



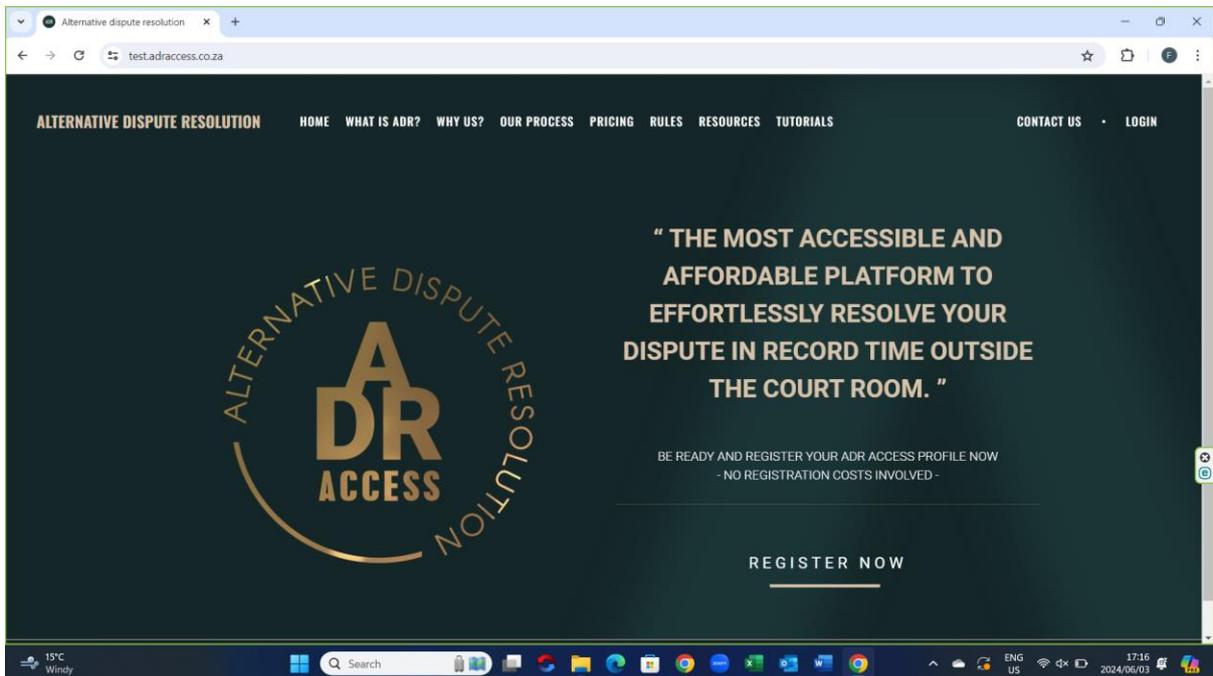
Alternative Dispute Resolution System

**HOW TO REGISTER A
PROFILE**

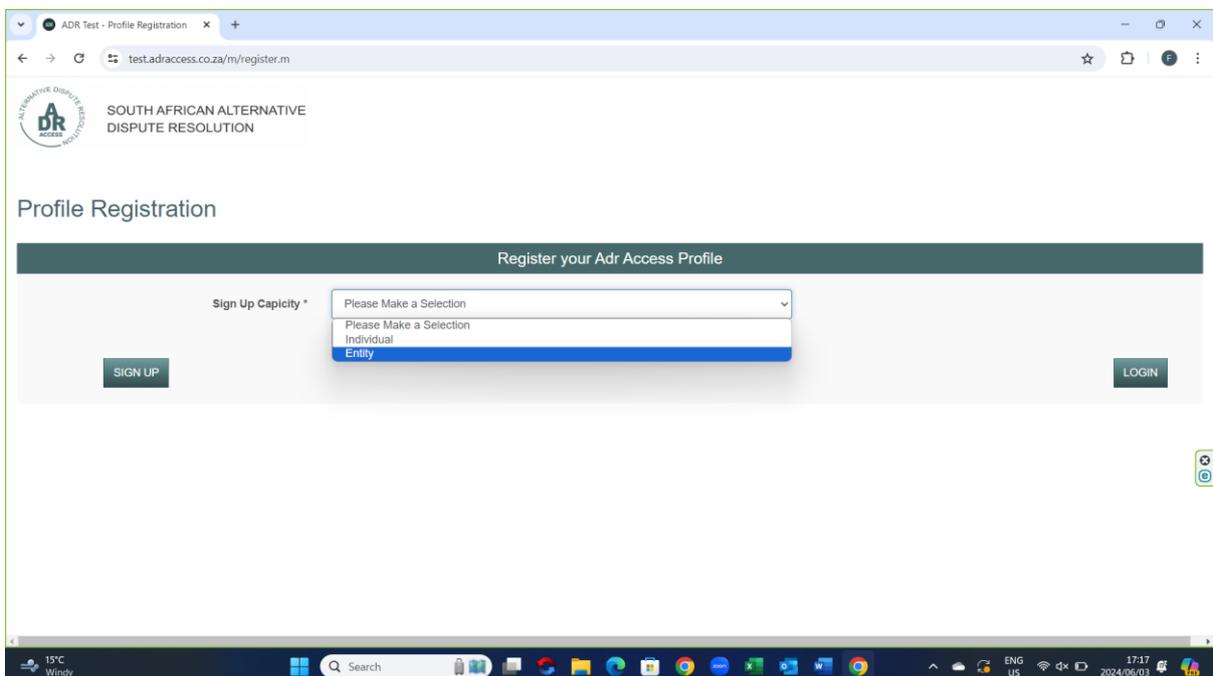
04 May 2024

HOW TO REGISTER A PROFILE

