficult encounters in clinical practice	Ethical	22 Jun 2025	22 Jun 2025	22 Jun 2026	2	Yes	

CPD Activities - 2024								
Service Provider	Description	Type	Activity Start Date	Activity End Date	CPD Expiry Date	Points	Active?	
			September	September	September			
Association for Dietetics in South Africa (ADSA)	Presenters of accredited short courses	Clinical	29 Sep 2025	30 Sep 2025	30 Sep 2026	7	Yes	
Association for Dietetics in South Africa (ADSA)	Presenters of accredited short courses	Ethical	29 Sep 2025	30 Sep 2025	30 Sep 2026	3	Yes	



CPD Individual Activity Record – Introduction Page



CPD 1-Individual Activity Record

Name of the entity
Association for Dietetics in South Africa (

Select the Activity type

Principal author of a peer reviewed publication or chapter in a book
 Co-author/ editor of a peer reviewed publication or chapter in a book
 Review of an article/ chapter in a book/ journal
 Evaluation and classification of Psychological Tests
 Principal presenter/ author of a paper/ poster at a congress/ symposium/ refresher course
 Co-presenters/ co-authors of a paper/ poster at a congress/ symposium/ course/ refresher course
 Presenters of accredited short courses
 Co-presenters of accredited short courses
 Interactive skills workshop with an evaluation of the outcome
 Guest/ occasional lecturer at an accredited institution
 External examiner of a master's and/ or Doctoral thesis
 External (independent) examiners/ moderators of all assessments
 Reviewers of practice audit/ CPD learning portfolios
 Health personnel who supervise undergraduates/ interns/ postgraduates in clinical/ technical training in collaboration with an accredited training institution on a regular basis during the academic year (if not in job description)
 Evidence of single modules of master's degrees with part-time enrolment for study for non-degree purposes
 Professional Interest Groups (formally constituted and present a regularly recurring programme that extends for one year with a minimum of six meetings per year with measurable outcome).
 Evidence of engagement on postgraduate degrees, diplomas and certificates (recognised as additional qualifications by the relevant professional board) not older than 12 months.
 Evidence of completion of postgraduate degrees, diplomas and certificates (recognised as additional qualifications by the relevant professional board) within the past 12 months.

Activity Start Date
09/29/2025

Activity End Date
09/30/2025

CPD Type
Both

Clinical Points
7

Ethical Points
3

Upload Documents
[HPCSA_CPD_Points_Update_Item_1.xlsx](#) Add

- Practitioner selects the Entity/Organization Name, Activity Type for which CPD points are being uploaded, Activity Start and End Dates, CPD Type, Clinical Points and Ethical Points are auto-populated based on the activity type selected from the given options.
- Uploads supporting documents for CPD Activity upload and clicks on submit
- A new CPD request is created in the system and is assigned to the CPD Official

CPD Request – CPD Official view

File Home Display Page Setup

Print Delete Email Auto Save Save Edit Selection Search Refresh Reset Find Find Next Clear Export Forward Definition

Recent Items

CPD Queue Incidents

No. of Incidents						
Category ID	Assigned	In Progress	New	Reassigned	Updated	
CPD Update	2	0	3410	44	51	
CPD Query	1	2	2221	72	35	

CPD Update								
Reference #	Subject	Assignee	Category	Queue	Date Created	Date Last Updated	Date Last Resolved	Date Closed
250929-000006	CPD re	Winnie	CPD	CPD Offi	09/29/2025 0	09/29/2025 0	No Value	No Value
250812-001369	CPD re	Ronel C	CPD	CPD Offi	08/12/2025	08/12/2025 0	No Value	No Value
250812-000562	CPD re	Andrew	CPD	CPD Offi	08/12/2025	08/12/2025 0	No Value	No Value
250812-000000	CPD re	Ronel C	CPD	CPD Offi	08/12/2025	08/12/2025 1	No Value	No Value
250811-013505	CPD re	Winnie	CPD	CPD Offi	08/11/2025	08/11/2025 1	No Value	No Value
250811-013504	CPD re	Moipone	CPD	CPD Offi	08/11/2025	08/11/2025 1	No Value	No Value
250811-013470	CPD re	Agnes M	CPD	CPD Offi	08/11/2025	08/11/2025 0	No Value	No Value

Quick Search

Contact Quick Search - Custom

Last Name

First Name

Email

ID Number

Passport Number

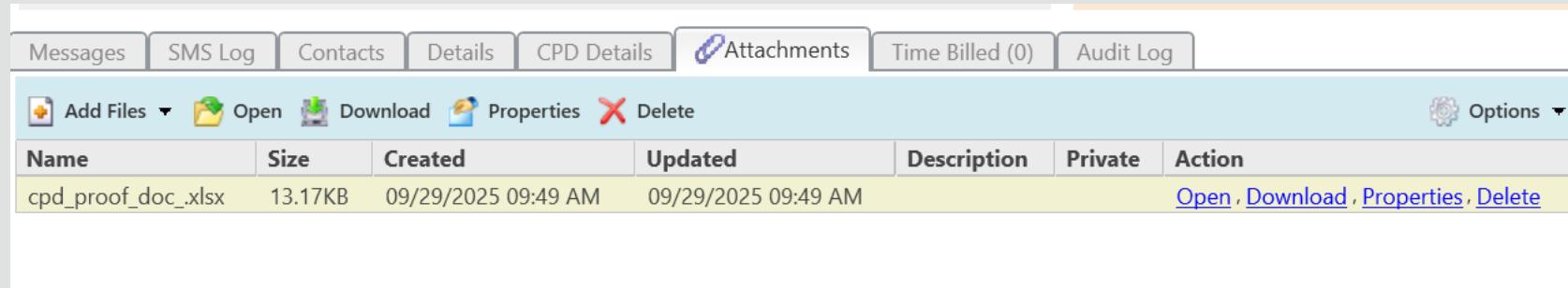
File Number

Search Clear

Logged in as: Helena Da Silva | 3,507 Records

- CPD Official logs into Agent console, from CPD Queue Incidents report in the home Navigation he can view of all the assigned CPD incidents in different Categories CPD Update, CPD Query etc.
- CPD Official will click on the CPD request to upload points incident from the report.

CPD Individual Activity Record Update – subtabs

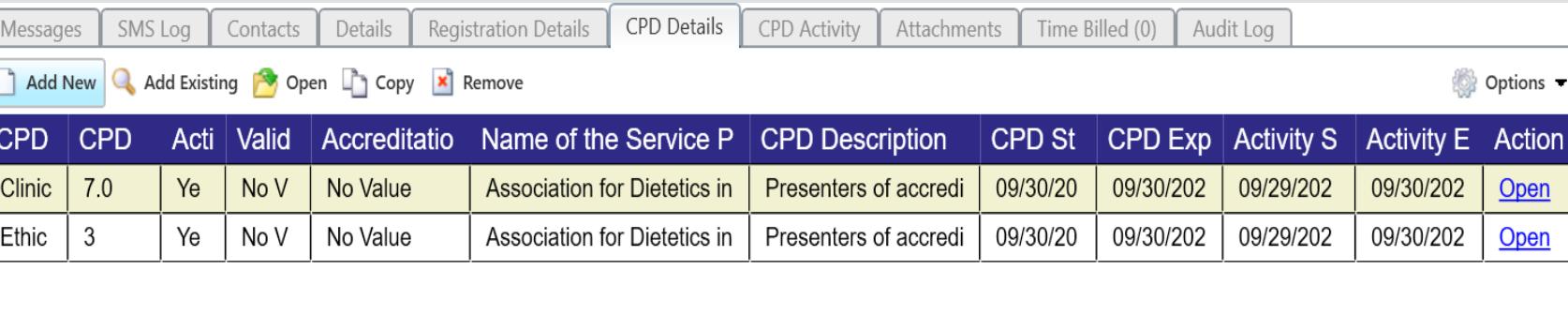


Messages SMS Log Contacts Details CPD Details **Attachments** Time Billed (0) Audit Log

Add Files Open Download Properties Delete Options

Name	Size	Created	Updated	Description	Private	Action
cpd_proof_doc_.xlsx	13.17KB	09/29/2025 09:49 AM	09/29/2025 09:49 AM			Open Download Properties Delete

- CPD Official will validate the attachment on the ticket
- Also verifies the CPD Details uploaded by practitioner from the portal.
- CPD Official will click on open hyperlink from CPD Details tab to view the uploaded cpd points

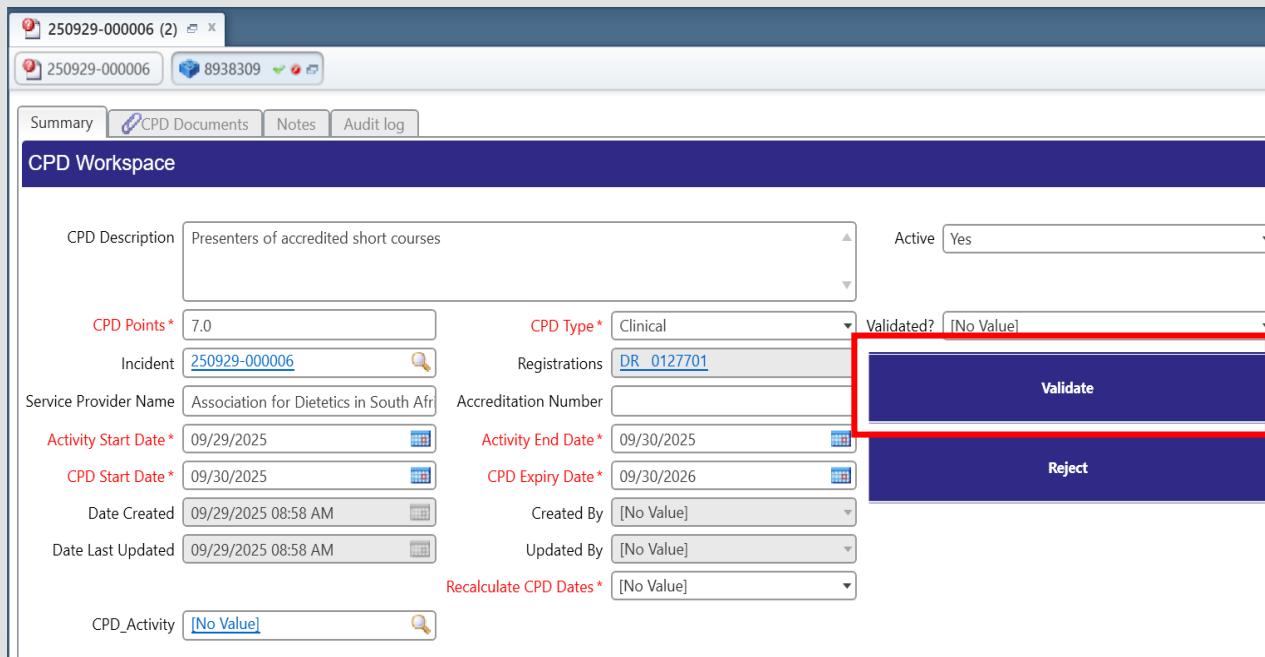


Messages SMS Log Contacts Details Registration Details CPD Details CPD Activity Attachments Time Billed (0) Audit Log Options

