

# SmartGOV<sup>®</sup>

USER MANUAL



**KWAZULU-NATAL PROVINCE**

HEALTH  
REPUBLIC OF SOUTH AFRICA



## KWAZULU-NATAL PROVINCE

HEALTH  
REPUBLIC OF SOUTH AFRICA

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## Register as a New User

As a new user, you can be able to register on the system by following the steps below:

1. Go to the SmartGOV link
2. Click on the REGISTER button

3. Fill-in all the information required here, which is:

- Name
- Surname
- Contact Number
- eMail Address  
*(The contact number and e-Mail address is important as it will help you communicate with the institution as well securing your account)*
- District  
*(This will enable you to receive any alerts and/or notifications for that specific district you have selected)*
- Create Password  
*(Do not share this unique password with anyone)*

4. Choose an Image you would like to use as your profile picture - **B**
5. After completing all the fields, click on the REGISTER Button - **A**

The screenshot shows the 'NEW ACCOUNT REGISTRATION' page on the SmartGOV platform. The page header includes the Kwazulu-Natal Province Health logo and the SmartGOV logo. The form is titled 'NEW ACCOUNT REGISTRATION' and has a yellow sidebar on the left labeled 'Add Account Details'. The form fields are:

- First Name\* (text input)
- Last Name\* (text input)
- Contact No\* (text input)
- e-Mail Address: (text input)
- District: (dropdown menu)
- Institution: (dropdown menu)
- Upload Image: (Choose File button, No File Chosen)
- Create Password: (text input)
- Confirm Password: (text input)

At the bottom of the form are two buttons: 'REGISTER' (green) and 'CANCEL' (yellow). A red circle labeled 'A' points to the 'REGISTER' button, and a red circle labeled 'B' points to the 'Choose File' button in the 'Upload Image' section.

