



**Contact:** [cpdproviders@hpcsa.co.za](mailto:cpdproviders@hpcsa.co.za)  
for any concerns and to register as a service provider

**Major Concerns:** [mphomb@hpcsa.co.za](mailto: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-TY86ZSIePCvSJibn7/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



WARREN ...

Home | Online Services | New Registration | Professional Boards | Account Overview


## Online Services

Online Registrations	Online Complaints	Service Request	Online Renewal/Restoration
Additional Category	Complaint Against Practitioner	Certificate of Status	Renew Registration
Additional Qualification	Complaint Bogus Practitioner	Certified Extract	Restoration Quote
Change of Category	Other Complaints	CPD Query	Restore Registration
Community Service Post Internship		CPD Update Request	Update Employment info
Foreign Qualified Extension		Credentials Verification	
Foreign Qualified Intern		Death Notice	
Foreign Qualified Practitioner		Ill Health Exemption Request	
Foreign Qualified Re-registration		Intern Duty Certificate	
Foreign Qualified Specialist		Medical Report Verification	
Independent Practice from Internship		Update Payment Receipt	
Section 29 Registration		Update Personal Information	
Specialist Registration		Voluntary Erasure	



# CPD Individual Activity Record update link via Dashboard/Account overview

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



WARREN ...

Home

Online Services

New Registration

Professional Boards

Account Overview

Active Registrations : 1

Account Balance : R 0.00  
[View my statement](#)

Payment Due : R 0.00  
[View my invoices](#)

My Registrations

DR 0127701

Practitioner

ACTIVE

Expiring:31 Mar 2026

Download Card

Download Certificate

Renew

View Previous Registrations

My Service Requests

250929-000006

CPD request for DR 0127701...

New

View / Update

250708-000279

Imported CPD - ETHICS Navigating comple...

Approved

View / Update

250627-021432

CPD request for DR 0127701...

New

View / Update

View all

Complaints against me

No Records Found

CPD Details

DR 0127701

Non-Compliant

Clinical Pts: 2

Ethical Pts: 10

View Details


CPD Query

Update CPD


View all CPD Details

5

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# My CPDs




WARREN ...

Home | Online Services | New Registration | Professional Boards | Account Overview

My CPDs

Reg No. ⚙	CPD Compliant? ⚙	Link ⚙
DR 0127701	No	<a href="#">Click here to proceed</a>

- 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.



WARREN ...

Home | Online Services | New Registration | Professional Boards | Account Overview

CPD Details For Registration: DR 0127701

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
CPD Compliance Status	Not Compliant		

CPD Activities - 2025

June

Service Provider	Description	Type	Activity Start Date	Activity End Date	CPD Expiry Date	Points	Active?
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 2	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
MEDXCEED	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 medical practice action 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 POPIA 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 DuNSIGHTS - Issue 4 - August 2023	Clinical	26 Jun 2025	26 Jun 2025	26 Jun 2026	3	Yes
Medical Practice Consulting	AMPATH Laboratories DuNSIGHTS - Issue 5 - November 2023	Clinical	26 Jun 2025	26 Jun 2025	26 Jun 2026	3	Yes
Medical Practice Consulting	AMPATH Laboratories DuNSIGHTS - Issue 6 - February 2024	Clinical	26 Jun 2025	26 Jun 2025	26 Jun 2026	3	Yes
Medical Practice Consulting	AMPATH Laboratories DuNSIGHTS - Issue 7 - May 2024	Clinical	27 Jun 2025	27 Jun 2025	27 Jun 2026	3	Yes
eduXceed	ETHICS Navigating complex patient relationships Strategies for difficult encounters in clinical practice	Ethical	22 Jun 2025	22 Jun 2025	22 Jun 2026	2	Yes

September


Service Provider	Description	Type	Activity Start Date	Activity End Date	CPD Expiry Date	Points	Active?
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 Activities - 2024

Add new CPD

CPD Query

# CPD Individual Activity Record – Introduction Page



WARREN ...

Home | Online Services | New Registration | Professional Boards | Account Overview

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

xlax

Add

HPCSA-CPD\_Points\_Update\_Item1.xlax

Quick Links

- 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

Open

New

Print

Copy

Assign

Delete

Forward

Propose

Email

Save

Auto Save

Edit Selection

Search

Refresh

Reset

Find

Find Next

Clear

Export

Forward

Definition

Record

Editing

Data Set

Report

Recent Items

Search...

