



mySSC

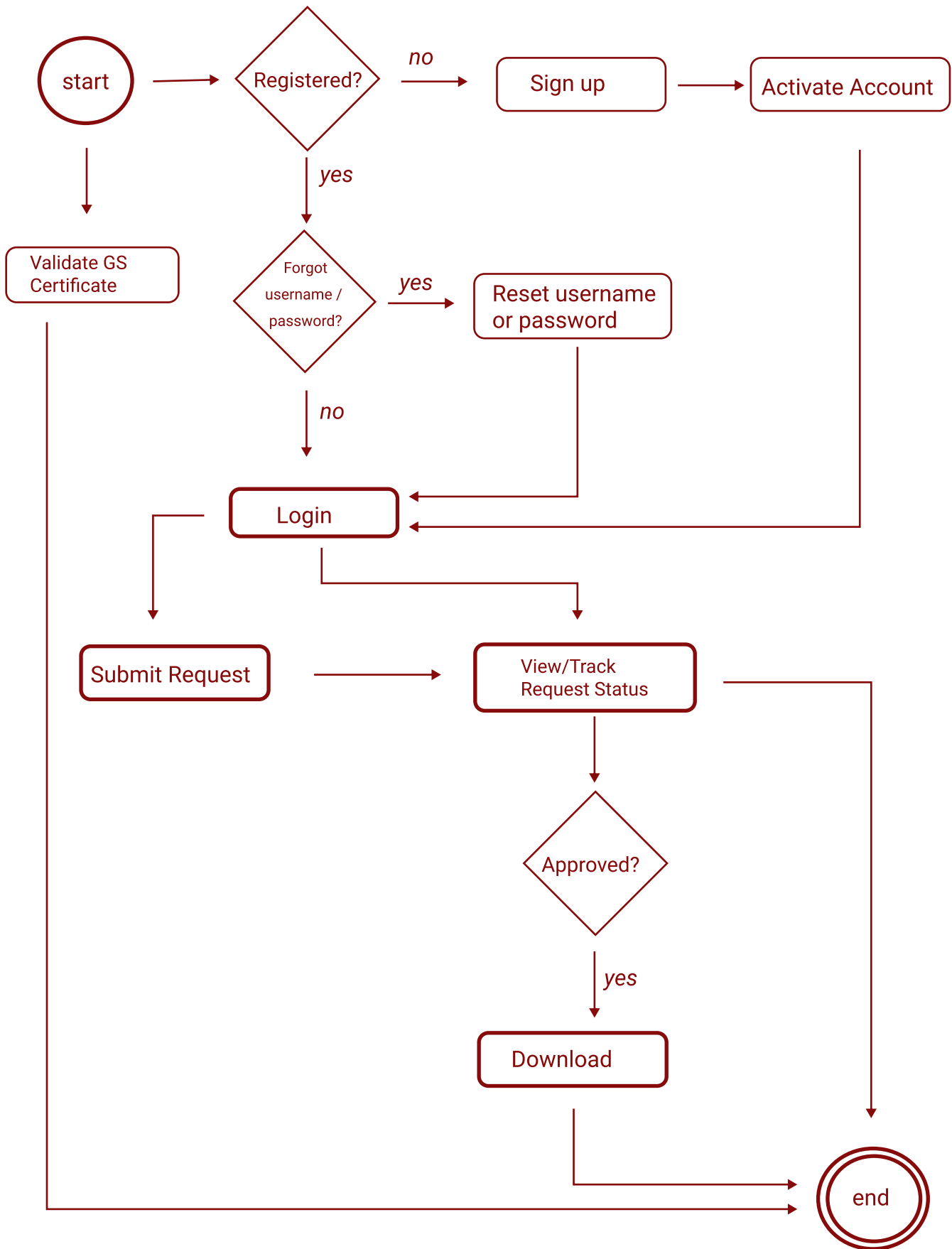
Online Good Standing Application

User manual v1.5

<https://myssc.ssc.org.na>

07 December 2021

Action Flow



Sign up process

Required Information:

Trade Name
Social Security Number
Name of Contact Person
Username
Email
Mobile Number
Password

Optional Information:

P O Box

The image shows a sign-up form titled "Please enter your details to sign up (* Denotes required fields)". The form contains several input fields, each with a red callout number and an arrow pointing to it:

- 1**: Points to the "Trade Name *" field.
- 2**: Points to the "Postal Address" field.
- 3**: Points to the "Social Security Number *" field.
- 4**: Points to the "Name of Contact Person*" field.
- 5**: Points to the "Mobile Number *" field.

Below the form, there is a copyright notice: © SOCIAL SECURITY COMMISSION - 2021. All rights reserved.

Fig 1 - Signup form 1st part.

6

Enter your email address registered with SSC. You will receive the account activation link on this email.

