



health

Department:
Health
REPUBLIC OF SOUTH AFRICA



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Living Document

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User guide for registration (for a new user)

Living Document

Version 1.09

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Change History

Version	Rev	Date	Name	Description
0	0.1	17 Aug 2021	Anita van Deventer	1 st Draft
0	0.2	1 Sep 2021	Anita van Deventer	User guide for registration
1	03	3 Mar 2022	Anita van Deventer	Remove draft Add Living Document Remove Approval section
1	04	07 Mar 2022	Anita van Deventer	Updated details from document published in Help
1	05	30 Mar 2022	Anita van Deventer	Updated introduction (added dashboard names)
1	06	4 Nov 2022	Anita van Deventer	Update Login and Registration form – Introduction needs revision
1	07	6 February 2023	Anita van Deventer	Updated portal landing page and password requirements in the figures
1	08	31 October 2023	Anita van Deventer	Update HIC landing page (added HIV and TB portal) Updated registration page
1	09	14 May 2025	Nontembeko Dudeni-Tlhone, Thompho Rambuda	Updated the figures for the registration process as well as the instructions for the registration form.

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1. INTRODUCTION

1.1. Purpose

The purpose of this document is to describe the single sign-on registration process for a new user to access the National Department of Health (NDoH) Health Information Centre (HIC).

1.2. Introduction

The URL for access to the Health Information Centre portal is: <https://hic.health.gov.za>

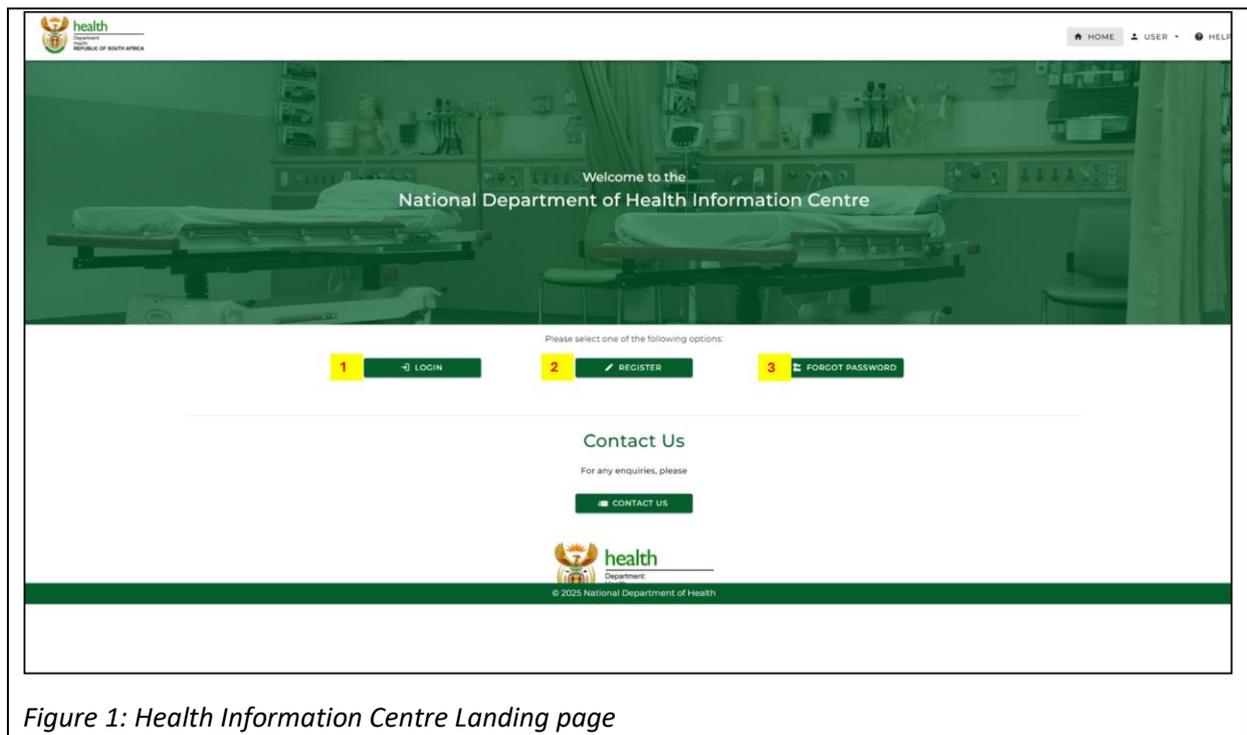


Figure 1 displays the available user access options on the login interface:

- **1 Login** - for users who are already registered and have valid credentials.
- **2 Registration** - for new users who need to create an account on the system.
- **3 Forgot Password** - for users who need to reset their password if they've forgotten it.

