

# How to use eHomeAffairs

## 1 Register a profile on eHomeAffairs

Registering on eHomeAffairs requires “creating a profile” with a secure password.

- “Complete” your personal details.
- “Create” a password.
- “Answer” the security questions.

Go to registration

## 2 Capture the verification OTP (OneTimePin) received via SMS to confirm your cellphone number

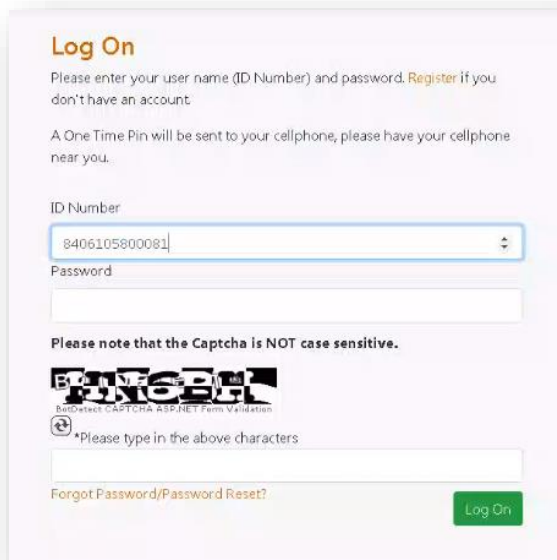


**Confirm Cellphone Number**

OTP

Submit OTP

## 3 Log in to your profile



**Log On**


Please enter your user name (ID Number) and password. [Register](#) if you don't have an account.

A One Time Pin will be sent to your cellphone, please have your cellphone near you.

ID Number

Password

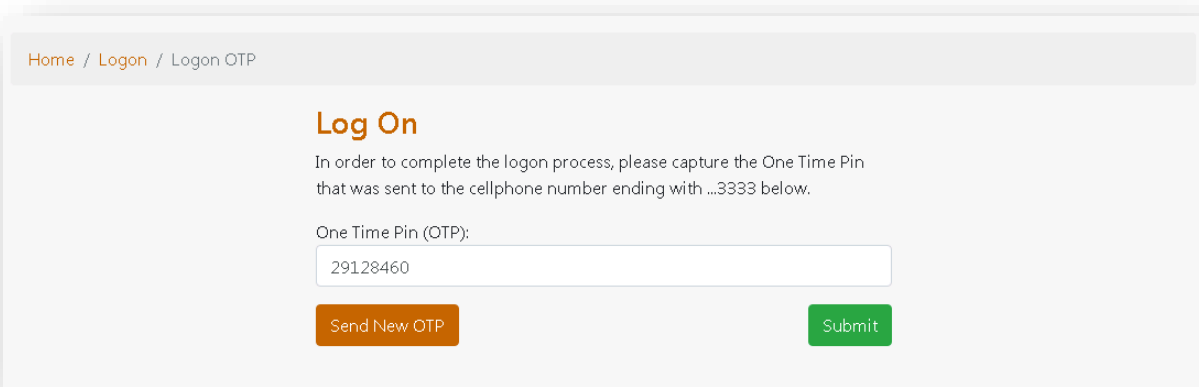
**Please note that the Captcha is NOT case sensitive.**

  
Please type in the above characters

[Forgot Password/Password Reset?](#)

4

## Capture the logon OTP (OneTimePin) received via SMS



Home / Logon / Logon OTP

### Log On

In order to complete the logon process, please capture the One Time Pin that was sent to the cellphone number ending with ...3333 below.

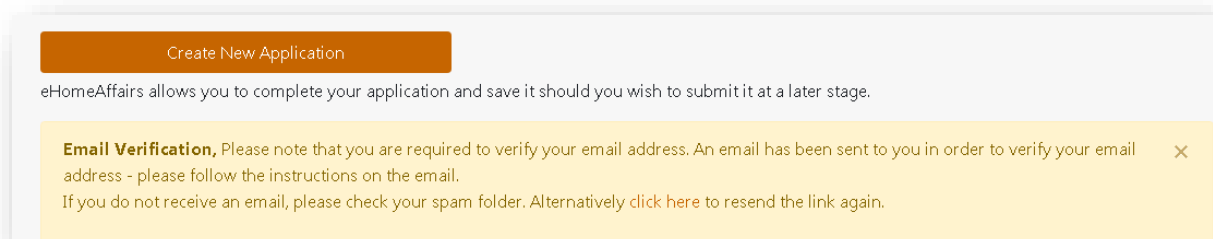
One Time Pin (OTP):

[Send New OTP](#) [Submit](#)

5

## Complete the application form

- The application form is for a Smart ID Card and/or Passport.
- You can “**capture**” and “**submit an application form**” for yourself or for a minor directly related to you, typically for a minor requiring a passport for travelling purposes.
- All fields highlighted in red are mandatory and must be “**completed**”.



[Create New Application](#)

eHomeAffairs allows you to complete your application and save it should you wish to submit it at a later stage.

**Email Verification**, Please note that you are required to verify your email address. An email has been sent to you in order to verify your email address - please follow the instructions on the email. [X](#)

If you do not receive an email, please check your spam folder. Alternatively [click here](#) to resend the link again.

## Select Application Types

**Please note,** that for the purpose of applications for either an Identity document and/or documents for travelling purposes, 16 years is seen as the age that would require a person to apply in his/her own right.


Who is the application for?

Myself.

A minor.

Next ▶

100% Fit Width ✓

 **home affairs** Home Affairs  
Department: Home Affairs  
REPUBLIC OF SOUTH AFRICA

Date of Application: 20201212

Application Reference Number: ECH-000004Y2-D3EF2D-R

Identity Card & Passport/Travel Document Application Form

**For Whom is the Document (s)?**

For Whom is the Document (s)? - Identity

ID No. 0610116319084 Are you a South African Citizen?  Y  N

How are you a citizen?  Birth  Descent  Naturalisation  Other

Full Forenames

Surname

Maiden Name

Create Application Products

6 Submit the completed application by selecting “Submit”

Fullscreen

Edit

Cancel

Save

Save & Exit

Submit

7

## Upload your supporting documents, if applicable

- Required supporting documents will be listed.
- Please note that originals will be required to be presented at the branch or bank office.

### Upload Documents Help

Please note that the upload of supporting documents online is not mandatory. You are however encouraged to complete this step online. Should the branch you selected to visit for the capture of your biometric detail not offer document upload services, you will be re-directed to this page to complete this step. You can finalise your booking by either completing this step or by selecting a different branch that supports this service.

The following documents are required:

- Affidavit of lost or stolen

Please upload required supporting documentation for your selected application. Supporting documents can be taken with you to the Home Affairs branch if you cannot upload it here.

No documents have been uploaded for this Application.

**Status:** Awaiting Upload

Please do not upload files larger than 2MB.

#### Upload Files

Choose Files No file chosen

Back Save Submit Next

## 8 Make the online payment

- **“Capture”** your banking details.
- Please note that submitting a payment on eHomeAffairs is only an instruction to your bank.
- In order to complete the payments process you need to log on to your internet banking to **“authorise the payment”**.
- A payment authorisation process guide can be requested from your bank.
- Once the payment has been authorised, please note that the bank payment verification process must take place, which may take a few minutes.

Please provide payment details below. Please note, payment for the Home Affairs application can be made at the Home Affairs branch instead of through our payment portal.

**Items for payment:**

Payment Type	Amount	Reason (if applicable)
Re-issue of an identity document	R 140.00	

**Select payment method**

Enter banking details

Pay with credit card

**Banking Details**

Please enter banking details below in order to process payment.

\*Bank

Payment Amount R 140.00

## 9 Make a booking at a Home Affairs enabled Bank Office

- Please note that digital biometrics can be captured at any Home Affairs office or at a Home Affairs enabled Bank office, for which a booking is a prerequisite.
- You do not need to make a booking to provide your biometrics at any of the Home Affairs offices.

### Booking Information

A limited number of bank branches are currently enabled for priority bookings.  
Please note you can however visit any Home Affairs office in order for your biometrics to be captured. [See available booking branches.](#)

Please select from below for your planned visit:

\*Province:  
NORTHWEST

\*Cities\Town:  
RUSTERNBURG

\*Suburb:  
RUSTERNBURG

Branch Type:  
BANK

Branch:  
NEDBANK RUSTENBURG SQUARE

Date Range  
2020-12-16 2020-12-31

Please note Home Affairs does not require a booking.

[Go to Home Affairs](#) [Get Available Timeslots](#)

## 10 Print your Confirmation Letter

- The barcoded confirmation Letter as well as your ID Book (if available) must to be **“taken with when going to the branch or bank office”**. After clicking on Download Confirmation, save the document to your PC and open with PDF.

**Application / Booking Confirmation**  
**Download Confirmation**