7

Choose a unique username

Mobile Number *

264

Employer Email address as registered with SSC *

Email address

Username*

Username

8

Choose a strong password, minimum 8 characters long

Password *


Password

9

Tick this checkbox to confirm you are not a robot

Captcha *

I'm not a robot



10

Click the sign up button to complete your sign up process

Sign Up

Fig 2 - Signup form 2nd part.

Account Activation

1

Check the captcha checkbox to verify you human



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Activate account

Captcha *

I'm not a robot


reCAPTCHA
[Privacy](#) - [Terms](#)

2

Click this button to activate your account and be able to login for the first time.

User manual

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Fig 3 - Account Activation Form.

Login

Required Information:

Username

Password

1
Enter the username that you provided when you signed up

2
Enter the password you provided when you signed up

3
Tick this checkbox to verify that you are not a robot.

4
Click the login button to login & access more functionalities

click here to go to the sign up form

click here to go to the reset password form

click here to go to the reset username form

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Fig 4 - Login form.

Reset Password

Required Information:

Email

Social Security Number

New Password

The image shows a 'Reset Password' form with five numbered callouts:

- 1**: Enter your email address (points to the Email input field)
- 2**: Enter your Social Security number (points to the Social Security Number input field)
- 3**: Enter your new password (points to the New Password input field)
- 4**: Tick this checkbox to verify that you are not a robot (points to the 'I'm not a robot' checkbox)
- 5**: Click here to receive a password reset link (points to the 'Reset Password' button)

The form includes the following fields and elements:

- Header: **Reset Password**
- Disclaimer: (* Denotes required fields)
- Input fields: Email *, Social Security Number *, New Password *
- Verification: Captcha * (I'm not a robot checkbox)
- Button: **Reset Password**
- Footer: reCAPTCHA Privacy - Terms

Fig 5 - Password reset form.

Confirm password Reset

1

Check the captcha checkbox to verify you human



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[Sign Up](#) [Login](#)

Reset Password

Captcha *

I'm not a robot

reCAPTCHA
Privacy · Terms

Reset password

2

Click this button to confirm your password change request.

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Fig 6 - Password reset confirmation form.

Retrieve username

Required Information:

- Email
- Social Security Number
- Password

Username

(* Denotes required fields)

1 Enter your email address → **Email *** [Email] **2**

3 Enter your current password → **Social Security Number *** [Social Security Number] Enter your Social security number

4 **Password *** [Password]

5 Click this button to receive your username via email → **Captcha *** [I'm not a robot] Tick this checkbox to verify you're human

Send username

Fig 7 - Username reset form.

Linking Additional Employers

Required Information:

SSC Number

Tradename

This table shows all the employers linked to this online account, Which the account user can apply on behalf of.

Click the Unlink button to unlink the employer

Welcome ERASSY 🎉!

You can apply for GoodStanding Certificate for listed Employer(s):

Trade Name	Social Security Number	
BAR	3002	Unlink
Investment CC	3012	Unlink
Cleaning & Investment CC	301	Unlink

1 Enter the employer's Trade Name

2 Enter the employer's Social Security Number

Link another employer to this account

Trade Name*

ssn

SSC Number*

ssn

Link

3

Click the link button to finish linking

Submit Request

This button takes you to the goodstanding request form

View Status

This button takes you to the view requests page

Fig 8 - Home / Linking additional employers' Page.

Good Standing Request

Required Information:

Number of Employees

Office to collect the Goodstanding certificate

Tender Number & Closing Date

1 Choose the employer

2 Choose your ECF number from the list generated according to nature of business

3 Indicate the number of employees

4 Choose the Office you would like to collect it.

5 Enter the tender number or reference

6 Indicate closing date

7 Click here to add another tender row & repeat step 4 and 5. Max: 5 tenders

8 Finally click here to submit your request

Request for Goodstanding Certificate (* Denotes required fields)

Employer *
BAR - 3002

Employee Compensation Number *
Not Applicable

Number of Registered Employees * Greater than 0
Number of Registered Employees

Which Town Will You Collect Your Good Standing Certificate*
Windhoek

Tenders

Tender Number *
Tender Number

Closing Date *
dd/mm/yyyy

Add Tender

Submit Request

Fig 9 - Good standing request form.

Viewing Good Standing Requests

1

Choose the employer you wish to view the request.

2

Enter Request number to search and click the search button

Employer: E... CLEANING SERVICES & INVESTME - 30

Request Number: 439937

Go! [View all Requests](#)

Request Status For Goodstanding Certificate

Request Number	Employee Business Code	Status	Request Date	Comment
439937	00131741	PRINTED	2018-03-09	

Download

Choose Tender Number

- SME
- BANK
- TENDER
- GENERAL

3

This is the list of your goodstanding requests. You can view your requests' status & comment. Once status change to approved, you can come in and collect it.

Fig 10 - The list show status & comment of your submitted requests.

Downloading Goodstanding

1

Choose the employer you wish to view the request.