CPD Queue Incidents

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

CPD Update

Reference #	Subjec	Assigne	Categ	Queue	Date Creat	Date Last U	Date Last Res	Date Close
250929-000006	CPD re	Winnie	CPD	CPD Offi	09/29/2025	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	Aqnes M	CPD	CPD Offi	08/11/2025	08/11/2025 0	No Value	No Value

Quick Search

Contact Quick Search - Custor

Last Name

First Name

Email

ID Number

Passport Number

File Number

Search

Clear

Navigation

Home

My Incidents

Registration Search Report

Registers search report

CPD\_Helena\_Dashboard

Answers Link Check

HPCSA Data Import Add-It

CPD Queue Incidents

Logged in as: Helena Da Silva

3,507 Records

100%

- 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
<div>Add Files Open Download Properties Delete</div>							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			<a href="#">Open</a> , <a href="#">Download</a> , <a href="#">Properties</a> , <a href="#">Delete</a>	

- 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

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	No V	No Value	Association for Dietetics in	Presenters of accredi	09/30/20	09/30/202	09/29/202	09/30/202	<a href="#">Open</a>
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	<a href="#">Open</a>



# CPD Individual Activity Record – Validate by CPD Official

250929-000006 (2) 8938309

Summary CPD Documents Notes Audit log

CPD Workspace

CPD Description: Presenters of accredited short courses Active: Yes

CPD Points\*: 7.0 CPD Type\*: Clinical Validated?: [No Value]

Incident: 250929-000006 Registrations: DR\_0127701

Service Provider Name: Association for Dietetics in South Afr Accreditation Number:

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 Created By: [No Value]

Date Last Updated: 09/29/2025 08:58 AM Updated By: [No Value]

Recalculate CPD Dates\*: [No Value]

CPD\_Activity: [No Value]

**Validate**

**Reject**

250929-000006 8938309 8938310

Summary CPD Documents Notes Audit log

CPD Workspace

CPD Description: Presenters of accredited short courses Active: Yes

CPD Points\*: 3 CPD Type\*: Ethical Validated?: [No Value]

Incident: 250929-000006 Registrations: DR\_0127701

Service Provider Name: Association for Dietetics in South Afr Accreditation Number:

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 Created By: [No Value]

Date Last Updated: 09/29/2025 08:58 AM Updated By: [No Value]

Recalculate CPD Dates\*: [No Value]

CPD\_Activity: [No Value]

**Validate**

**Reject**

- 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	<a href="#">Open</a>
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	<a href="#">Open</a>

- 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

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

- 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

org

Association for Dietetics in South Africa (ADSA)

New Accreditation

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

org

Association for Dietetics in South Africa (ADSA)