Add New Add Existing Open Copy Remove

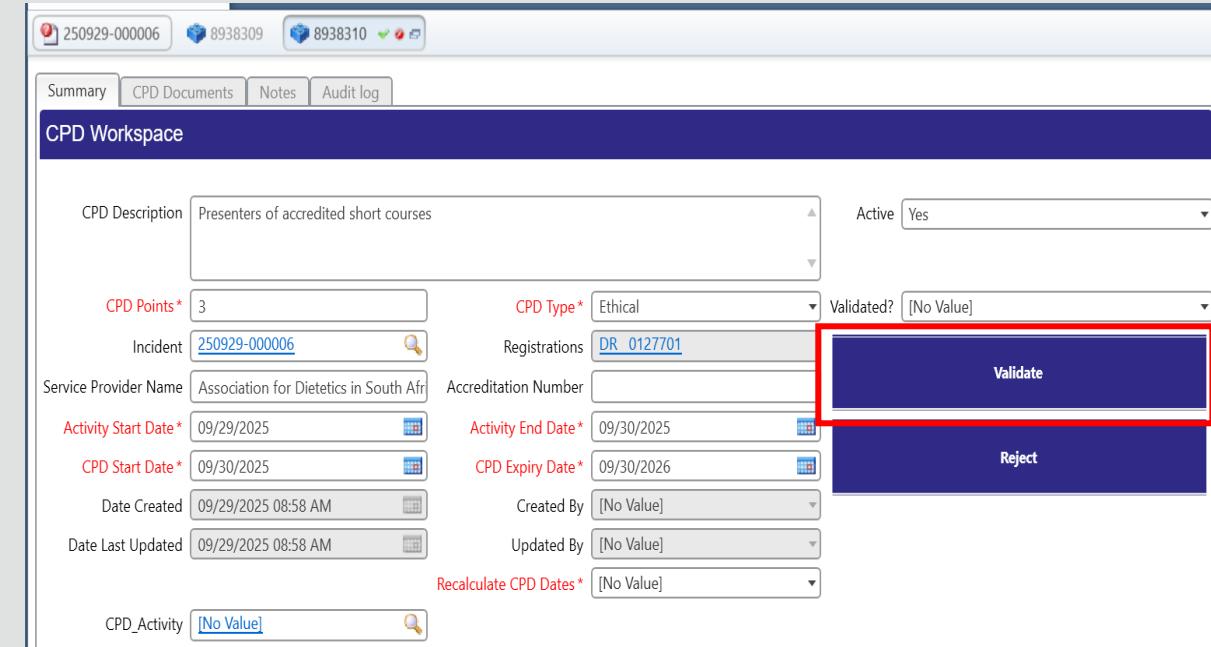
CPD	CPD	Acti	Valid	Accreditatio	Name of the Service P	CPD Description	CPD St	CPD Exp	Activity S	Activity E	Action
Clinic	7.0	Ye	No V	No Value	Association for Dietetics in	Presenters of accredi	09/30/20	09/30/202	09/29/202	09/30/202	Open
Ethic	3	Ye	No V	No Value	Association for Dietetics in	Presenters of accredi	09/30/20	09/30/202	09/29/202	09/30/202	Open

CPD Individual Activity Record – Validate by CPD Official



This screenshot shows the CPD Individual Activity Record page. The page has a header with tabs for 'Summary', 'CPD Documents', 'Notes', and 'Audit log'. Below the header, the 'CPD Workspace' section displays various activity details. A red box highlights the 'Validate' and 'Reject' buttons at the bottom right of the form.

CPD Description: Presenters of accredited short courses
Active: Yes
CPD Points*: 7.0
CPD Type*: Clinical
Incident: 250929-000006
Registrations: DR_0127701
Service Provider Name: Association for Dietetics in South Afr
Accreditation Number: [No Value]
Activity Start Date*: 09/29/2025
Activity End Date*: 09/30/2025
CPD Start Date*: 09/30/2025
CPD Expiry Date*: 09/30/2026
Date Created: 09/29/2025 08:58 AM
Date Last Updated: 09/29/2025 08:58 AM
Recalculate CPD Dates*: [No Value]
CPD_Activity: [No Value]



This screenshot shows the CPD Workspace page. The page has a header with tabs for 'Summary', 'CPD Documents', 'Notes', and 'Audit log'. Below the header, the 'CPD Workspace' section displays various activity details. A red box highlights the 'Validate' and 'Reject' buttons at the bottom right of the form.

CPD Description: Presenters of accredited short courses
Active: Yes
CPD Points*: 3
CPD Type*: Ethical
Incident: 250929-000006
Registrations: DR_0127701
Service Provider Name: Association for Dietetics in South Afr
Accreditation Number: [No Value]
Activity Start Date*: 09/29/2025
Activity End Date*: 09/30/2025
CPD Start Date*: 09/30/2025
CPD Expiry Date*: 09/30/2026
Date Created: 09/29/2025 08:58 AM
Date Last Updated: 09/29/2025 08:58 AM
Recalculate CPD Dates*: [No Value]
CPD_Activity: [No Value]

- CPD official will open individual CPD Record uploaded by practitioner and clicks on **validate** button if he found the practitioner to be compliant, then Recalculate CPD Dates is auto-set to Yes.

Request for CPD Points Update - Approved

250929-000006 8938309

Service Request

Subject: CPD request for DR 0127701

Reference #: 250929-000006

Status *: Approved

Category: CPD
└ CPD Update

Assigned: CPD Official

Queue: CPD Officer

Service Request Type: Request For CPD Points Update

Date Created: 09/29/2025 08:58 AM

Date Closed: 09/29/2025 11:53 AM

Contact Details

Contact *: WARREN COLLINS

First Name: WARREN
Last Name: COLLINS
Email Address: warrencollins8@yopmail.com

Messages SMS Log Contacts Details Registration Details CPD Details CPD Activity Attachments Time Billed (0) Audit Log

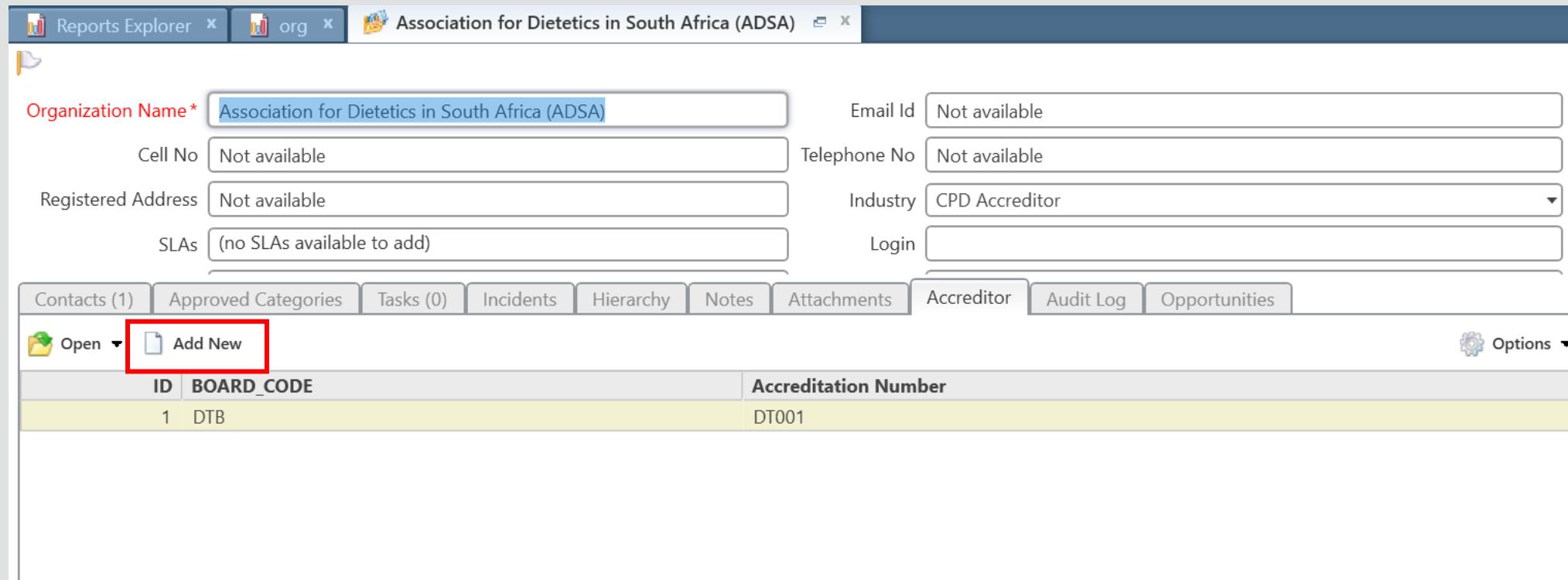
Add New Add Existing Open Copy Remove Options

CPD	CPD	Acti	Valid	Accreditatio	Name of the Service P	CPD Description	CPD St	CPD Exp	Activity S	Activity E	Action
Clinic	7.0	Ye	Yes	No Value	Association for Dietetics in	Presenters of accredi	09/30/20	09/30/202	09/29/202	09/30/202	Open
Ethic	3	Ye	Yes	No Value	Association for Dietetics in	Presenters of accredi	09/30/20	09/30/202	09/29/202	09/30/202	Open

- Once all the CPD Records are validated by the CPD Official then the status on the ticket Request for CPD Points Update changes to Approved.

Adding New accreditation for Accreditor

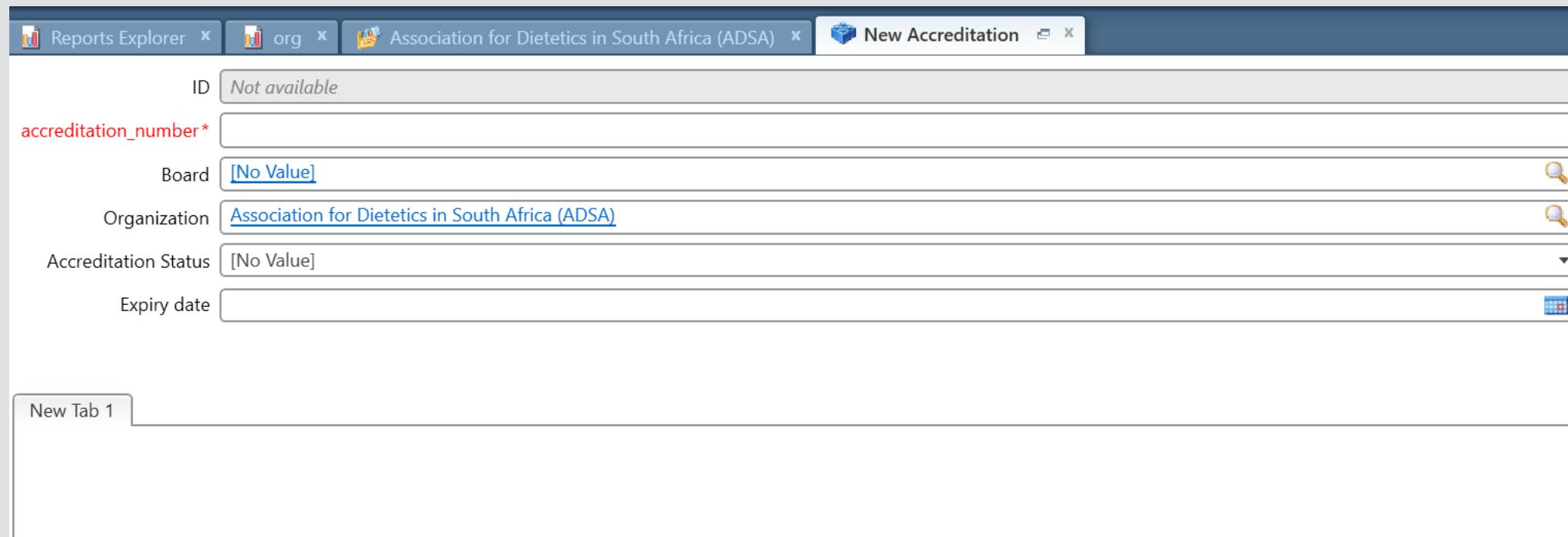
Steps to add new accreditation – CPD Official



The screenshot shows the Oracle CPD Accreditor application interface. The top navigation bar includes 'Reports Explorer', 'org', and the current tab 'Association for Dietetics in South Africa (ADSA)'. The main form displays organization details: 'Organization Name*' (Association for Dietetics in South Africa (ADSA)), 'Email Id' (Not available), 'Cell No' (Not available), 'Telephone No' (Not available), 'Registered Address' (Not available), 'Industry' (CPD Accreditor), and 'SLAs' (no SLAs available to add). Below the form is a navigation bar with tabs: 'Contacts (1)', 'Approved Categories', 'Tasks (0)', 'Incidents', 'Hierarchy', 'Notes', 'Attachments', 'Accreditor' (which is the active tab), 'Audit Log', and 'Opportunities'. The 'Accreditor' tab has a sub-menu with 'Open' and 'Add New' (which is highlighted with a red box). The main table displays a single row of accreditation data: ID (1), BOARD_CODE (DTB), and Accreditation Number (DT001).

