SOUTH AFRICAN IT PROCESS IMPROVEMENT ASSOCIATION

Workshop registration help manual

Technical Product

Issue 1

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Change History

Configuration Control

Project:	SOUTH AFRICAN IT PROCESS IMPROVEMENT ASSOCIATION
Title:	Workshop registration help manual
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Document History

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1	2013-08-07	Draft	AJW	IMP-URM-03.doc

Revision History

Issue	Date	Changes
1	2013-08-07	New document created using DEV-TEM-04.dot

Change Forecast

1   Scope

1.1   Purpose

This document describes how to use the online features in the www.improveit.org.za website for paid events registration.

1.2   Audience

The audience for this document comprises the following stakeholders including:

- Users of the ImproveIT website interface for paid event registration purposes.

1.3   Assumptions

The manual assumes a broad but general familiarity with browser behaviour and features of web-based applications.

2   Registering an individual for a paid event
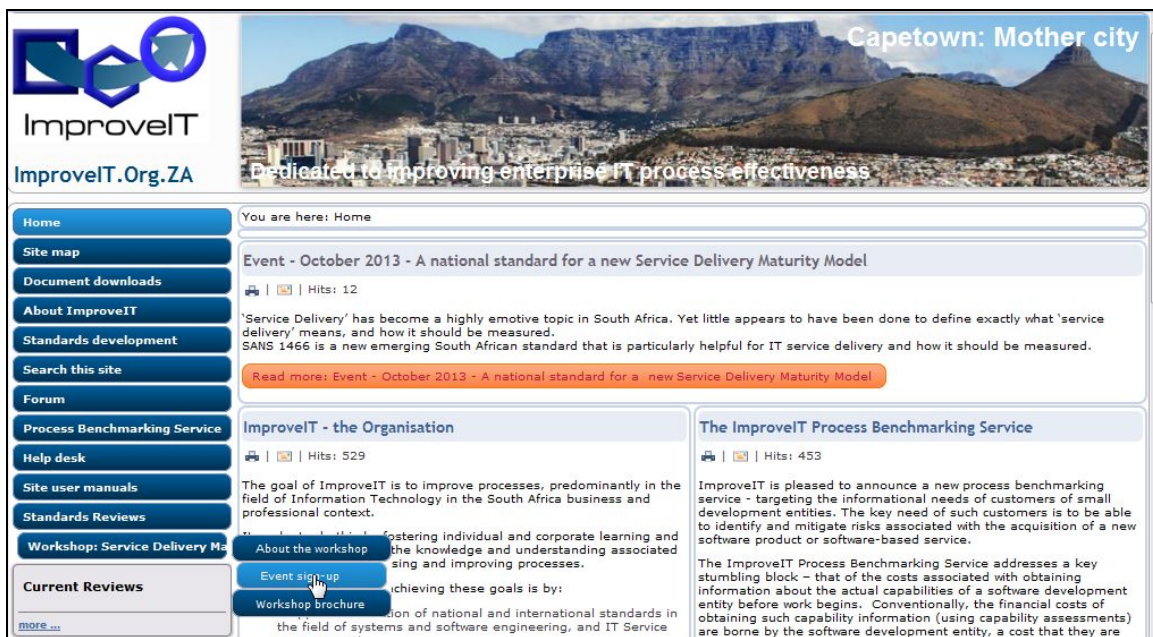
2.1   Paid event registration - individual

2.1.1   1. Introduction:

This section describes the steps to be followed when registering a single individual for a paid event on the IMPROVEIT website.

2.1.2   2. Usage:

2.1.2.1   2.1 Select the paid event sign-up function

Figure 1 Select the paid event registration function

2.1.2.2   2.2 Select a paid event
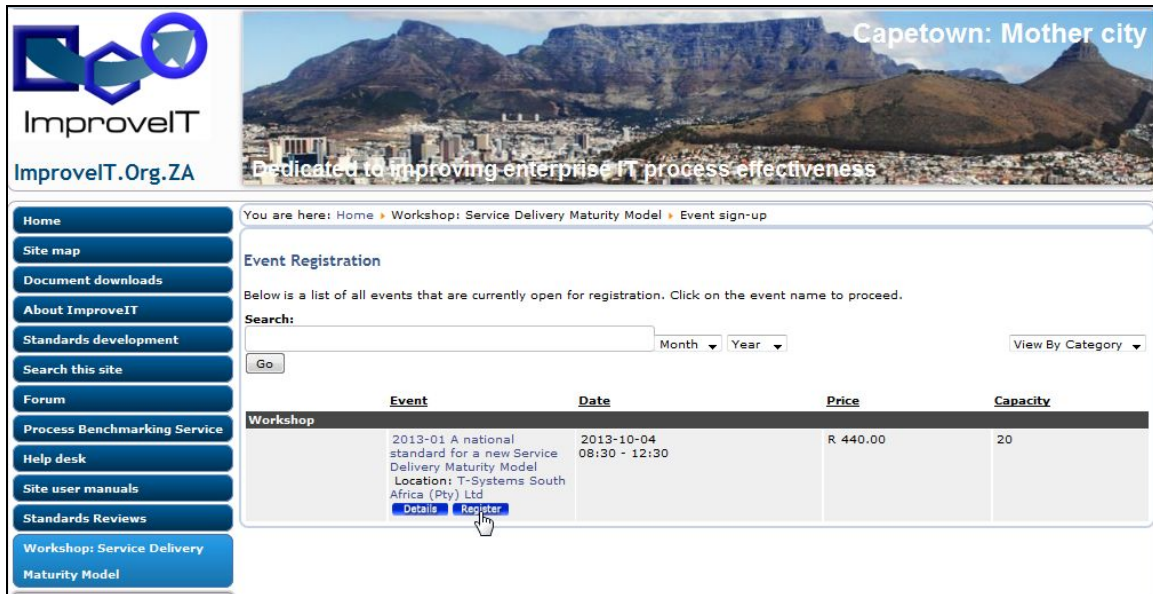
Figure 2 Select a paid event

2.1.2.3   2.3 Register an individual
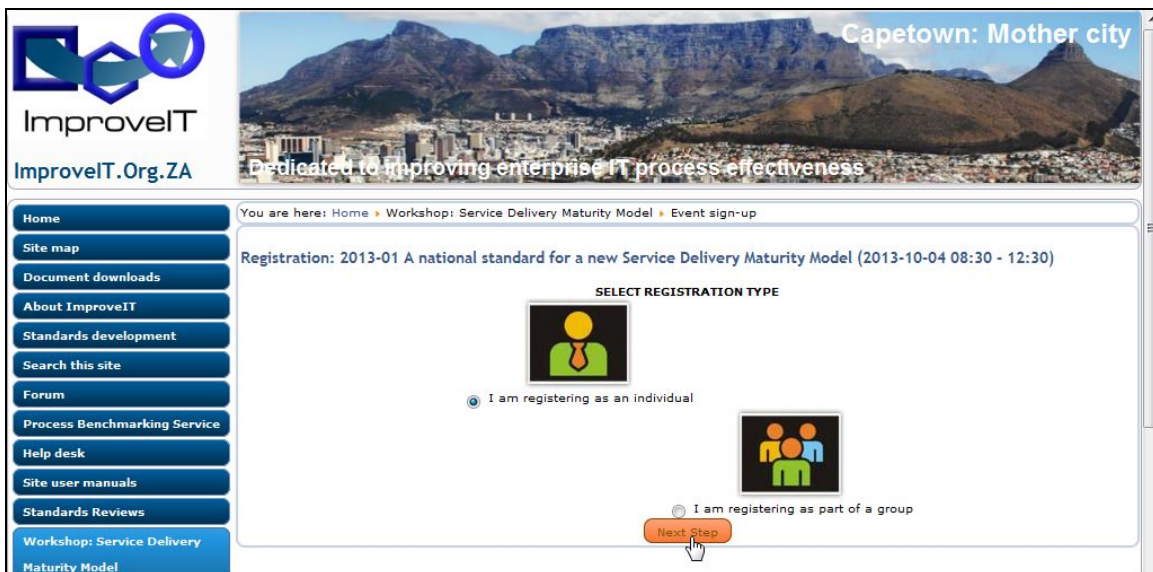
Figure 3 Select individual registration mode

2.1.2.4   2.4 Provide individual details

Note: It is not necessary to supply login details at this stage.