MD0023

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 Accrerator

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

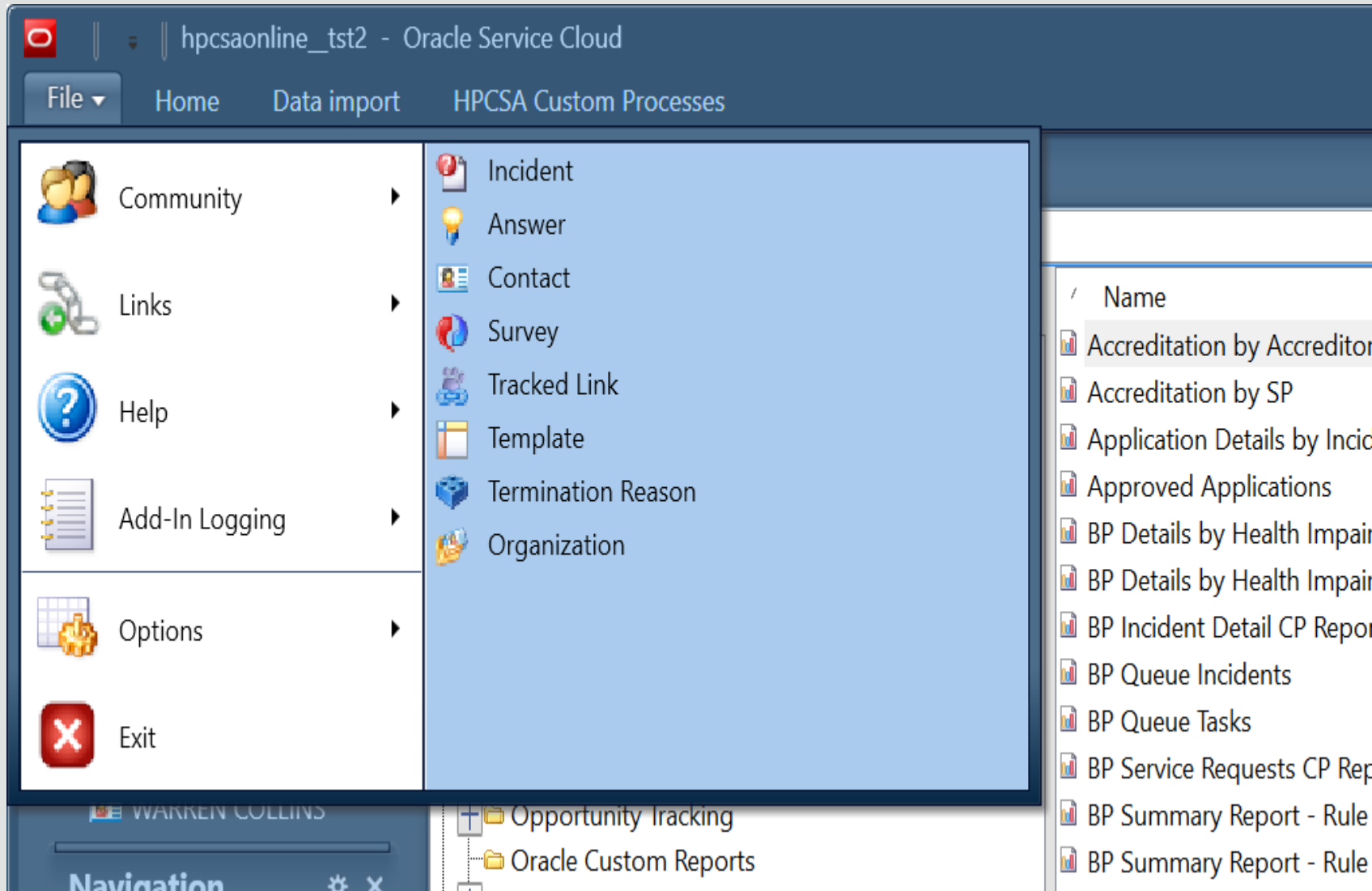




# Onboarding CPD Accreditor/Service Provider



# Onboarding CPD Accreditor/Service Provider



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

# Add New Organization Screen – CPD Accreditor

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)

CPD Accrerator

Search Text

[No Value]

CPD Accreditor

CPD Service Provider

Institution - Rule 18