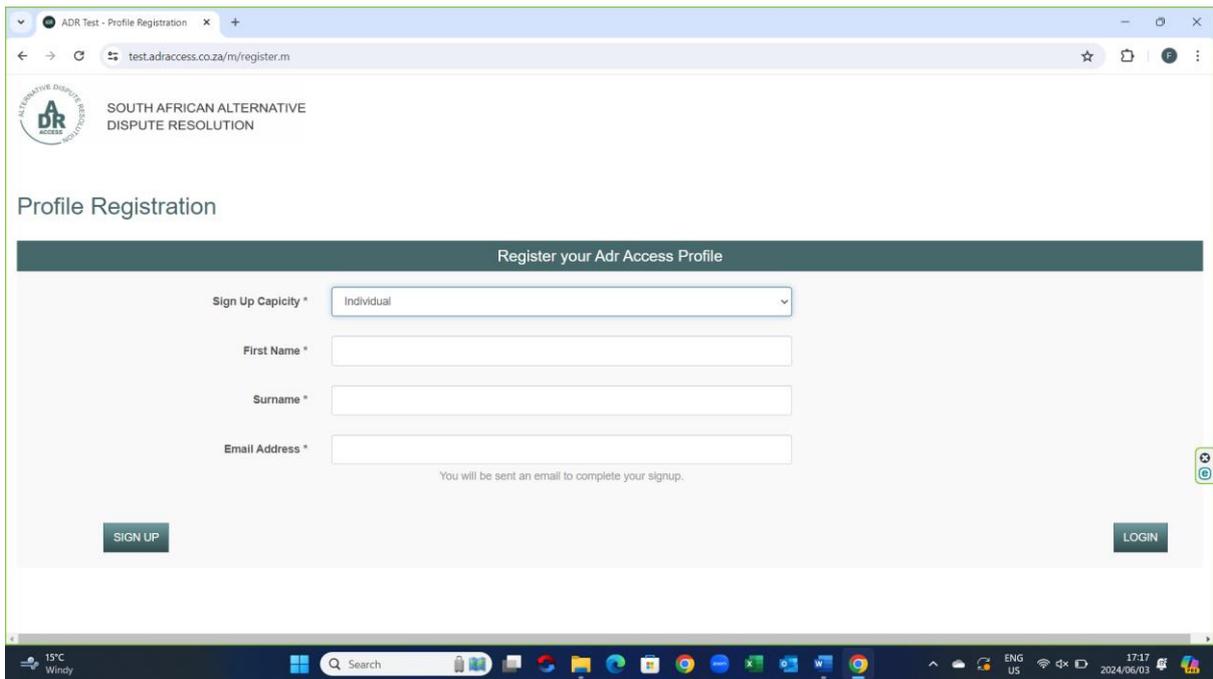
1. The user has to log into www.adraccess.co.za to start the process.
2. Once logged into the website the user has to click on the **REGISTER NOW** button.