It will only be necessary to be able to have login details if you need to amend the event registration details.

If that becomes necessary, create a login profile, and request the Site Administrator (admin@improveit.org.za) to add your event registration record to your login profile.

Following that assignment, you will be able to login and make any amendments needed to the event registration details.

Figure 4 Capture individual details

2.1.2.5   2.5 Confirm the captured details

Figure 5 Confirmation of details

2.1.2.6   2.6 Choose payment method

Note: There are two payment options:

a) Pay later (this includes pay by cheque (at the door, or by post), or by EFT using your own internet banking, or payment transfer facilities); or

b) Pay using the payment provide Payfast (see www.payfast.co.za). This method allows you to make a payment using credit card (Mastercard, Visa) or usng an EFT option.)
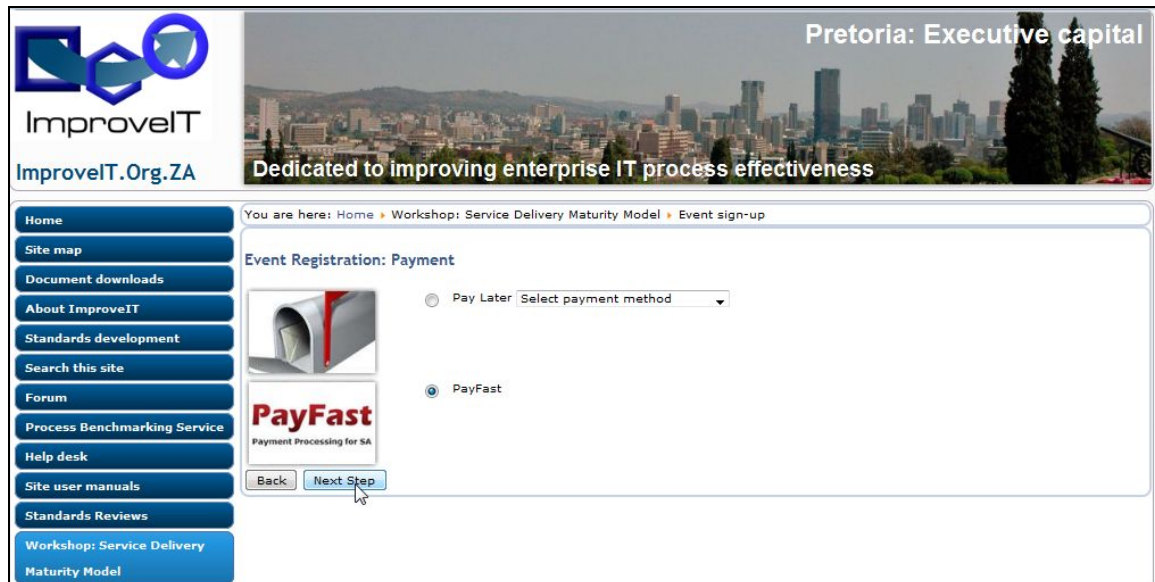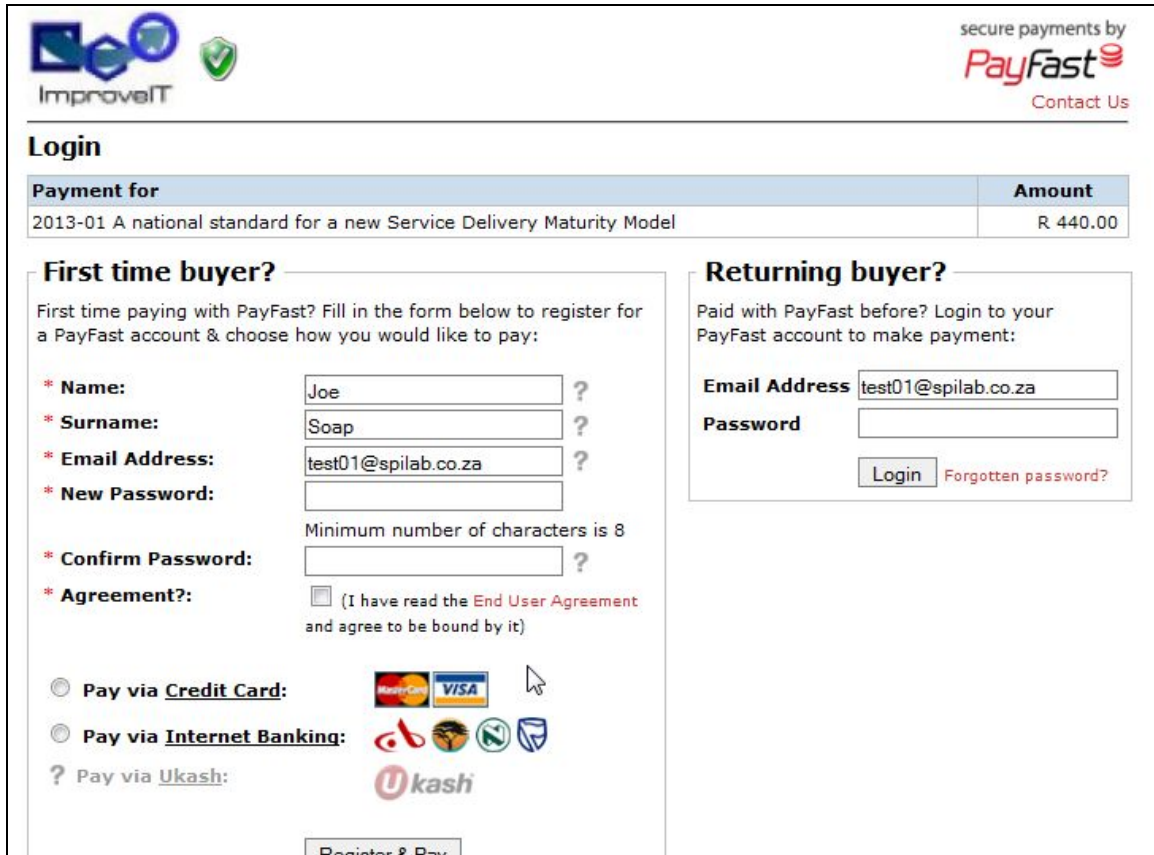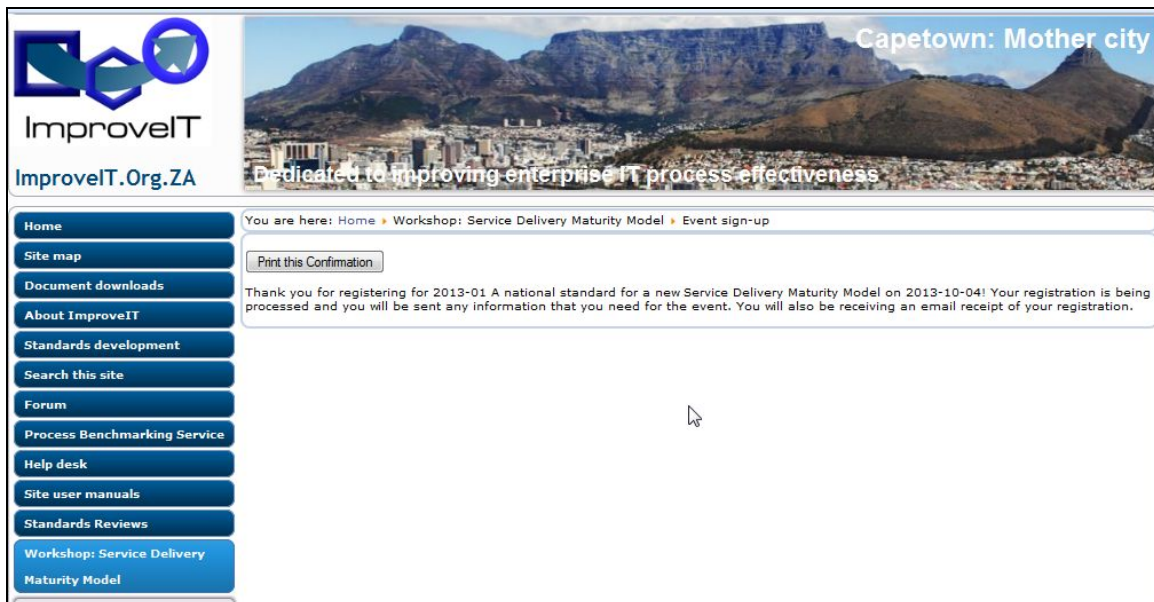