Institution - Rule 23A

Contacts (1) Add New Add Existing

Full Name	Email Address	Organization Name	Office Phone	Title	Action
Nasreen Jaffer	cpdnasreen@yopmail.com	Association for Dietetics in South Africa (ADSA)	No Value	No Value	<a href="#">Open</a> <a href="#">Delete</a> <a href="#">Print</a>

Options

- 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

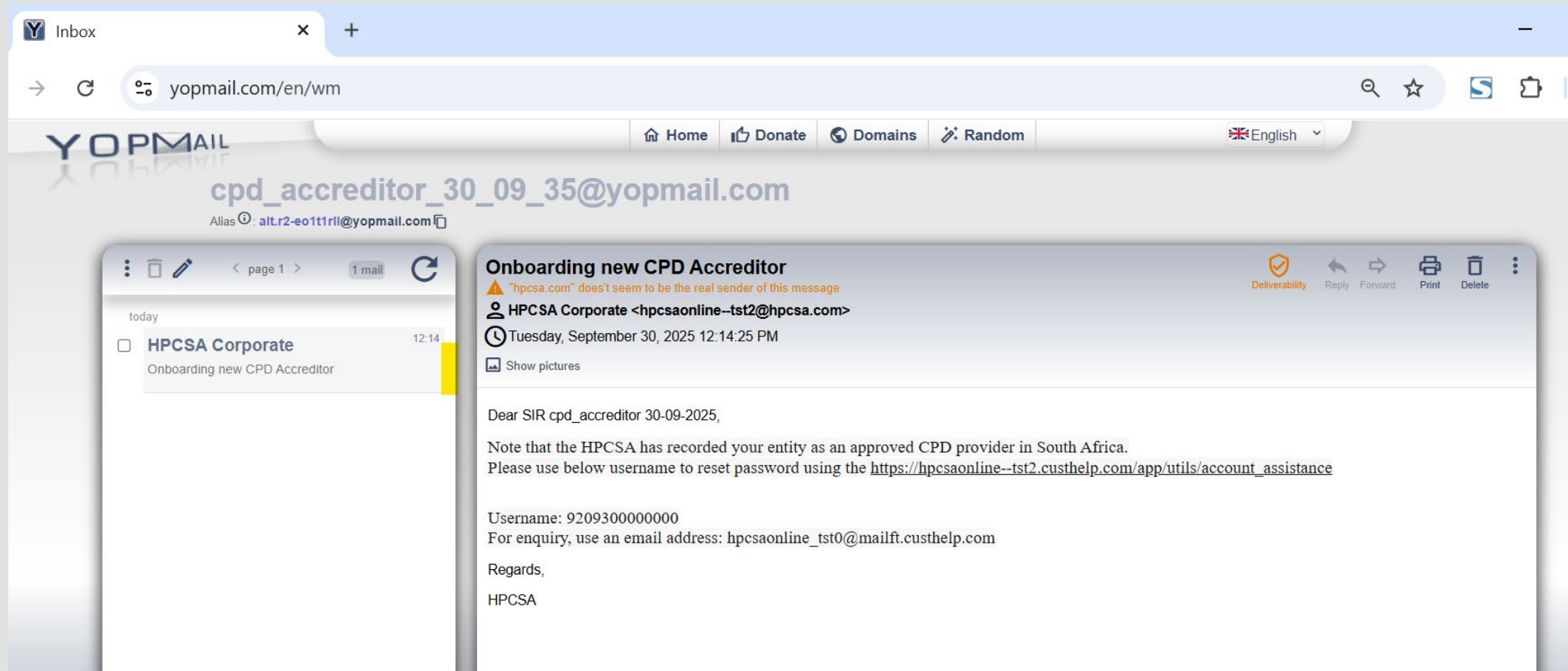
Contacts (2) Approved Categories Tasks (0) Incidents Hierarchy Notes Attachments Accreditors Audit Log Opportunities

