



health

Department:
Health
REPUBLIC OF SOUTH AFRICA



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Living Document

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User guide for SSO Portal

Living Document

Version 2.10

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Change History

Dashboard Version	Rev	Date	Name	Description
	0.1	1 September 2021	Anita van Deventer	1 st Draft
1	02	3 March 2022	Anita van Deventer	Removal of the Draft Removal of the Approval Section Addition of the Living Document
2	03	7 March 2022	Anita van Deventer	Update pictures to the latest landing page
2	03	30 March 2022	Anita van Deventer	Update document version
2	04	21 September 2022	Anita van Deventer	Login page update with password reset option
2	05	14 Nov 2022	Anita van Deventer	Landing page updated
2	06	25 January 2023	Anita van Deventer	General doc update to replace themes and dashboard section in the other docs
2	07	6 February 2023	Anita van Deventer	Updated Available COVID-19 Themes
2	08	19 September 2023	Anita van Deventer	Added HIV TB portal
2	09	31 October 2023	Anita van Deventer	Updated HIC landing page and login and password instructions
2	10	12 May 2025	Nontembeko Dudeni-Tihone	Revised portals, contact information landing page, and the themes

Purpose

The purpose of this document is to describe the key components and the layout of the National Department of Health (NDoH) Health Information Centre (HIC) system landing page. It is intended to serve as a practical guide for users to navigate the platform efficiently and find the dashboards, and the decision support tools available within the HIC. Understanding the structure and functions of the various components of the system will allow users to find the information and resources they need to make informed decisions in the health sector.

Introduction

The NDoH HIC provides access to dashboards and decision support tools which are organised into two portal categories:

- **Health Systems portal**, containing dashboards and tools that support decision-making in various parts of the South African health system.
- **HIV and TB portal**, with dashboards focused on monitoring and supporting HIV and tuberculosis-related programs and outcomes.

An overview of the structure/layout of the available information in the Health Information Centre is shown in Figure 1.