- Open the CPD Accreditor organization under which new Accreditation should be added
- Click on **Add New** button under Accreditor Tab

New Accreditation Details Screen



Reports Explorer x org x Association for Dietetics in South Africa (ADSA) x New Accreditation x

ID *Not available*

accreditation_number*

Board [\[No Value\]](#) 

Organization [Association for Dietetics in South Africa \(ADSA\)](#) 

Accreditation Status [\[No Value\]](#) ▾

Expiry date 

New Tab 1

- Enter accreditation_number of new accreditation, new Board details to make a new association under existing Accreditation for example, Association for Dietetics in South Africa (ADSA)

New Accreditation added successfully

ID *Not available*

accreditation_number* MD0023

Board MDB 

Organization Association for Dietetics in South Africa (ADSA) 

Accreditation Status [No Value]

Expiry date 

New Tab 1

On save a new row is added as shown highlighted below

Reports Explorer x org x Association for Dietetics in South Africa (ADSA) x MD0023 x

Organization Name* Association for Dietetics in South Africa (ADSA) Email Id Not available

Cell No Not available Telephone No Not available

Registered Address Not available Industry CPD Accreditor

SLAs (no SLAs available to add) Login

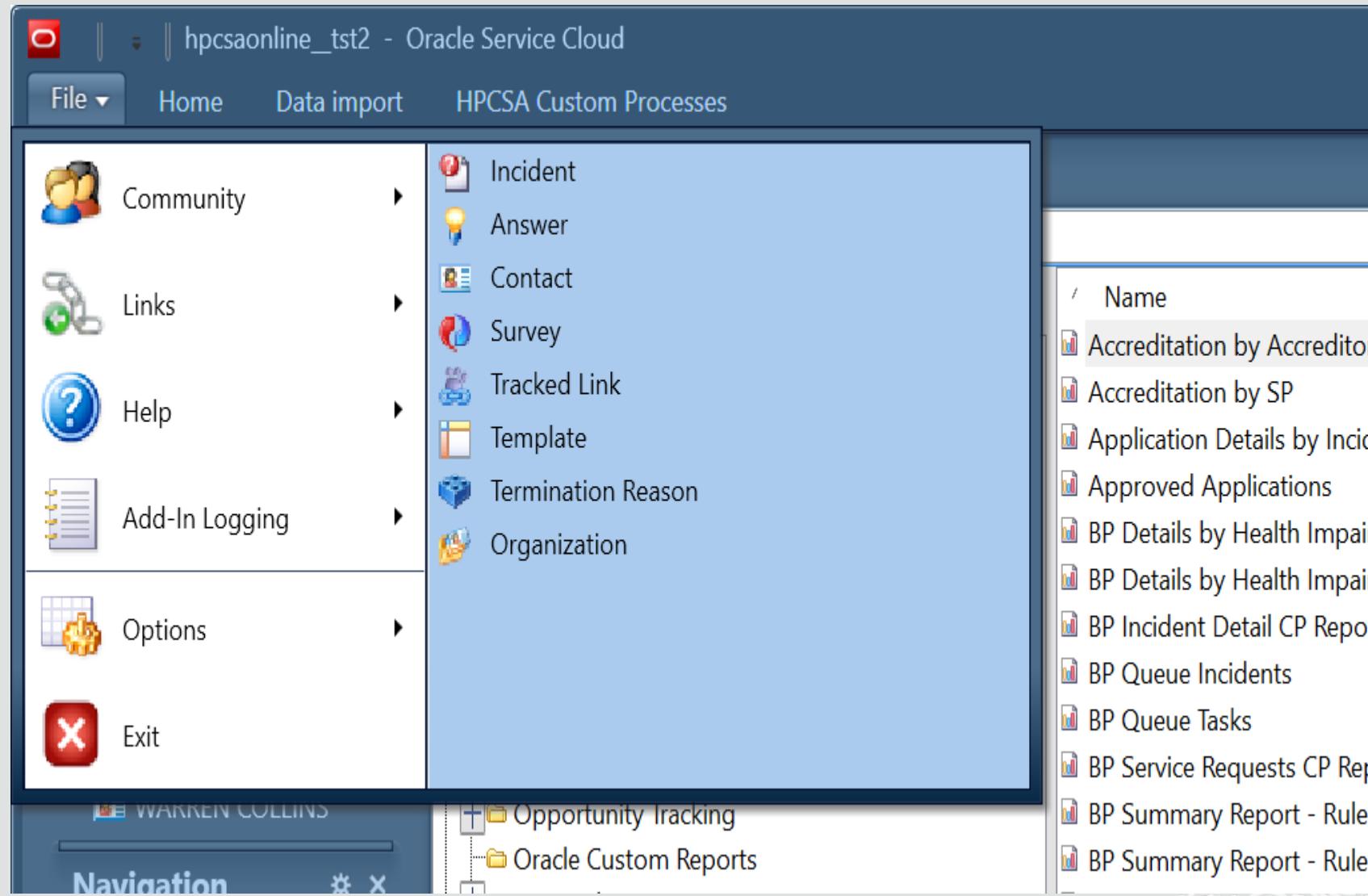
Contacts (1) Approved Categories Tasks (0) Incidents Hierarchy Notes Attachments Accreditor Audit Log Opportunities

 Open  Add New  Options

ID	BOARD_CODE	Accreditation Number
1	DTB	DT001
37	MDB	MD0023

Onboarding CPD Accreditor/Service Provider

Onboarding CPD Accreditor/Service Provider



The screenshot shows the Oracle Service Cloud interface with the following details:

- Header:** hpcsaonline_tst2 - Oracle Service Cloud
- File Menu:** File ▾ (highlighted in blue), Home, Data import, HPCSA Custom Processes
- Submenu for 'File' (File ▾):**
 - Community
 - Links
 - Help
 - Add-In Logging
 - Options
 - Exit
- Submenu for 'File' (File ▾) - 'Add New Organization' (highlighted in orange):**
 - Incident
 - Answer
 - Contact
 - Survey
 - Tracked Link
 - Template
 - Termination Reason
 - Organization
- Bottom Navigation Bar:** Navigation, Opportunity Tracking, Oracle Custom Reports
- Bottom Footer:** WARREN COLLINS, Confidential – © 2025 Oracle Internal

- CPD Official/HoD can login into Agent Console.
- Go to File Menu and click on Add New Organization

Add New Organization Screen – CPD Accreditor

The screenshot shows the 'Add New Organization Screen – CPD Accreditor'. The top navigation bar includes 'Reports Explorer', 'org', and the current tab 'Association for Dietetics in South Africa (ADSA)'. The main form contains the following fields:

- Organization Name***: Association for Dietetics in South Africa (ADSA)
- Email Id**: Not available
- Cell No**: Not available
- Telephone No**: Not available
- Registered Address**: Not available
- SLAs**: (no SLAs available)
- Industry Type**: CPD Accreditor (selected from a dropdown menu)
- Contacts (1)**: Nasreen Jaffer (Full Name), cpdnasreen@yopmail.com (Email Address), Association for Dietetics in South Africa (ADSA) (Organization Name), No Value (Office Phone), No Value (Title), and a row of buttons for [Open](#), [Delete](#), and [Print](#).

A red box highlights the **Add New** button in the Contacts subtab.

- CPD Official enters Organization Name, Industry Type as **CPD Accreditor**, Email Id, Cell No, Telephone No, Registered Address.
- The Contacts to be associated under CPD Accreditor Org can be added by clicking on **Add New** button in Contacts subtab.

Add New Organization Screen – CPD Service Provider

Reports Explorer x org x University of KwaZulu-Natal x

Organization Name * University of KwaZulu-Natal Email Id Not available

Cell No Not available Telephone No Not available

Registered Address Not available Industry CPD Service Provider

SLAs (no SLAs available to add) Login

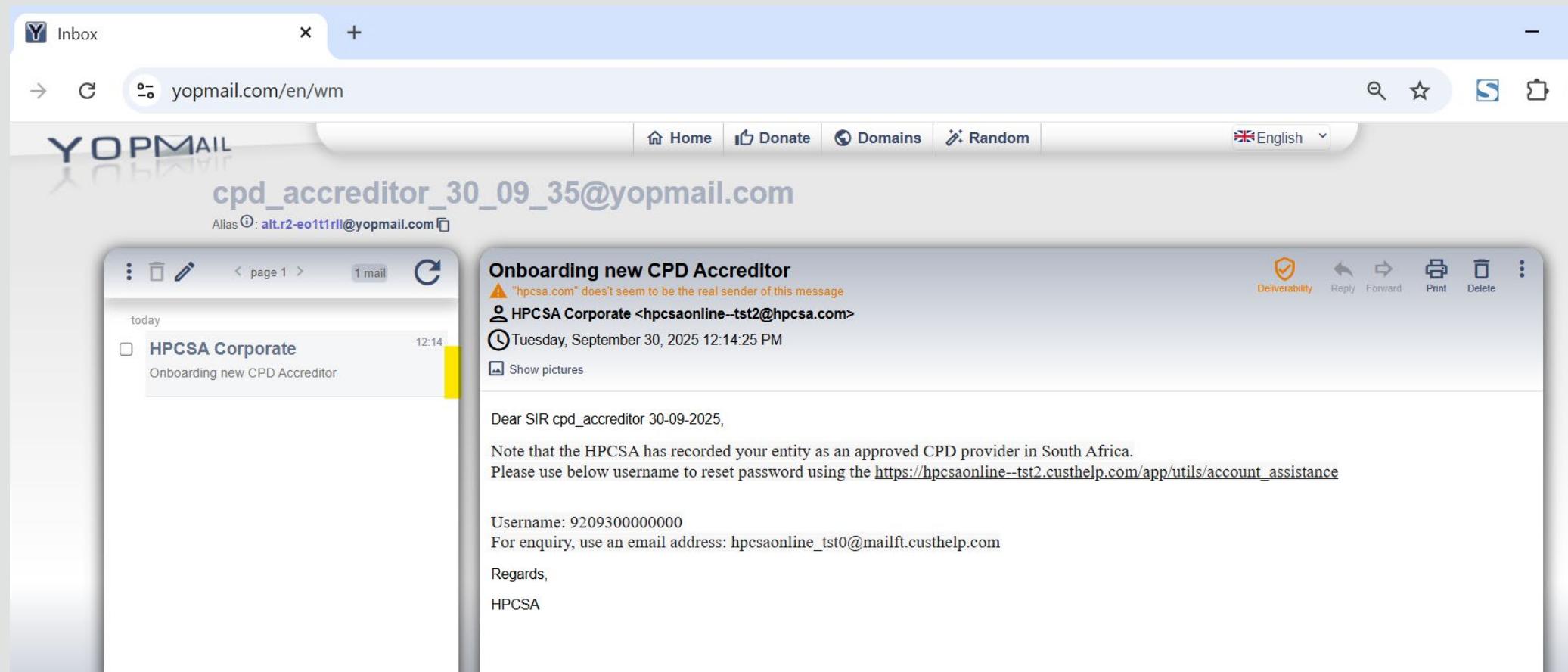
Contacts (2) Approved Categories Tasks (0) Incidents Hierarchy Notes Attachments Accreditors Audit Log Opportunities