**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	<a href="#">Open</a> , <a href="#">Delete</a> , <a href="#">Print</a>
Prof Andrew Ross	chs.cpd@yopmail.com	University of KwaZulu-Natal	No Value	No Value	<a href="#">Open</a> , <a href="#">Delete</a> , <a href="#">Print</a>

- 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



- 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 Pr | Title\*: | 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/Erasure			
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]

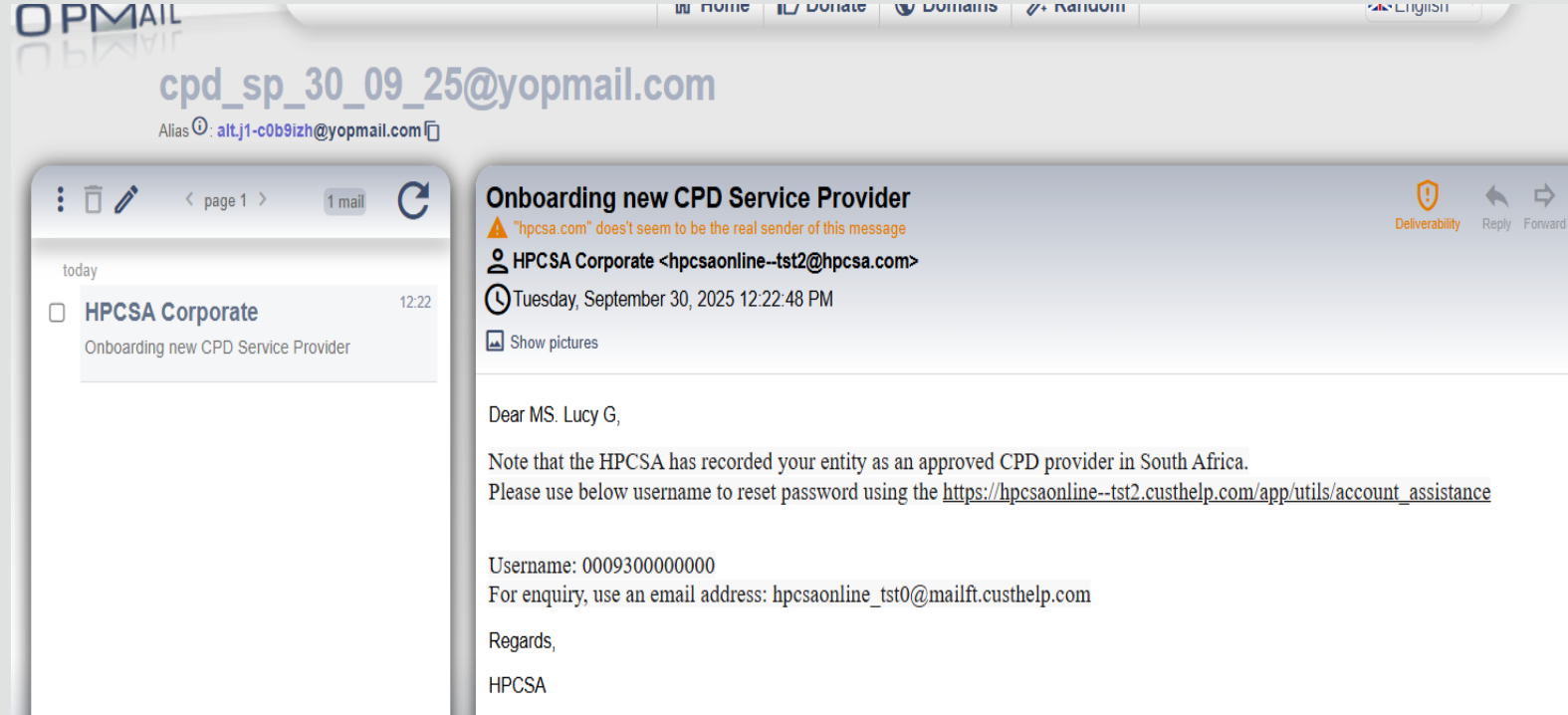
### Contact Details

Email\*: cpd\_sp\_30\_09\_25@yopmail.com | Mobile Phone\*: 0123123123

Address Book

Addresses

Open | Add New | Print | Options | Copy | Assign | Delete



- 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



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

Healthier Diet, Healthier You Webinar

Activity duration(in Hours)

3

Start date of Activity/Programme

30-09-2025

End date of Activity/Programme

30-09-2025

CPD Activity type

Clinical

Clinical CEU

4

Venue Type

Online

Attach Accreditation Letter:

pdf

sample-accreditation-letter-long-term.pdf

Add

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 

DR

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 correspondence with HPCSA.


Regards,  
HPCSA

Finish





# 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 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

hpcsaaonline\_tst2 - Oracle Service Cloud

File Home Display Page Setup

Recent Items

Search...

Today

250929-000012

250929-000006

8938310

8938309

250929-000010

250929-000009

Navigation

Home

My Incidents

Registration Search Report

Registers search report

CPD\_Helena\_Dashboard

Answers Link Check

HPCSA Data Import Add-It

CPD Queue Incidents

Logged in as: Helena Da Silva

9 Records

CPD Queue Incidents

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 Event Registration

Reference #	Subject	Statu	Assigned	Categor	Queue	Date Created	Date Last Upd	Date Last Respo	Date Closed
250929-000029	CPD eve	New	Boledi Mal	CPD Ev	CPD Officer	09/29/2025 06:	09/29/2025 06:0	No Value	No Value
250929-000019	CPD eve	New	Busisiwe Ji	CPD Ev	CPD Officer	09/29/2025 12:	09/29/2025 12:3	No Value	No Value
250929-000018	CPD eve	New	Andrew Ts	CPD Ev	CPD Officer	09/29/2025 12:	09/29/2025 12:3	No Value	No Value
250929-000017	CPD eve	New	Dorothy M	CPD Ev	CPD Officer	09/29/2025 12:	09/29/2025 12:0	No Value	No Value
250929-000016	CPD eve	New	Winnie Mo	CPD Ev	CPD Officer	09/29/2025 12:	09/29/2025 12:0	No Value	No Value
250929-000015	CPD eve	New	Goitumets	CPD Ev	CPD Officer	09/29/2025 11:	09/29/2025 11:57	No Value	No Value
250929-000011	CPD eve	New	Goitumets	CPD Ev	CPD Officer	09/29/2025 09:	09/29/2025 09:5	No Value	No Value
250929-000005	CPD eve	New	Moipone M	CPD Ev	CPD Officer	09/29/2025 08:	09/29/2025 08:3	No Value	No Value
250929-000000	CPD eve	New	Boledi Mal	CPD Ev	CPD Officer	09/29/2025 07:	09/29/2025 07:0	No Value	No Value

- 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

250929-000029

Service Request

Subject

CPD event registration

Reference #

250929-000029

Status\*

New

Category

CPD

CPD Event Registration

Assigned

CPD Official

Boledi Maleka

Queue

CPD Officer

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)

FileHome

Recent Items

Search...