The NDoH HIC contains the Health Systems portal and the HIV and TB portal as shown in Figure 2.

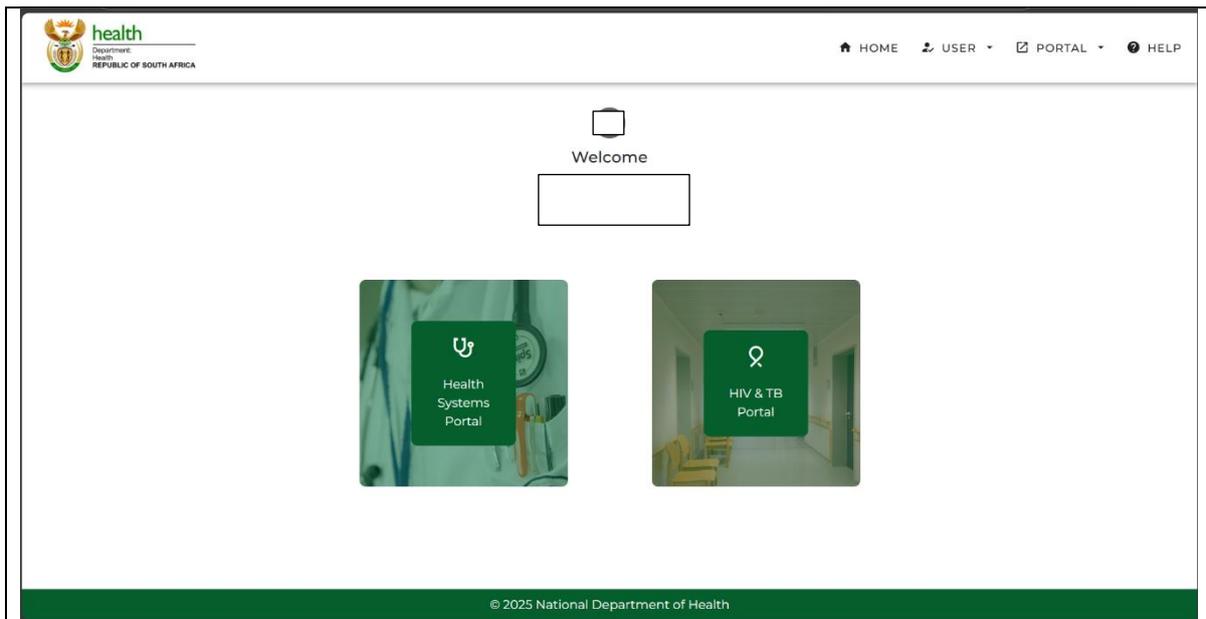


Figure 2: The portals in the Health Information Centre

- The Health Systems portal contains dashboards with tools and information that support decision-making within South Africa’s health system.
- The HIV & TB portal provides aggregated visual analytics on HIV and TB program performance to support reporting and management.

The **Health System portal** contains dashboards under the following **themes**:

- Health System Profiles
- Health System Spatial Planning

The **HIV and TB portal** contains the following dashboards and decision support tools:

- HIV Analysis
- DS-TB Analysis
- Data Quality Analysis

These dashboards use different applications to visualise different data sets. Typically, ArcGIS is used to display location-based data, while Power BI displays statistical data in tabular or graphical formats. Normally, each application requires separate login details, authentication and user management (e.g., user information storage).

The single sign-on (SSO) process, implemented using software called Keycloak, allows users to login once to the NDoH HIC. After authentication, users are automatically given access to all integrated applications across various platforms which they have permission to view, without the need to log in separately.

Only authorised users can obtain access to the NDoH HIC dashboards. These users have access to national-level data or access to specific province data, depending on their user profiles.

While separate applications are also typically accessed via different web URLs, the SSO facilitates access to all integrated applications through a single, constant web address, allowing users to log in once via the NDoH HIC.

1.3. Scope

This document describes the SSO request and registration process for the NDoH HIC website. It is also available online and complements the 'Help' section of the HIC.

2. The user registration process

As indicated, access to the NDoH HIC is managed through a SSO process. A new user must submit a registration request as access is only granted after the request has been reviewed and approved.

2.1. The user

To gain access to the NDoH HIC, users must follow a registration process linked to the (SSO) system. After submitting a registration request, users will be notified via email at each stage of the approval workflow. Designated approvers are also notified and must review and authorise the request before access is granted.