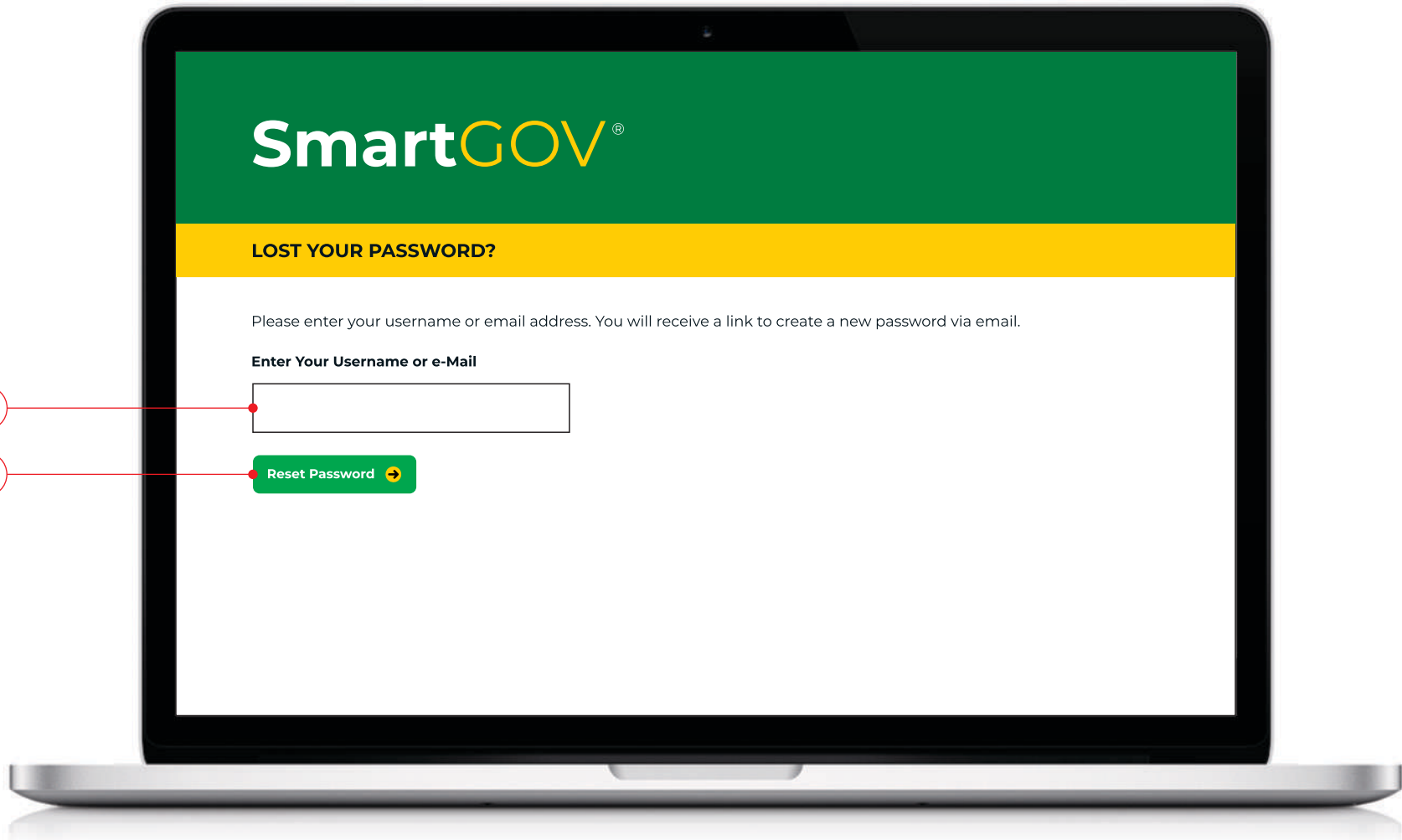


## The Login Page

To LOGIN,

1. Enter your **Username** - **A** : this is your e-mail address
2. Enter your **Password** - **B** : the one you have just created
3. Click on the **I'm not a Robot** - **C** : this is a security feature
4. Click on the **LOGIN** button - **D**
5. As a new user, you can register by clicking on the **REGISTER** button - **E**
6. If you forget your password, you can reset it by clicking on **F**