Today

250929-000029

250929-000012

250929-000006

8938310

Search Text

New

In Progress

Approved

Rejected

Navigation

Home

My Incidents

Registration Search Report

Registers search report

CPD\_Helena\_Dashboard

Answers Link Check

HPCSA Data Import Add-Ir

CPD Queue Incidents

CPD Queue Incidents250929-000029

Service Request

SubjectCPD event registration

Reference #250929-000029

QueueCPD Officer

Registration

Date Created09/29/2025 06:06 PM

Date Closed

Contact Details

Contact \*Nasreen Jaffer

First Name: Nasreen

Last Name: Jaffer

Email Address: cpdnasreen@yopmail.com

MessagesSMS LogContactsDetailsRegistration DetailsCPD ActivityAttachmentsTime 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 changes status as Approved from the dropdown.





# CPD Activity updates

CPD Queue Incidents

250929-000029

Service Request

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

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)
DT001/250929000029	Healthier Diet, Healthier You Webi	09/30/2025	09/30/2025	Approved	Clinical	4	0	3

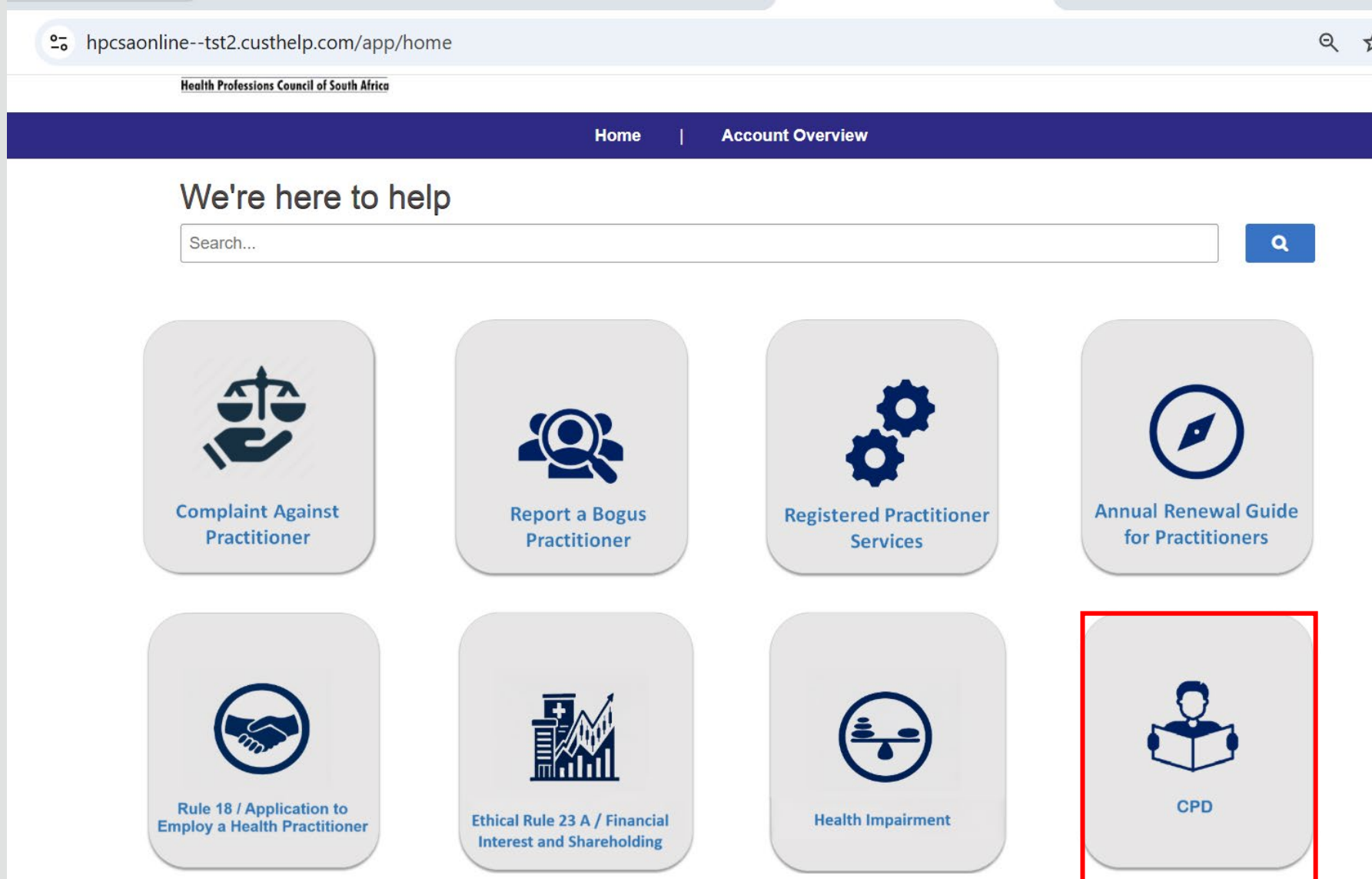
- When CPD event Registration ticket is approved by CPD Official, then the Event Reference Number and Status (Approved) will be updated on CPD Activity associated to it.