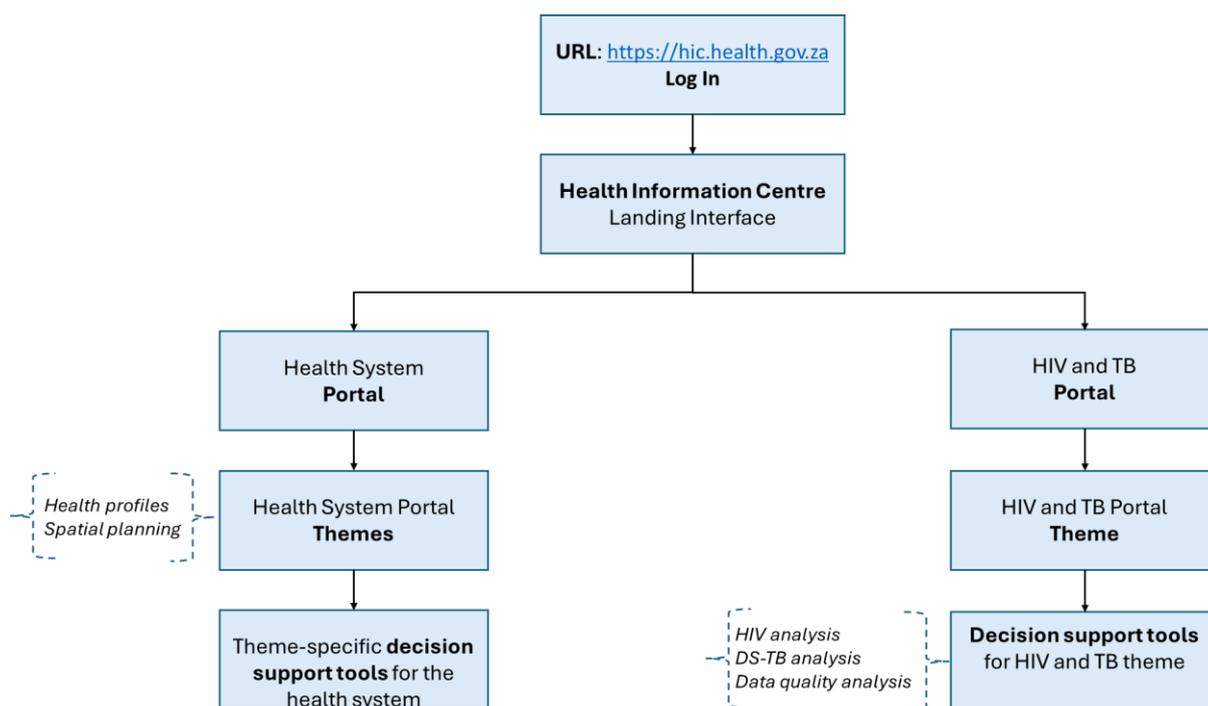


Figure 1: Structure Overview of the Health Information Centre

The Health Information Centre Access

Log in Page

1. Enter the following URL in a browser: <https://hic.health.gov.za>

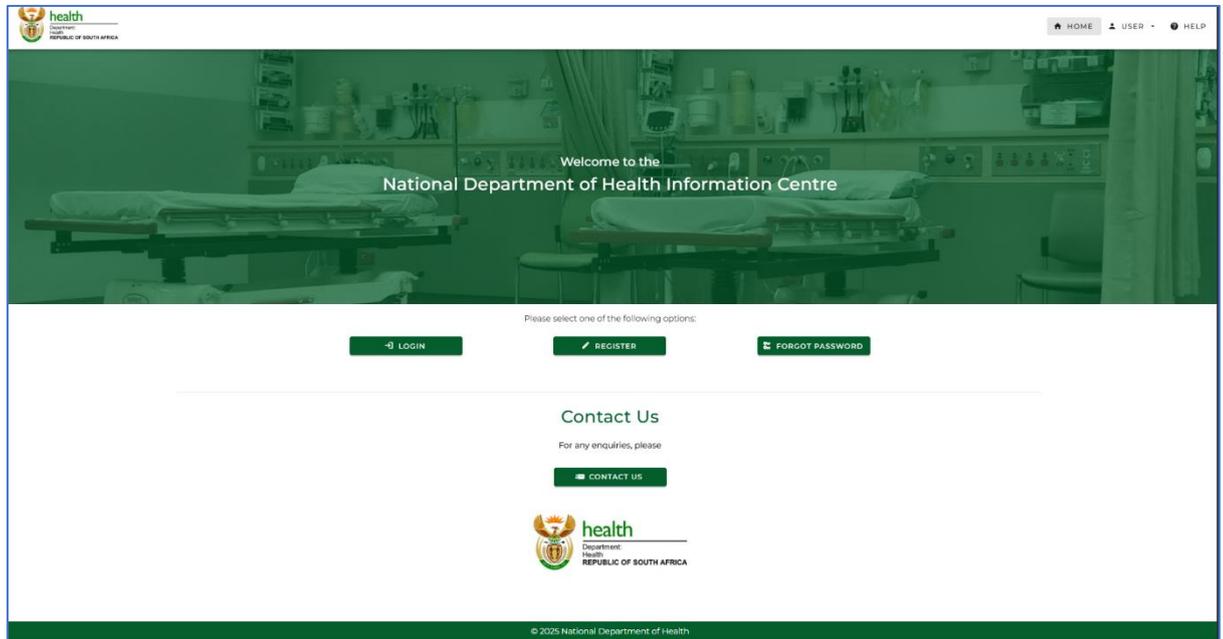


Figure 2: Health Information Centre Landing Page

2. Click on  in (Figure 2)
3. The single sign on (SSO) log in page opens (Figure 3)

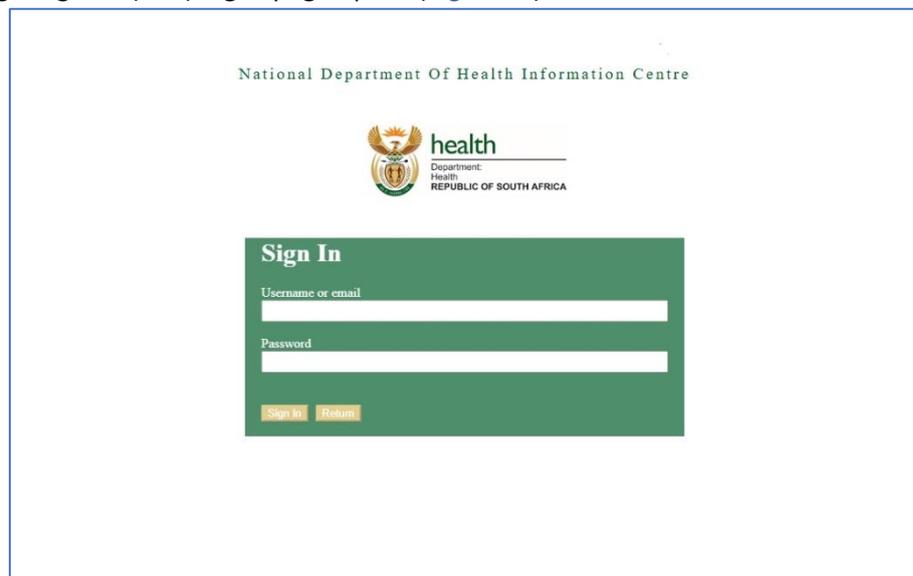


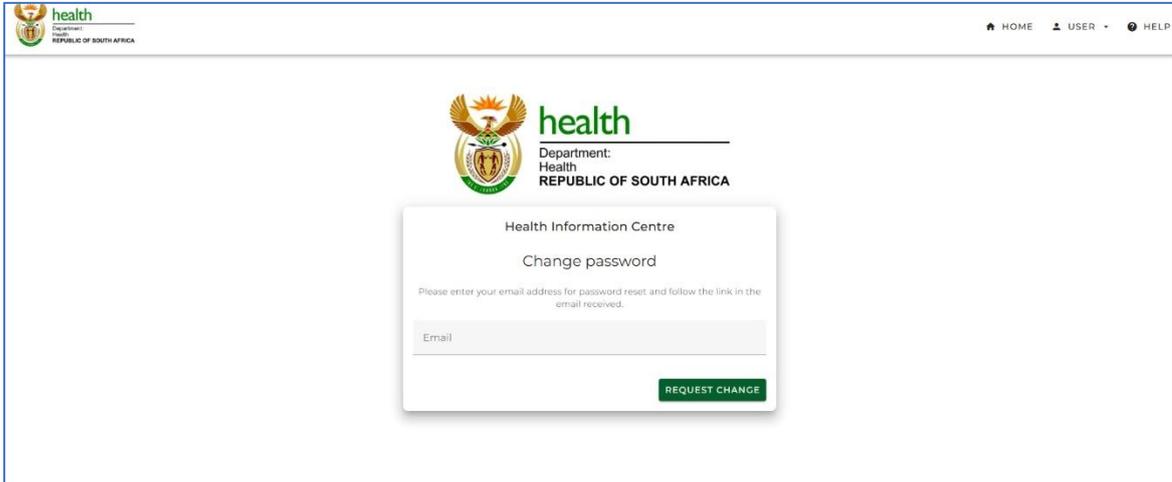
Figure 3: NDoH Information Centre Log in Page

3. Enter username in “Username” field. The username can be the user’s email address or health_name.surname (e.g., health_joe.naicker)
4. Enter your password in the “Password” field. This should be the password you created during the registration process or the updated password if changed thereafter.
5. Click on the *log in* button.
6. The NDoH HIC landing page will open.

Password Reset/Change

To change your password or reset it if you have forgotten it:

1. Click on the  button on the landing page (*Figure 2*).
2. Enter your email address and click **Request Change** (*Figure 4*)



The screenshot shows the Health Information Centre (HIC) website interface. At the top, there is a navigation bar with 'HOME', 'USER', and 'HELP' links. The main content area features the Department of Health logo and the text 'Department: Health REPUBLIC OF SOUTH AFRICA'. Below this, a central box titled 'Health Information Centre' contains the heading 'Change password'. A sub-heading reads: 'Please enter your email address for password reset and follow the link in the email received.' There is an input field labeled 'Email' and a green 'REQUEST CHANGE' button at the bottom right of the form.

Figure 4: Request a Password Change

3. (*Figure 5*) notifies the user that an email has been sent to the email address.

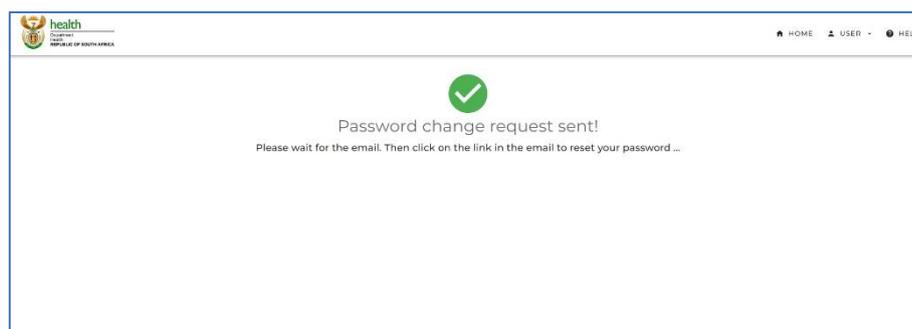


Figure 5: Notification Screen

4. Open your email
5. Click on the link provided in this email to validate email address.

A form to allow the user to change the password opens (*Figure 6*)

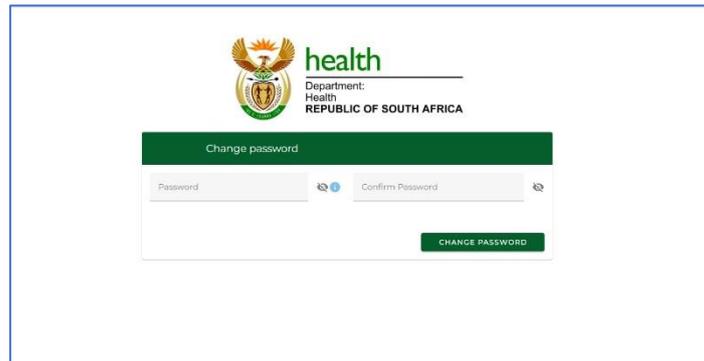


Figure 6: Form to Enter a New Password

6. Enter your new password in both fields (*Figure 6*) and submit the form.

Password must be at least eleven characters long, contain at least one lowercase and one uppercase character, a number, and one special character e.g. @ or # or!

The user will receive an email confirmation of the password change.

The Health Information Centre Portals



Figure 7: Health Information Centre Landing Page Portals

The NDoH HIC landing page ([Figure 7](#)) contains the following portals:

- The Health Systems portal
- HIV & TB portal

The two portals are not automatically accessible to all users. Those who require access to both must ensure they make the correct selection during registration, as access is determined at that stage.

Once a portal has been selected, the portal icon will be shown in the top navigation bar and in the page footer. These can be clicked and provide a fast way to navigate back to the selected portal, if the user has navigated elsewhere.

New portals may be added in the future.

The Health System Portal Themes:

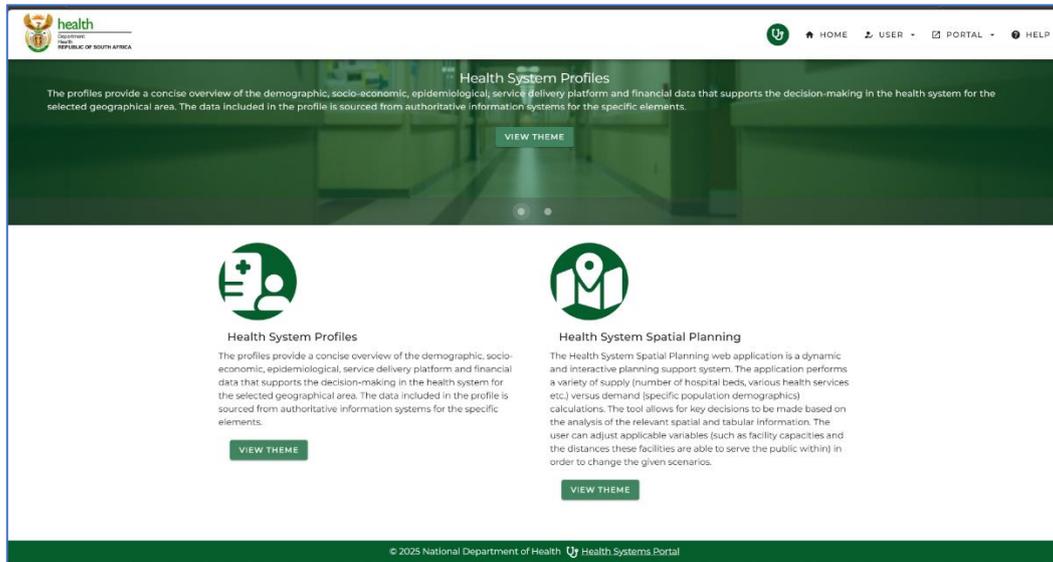


Figure 8: Health System Portal Themes

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

- **Health System Profiles Theme**

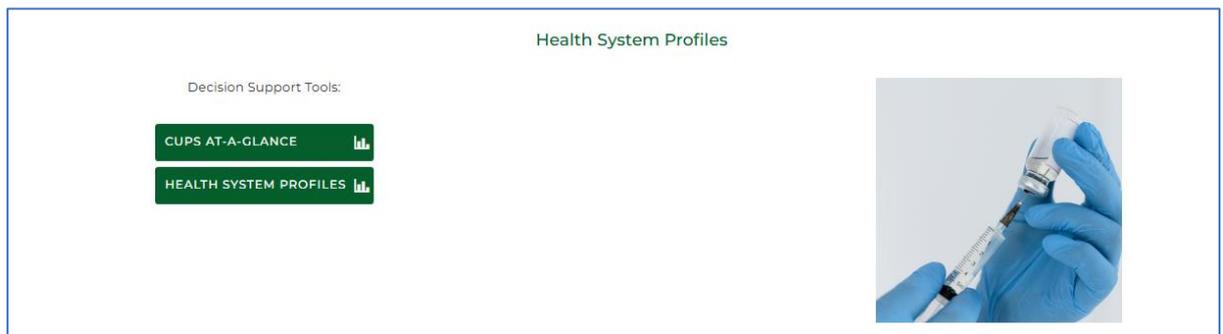


Figure 9: Health Profiles Theme

Health Profiles Theme contains **Dashboards/ Decision Support Tools**:

- Contracting Units for Primary Healthcare Service (CUPS) At-a-Glance
 - Health System Profiles
- **Health System Spatial Planning Theme**



Figure 10: Health System Spatial Planning Theme

The Health System Spatial Planning theme contains the following decision support tools:

- Spatial Planning Tool
- Analysis and mapping of population by district hospital catchments

The HIV and TB Portal Theme

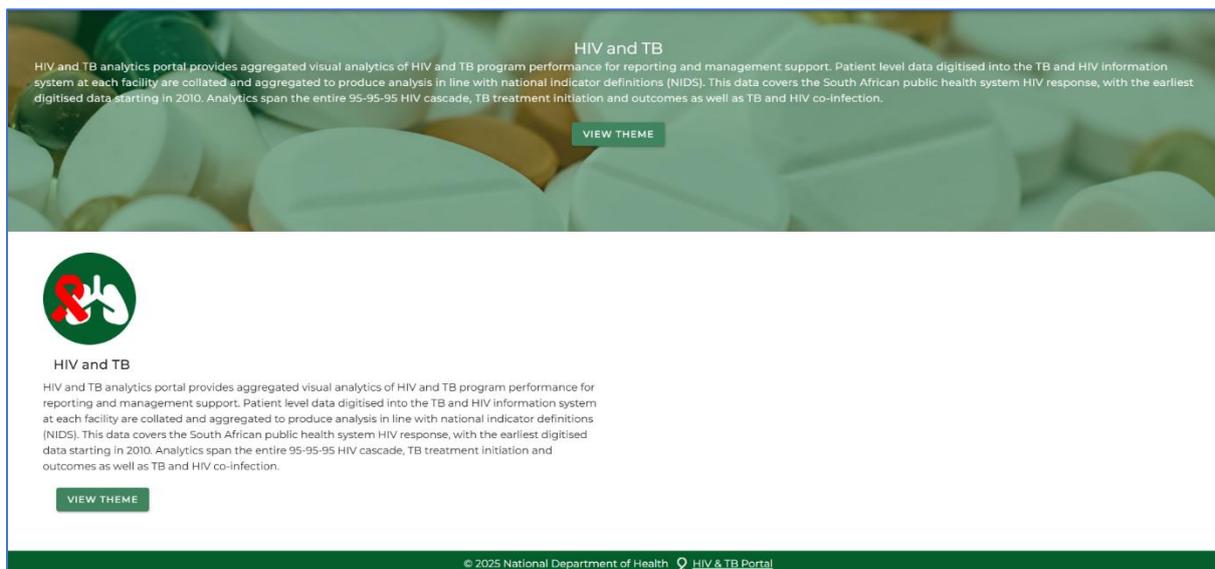


Figure 11: HIV and TB Theme

HIV and TB analytics portal provides aggregated visual analytics of HIV and TB program performance for reporting and management support. Patient level data digitised into the TB and HIV information system at each facility are collated and aggregated to produce analysis in line with national indicator definitions (NIDS). This data covers the South African public health system HIV response, with the

earliest digitised data starting in 2010. Analytics span the entire 95-95-95 HIV cascade, TB treatment initiation and outcomes as well as TB and HIV co-infection.

The HIV and TB Decision Support Tools:

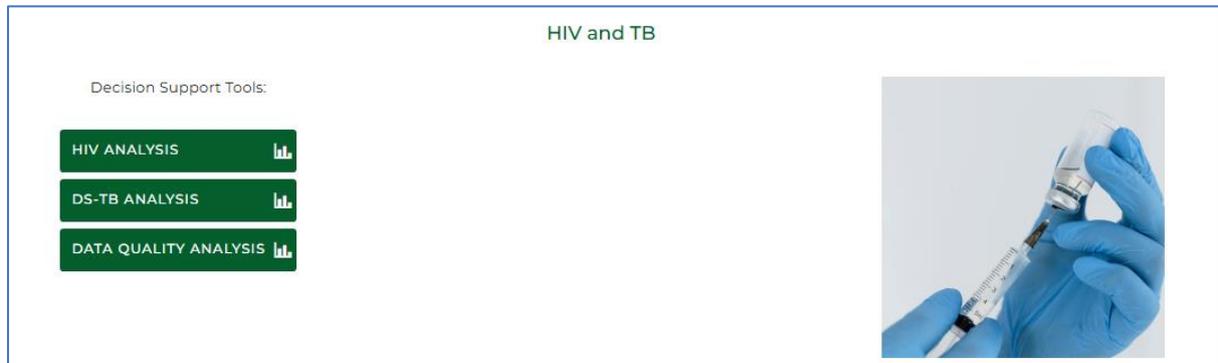


Figure 12: HIV and TB Decision Support Tools

The tools include:

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