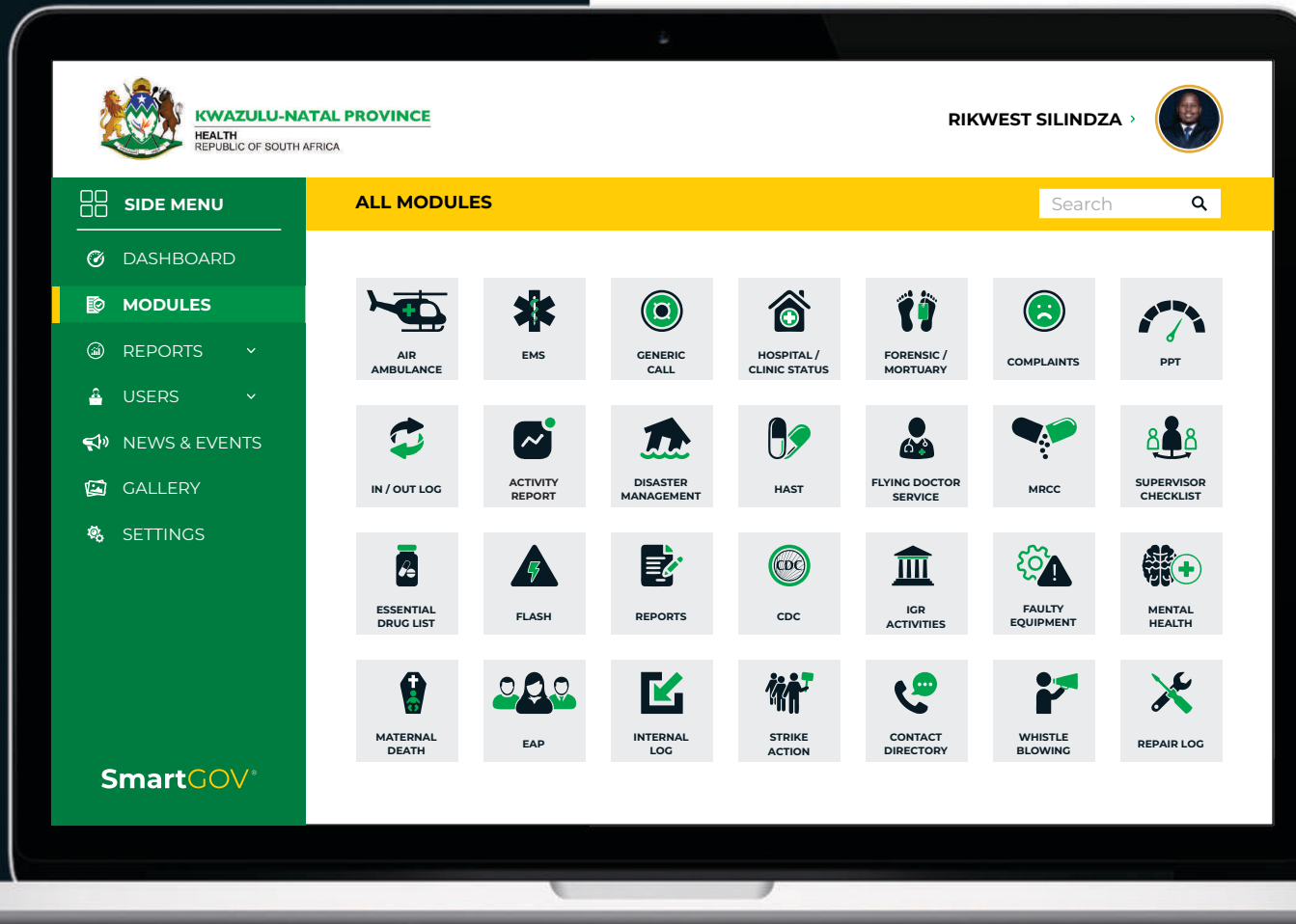




## Reset Password

1. After clicking on the forgot password link, you will be redirected to this SmartGOV reset password page
2. Enter your username which is your e-mail address - **A**
3. Click the RESET PASSWORD button - **B**
4. Open your email and follow the link to reset your password