Figure 6 Choose payment method

2.1.2.7   2.7 Payment using Payfast

Note: This image shows only the entry page to the Payfast method.

a) If this is the first time you are using Payfast, you will need to create a profile (see First Time Buyer?);

b) If you are a returning user, then fill in the details on the right hand side (Returning Buyer?) and continue.

Figure 7 Payment using Payfast

2.1.2.8   2.8 Registration confirmation

Figure 8 Registration confirmation

2.1.2.9   2.9 Tax invoice

ImproveIT
P O Box 44041
Linden, 2104
Johannesburg
SOUTH AFRICA

Tax Invoice

Order Information	
VAT Number:	4880192762
Invoice Number:	IMP-1007
Invoice Date:	2013-08-07
Order Status:	Not Paid

Organisation Details	
Organisation Name:	Private
Title:	Mr
First Name:	Joe
Last Name:	Soap
Address 1:	PO Box 44041
Address 2:	Linden
City:	Johannesburg
Zip/Postal Code:	2104
Country:	South Africa
State/Province/Region:	
Phone:	27118889881

Figure 9 Tax invoice

2.1.3   3. Remarks:

None.

3   Registering a group for a paid event

3.1   Event registration - groups

3.1.1   1. Introduction:

This section describes the steps to be followed when registering groups of individuals for a paid event on the ImproveIT website.
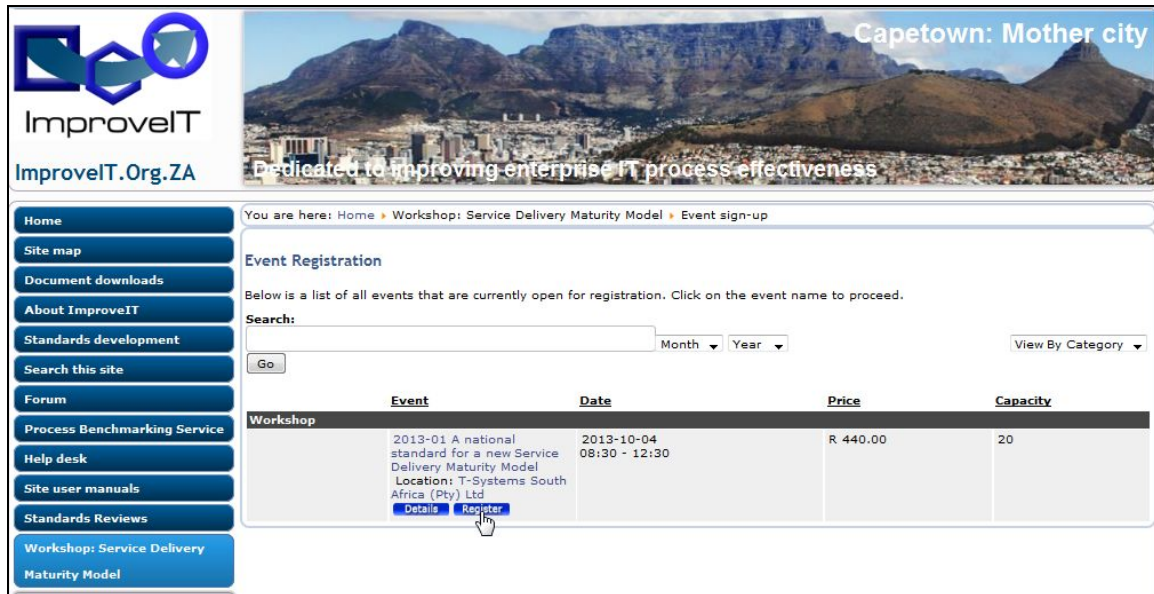
3.1.2   2. Usage:

3.1.2.1   2.1 Select the paid event sign-up function

Figure 10 Select the paid event registration function

3.1.2.2   2.2 Select a paid event

Figure 11 Select a paid event

3.1.2.3   2.3 Choose to register a group
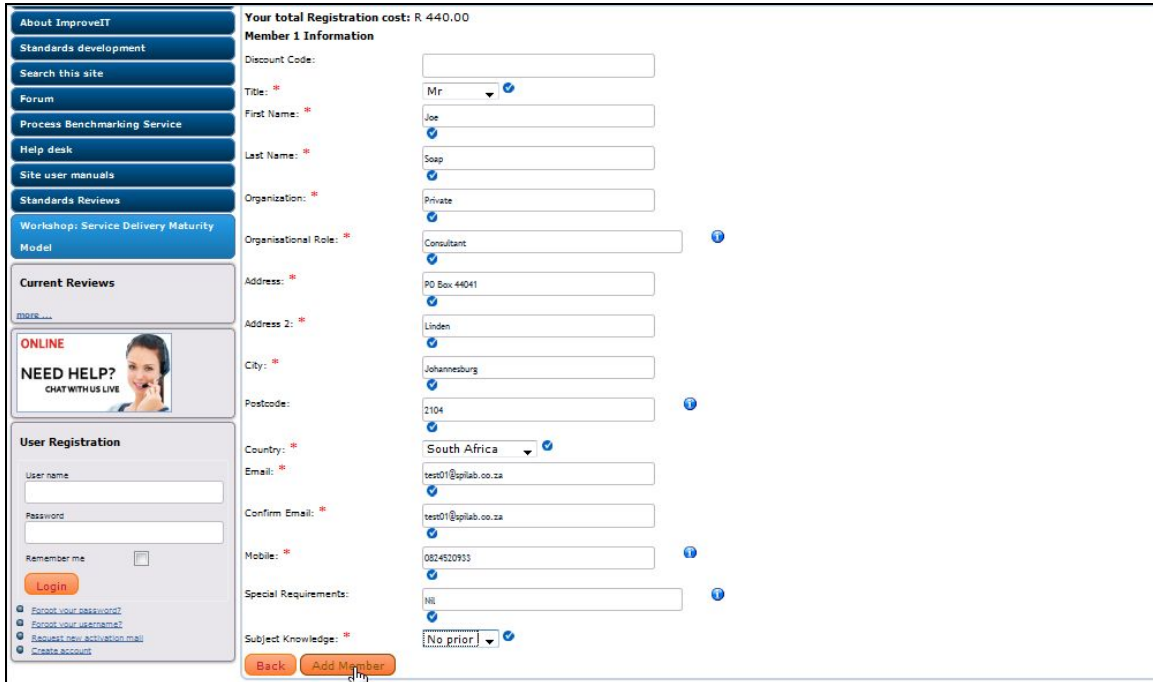
Select the group registration mode.

