



eCares REGISTRATION APPLICATION PLATFORM FAQs

General

1. How do I register on the eCares Platform?

To register, use the link provided in the WhatsApp message about the Mass Registration Drive or visit [this link](#). Complete the required information and click **Register**. Ensure the phone number used can receive SMS messages. You will receive an SMS with a temporary password. On your first login, **change this password** to one you can remember. Passwords must be at least 6 characters long.

2. What does "Session expired" mean?

This message indicates your session has timed out due to inactivity or security settings. Refresh your browser page and log in again. If the problem persists, clear your browser's history and log in again. If the issue continues, contact technical support at banapele@dbe.gov.za.

3. What are the application statuses and their meanings?

Incomplete: The application is not fully completed.

Approved: The application has been reviewed and accepted.

Review Rejected: The application was in the 2nd review and is being sent back for corrections by the reviewer.

Review Pending: The application is awaiting review.

Application Submitted: The application has been formally submitted for consideration.

Review In Progress: The application or task is currently being reviewed.

Corrections Requested: The application requires corrections/modifications or additional information.

Approval Pending: The application is awaiting final approval.

Approval Rejected: The application was not approved after review.

4. What are the guidelines for the ECD Photo?

Photos are not mandatory. Ensure children's faces are not visible in photos. If they are, return the application and request resubmission without the photo.

5. How is data verified against national databases?

In due course the system will integrate with national databases, like NCPR and DOHA, to verify identities and ensure compliance with child protection standards. Currently officials with the correct credentials log into the DSD NCPR system and upload the certificate onto eCares.

6. What should I do if I forget my password?

On the sign-in page, click Recover your password, enter your registered mobile number (replace the first 0 with 27), and click Reset Password. You will receive an SMS with a temporary password. When you login, change this password to one you can remember.

7. Why am I unable to proceed to the next step of the application?

Ensure all mandatory fields are filled before clicking "SAVE CHANGES AND PROCEED." Missing information will prevent you from proceeding. Fields highlighted in red indicate missing information. Red pop up box on the right will also have information on the error experienced

8. Can I process applications and update profiles on my mobile device?

Yes, you can process applications and update profiles on your mobile device.

9. How can I track the status of applications in review, approved, or rejected?

Use the report viewer feature to track application statuses.

10. What type of information can a Certificate generator access?

Generate certificates for approved ECDs and access reports on application status and registration status.

11. How do I generate a report with specified fields?

Add a search criterion to specify the desired field in the application list.



12. Can I download reports?

Yes, reports can be downloaded as csv files.

Applicant/Support

13. Can I save my progress without filling in all the mandatory fields?

Yes, you can save incomplete progress, but you cannot proceed to the next step until all mandatory fields are filled. Your application will be saved as "APPLICATION INCOMPLETE."

14. What documents are required for the application process?

Certified ID copies and Form 30 for the applicant and each staff member of the ECD program are required.

15. What should I do if I uploaded the wrong document or want to delete a staff member's document?

Click the "REMOVE" button next to the document you want to delete and confirm the deletion.

16. What happens if I delete a staff member's document?

The document will be permanently removed. You will need to re-upload it if required.

17. How do I know if a document is successfully uploaded?

The document will appear in the list with details such as the date last uploaded, document type, and approval status. Ensure the status changes to "Await Review."

18. Why am I seeing a message to upload all required documents for staff?

This message appears when not all required documents for staff members have been uploaded.

19. How can I check which documents are missing for a staff member?

Click "EDIT" against each staff member to review uploaded documents. Missing documents will not be listed.

20. How will I know when the review process is completed?

You will receive an SMS stating whether your application is approved or declined.

21. Is the Self-Assessment photo compulsory to upload?

No, it is not compulsory on Bronze level.

22. What should I do if I receive an SMS saying, "We have added a comment(s) to your ECD application"?

Log onto the eCares system to find your application marked as INCOMPLETE. Click on Edit on your applications, opt for the VIEW CORRECTIONS tab (top right) and OPEN. When done updating the CORRECTIONS REQUESTED, mark the corrections as read and submit for review.

District Officials' Application processing

23. How do I verify that all required documents are uploaded as an Administrator?

Check the document section (Step 12/13) to ensure each staff member has a certified ID copy and Form 30 attached.

24. What should I do if a document/information is missing or incomplete?

Add a corrections note specifying the missing documents and instruct the applicant to resubmit.

How can I access the NCPR to check staff records?

Access the NCPR after verifying and approving the ID and Form 30. Use the link provided in Step 12/13.



25. **How do I review and approve applications?**
Log in to the system, access applications submitted, and ensure all documents are in order before approving or declining.
26. **As an Approver, how do I return an application to the reviewer with admin notes for action before I am able to approve?**
Click "send to reviewer with admin notes" instead of approving or declining.
27. **How do I view uploaded documents for the applicant and employees to review?**
Uploaded ID copies and Form 30 documents for each staff member can be found under their respective names in the designated sections, specifically in Step 12/13.
28. **What if the staff ID or Form 30 document is incorrect, missing, or not certified?**
Notify the applicant (send corrections) to correct and re-upload the certified document or provide the missing information.
29. **Can I approve photos with children's faces visible?**
No, to protect privacy, children's faces should not be visible in any photos uploaded by the applicant.
30. **What kind of photo is ideal for upload of the ECD centre?**
Ideally, a picture of the outside of your school, showing signage or a school board, works well.
31. **An applicant has a foreign staff member/s. How do I vett them against NCPR?**
The foreign national is required to provide police clearance from their country of origin.
32. **How do I generate reports?**
Each table in the system includes a download icon located at the bottom left corner. By clicking this icon, you can download the table's data as a CSV file. Once downloaded, you can use spreadsheet software to filter and analyse the specific indicators required for your report.
33. **What reports can be generated based on key APP indicators?**
Registration Status Reports: Overview of ECD programs categorized by registration status (Gold, Silver, Undefined).
Funding Reports: Details on the number of ECDs receiving funding and the types of funding available.
Enrolment Reports: Insights into the total number of children enrolled across different ECD programs.
Subsidized Children Reports: Information on children receiving subsidies from different funding sources.
34. **As an Approver, how do I return an application to the reviewer with admin notes for action before I am able to approve?**
Click "send to reviewer with admin notes" instead of approving or declining.

Profile management

35. **How do I filter the list of ECD programmes by location?**
On the listing page, use the filter options to narrow down by criteria or search button to search for a specific ECD programme using unique identifiers (e.g., reference no.).
36. **How do I edit an ECD Programme profile?**
Select the programme, click EDIT, and make your updates. Don't forget to save after each step to keep changes.
37. **How do I add or update child details?**
Select the ECD Programme, click "Add Child Profile," and fill in details on the sections provided, then SAVE CHANGES. Choose the child whose details you want to add or update. Update the necessary fields with the child's information and SAVE.
38. **What if a child is already in the system?**
If the child is already listed, the system will notify you and let you update the existing profile, if necessary.



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39. How do I view my ECD Programme's Annual Enrolment Register?

Registered users can access the register through the Applicant Portal to view the list of enrolled children and their details.