2.2. The user registration request

1. Open a web browser
2. Type the following URL in the web browser:

<https://hic.health.gov.za>

The National Department of Health Information Centre login page will open (Figure 1).

3. Click on register button to register as a new user.

A registration form will open as shown in Figure 3

Registration Form

Portal
 Health Systems HIV & TB **1** Tick to select a portal

Name **2** Surname **3**

ID Number **4** Mobile Number **5**

Email **6** Confirm Email **7**

Organisation National Dept of Health **8** Section / Division / Unit **9**

Province National **10** District gp City of Tshwane Metropolitan Municipality (TSH) **11**

Password **12** Confirm Password **13**

Manager Name and Surname **14** Manager Telephone Number **15**

Manager Email **16** Confirm Manager Email **17**

Reason for Access Request **18** State the reason

TERMS AND CONDITIONS APPLIED TO USERS OF THE HEALTH INFORMATION CENTER (HIC) **19** Scroll to read further

1. In applying for access to the Health Information Centre I, the undersigned NAME SURNAME (ID: IDNUMBER), agree that:

- Data and data products displayed in these dashboards and geo-spatial displays are the property of the National Department of Health.
- Access to any form of personally identifiable data will not be provided to any User.
- Access through the HIC to data and data products will only be used for official purposes.

I have read and understood and agree with all the above. **20** Tick the box to accept Terms and Conditions after reviewing them

I will abide by all legislation related to the Protection of Personal Information Act 4 of 2013 and the Promotion of Access to Information Act 2 of 2000 as regulated by the Information Regulator of South Africa. **21**

Start date 05/14/2025 End date 03/30/2027

22 REGISTER

Figure 3: Registration Form

Complete the following details:

1. Select Portal: Choose the appropriate portal(s) you need access to. You can select one or both between Health Systems and HIV & TB.
2. Name: Enter your legal first name as it appears on official documents.
3. Surname: Enter your legal last name (family name).
4. ID Number: Enter your South African national ID number. This is required for identity verification.
5. Mobile Number: Provide a valid mobile phone number.
6. Email: Enter your official work email address. This will be used for login and communication.
7. Confirm Email: Re-enter the same email to confirm accuracy.
8. Organisation: Select your employer from the dropdown menu (e.g., National Department of Health, Provincial Dept of Health, CSIR or other). If other, select the organisation.
9. Section / Division / Unit: Enter your specific division or unit within the organization.
10. Province: Select the province your work and responsibilities applies to, not where you work or live. Nation-wide teams and managers should select "National".
11. District: Choose your relevant district.
12. Password: Create a secure password that meets the system's requirements; password must be at least eleven characters long, contains at least one lowercase and uppercase character, a number, and one special character e.g. @ or # or !.
13. Confirm Password: Re-enter the password to confirm it matches the one above.
14. Manager Name and Surname: Enter the full name of your direct manager or supervisor.
15. Manager Telephone Number: Enter your manager's contact number in case the system needs to verify your access request.
16. Manager Email Address: Provide your manager's valid email address for approval notification.
17. Confirm Manager Email Address: Re-type the manager's email to confirm accuracy.
18. Reason for Access Request: Provide a clear and concise explanation of why you need access to the portal.
19. Terms and Conditions: Scroll to read the terms and conditions.
20. Agree to Terms: Tick box to confirm that you accept the HIC usage terms and data access conditions and confirm your compliance with POPIA and PAIA regulations concerning personal data.
21. Confirm that you agree to comply with POPIA (2013) and the Promotion of Access to information Act of 2000.
22. Register Button: Once all fields are correctly filled and checkboxes ticked, click "REGISTER" to submit your application for access.

Note the Info icons (blue circle with white i) at steps 6, 8, 12 and 16. These icons contain additional information, for example, about the province that a user needs to select as well as the required format for a password.

2.3. Email confirmation

Upon submitting the registration form, the user will receive an email from noreply@health.gov.za, requesting them to confirm their email address via a link. Once the confirmation is completed (as shown in Figure 4, and the user must wait for pre-approval by their line manager. This pre-approval is communicated via email and includes registration details for both the user and the line manager. It also indicates that final approval will be processed by HIC, with a separate email sent once that process is complete.

After final approval, the user will receive an email containing their username in the format "**health_name.surname**", which can be used to sign in along with the password created during registration. The details of the user, the line manager and the approver also form part of the HIC approval process for access. The user must note that the verified email address can also be used to log in, as the system accepts both username and email. On successful login the user will see available portals as shown in Figure 2.

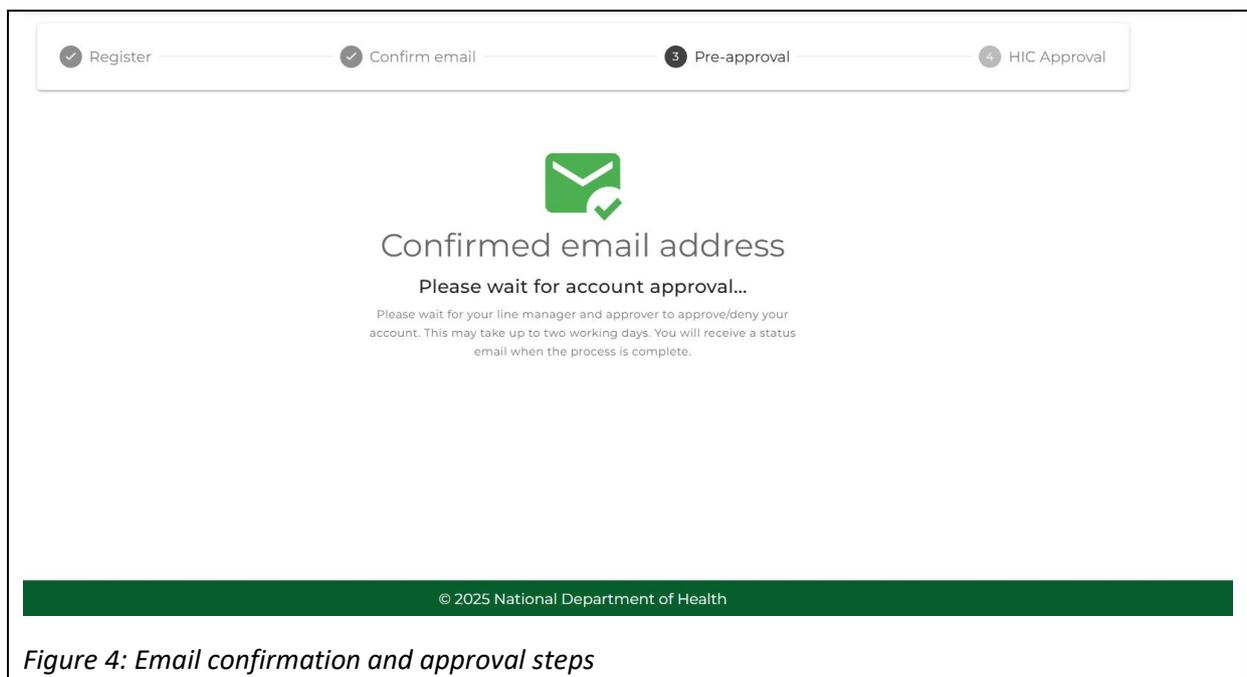


Figure 4: Email confirmation and approval steps

3. Overview of the user registration process flow

An overview of the registration process is provided in Figure 5, showing the key steps a user follows from submitting the registration form to gaining access to the HIC resource.

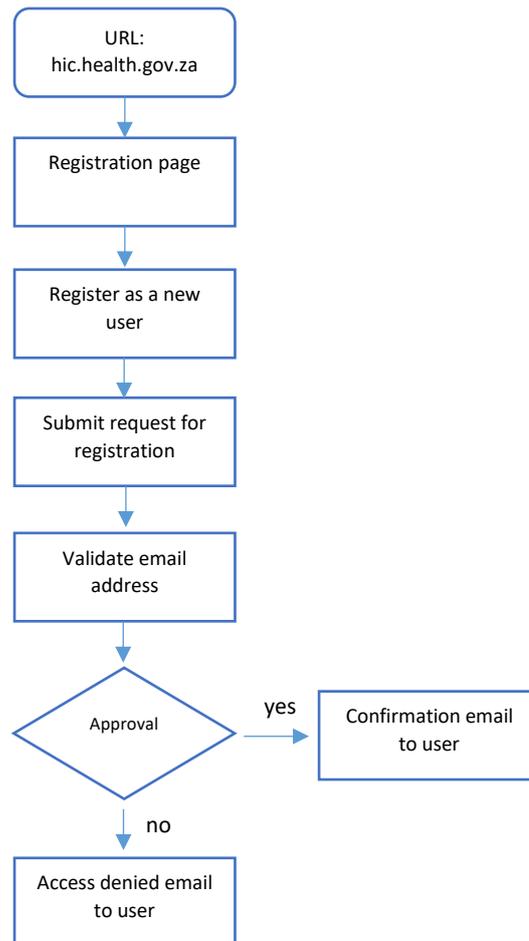


Figure 5: User registration process flow