Figure 12 Select group registration mode

3.1.2.4   2.4 Provide first member details
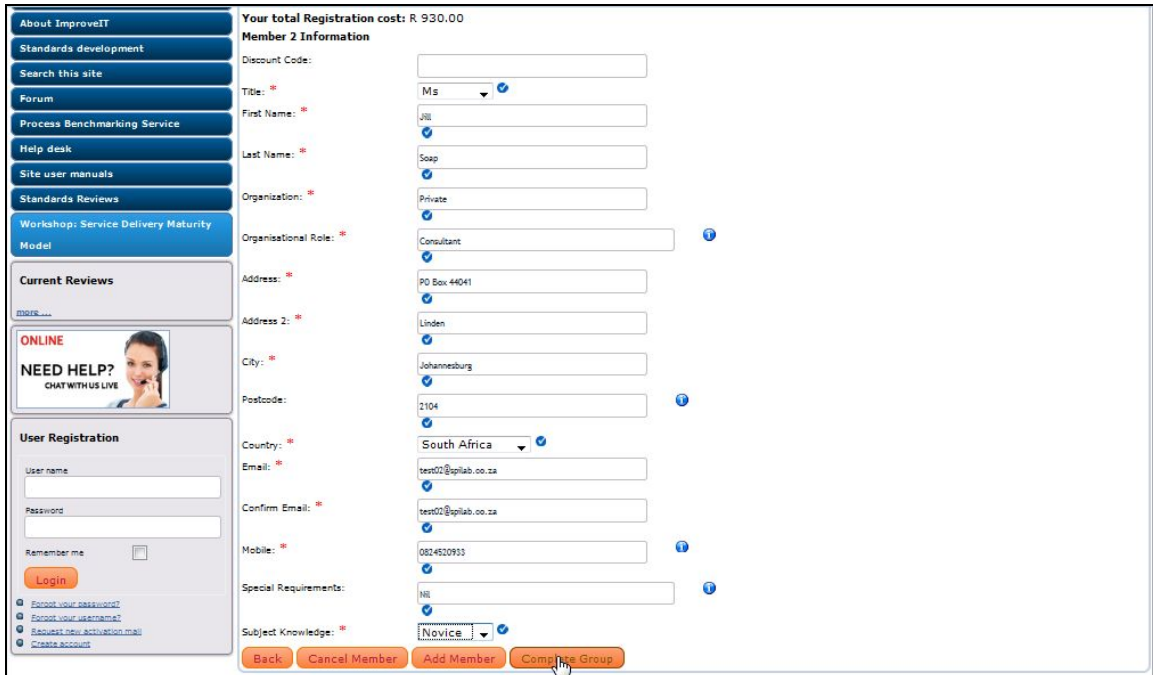
Figure 13 Capture first member details

3.1.2.5   2.5 Capture second (and final member details)

Figure 14 Capture second (and final) member details
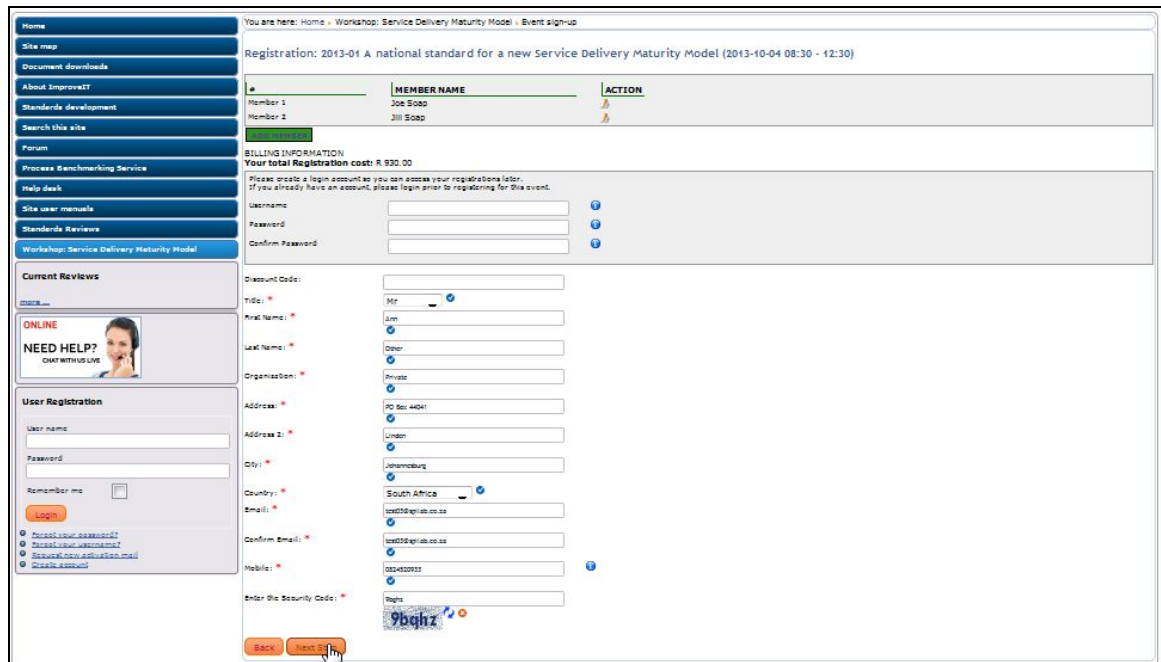
3.1.2.6   2.6 Add the admin member details

Note: It is not necessary to supply login details at this stage.

It will only be necessary to be able to have login details if you need to amend the event registration details.

If that becomes necessary, create a login profile, and request the Site Administrator (admin@improveit.org.za) to add your event registration record to your login profile.

Following that assignment, you will be able to login and make any amendments needed to the event registration details.