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# CPD Attendance Upload


# CPD Attendance Report Upload by CPD Accreditor/Service Provider



- 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 **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 \*

Choose File No file chosen

- HPCSA\_CPD\_Points\_Update\_Item 1.xlsx Remove

Submit

- 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.



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 Bulk Upload Ticket – CPD Official Queue

hpcsaonline\_\_tst2 - Oracle Service Cloud

File Home Display Page Setup

Recent Items

Search...

Today

250929-000029

250929-000012

250929-000006

8938310

8938309

250929-000010

250929-000009

Navigation

Home

My Incidents

Registration Search Report

Registers search report

CPD\_Helena\_Dashboard

Answers Link Check

HPCSA Data Import Add-It

CPD Queue Incidents

CPD Queue Incidents

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

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

>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

250929-000030

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

Messages

SMS Log

Contacts

Details

Registration Details

CPD Details

CPD Activity

Attachments

Time Billed (0)

Audit Log

Add Files

Open

Download

Properties

Delete

Options

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			<a href="#">Open</a> <a href="#">Download</a> <a href="#">Properties</a> <a href="#">Delete</a>

- 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



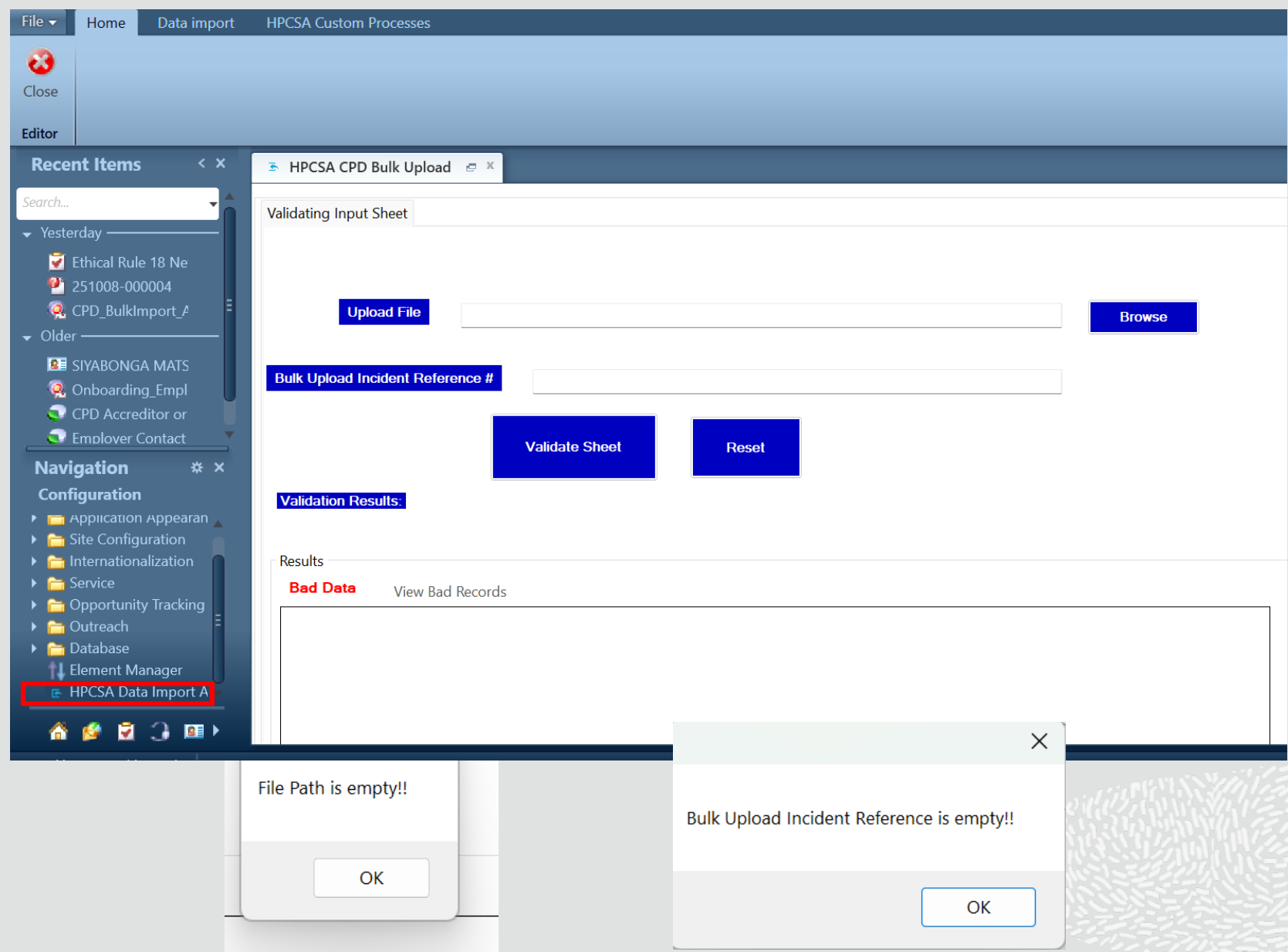


# HPCSA CPD Bulk Upload Screen – First Tab View

The screenshot displays the HPCSA CPD Bulk Upload interface. The top navigation bar includes 'File', 'Home', 'Data import', and 'HPCSA Custom Processes'. The left sidebar contains a 'Recent Items' section with a search bar and a list of files, and a 'Navigation' section with a tree view of system components. The 'HPCSA Data Import A' item is highlighted with a red box. The main content area is titled 'HPCSA CPD Bulk Upload' and features a 'Validating Input Sheet' tab. Below the tab, there are two input fields: one for 'Upload File' with a 'Browse' button, and another for 'Bulk Upload Incident Reference #'. Below these fields are 'Validate Sheet' and 'Reset' buttons. A 'Validation Results' section is visible at the bottom, showing a 'Results' header and a 'Bad Data' status with a 'View Bad Records' link.

- 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\_It 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

251009-000002