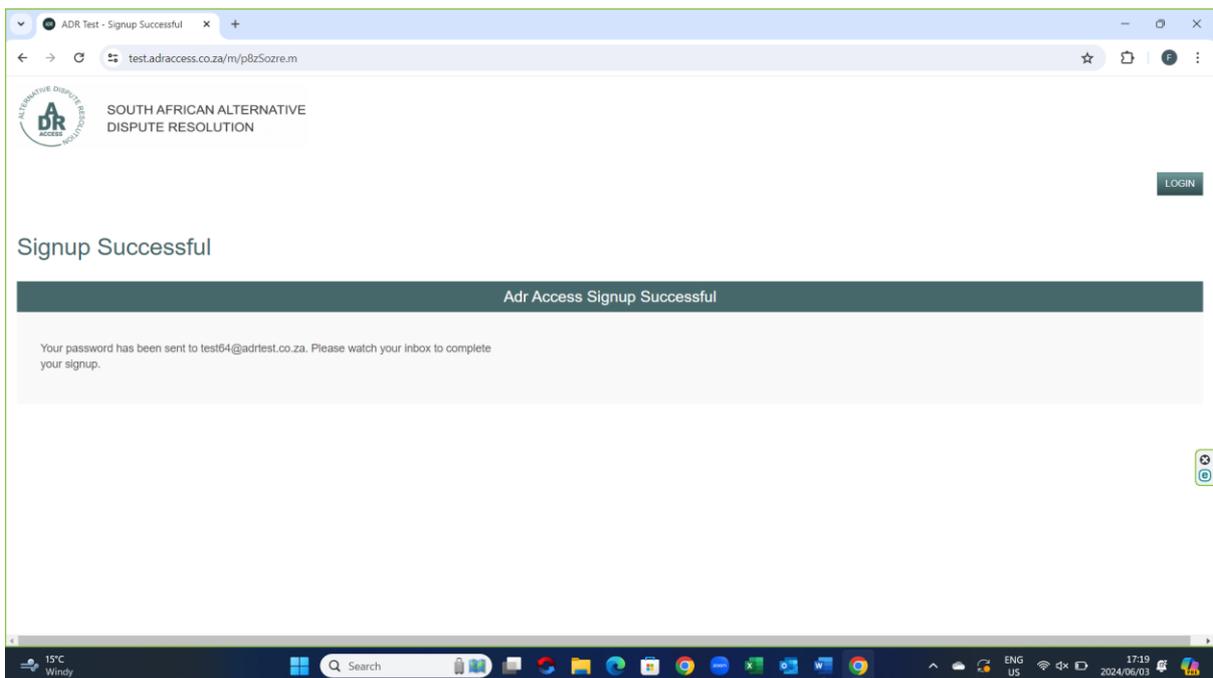
3. The user then has to select the capacity (individual/entity) under which they would like to register a profile.



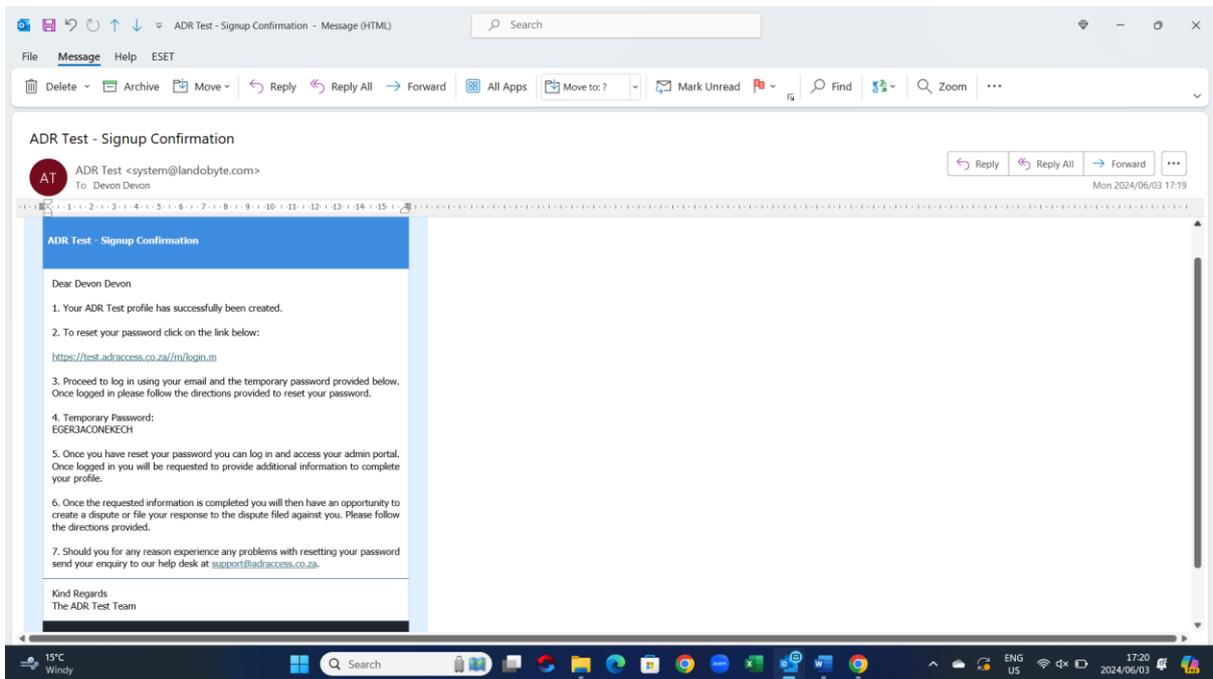
4. Once selected the user must supply the information requested.
5. It is imperative for the user to make sure to fill in the correct email address.