Figure 15 Capture the Admin member details

3.1.2.7   2.7 Confirm the captured details

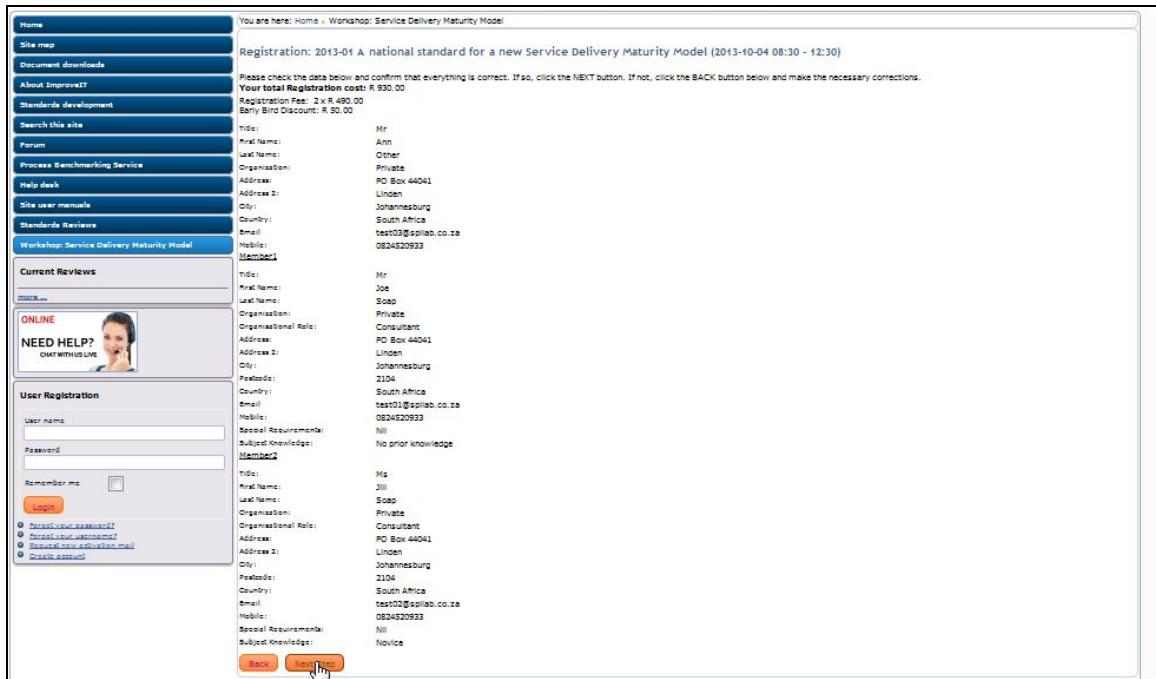**Figure 16 Confirm the captured details**
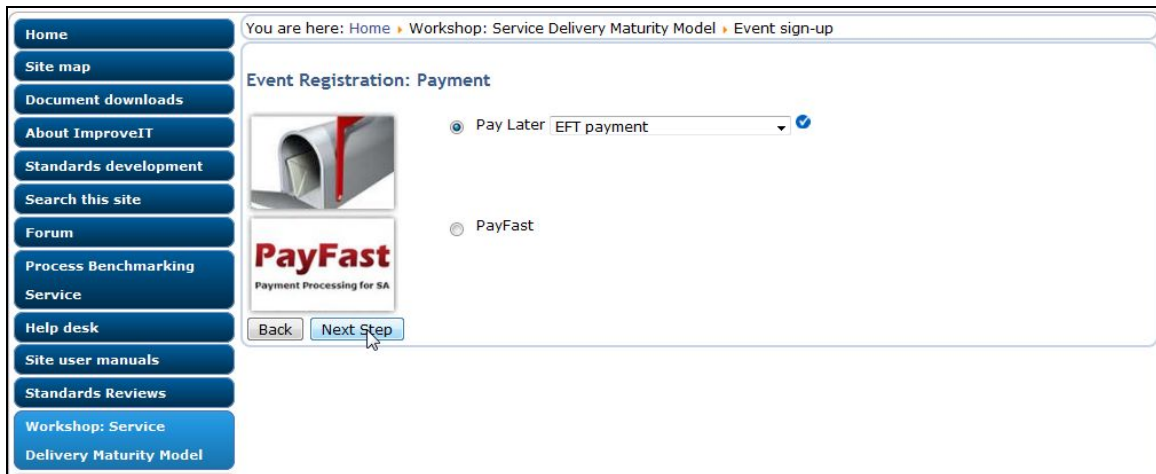
3.1.2.8   2.8 Choose payment method

Figure 17 Choose payment method

3.1.2.9   2.9 Confirmation of registration

You are here: Home ▸ Workshop: Service Delivery Maturity Model ▸ Event sign-up

Print this Confirmation

Thank you for registering for 2013-01 A national standard for a new Service Delivery Maturity Model on 2013-10-04! Your registration is being processed and you will be sent any information that you need for the event. You will also be receiving an email receipt of your registration.
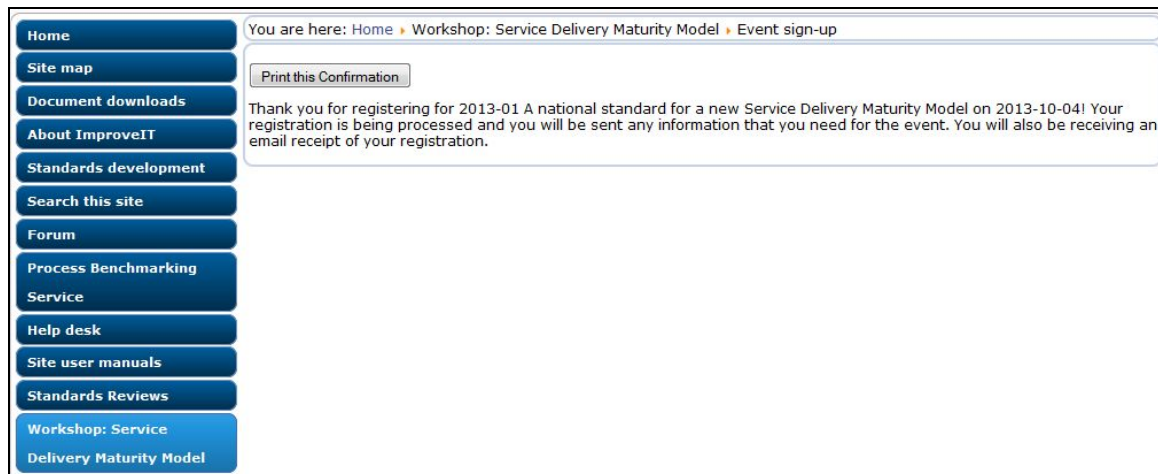
Figure 18 Confirmation of registration

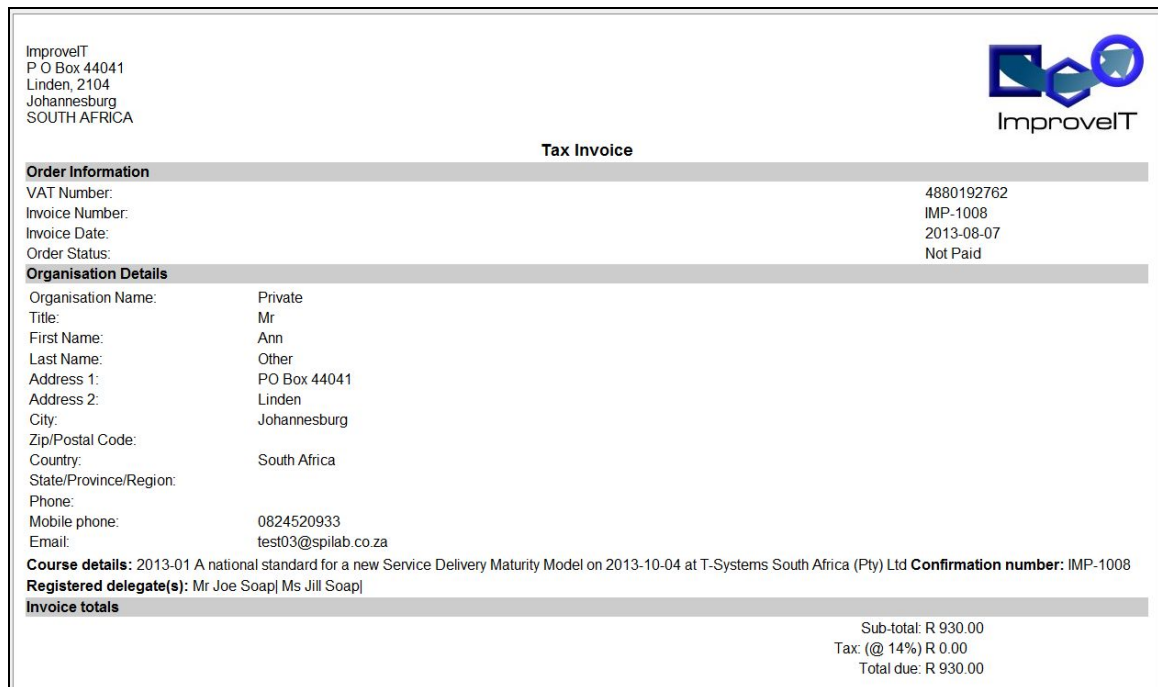### 3.1.2.10   2.10 Tax invoice provided for confirmation of paid event details, and billing

ImproveIT
P O Box 44041
Linden, 2104
Johannesburg
SOUTH AFRICA

Tax Invoice

Order Information

VAT Number:	4880192762
Invoice Number:	IMP-1008
Invoice Date:	2013-08-07
Order Status:	Not Paid

Organisation Details

Organisation Name:	Private
Title:	Mr
First Name:	Ann
Last Name:	Other
Address 1:	PO Box 44041
Address 2:	Linden
City:	Johannesburg
Zip/Postal Code:	
Country:	South Africa
State/Province/Region:	
Phone:	
Mobile phone:	0824520933
Email:	test03@spilab.co.za

Course details: 2013-01 A national standard for a new Service Delivery Maturity Model on 2013-10-04 at T-Systems South Africa (Pty) Ltd **Confirmation number:** IMP-1008
Registered delegate(s): Mr Joe Soap| Ms Jill Soap|

Invoice totals

Sub-total:	R 930.00
Tax: (@ 14%)	R 0.00
Total due:	R 930.00

Figure 19 Provided tax invoice, with names of registered delegates

3.1.3   3. Remarks:

None.