HPCSA CPD Bulk Upload

Validating Input Sheet

Upload File

C:\Users\kgorrela\Documents\Kranthi\HPCSA\Wave 3B\AddIn\HPCSA\_CPD\_Points\_Update\_Ite

Browse

Bulk Upload Incident Reference #

251009-000003

Validate Sheet

Reset

Validation Results:

Results

Bad Data

[View Bad Records](#)

	Registration Number	Service Provider	Accreditatic 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

<div>Bad Data</div> <div><a href="#">View Bad Records</a></div>								
	Registration Number	Service Provider	Accreditatic 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

HPCSA CPD Bulk Upload CPDBulkImport\_BadData

Created Date Range

09/29/2025 08:35 AM to 10/01/2025 08:35 AM

☐ 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
Reports Explorer

Validating Input Sheet

Upload

HPCSA CPD Bulk Upload

Upload File

C:\Users\kgorrela\Documents\Kranthi\HPCSA\Wave 3B\AddIn\HPCSA\_CPD\_Points\_Update\_Ite

Browse

Upload Excel

Reset

Total records uploaded : 1

Results

Input File Data(1)

View Uploaded Records

	Registration Number	Service Provider	Accreditatic 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

HPCSA CPD Bulk Upload

CPDBulkImport\_SuccessData

Created Date Range

09/28/2025 08:25 PM to 09/30/2025 08:25 PM

Uploaded by Account

Logged In

Excel Sheet Name

Search

Relative


Relative


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


- 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


Co-browse		Attachments		Time Billed (0)		CPD Activity		Audit Log			
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/	<a href="#">Open</a>



# CPD Details screen

HPCSA CPD Bulk Upload x

CPDBulkImport\_SuccessData x

Incident Quick Search x

250929-000030 (2) x

250929-000030

8938317

Summary

CPD Documents

Notes

Audit log

CPD Workspace

CPD Description

Healthier Diet, Healthier You Webinar

Active

Yes

CPD Points \*

4

CPD Type \*

Clinical

Validated?

Yes

Incident

250929-000030

Registrations

DT 0001090

Reject

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...

- 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 Start Date

09/30/2025

Duration(in Hours)

3

CPD Type

Clinical

ClinicalCEU

4

Organization

Association for Dietetics in South Africa (ADSA)

Uploaded

Yes

Venue

Online

Event ReferenceNo

DT001/250929000029

Event End Date

09/30/2025

Status

Approved

Incident

250929-000029

Ethical CEU

Accreditation

DT001

Contact

Nasreen Jaffer

Audience

DR

Attendance

Audit Log

Options

ID

8938317

250929-000030

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