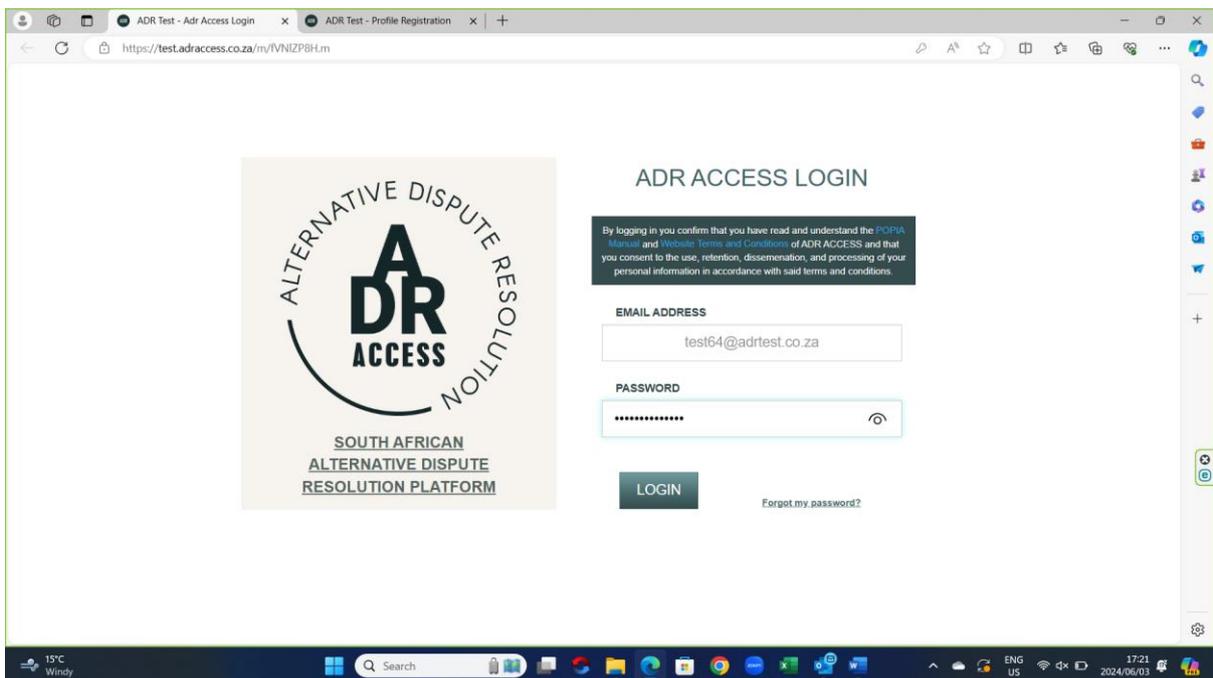
6. Once completed the user will receive the below-mentioned onscreen systems message to confirm their successful sign up.



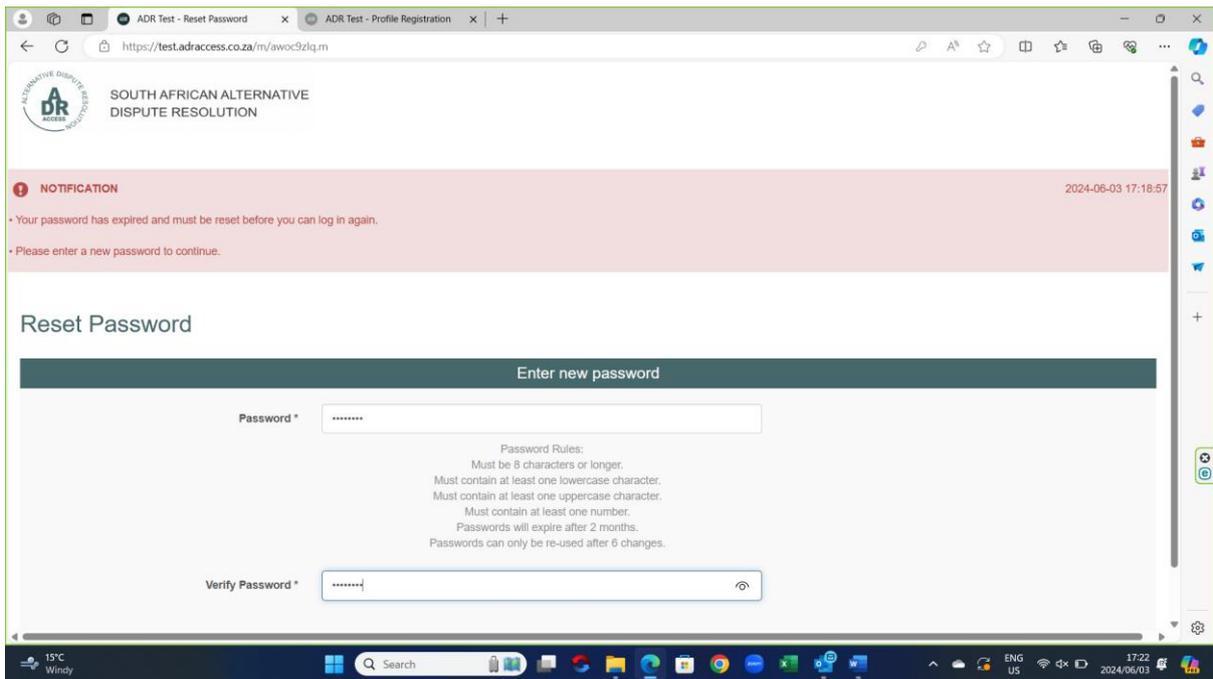
7. The user will then also receive an email confirming their successful sign up.
8. The user will then receive a link and temporary password to log into so that they are able to reset their own unique password for future log ins.



9. The user will use the link to log into the LOG IN page. Once in the user must then utilize their email address and temporary password, that was made available in the above-mentioned email received, to log in.

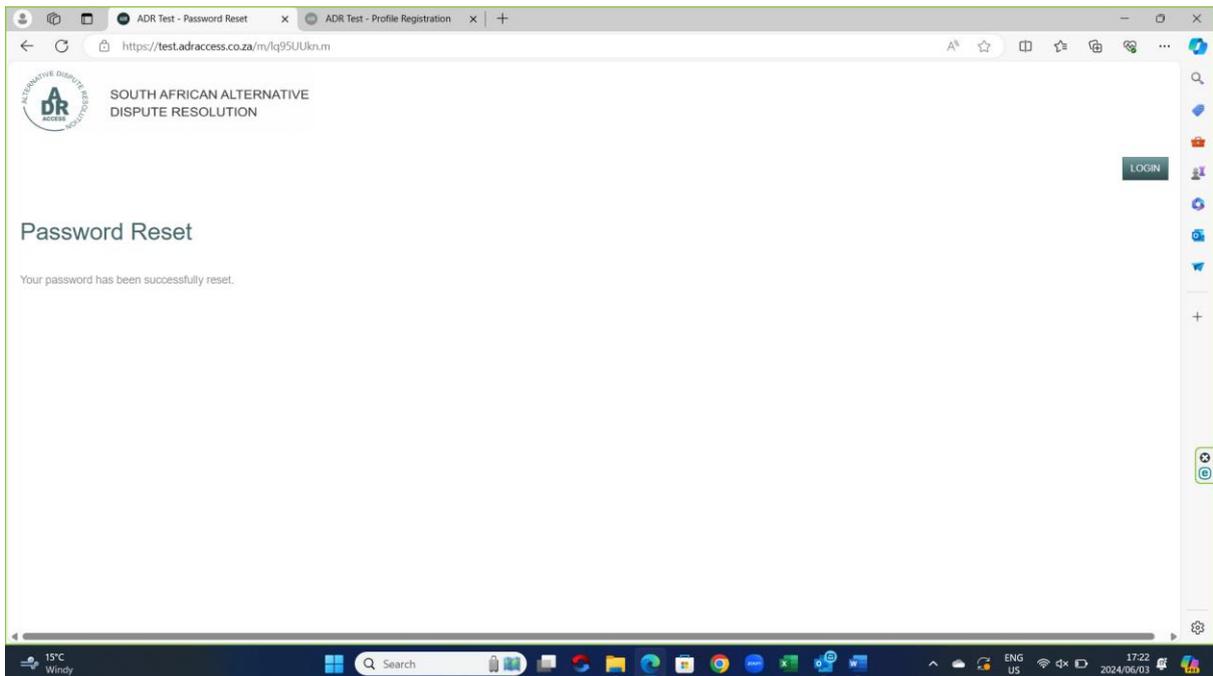


10. Once logged in the user will be in a position to reset and confirm their own choice of password.

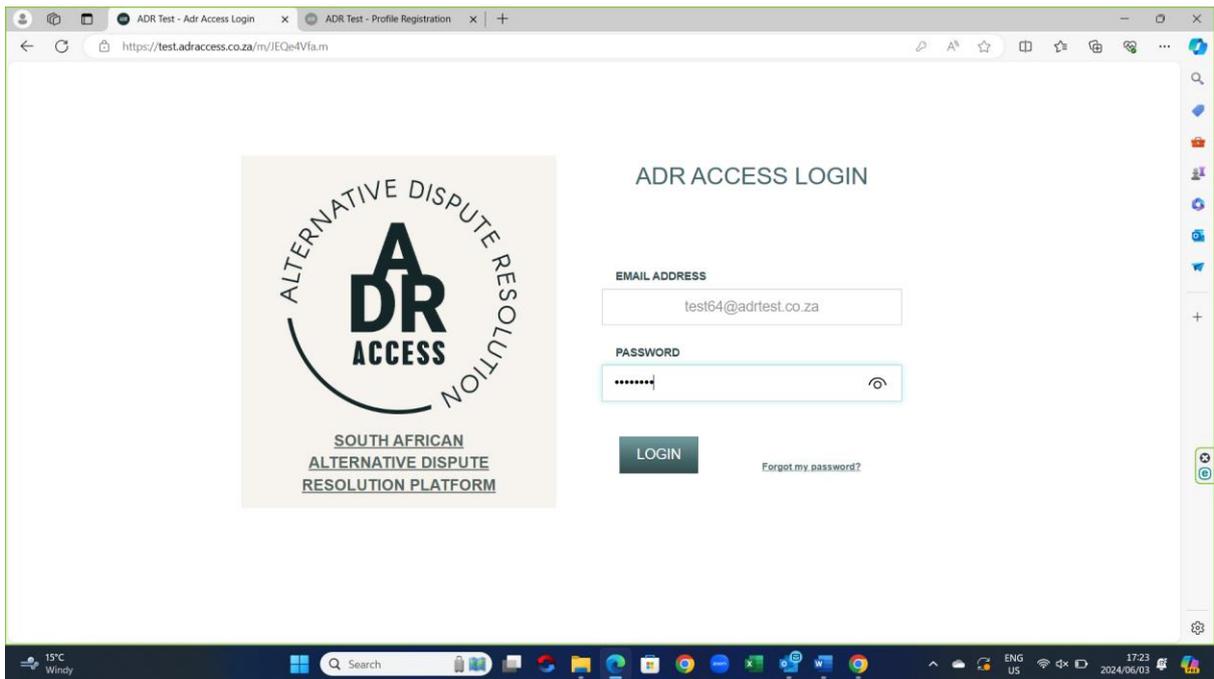


11. Once the new password has successfully been reset the user will receive the below-mentioned onscreen system message.

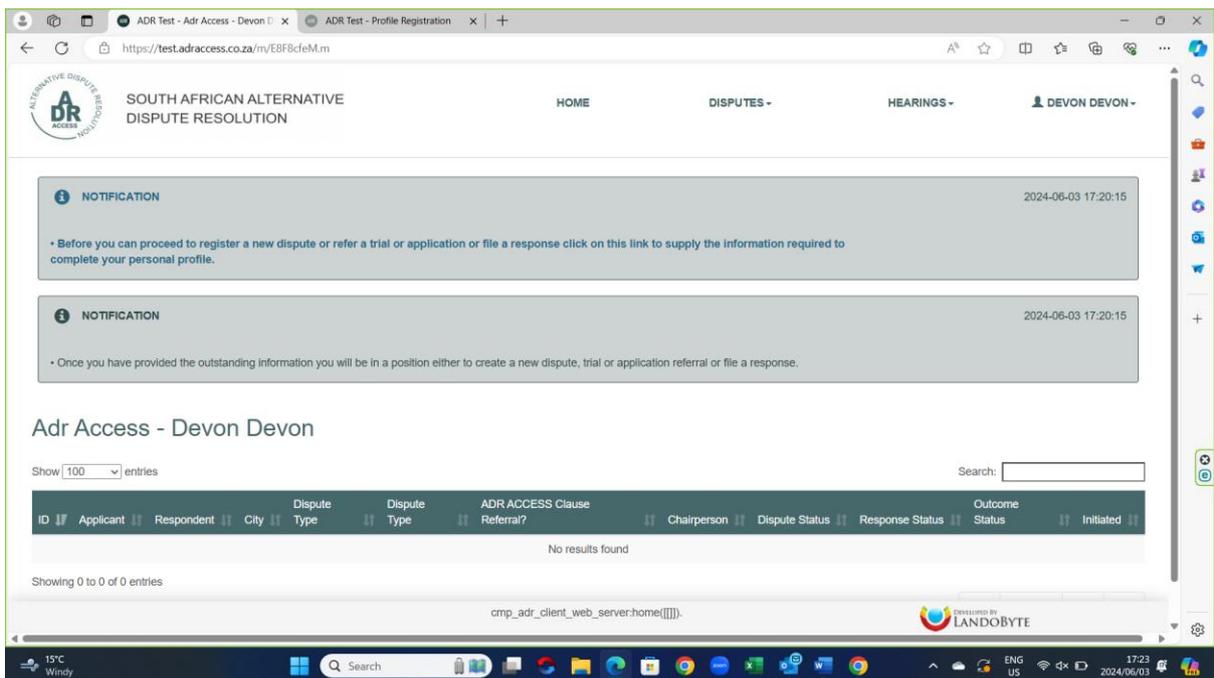
12. The user can now click on the LOG IN button to go back to the LOG IN page wher