3.1.4   4. See also:

None.

3.1.5   Shortcut keystroke:

4   Amending an event registration

4.1   Amend event registrations

4.1.1   1. Introduction:

This section describes the steps to be followed when changes need to be made to a registration. The practices are the same for registering individuals or groups.

4.1.2   2. Usage:

4.1.2.1   2.1 Select the 'Amend event registration' function

After first logging into the site, you will be able to see the 'Amend event registration' function listed under 'Workshop'.
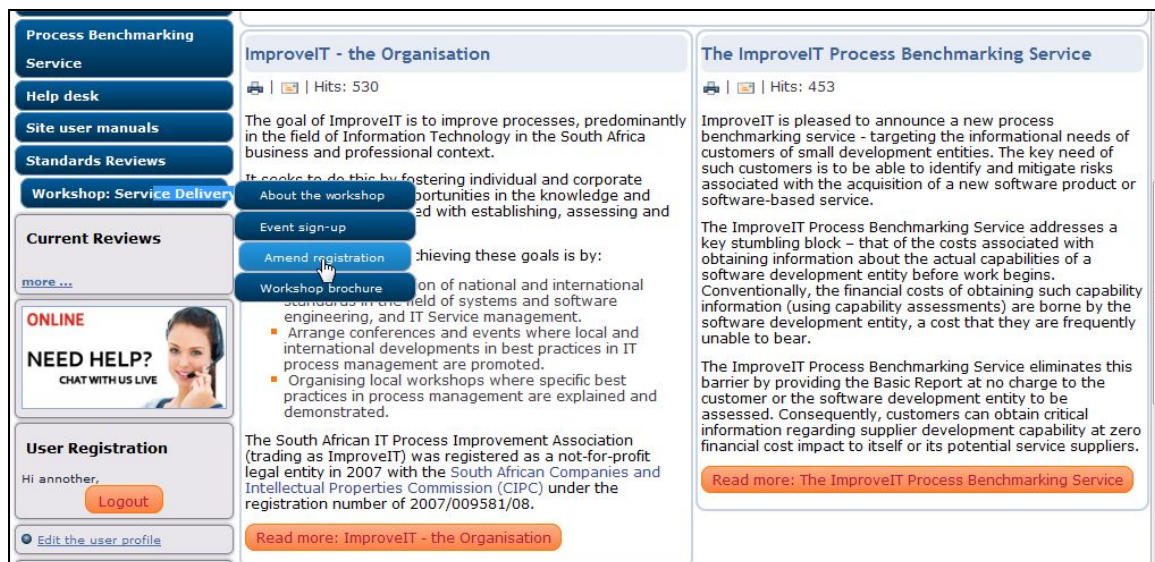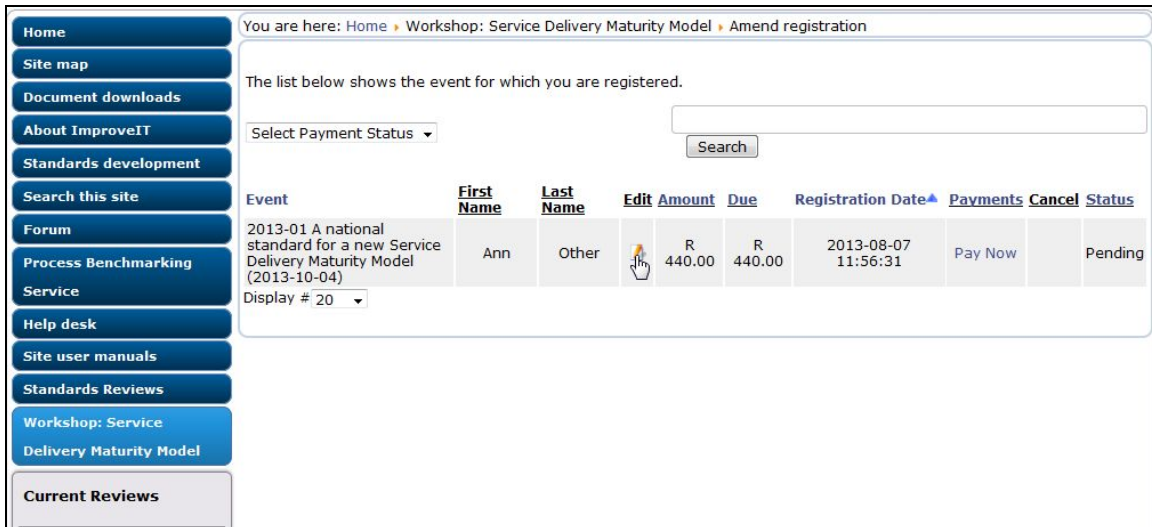
Figure 20 Select the Amend paid event registration function

4.1.2.2   2.2 Action – edit the registration

Edit the registration by clicking on the edit icon under the Edit column for the paid event of interest.

Figure 21 Action – edit the registration

4.1.2.3   2.3 Action – edit member details or administrator details

In this mode you can choose to amend the registered members (details, or remove a member, or add new members), of amend the paid event administration details. When these details have been amended, click Next Step.

Figure 22 Action – edit member details and/or administrator details

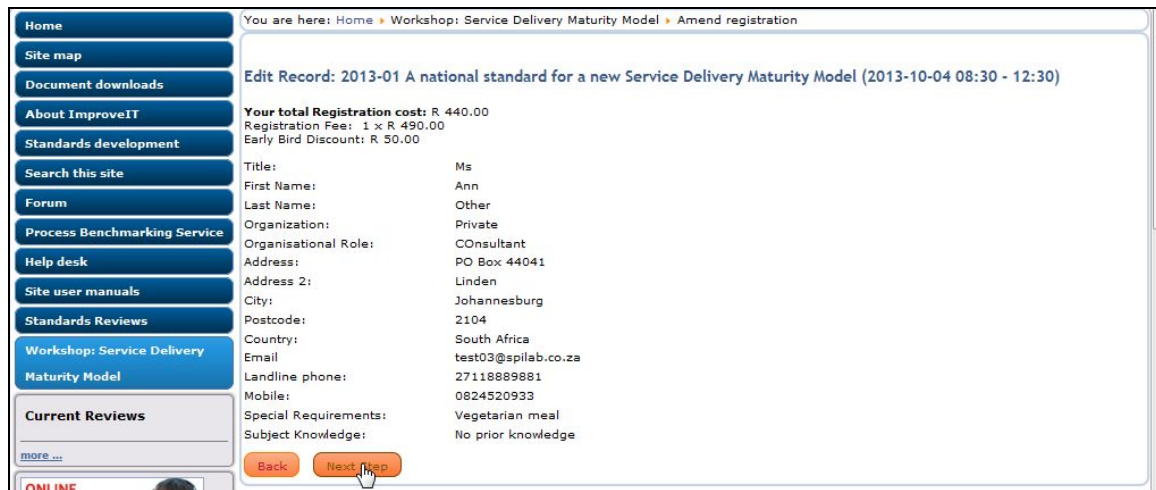#### 4.1.2.4   2.4 Confirm the captured details