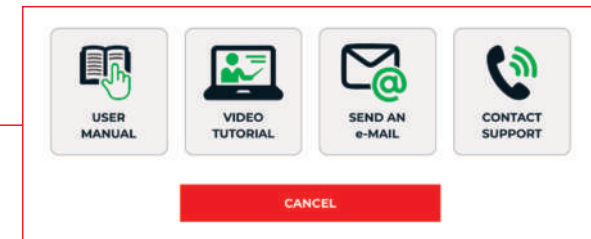
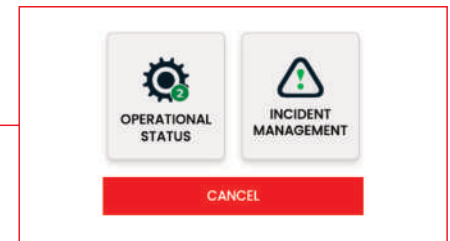
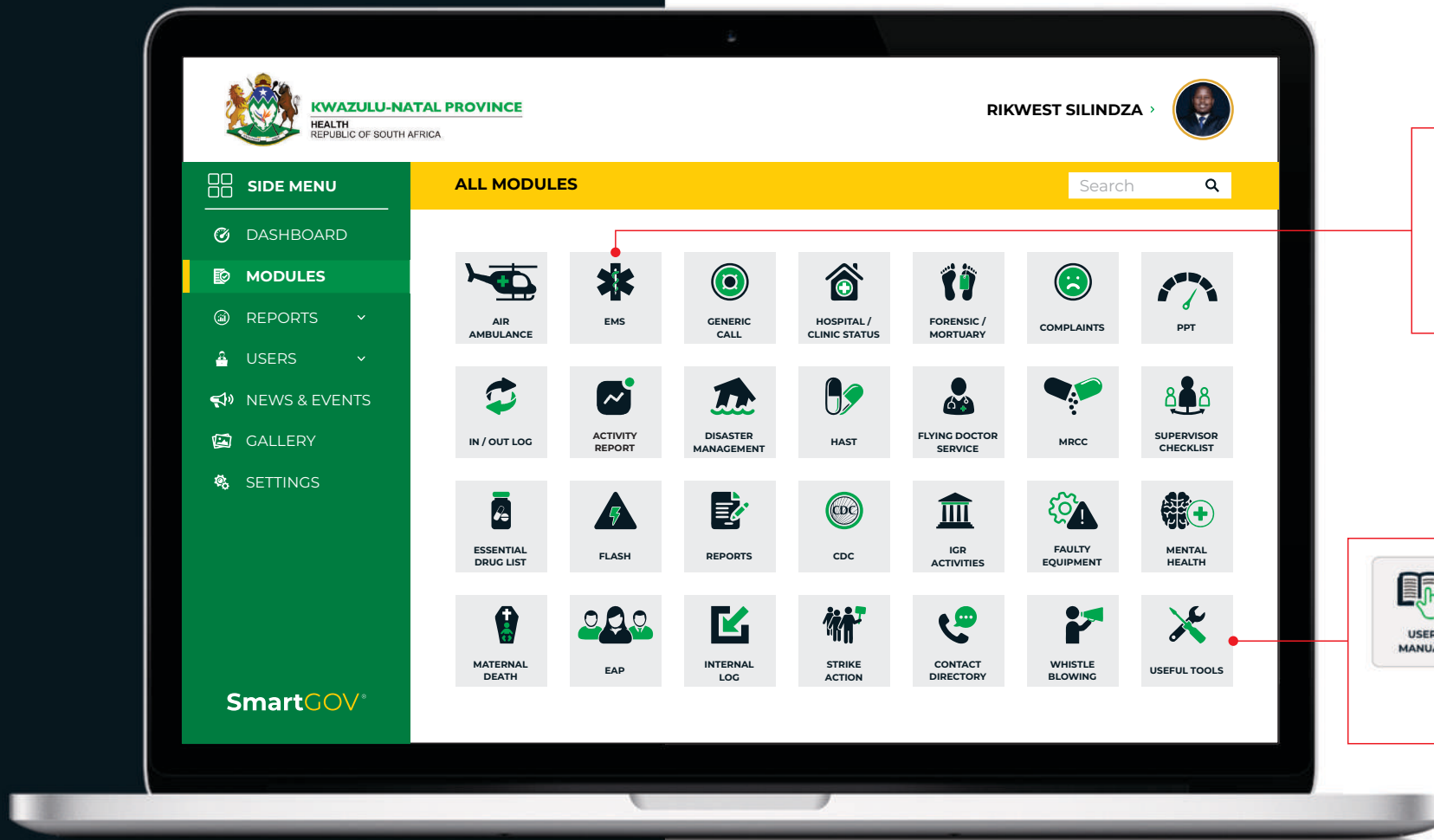
# All Modules Page



Upon Successful login, you will be redirected to this page which shows all modules.

Here, you can then select any module based on the call received. Each module has different forms which all the PHEOC agents are familiar with.

On the left-handside, there is a couple of menus like; Dashboard, Reports, Users, News & Events, Gallery and Settings. These Menus are dependant on your user role.

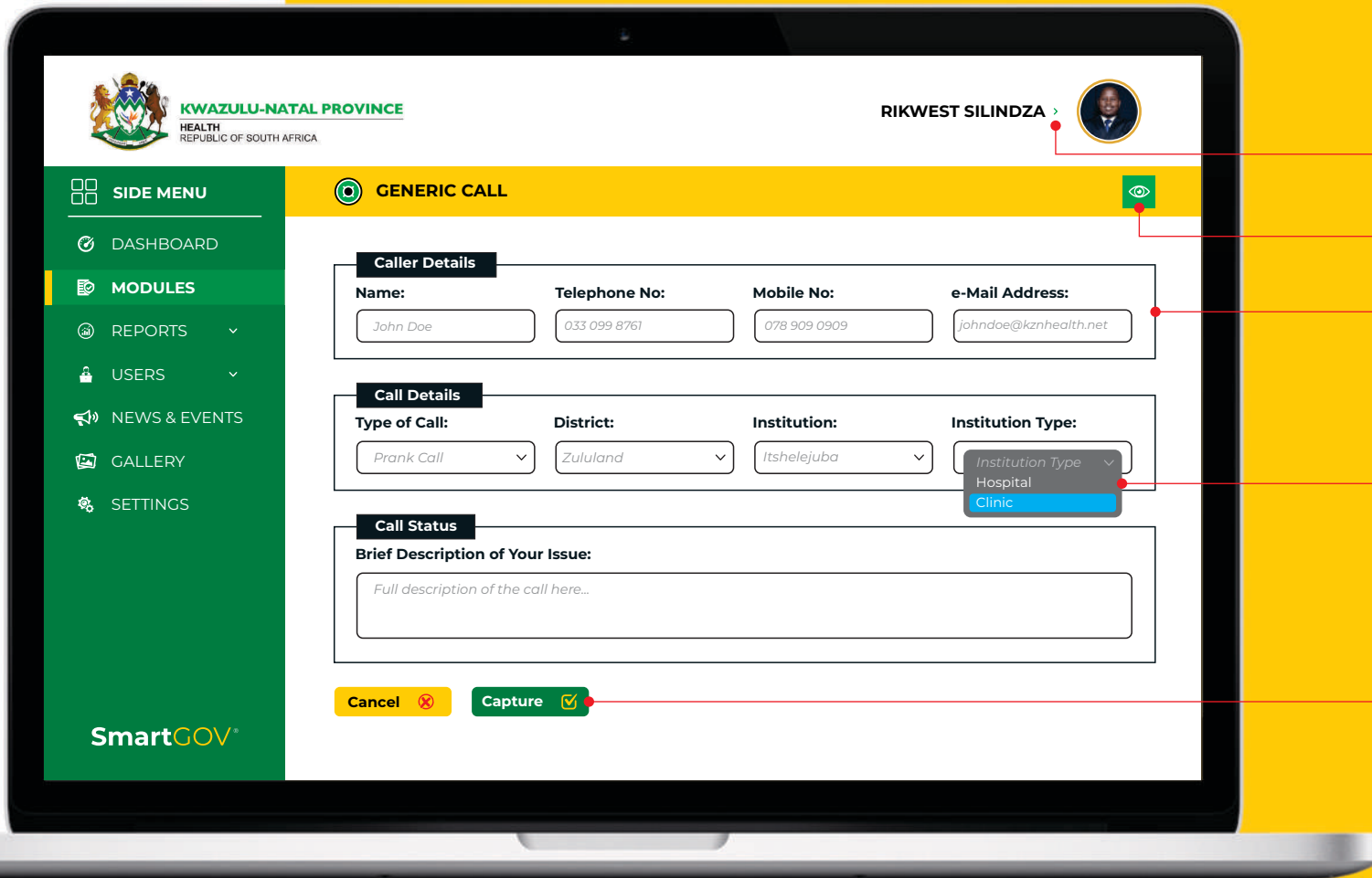


Upon Successful login, you will be redirected to this page which shows all the system modules. Here, you can then select any module based on the call received. Each module has different forms which all the PHEOC agents are familiar with.

On the left-handside, there is a couple of menus like; Dashboard, Reports, Users, News & Events, Gallery and Settings. Functionality of these Menus are dependant on your user roles/rights.

**Note:\***

The EMS and TOOLS module has sub-menus which will pop-up once you click on then.



## Capture Page

Once you have selected the desired module, the system will take you to this page and please note, each module has a different form with different fields.

**A** - To **LOGOUT** or **EDIT** profile, click on the green arrow

**B** - To **VIEW** a list of all previously captured forms, click on that view button

**C** - Capture all required information provided by the caller

**D** - Where there is a dropdown, click on the arrow and it will show all options where you can then select any relevant one

**E** - After completing the form, click the **CAPTURE** button to save

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RIKWEST SILINDZA

**GENERIC CALL**

District Institution Institution Type Call Type

Print PDF Excel

Search Show 10 entries

Ref. #	View	Date Created	Caller	Mobile No.	Call Type	District	Institution	Institution Type
Gc0924		12/09/2024 16:49	Garold Harwood	078 909 0909	Other	Zululand	Itshelejuba	Hospital
Gc0925		12/09/2024 09:09	Musa Dladla	068 876 1234	prank Call	uThungul	Ngwelezane	Hospital
Gc0926		16/09/2024 04:40	Mark Fish	082 284 7777	Forensic	uMzinyat	Greytown	Clinic
Gc0927		17/09/2024 10:20	Bruce Van Vyke	072 807 8909	Help	Ugu	GJ Crookes	Hospital
Gc0924		12/09/2024 16:49	Garold Harwood	078 909 0909	Help	Zululand	Itshelejuba	Hospital
Gc0925		12/09/2024 09:09	Musa Dladla	068 876 1234	Prank Call	uThungul	Ngwelezane	Hospital
Gc0926		16/09/2024 04:40	Mark Fish	082 284 7777	Forensic	uMzinyat	Greytown	Clinic
Gc0927		17/09/2024 10:20	Bruce Van Vyke	072 807 8909	EMS	Ugu	GJ Crookes	Hospital

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## View Captured Records

- A - To Capture a new record, click on the **PLUS** icon
- B - To **PRINT** and/or **EXPORT** the list of all records in different formats, click on any of the relevant icons here
- C - To **FILTER** these captured records, we have a number of filter options
- D - Here, you can search by **RECORD REFERENCE**
- E - To **VIEW** details of an each record, click on the VIEW icon (the eye)



SIDE MENU

DASHBOARD

MODULES

REPORTS

USERS

NEWS & EVENTS

GALLERY

SETTINGS

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GENERIC CALL VIEW

System Generated Details

Reference No	12/09/2024 16:49
Created On	2024-12-18 08:11:54
Created By	Nzuki Mtshazi

Caller Details

Name	John Doe
Telephone No	0334456789
Mobile No	087134567
e-Mail Address	tester@kzndoh.gov.za

Call Details

Type of Call	Prank Call
Institution	St Mary's
Institution Type	Hospital
District	eThekwin

Additional Notes

Brief Description of Your Issue	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.
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Back ← Follow-up ↩ Delete 🗑 Edit ✎

## View Record

A

To **GO BACK** to the list of captured records

B

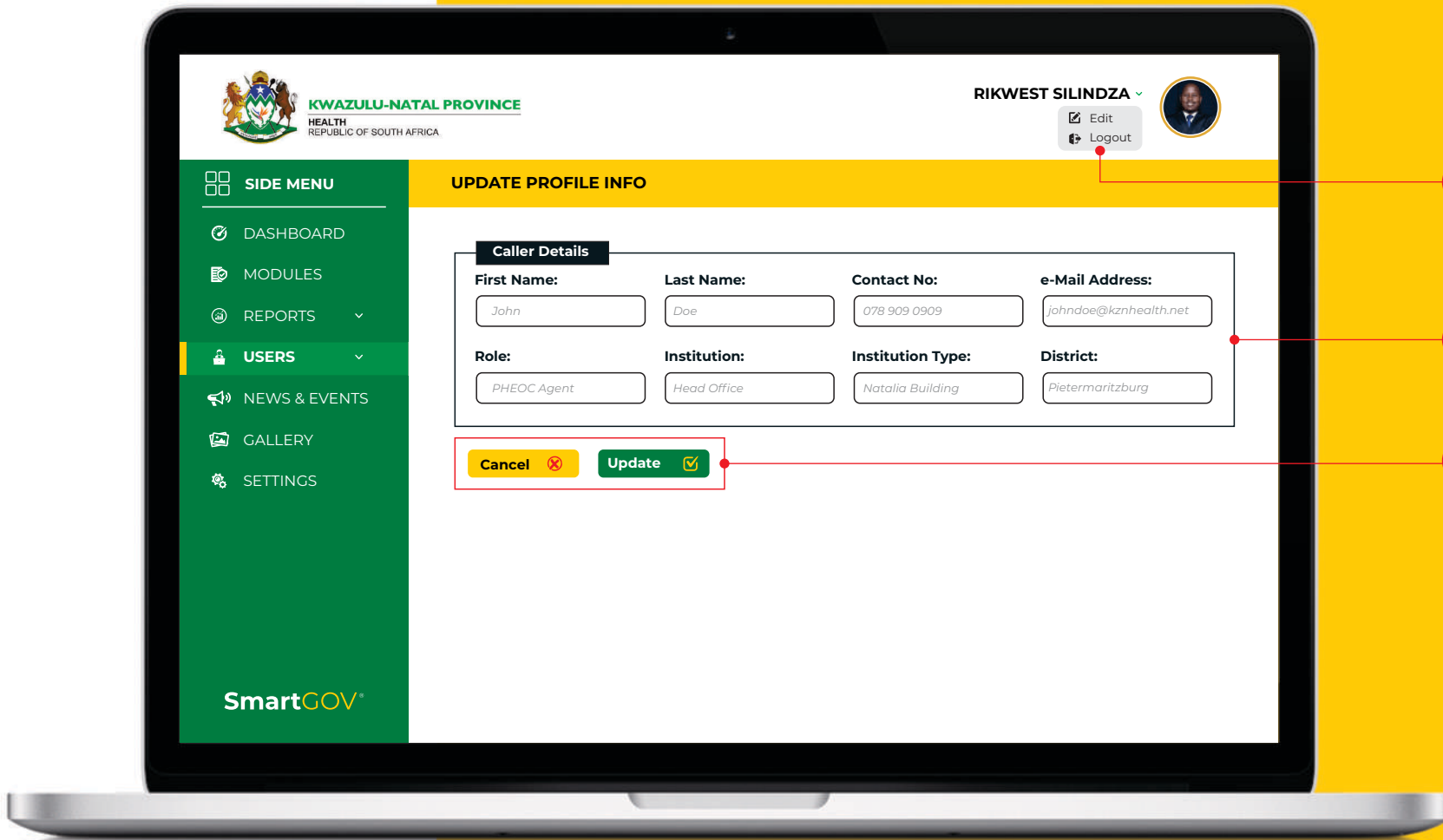
To make a **FOLLOW-UP** on the captured record

C

To **DELETE** the record  
*(Can only be done by Senior staff Members)*

D

To **EDIT** the information captured on the record



## View Record

**A** - To **EDIT** your profile, click on EDIT

**B** - Update information here

**C** - To save updated information, click UPDATE or click CANCEL if you do not want to save those changes.



For assistance and/or any inquiry,  
please do not hesitate to contact:

**QUALITY DESIGNS**  
Support Team

e-Mail Address:  
**support@smartgov.online**



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