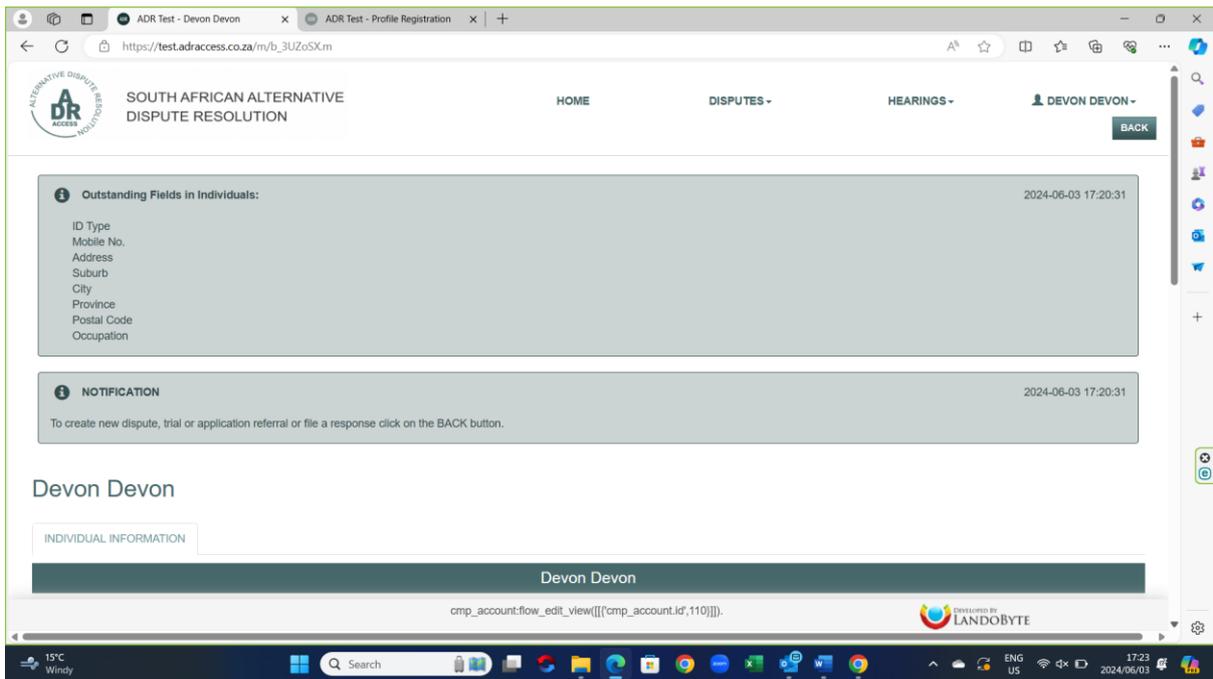
13. Once on the LOG IN page the user can then log into their profile using the new password they created.



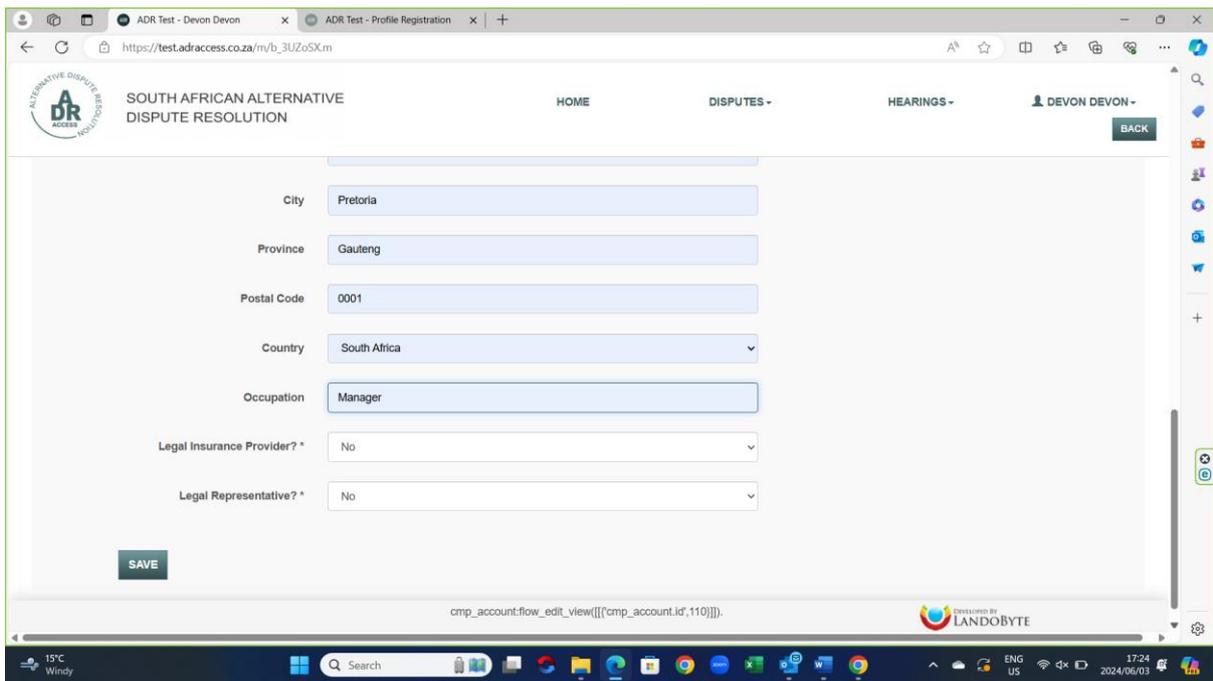
14. Once logged into their profile the user must click on the link provided into the NOTIFICATION tab to complete additional information required to update their profile.



15. The requested outstanding as indicated below must be made available before will be in a position to lodge a dispute or refer an application or trial.



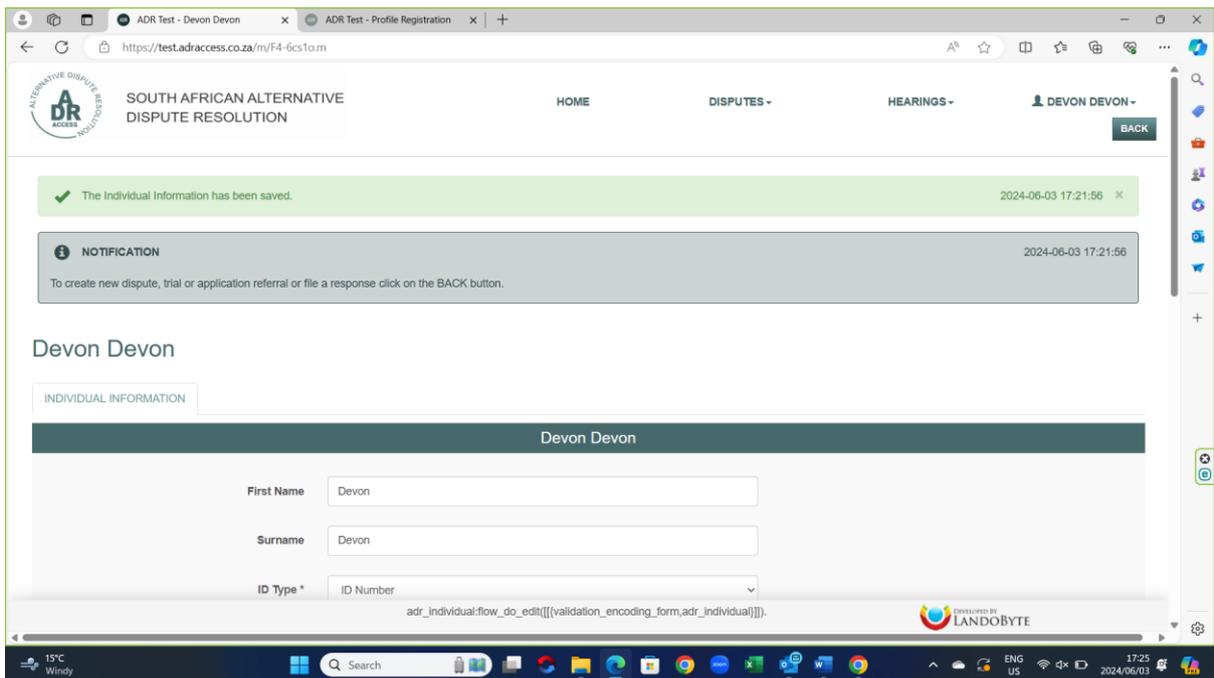
16. Once the information is supplied the user will click on the SAVE button.



17. Once successfully saved the user will receive an onscreen system message as set out below.

18. Once saved the user will now be in a position to lodge a dispute or refer an application or trial.

19. To be taken back to their profile page the user must click on the BACK button.



20. Once on their main profile page the user will be in a position to lodge a dispute or refer an application or trial by clicking on the respective button.