Figure 23 Confirm the captured/amended details

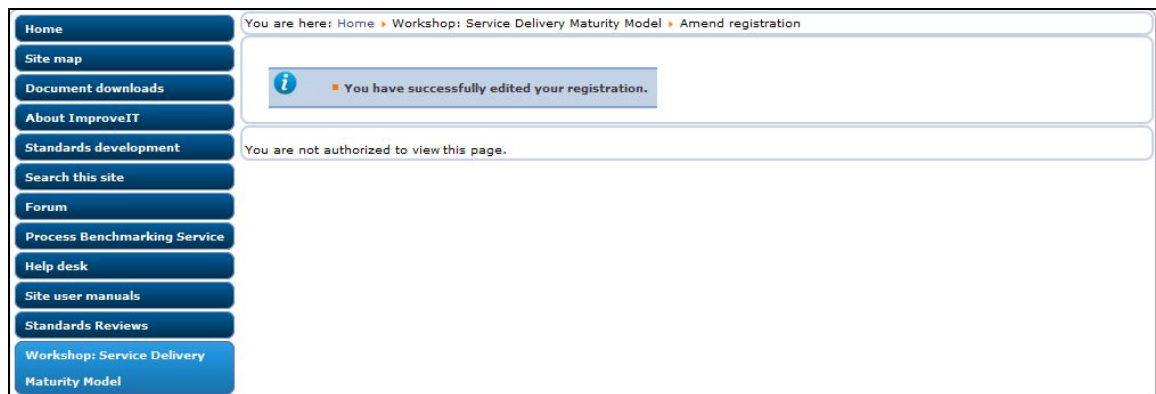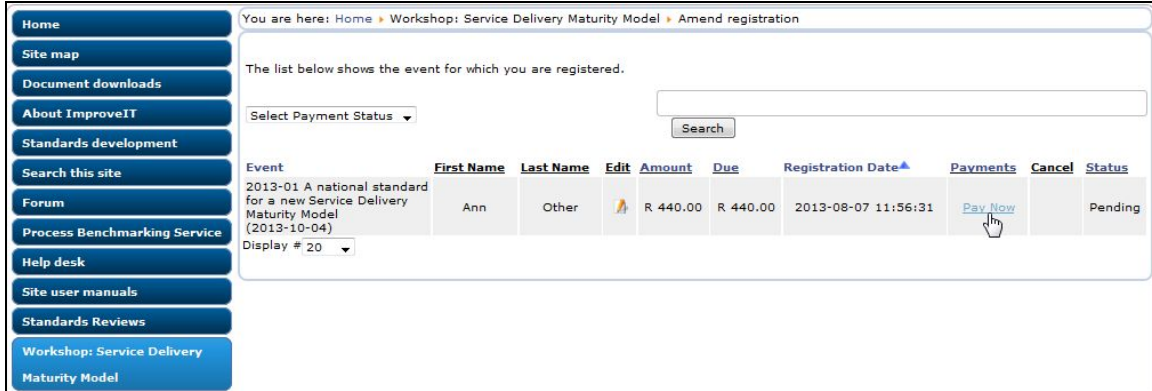#### 4.1.2.5   2.5 Confirmation of amendment

Figure 24 Amendment is confirmed

This completes the amendment cycle.

4.1.2.6   2.6 Action – make payment

If a payment method of 'pay later' using EFT/cheque was chosen in the original registration, and if a payment needs to be made by credit card/EFT using Payfast, click on Pay Now.
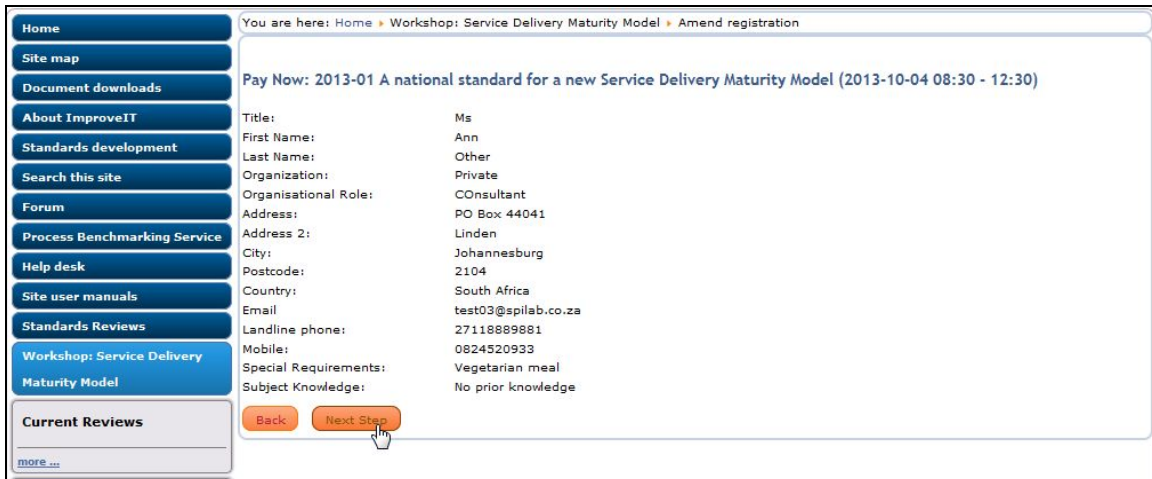
Figure 25 Perform checkout

Note: If an EFT payment has been made using an alternative banking channel, please send a copy of the payment advice to the event administrator (office@improveit.org.za) so that the payment field status can be amended to indicate that payment has been made.