2

Enter Request number to search and click the search button

The screenshot shows a search form with two input fields: 'Employer' and 'Request Number'. The 'Employer' field contains 'E... CLEANING SERVICES & INVESTME - 30'. The 'Request Number' field contains '439937'. There is a 'Go!' button and a 'View all Requests' link. Below the search form is a table titled 'Request Status For Goodstanding Certificate' with columns: Request Number, Employee Business Code, Status, Request Date, and Comment. The table has one row with values: 439937, 00131741, PRINTED, 2018-03-09, and a 'Download' button. A dropdown menu is open next to the 'Download' button, showing options: SME, BANK, TENDER, and GENERAL.

3

When the request status changes to Approved or Printed, a button with the text 'Download' should appear at the end of the row.

Click the download button to bring up a pop up with the list of all tender numbers included in the request, then click on one of the tender numbers to download a Goodstanding certificate.

Fig 11 - The list shows status & comment of your submitted requests and a download button for Approved / Printed requests.

Validating a Goodstanding certificate

1

Enter the Social Security Number as it appears on the Certificate

2

Enter the Request / Reference number if there is one on the Certificate

3

Enter the tender Number as it appears on the Certificate



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[Validate Goodstanding](#) [Sign Up](#) [Login](#)

Verify Good Standing Certificate

You can now verify the authenticity of a Good Standing Certificate with the form below

Social Security Number

Reference Number (optional)

Tender Number

Search

[User manual](#)

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Click the search button to search for the Request and get back some feed backs

5



The information on the goodstanding certificate should exactly match the information returned by the system for the goodstanding certificate to be authentic

Return Information

LISETH INVESTMENT CC

Approved **Yes** Still Valid **No**

Contract/Tender No.: ERONGO REGIONAL COUNCIL TENDERS

Nature of Business: CATERING/ACCOMMODATION SERVICE

Social Security Registration No.: 30124804

Employees Compensation No: 00133143

No. of employees registered: 1

Validity Period: 11 March 2019 to 11 April 2019

[Close](#)

Menu

You can access the drop down menu by clicking on your username at the top right corner.

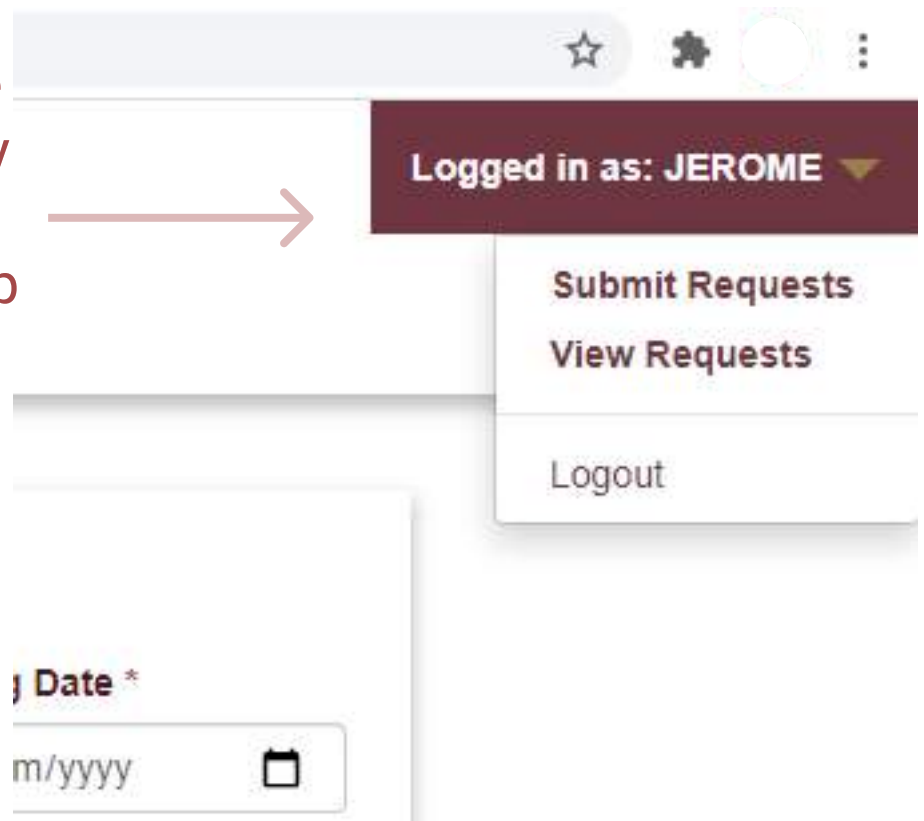


Fig 12 - Screenshot of the dropdown menu.

We highly value and welcome any questions / comments / bug reports / improvements you might have towards the Goodstanding certificate application.

Kindly follow this link to submit them: <https://forms.gle/jExVXdV4PZQrN8jp7>

----- The end -----