 Add New  Add Existing  Open  Print  Copy  Delete  Remove  Email  Options

Full Name	Email Address	Organization Name	Office Phone	Title	Action
Dr Xulu Kasaba	xulukasabaz@ukzn.ac.za	University of KwaZulu-Natal	No Value	No Value	Open , Delete , Print
Prof Andrew Ross	chs.cpd@yopmail.com	University of KwaZulu-Natal	No Value	No Value	Open , Delete , Print

- CPD Official enters Organization Name, Industry Type as **CPD Service Provider**, Email Id, Cell No, Telephone No, Registered Address.
- The Contacts to be associated under CPD Service Provider Org can be added by clicking on **Add New** button in Contacts subtab.

Onboarding Email – CPD Accreditor



The screenshot shows a YOPMAIL inbox with one email from "HPCSA Corporate" received "today" at 12:14. The subject is "Onboarding new CPD Accreditor". The email content is as follows:

Onboarding new CPD Accreditor
⚠ "hpcsa.com" doesn't seem to be the real sender of this message
👤 HPCSA Corporate <hpcsaonline-tst2@hpcsa.com>
🕒 Tuesday, September 30, 2025 12:14:25 PM
>Show pictures

Dear SIR cpd_accreditor 30-09-2025,

Note that the HPCSA has recorded your entity as an approved CPD provider in South Africa.
Please use below username to reset password using the https://hpcsaonline--tst2.custhelp.com/app/utils/account_assistance

Username: 920930000000
For enquiry, use an email address: hpcsaonline_tst0@mailft.custhelp.com

Regards,
HPCSA

- Once CPD Official/HoD creates CPD Accreditor in the system, Onboarding email will be sent to CPD Accreditor's email address.

Onboarding CPD Service Provider

Clinical Solutions Lucy G

Practitioner Profile

Contact Type: CPD Service Provider Title: Lucy First Name: Lucy Middle Name:
File Number: Method Of Communication: Maiden Name: Last Name: G

Registrations Registered Category Registered Qualification Complaints CPD History Invoices Payment
Community Access Control Documents Audit Log Integration Log Notes Account Statement 360 View
Offline BP Applications Create Visiting Student Registration Offline Registrations Offline Suspension/Erasures
Password Reset Messages Personal Details Employment Details Tasks Profile Images Service Request

Personal Details

Gender: Female Nationality: South African Race: AFRICAN Language: Afrikaans
Country Of Origin: South Africa Date Of Birth: 09/30/2000
Deceased: [No Value]

Contact Details

Email: cpd_sp_30_09_25@yopmail.com Mobile Phone: 0123123123

Address Book

Adresses

Open Add New Print Options Copy Assign Delete

OPMAIL

cpd_sp_30_09_25@yopmail.com

Alias: alt.j1-c0b9izh@yopmail.com

1 mail

today

HPCSA Corporate 12:22
Onboarding new CPD Service Provider

HPCSA Corporate 12:22
Onboarding new CPD Service Provider

Onboarding new CPD Service Provider
"hpcsa.com" doesn't seem to be the real sender of this message
HPCSA Corporate <hpcsaonline-tst2@hpcsa.com>
Tuesday, September 30, 2025 12:22:48 PM
Show pictures

Dear MS. Lucy G,
Note that the HPCSA has recorded your entity as an approved CPD provider in South Africa.
Please use below username to reset password using the https://hpcsaonline-tst2.custhelp.com/app/utils/account_assistance

Username: 000930000000
For enquiry, use an email address: hpcsaonline_tst0@mailft.custhelp.com

Regards,
HPCSA

- Once CPD Official/HoD creates CPD Service Provider in the system, Onboarding email will be sent to CPD Service Provider's email address.

CPD Event Registration by CPD Accreditor/Service Provider

CPD Event Registration by CPD Accreditor/Service Provider

hpcsaonline--tst2.custhelp.com/app/home

Health Professions Council of South Africa

Home | Account Overview

We're here to help

Search...

Complaint Against Practitioner

Report a Bogus Practitioner

Registered Practitioner Services

Annual Renewal Guide for Practitioners

Rule 18 / Application to Employ a Health Practitioner

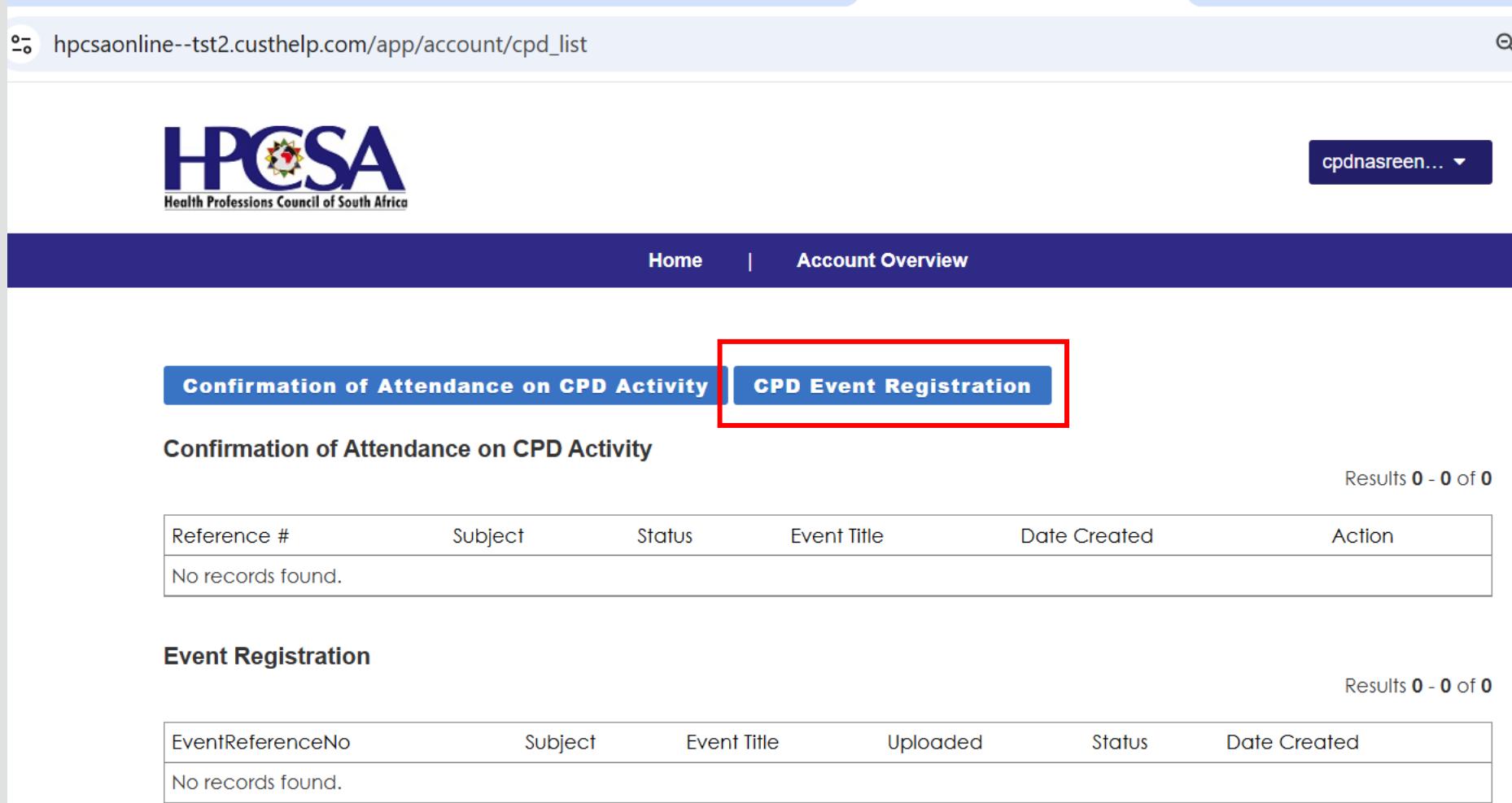
Ethical Rule 23 A / Financial Interest and Shareholding

Health Impairment

CPD

- CPD Accreditor/Service Provider logs into customer portal.
- On Home page click on CPD tile.

CPD List Page View



hpcsaonline--tst2.custhelp.com/app/account/cpd_list

cpdnasreen...

Home | Account Overview

Confirmation of Attendance on CPD Activity

CPD Event Registration

Confirmation of Attendance on CPD Activity

Results 0 - 0 of 0

Reference #	Subject	Status	Event Title	Date Created	Action
No records found.					

Event Registration

Results 0 - 0 of 0

EventReferenceNo	Subject	Event Title	Uploaded	Status	Date Created
No records found.					

- CPD Accreditor/SP will click on **CPD Event Registration** button on cpd_list page.

CPD Event Registration – Introduction Page

hpcsaonline--tst2.custhelp.com/app/account/cpd_event_registration

Home | Account Overview

Approval form for CPD activities

Approval form for CPD activities

Please complete and submit this application to a profession specific Accreditor.

NOTE: The programme for the activity and the presenter's CV must be submitted with this application preceding the activity. No retrospective approval is acceptable.

Organisation Details

Name of Providing Organisation/Provider (Including Registration Number) : Association for Dietetics in South Africa (ADSA)

Postal Address of providing Organisation/Provider : Not available

Contact Details

Contact Person (For Organisation/Provider) : Nasreen Jaffer

Telephone Number (For Organisation/Provider) : 825666723

E-mail Address (For Organisation/Provider) : cpdnasreen@yopmail.com

Next

- On introduction page, CPD Accreditor Organization details and contact details will be shown.
- Click on Next button

Select Accreditation

Home | Account Overview

Approval form for CPD activities ✓ Select Accreditation

Select Accreditation

Accreditation		Select
Accreditation Number : DT001	Board: DTB	<input checked="" type="checkbox"/>
Accreditation Number : MD0023	Board: MDB	<input type="checkbox"/>

Back Next

- CPD Accreditor/SP will choose the Accreditation and click on Next button.

Event Registration

Approval form for CPD activities ✓ Select Accreditation ✓ Event Registration

Event Registration

Event Details

CPD Activity Title	Activity duration(in Hours)
Healthier Diet, Healthier You Webinar	3
Start date of Activity/Programme	End date of Activity/Programme
30-09-2025	30-09-2025
CPD Activity type	Clinical CEU
Clinical	4
Venue Type	Attach Accreditation Letter:
Online	 sample-accreditation-letter-long-term.pdf  

[Back](#) [Next](#)

- Activity Details like Title, duration, Start date, End Date, Activity Type, Clinical/Ethical Points and Venue Type
- Accreditation Letter is uploaded

Target Audience

Approval form for CPD activities ✓ Select Accreditation ✓ Event Registration ✓ Target Audience ✓

Target Audience

Please enter Register Code or Register Name to search

Register Code Register Name

Select	Register code	Description
<input checked="" type="checkbox"/>	DR	RADIOGRAPHER

Selected Register Code

Register Code
DR

Back Submit

- Register code is selected in Target Audience Screen
- Submit the ticket

Approval form for CPD acti... ✓ Select Accreditation ✓ Event Registration ✓ Target Audience ✓ Interview Complete ✓

Interview Complete

Dear Nasreen Jaffer

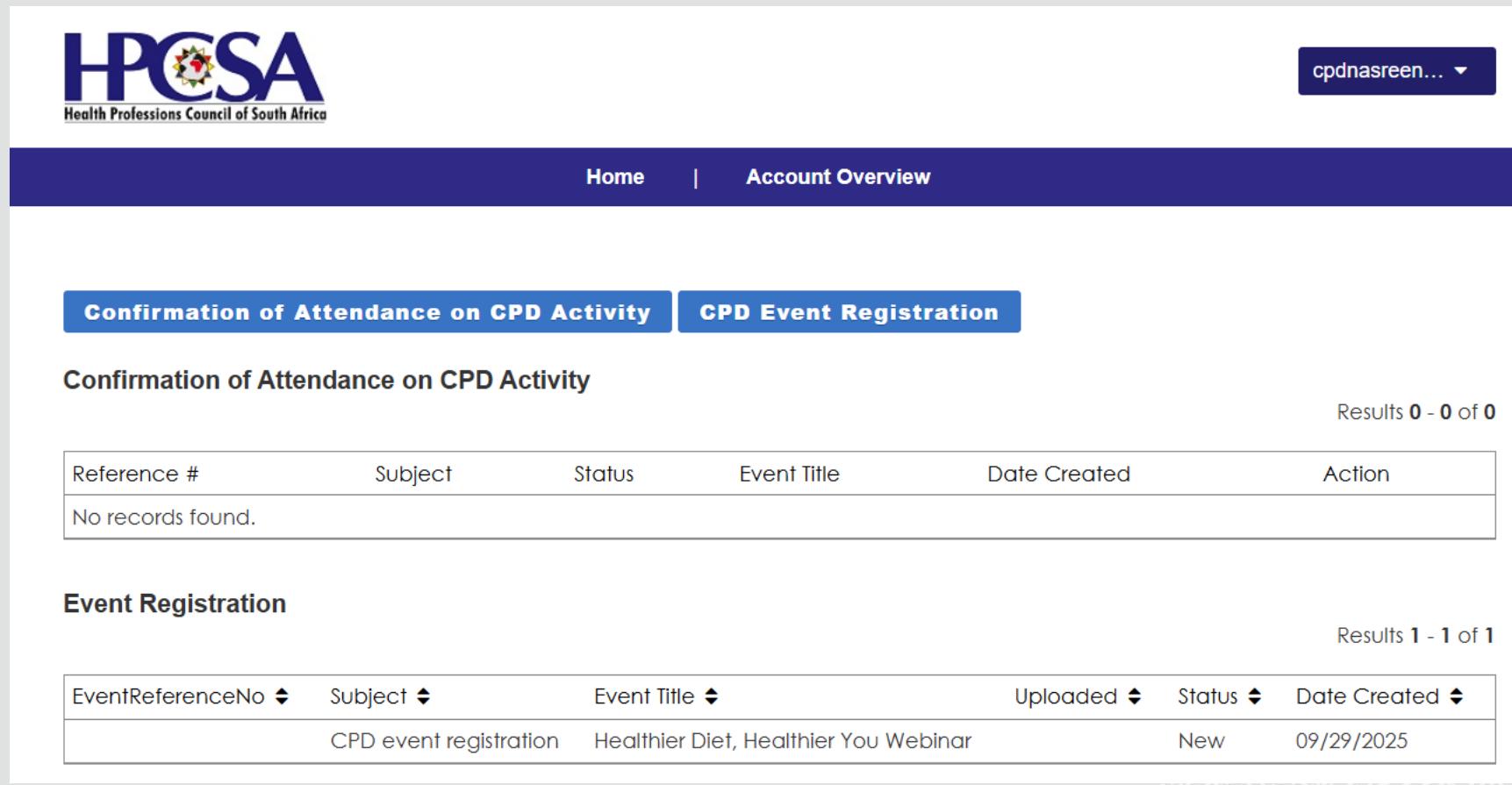
Your request for CPD event registration has been received. Please use the service request Reference No. **250929-000029** for any further correspondance with HPCSA.

Regards,
HPCSA

Finish



CPD List



The screenshot shows the HPCSA (Health Professions Council of South Africa) CPD List interface. At the top, there is a logo for HPCSA and a dropdown menu labeled "cpdnasreen...". Below the header, there are two tabs: "Confirmation of Attendance on CPD Activity" and "CPD Event Registration".

Confirmation of Attendance on CPD Activity

Results 0 - 0 of 0

Reference #	Subject	Status	Event Title	Date Created	Action
No records found.					

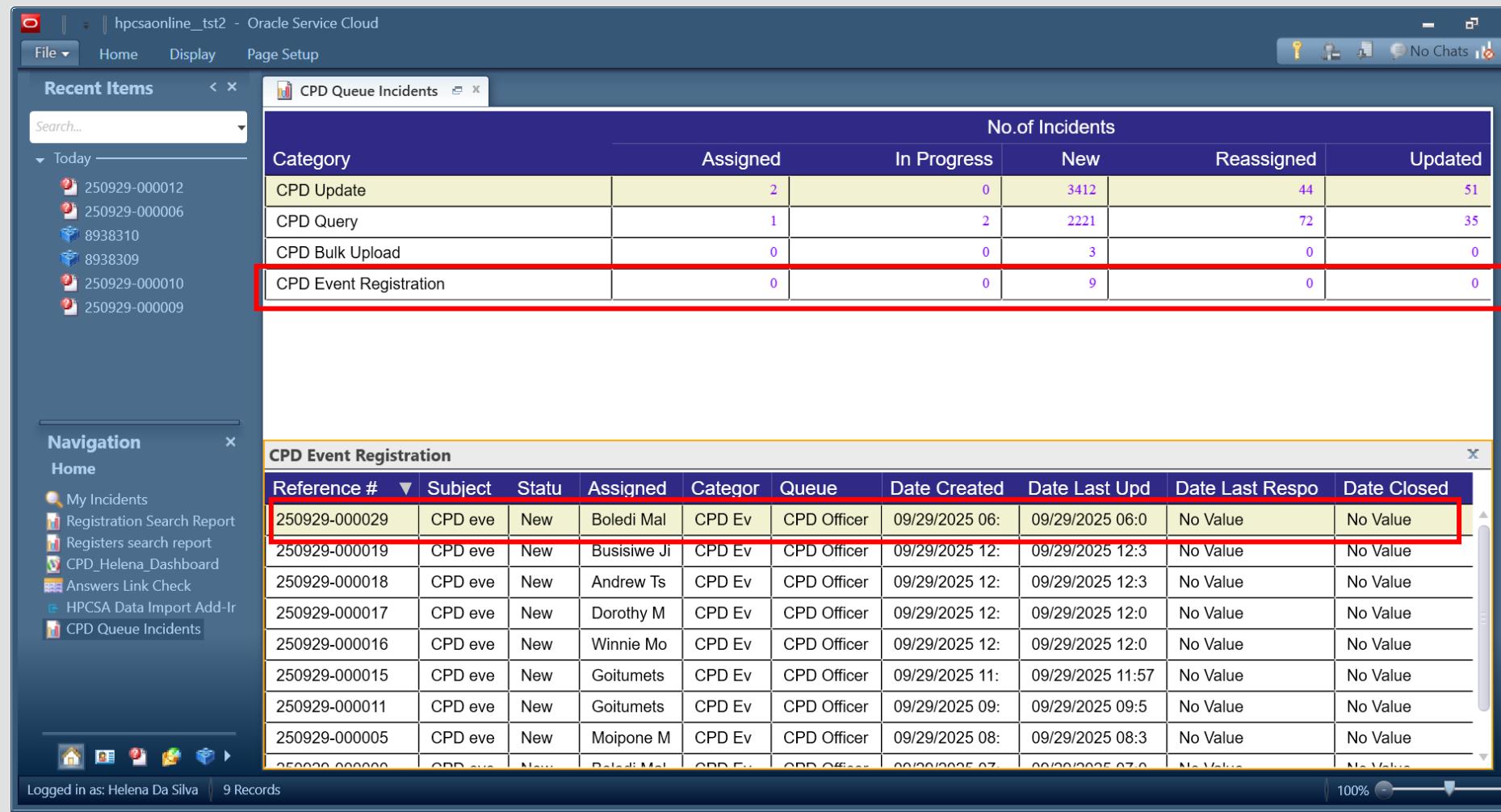
Event Registration

Results 1 - 1 of 1

EventReferenceNo	Subject	Event Title	Uploaded	Status	Date Created
	CPD event registration	Healthier Diet, Healthier You Webinar		New	09/29/2025

- CPD Event Registration Report lists all previously submitted CPD Event Registration service requests

CPD Queue Incidents – CPD Official



The screenshot shows the Oracle Service Cloud interface with the following details:

- Top Navigation:** hpcsaonline_tst2 - Oracle Service Cloud, File, Home, Display, Page Setup.
- Recent Items:** Search..., Today, 250929-000012, 250929-000006, 8938310, 8938309, 250929-000010, 250929-000009.
- Main Report:** CPD Queue Incidents, showing a summary of incidents across categories: CPD Update (2 Assigned, 0 In Progress, 3412 New, 44 Reassigned, 51 Updated), CPD Query (1 Assigned, 2 In Progress, 2221 New, 72 Reassigned, 35 Updated), CPD Bulk Upload (0 Assigned, 0 In Progress, 3 New, 0 Reassigned, 0 Updated), and CPD Event Registration (0 Assigned, 0 In Progress, 9 New, 0 Reassigned, 0 Updated). The CPD Event Registration row is highlighted with a red border.
- Sub-Report:** CPD Event Registration, showing a list of 9 records. The first record (Reference # 250929-000029) is highlighted with a red border. The columns are: Reference #, Subject, Status, Assigned, Category, Queue, Date Created, Date Last Upd, Date Last Respo, and Date Closed.
- Navigation Bar:** Home, My Incidents, Registration Search Report, Registers search report, CPD_Helena_Dashboard, Answers Link Check, HPCSA Data Import Add-Ir, CPD Queue Incidents.
- Bottom Status:** Logged in as: Helena Da Silva, 9 Records, 100% zoom.

- CPD Official logs into Agent Console and click on CPD Queue Incidents Report
- From CPD Event registration tickets pick up the incident created in previous steps.

CPD Event Registration Ticket (CPD Official View)

CPD Queue Incidents x 250929-000029 x

Service Request

Subject: CPD event registration

Reference #: 250929-000029 Queue: CPD Officer

Status: New

Category: CPD
└ CPD Event Registration

Assigned: CPD Official
└ Boledi Maleka

Date Created: 09/29/2025 06:06 PM

Date Closed:

Contact Details

Contact*: Nasreen Jaffer

First Name: Nasreen
Last Name: Jaffer
Email Address: cpdnasreen@yopmail.com

Messages SMS Log Contacts Details Registration Details CPD Activity Attachments Time Billed (0) Audit Log

Open ▾

EventReferenceNo	Event Title	EventStartDate	EventEndDate	Status	CPD Type	Clinical CEU	Ethical_CEU	Duration(in Hours)
No Value	Healthier Diet, Healthier You Webi	09/30/2025	09/30/2025	New	Clinical	4	0	3

- CPD Official can view the CPD event Registration ticket and the associated CPD activity under CPD Activity tab

CPD Event Registration Ticket (Approval)

The screenshot shows the Oracle Service Cloud interface for a 'CPD Queue Incidents' ticket. The ticket number is 250929-000029. The 'Service Request' tab is active, displaying the following details:

- Subject:** CPD event registration
- Reference #:** 250929-000029
- Queue:** CPD Officer
- Date Created:** 09/29/2025 06:06 PM
- Date Closed:** (not yet)

The 'Contact Details' section shows the contact information for Nasreen Jaffer:

- Contact:** Nasreen Jaffer
- First Name:** Nasreen
- Last Name:** Jaffer
- Email Address:** cpdnasreen@yopmail.com

The 'Navigation' sidebar on the left shows the following status filters:

- New
- In Progress
- Approved
- Rejected

The 'Registration Details' section shows the following data:

EventReferenceNo	Event Title	EventStartDate	EventEndDate	Status	CPD Type	Clinical CEU	Ethical CEU	Duration(in Hours)
No Value	Healthier Diet, Healthier You Webi	09/30/2025	09/30/2025	New	Clinical	4	0	3

- CPD Official changes status as Approved from the dropdown.

CPD Activity updates

The screenshot shows a service request interface with the following details:

- Subject:** CPD event registration
- Reference #:** 250929-000029
- Status:** Approved
- Category:** CPD
└ CPD Event Registration
- Assigned:** CPD Official
- Queue:** CPD Officer
- Date Created:** 09/29/2025 06:06 PM
- Date Closed:** 09/29/2025 06:43 PM

Contact Details:

Contact * Nasreen Jaffer

First Name: Nasreen
Last Name: Jaffer
Email Address: cpdnasreen@yopmail.com

CPD Activity:

EventReferenceNo	Event Title	EventStartDate	EventEndDate	Status	CPD Type	Clinical CEU	Ethical CEU	Duration(in Hours)
DT001/250929000029	Healthier Diet, Healthier You Webi	09/30/2025	09/30/2025	Approved	Clinical	4	0	3

- When CPD event Registration ticket is approved by CPD Official, then the Event Reference Number and Status (Approved) will be updated on CPD Activity associated to it.

CPD Attendance Upload

CPD Attendance Report Upload by CPD Accreditor/Service Provider

hpcsaonline--tst2.custhelp.com/app/home

Health Professions Council of South Africa

Home | Account Overview

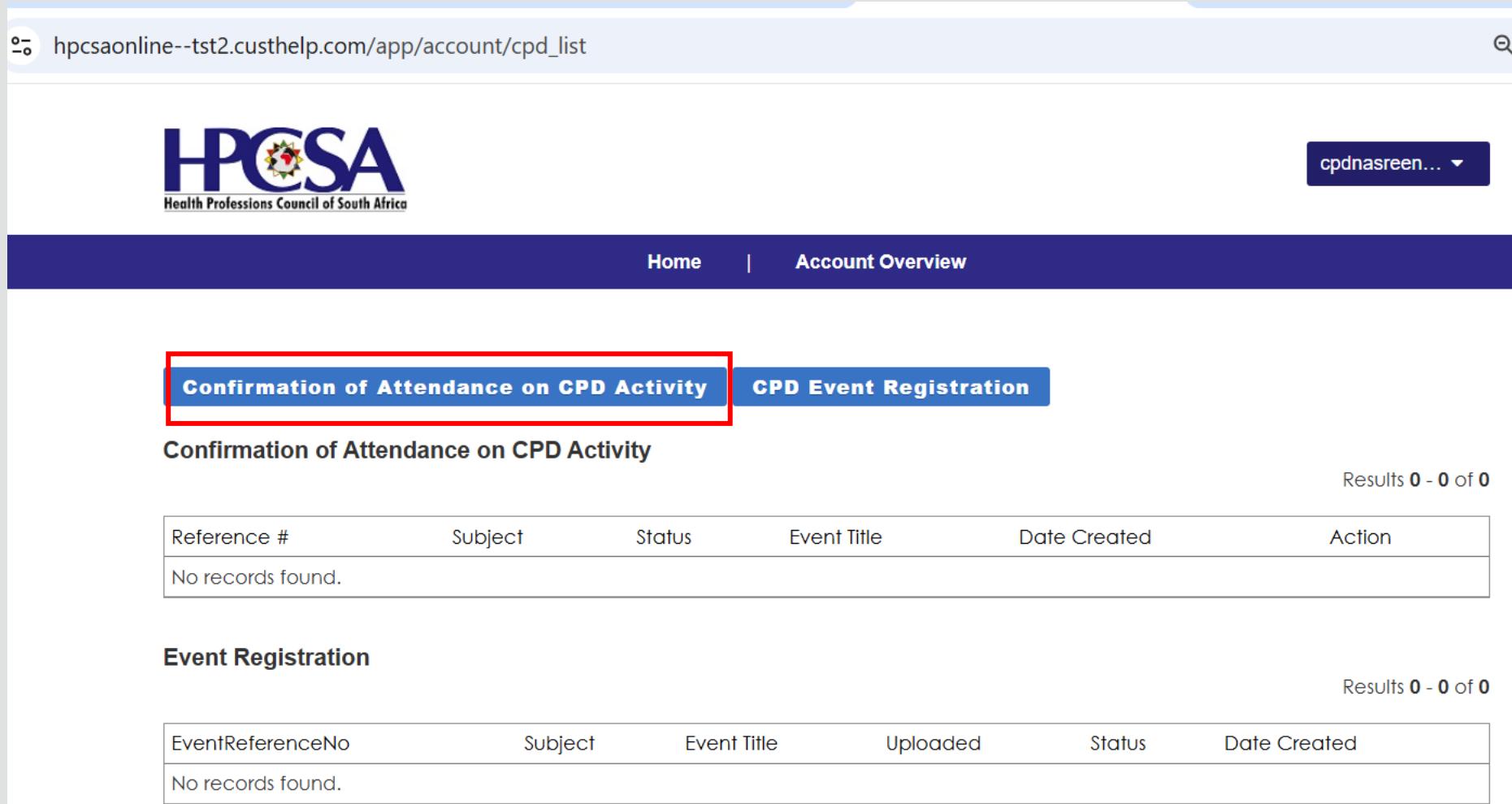
We're here to help

Search...

- Complaint Against Practitioner
- Report a Bogus Practitioner
- Registered Practitioner Services
- Annual Renewal Guide for Practitioners
- Rule 18 / Application to Employ a Health Practitioner
- Ethical Rule 23 A / Financial Interest and Shareholding
- Health Impairment
- CPD

- CPD Accreditor/Service Provider logs into customer portal.
- On Home page click on CPD tile.

CPD List Page View



hpcsaonline--tst2.custhelp.com/app/account/cpd_list

cpdnasreen...

Home | Account Overview

Confirmation of Attendance on CPD Activity (highlighted with a red box)

CPD Event Registration

Confirmation of Attendance on CPD Activity

Results 0 - 0 of 0

Reference #	Subject	Status	Event Title	Date Created	Action
No records found.					

Event Registration

Results 0 - 0 of 0

EventReferenceNo	Subject	Event Title	Uploaded	Status	Date Created
No records found.					

- CPD Accreditor/SP will click on **Confirmation of Attendance on CPD Activity** button on cpd_list page.

Confirmation of Attendance

Confirmation of Attendance on CPD Activity

Event Reference No (Accreditation No/Reference No): hint xxxxxx/xxxxxx *

DT001/250929000029

[Download CPD Template](#)

Attach CPD sheet *

No file chosen

• HPCSA_CPD_Points_Update_Item 1.xlsx Remove



cpdnasreen... ▾

[Home](#) | [Account Overview](#)

Submission Successful

Your new CPD is/are submitted successfully. Your reference number is 250929-000030. Your total CPD points and compliance will get updated once we verify your documents.

- CPD Accreditor/Service Provider will upload the Attendance sheet with the list of contacts who attended the CPD Activity and click on submit button
- A new CPD Bulk Upload ticket is created in the system and is assigned to CPD Official.

CPD Bulk Upload Ticket – CPD Official Queue

The screenshot shows the Oracle Service Cloud interface with the following details:

CPD Queue Incidents Report:

Category	No. of Incidents				
	Assigned	In Progress	New	Reassigned	Updated
CPD Update	2	0	3412	44	51
CPD Query	1	2	2221	72	35
CPD Bulk Upload	0	0	3	0	0
CPD Event Registration	0	0	9	0	0

CPD Bulk Upload Tickets:

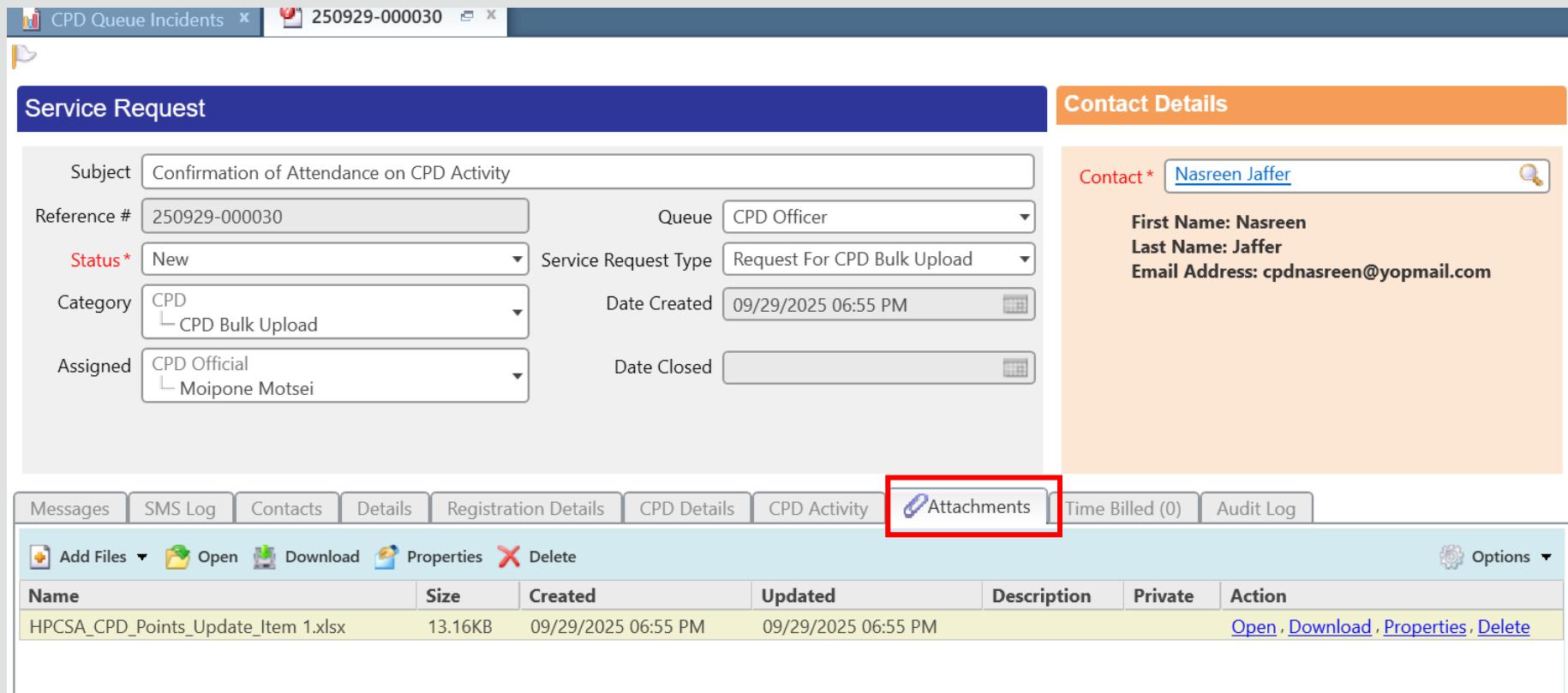
Reference #	Subject	Status	Assigned	Category	Queue	Date Created	Date Last Upd	Date Last Respon	Date Closed
250929-000030	Confirm a	New	Moipone M	CPD Bul	CPD Officer	09/29/2025 06:	09/29/2025 06:55	No Value	No Value
250929-000026	Confirm a	New	Virginia Mo	CPD Bul	CPD Officer	09/29/2025 04:	09/29/2025 04:00	No Value	No Value
250929-000024	Confirm a	New	Bonginkosi	CPD Bul	CPD Officer	09/29/2025 03:	09/29/2025 03:32	No Value	No Value
250929-000013	Confirm a	New	Raylene S	CPD Bul	CPD Officer	09/29/2025 11:1	09/29/2025 11:11	No Value	No Value

Message Bar:

```
>3days|date_diff(sysdate(),incidents.last_resp) greater than 259200  
Items meeting criteria: 0.0 %
```

- CPD Official logs into Agent Console and click on CPD Queue Incidents Report
- From CPD Bulk Upload tickets pick up the incident created in previous steps.

CPD Bulk Upload Ticket View by CPD Official



CPD Queue Incidents x 250929-000030 x

Service Request

Subject: Confirmation of Attendance on CPD Activity

Reference #: 250929-000030

Status*: New

Category: CPD
└ CPD Bulk Upload

Assigned: CPD Official
└ Moipone Motsei

Queue: CPD Officer

Service Request Type: Request For CPD Bulk Upload

Date Created: 09/29/2025 06:55 PM

Date Closed:

Contact Details

Contact*: Nasreen Jaffer

First Name: Nasreen
Last Name: Jaffer
Email Address: cpdnasreen@yopmail.com

Attachments

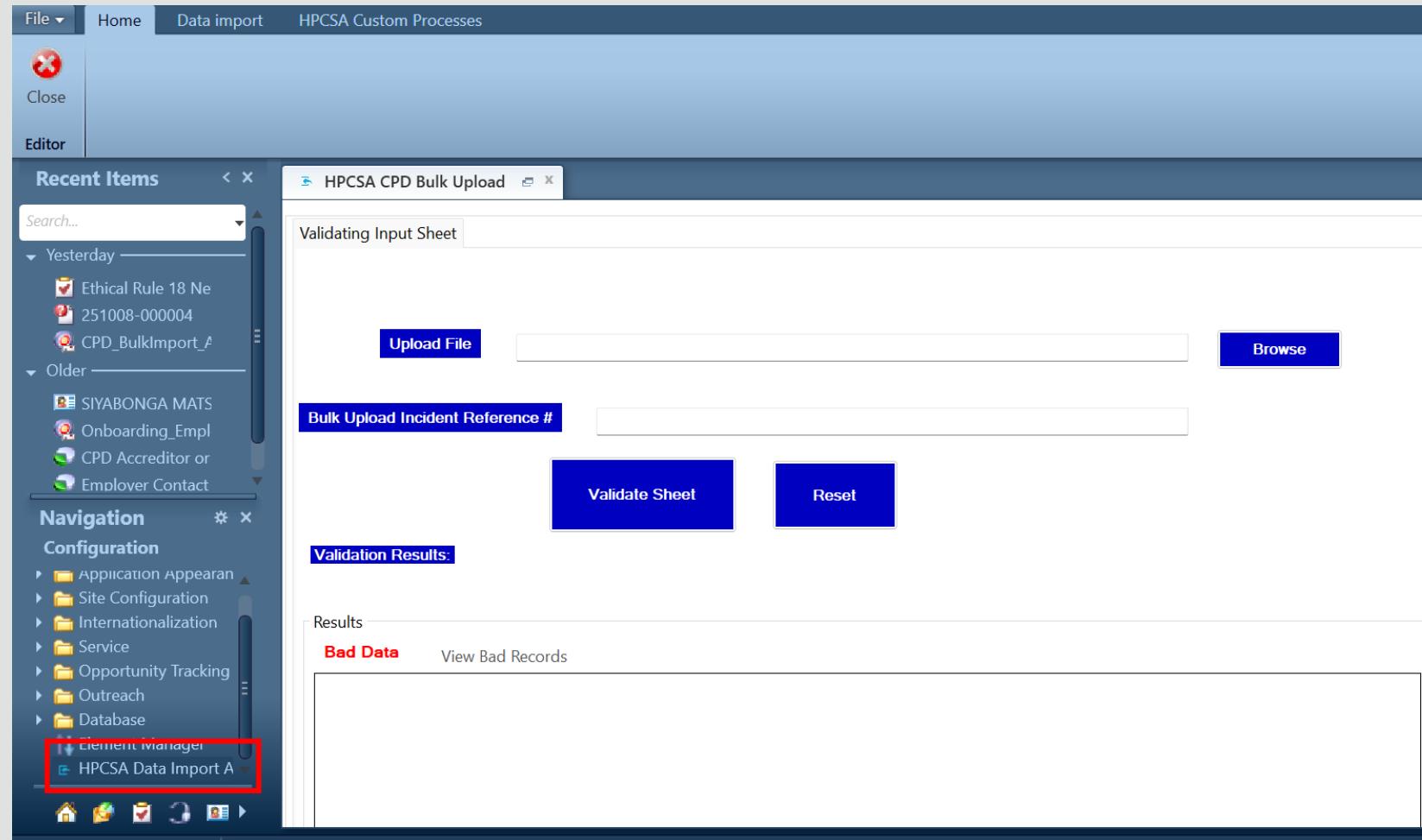
Add Files Open Download Properties Delete

Name	Size	Created	Updated	Description	Private	Action
HPCSA_CPD_Points_Update_Item 1.xlsx	13.16KB	09/29/2025 06:55 PM	09/29/2025 06:55 PM			Open Download Properties Delete

- CPD Official can view the **CPD Bulk Upload** ticket and the associated attachment under **Attachments** tab.
- CPD Official will download the **attendance report** uploaded by CPD Accreditor/Service Provider and use it while doing CPD Bulk Data Import via add-in

HPCSA CPD Bulk Upload

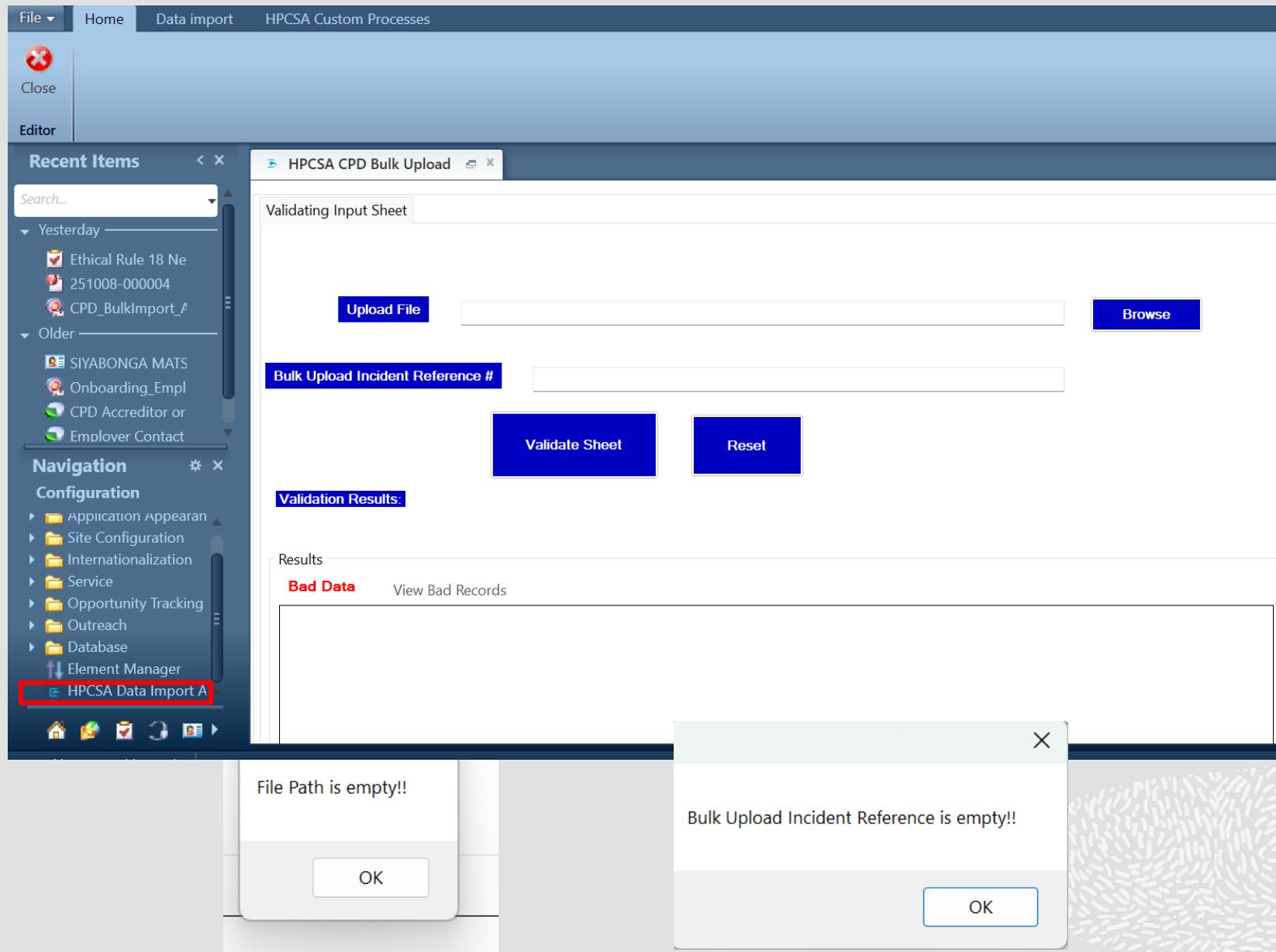
HPCSA CPD Bulk Upload Screen – First Tab View



The screenshot shows the HPCSA CPD Bulk Upload screen. The top navigation bar includes 'File', 'Home', 'Data import', and 'HPCSA Custom Processes'. The sidebar on the left has 'Recent Items' (Search, Yesterday, Older) and 'Navigation' (Configuration, Application Appearance, Site Configuration, Internationalization, Service, Opportunity Tracking, Outreach, Database, Element Manager, HPCSA Data Import A). The main content area is titled 'HPCSA CPD Bulk Upload' and shows 'Validating Input Sheet'. It has an 'Upload File' button, a 'Browse' button, a 'Bulk Upload Incident Reference #' input field, a 'Validate Sheet' button, and a 'Reset' button. Below this is a 'Validation Results:' section with a 'Results' table showing 'Bad Data' and a 'View Bad Records' link. The bottom of the screen has a toolbar with icons for Home, Refresh, Save, Print, and Help.

- CPD Official/HoD will have access to HPCSA Data Import Add-In from Navigation Home in sidebar.
- When CPD Official clicks on Add-In link it will open a new content pane as shown in screenshot

HPCSA CPD Bulk Upload Screen – First Tab View



- CPD Official/HoD will upload the CPD attendance shared over CPD Bulk Upload ticket.
- In Bulk Upload Incident Ref# CPD Official will fill in the CPD Bulk Upload Ticket Reference Number.
- When clicked on Validate Sheet button it will check if file is uploaded and CPD Bulk Upload incident is given or not.
- If either of them are blank will throw error messages and cannot continue further processing of ticket

HPCSA CPD Bulk Upload Screen – Second Tab View

HPCSA CPD Bulk Upload

Validating Input Sheet Upload

HPCSA CPD Bulk Upload

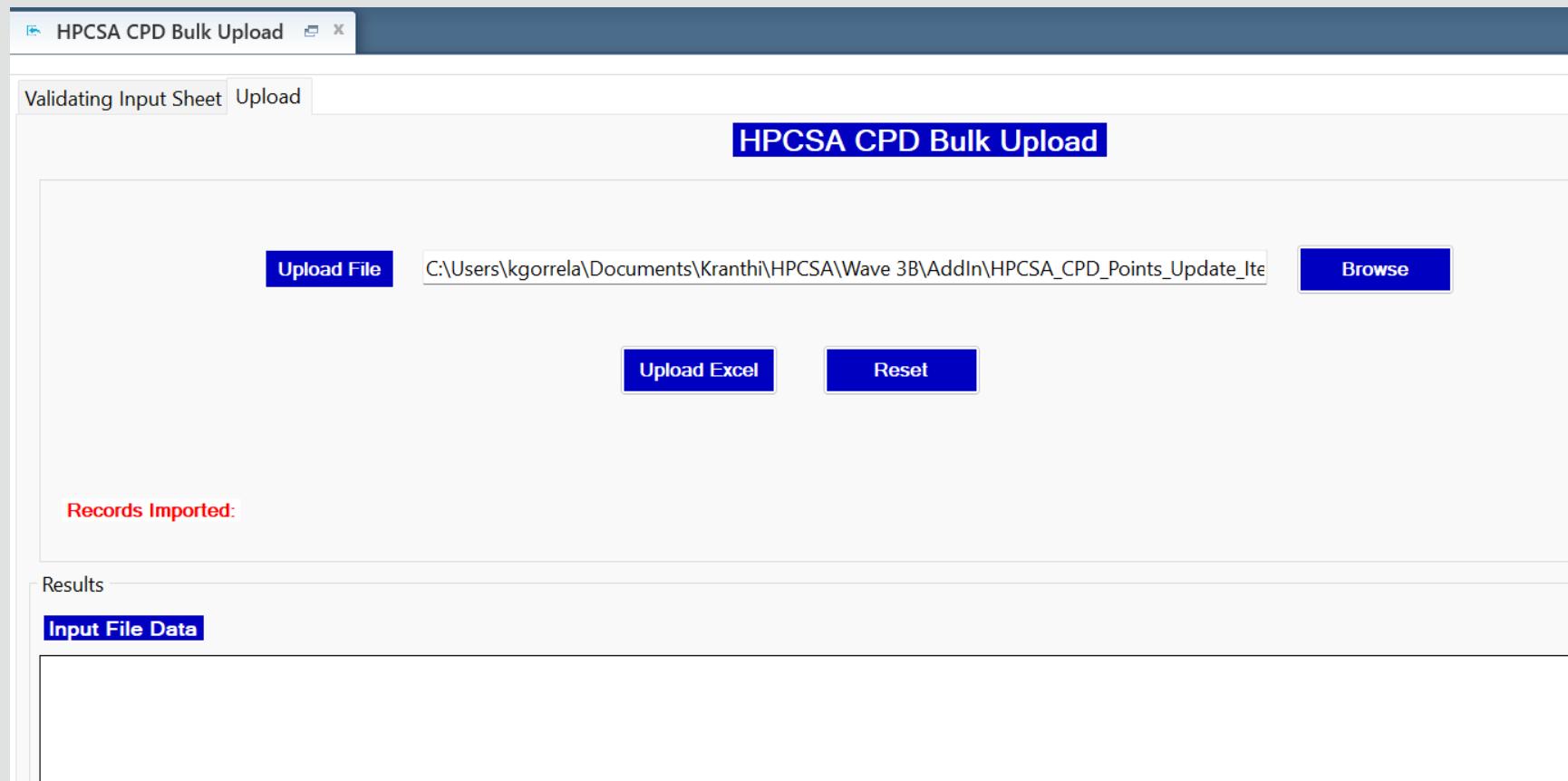
Upload File C:\Users\kgorrela\Documents\Kranthi\HPCSA\Wave 3B\AddIn\HPCSA_CPD_Points_Update_Itc Browse

Upload Excel Reset

Records Imported:

Results

Input File Data



- CPD Official uploads the attendance sheet and inputs CPD Bulk Upload Incident Reference and click on Validate sheet button.
- Scripts will scan all rows in the attendance sheet and if file found empty or invalid Registration Numbers found in the sheet it stops execution of script and bad records are listed under Bad Records screen.
- If file is validated correctly then it moves to second tab **Upload** for uploading the sheet.

HPCSA CPD Bulk Upload Screen – Second Tab View

CPD Queue Incidents x 251009-000002 x HPCSA CPD Bulk Upload x

Validating Input Sheet

Upload File Browse

Bulk Upload Incident Reference #

Validate Sheet Reset

Validation Results:

Results

Bad Data [View Bad Records](#)

	Registration Number	Service Provider	Accreditation Number	CPD Description	CPD Type	CPD Points	Activity Start Date	Activity End date	
▶	AB 0317969	Associati...	DT001	webinar ...	Clinical	2	2025-10...	2025-10...	

- After file is validated if any registration number is not found it is displayed in the Bad data table.

View Bad Records

Results								
Bad Data		View Bad Records						
	Registration Number	Service Provider	Accreditation Number	CPD Description	CPD Type	CPD Points	Activity Start Date	Activity End date
▶	AB 002...	Associati...	DT001	Healthier...	Clinical	4	2025-09...	2025-09...

- If any bad records found in the uploaded file, it will list down in the Bad Data table and stops executing script for further processing.
- When clicked on ***View Bad Records*** hyperlink it will redirect to **CPDBulkImport_BadData** report

HP CSA CPD Bulk Upload x CPDBulkImport_BadData x

Created Date Range: 09/29/2025 08:35 AM to 10/01/2025 08:35 AM
 Relative Relative

Excel Sheet Name: Uploaded Account: Logged In Search

ID	InputExcelName	Impor	Remarks	Rowdata	Date Last Up	Date Creat	Created	Updated
6750	HPCSA_CPD_Points_Upda	No	AB 002233 Registration No not found	AB 002233,Association for Dietetics in South Africa (ADSA), DT001, Healthier Diet Healthier You Webinar, Clinical, 4, 2025-09-30, 2025-09-30	09/30/2025 0	09/30/2025 0	Helena D	Helena D

Record Count: 1

HPCSA CPD Bulk Upload Screen – Second Tab View

HPCSA CPD Bulk Upload

Validating Input Sheet Upload

HPCSA CPD Bulk Upload

Upload File C:\Users\kgorrela\Documents\Kranthi\HPCSA\Wave 3B\AddIn\HPCSA_CPD_Points_Update_It...

Browse

Upload Excel Reset

Total records uploaded : 1

Results

[Input File Data\(1\)](#) [View Uploaded Records](#)

	Registration Number	Service Provider	Accreditation Number	CPD Description	CPD Type	CPD Points	Activity Start Date	Activity End date
▶	DT 000...	Associati...	DT001	Healthier...	Clinical	4	2025-09...	2025-09...

- On Successful upload of Data, under Input File Data list down the records that are successfully imported into the system.
- Total records uploaded count is displayed

View Uploaded Records

CPDBulkImport_SuccessData

Created Date Range: 09/28/2025 08:25 PM to 09/30/2025 08:25 PM
 Relative Relative

Uploaded by Account: Logged In

Excel Sheet Name:

Search

ID	InputExcelName	Import	Remar	Rowdata	Date Last Upda	Date Created	Created By	Updated B
67505	HPCSA_CPD_Points_Update_It	Yes	No Value	DT 0001090,Association for Dietetics in South Africa (ADSA), DT001, Healthier Diet Healthier You Webinar, Clinical, 4, 2025-09-30, 2025-09-30	09/29/2025 08:2	09/29/2025 08:2	Kranthi Gor	Kranthi Gor

Record Count: 1

Attachments

Time Billed (0)

CPD Activity

Audit Log

Co-browse

Messages

SMS Log

Contacts

Details

Registration Details

CPD Details

Add New Add Existing Open Copy Delete Remove Options

CPD	Ac	Vali	Accredita	Name of the Servi	CPD Descript	CPD	CPD E	Activity	Activit	Action	
Clinical		Y	Yes	DT001	Association for Diete	Healthier Diet,	09/30/	09/30/	09/30/2	09/30/	Open

- On Successful upload of Data, and when clicked on **View Uploaded Records** link it will redirect to **CPDBulkImport_SuccessData** report lists the data that uploaded into the system.
- CPD Points updated are visible under CPD Details section in the CPD Bulk Upload ticket

CPD Details screen

Recent Items: HPCSA CPD Bulk Upload, CPDBulkImport_SuccessData, Incident Quick Search, 250929-000030 (2)

250929-000030 893831

Summary CPD Documents Notes Audit log

CPD Workspace

CPD Description	Healthier Diet, Healthier You Webinar	Active	Yes
CPD Points *	4	CPD Type *	Clinical
Incident	250929-000030	Registrations	DT_0001090
Service Provider Name	Association for Dietetics in	Accreditation Number	DT001
Activity Start Date *	09/30/2025	Activity End Date *	09/30/2025
CPD Start Date *	09/30/2025	CPD Expiry Date *	09/30/2026
Date Created	09/29/2025 07:18 PM	Created By	Helena Da Silva
Date Last Updated	09/29/2025 07:18 PM	Updated By	Helena Da Silva
Recalculate CPD Dates * No			
CPD_Activity	Healthier Diet...		

Reject

- In CPD Details screen, we can see the associations to CPD Activity, Reference Number and Accreditation Number

CPD Activity

250929-000030 8938317 Healthier Diet, Healthier You Webinar

Event Title	Healthier Diet, Healthier You Webinar	Event ReferenceNo	DT001/250929000029
Event Start Date	09/30/2025	Event End Date	09/30/2025
Duration(in Hours)	3	Status	Approved
CPD Type	Clinical	Incident	250929-000029
ClinicalCEU	4	Ethical CEU	
Organization	Association for Dietetics in South Africa (ADSA)	Accreditation	DT001
Uploaded	Yes	Contact	Nasreen Jaffer
Venue	Online	Audience	DR
Attendance	Audit Log	Options	
ID 8938317 000030			

- After successful upload
Uploaded Flag is marked as Yes for CPD Activity to avoid duplicate uploads with same event reference Number.