4.1.2.7   2.7 Confirm the captured details

Figure 26 Confirm the captured/amended details

4.1.2.8   2.8 Pay now – using Payfast – either EFT or Credit Card
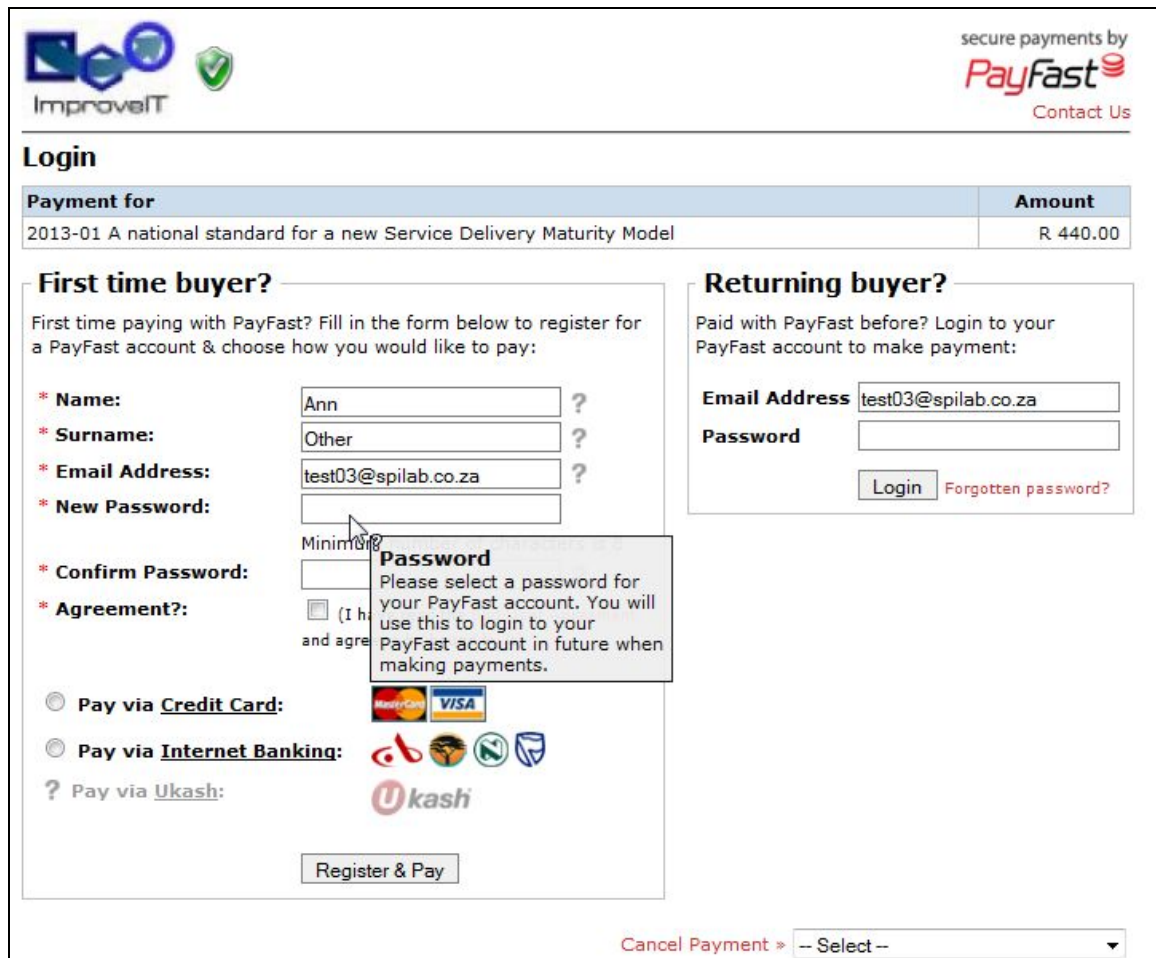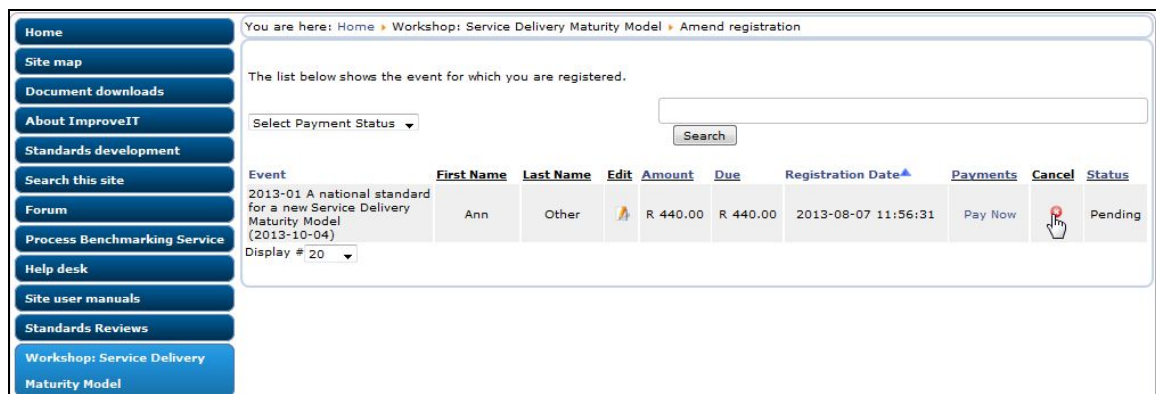

Figure 27 pay now – using Payfast – EFT or Credit Card

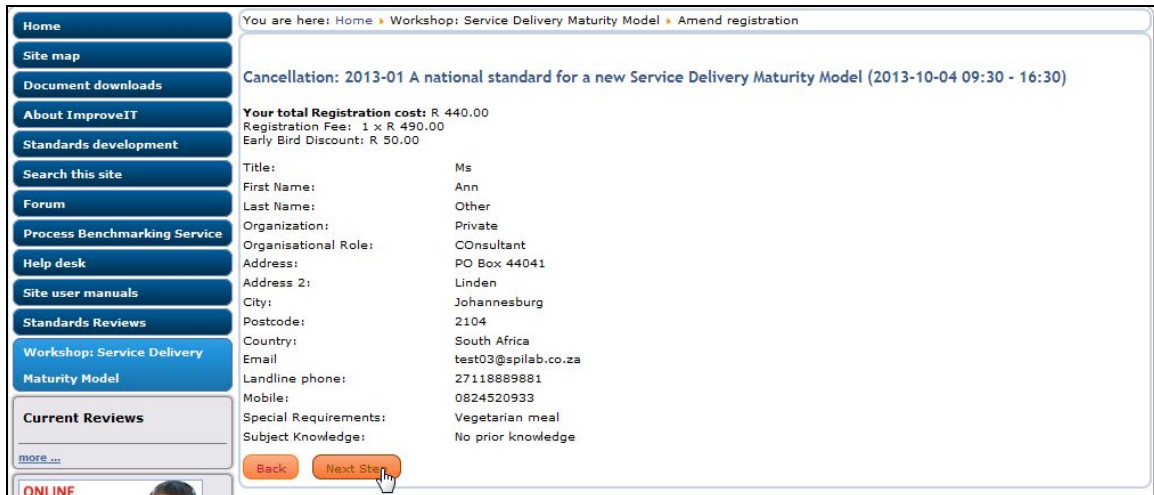### 4.1.2.9   2.9 Action – cancel a registration

If a paid event registration needs to be cancelled, click on the Cancel icon.

Figure 28 Confirmation of registration

4.1.2.10 2.10 Paid event cancellation – next step

Figure 29 Paid event cancellation – next step

4.1.2.11 2.11 Paid event cancellation – succeeded
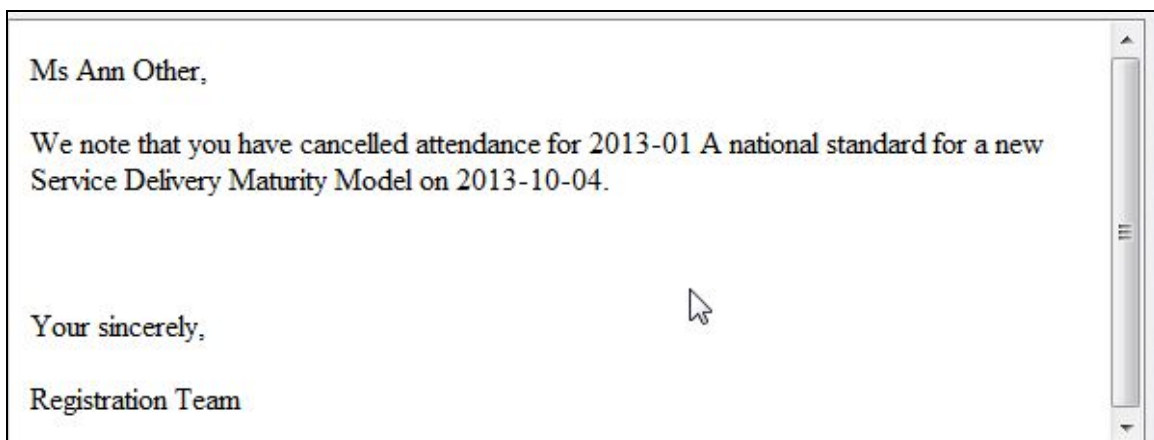
Figure 30 Cancellation succeeded

4.1.2.12 2.12 Paid event cancellation – email notification

Figure 31 Paid event cancellation - email notification

4.1.3   3. Remarks:

None.

4.1.4   4. See also:

None.

4.1.5   Shortcut keystroke: