

SELF-SERVICE PORTAL

USER MANUAL

NATIONAL SOCIAL SECURITY AUTHORITY

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1.Introduction

This User Manual provides the information necessary for both Employers and Employees to effectively use the N SSA Self-Service Portal. This user manual can be used as a reference on how to navigate the Self -Service Portal and as a first line of support. It is also used as a guide in helping to troubleshoot common problems. This document provides screen prints and corresponding narrative to describe how to use the Self -Service Portal. This is the first version of the manual and it will be gradually updated as changes are made on the Self-Service application. **Note:** The term ‘user’ is used throughout this document to refer to a person who requires and/or has acquired access to the Self -Service Portal. The N SSA Self-Service Portal is a web-based application, and its main purpose is to allow members and employers to login and access information from the comfort and safety of their homes there by providing service delivery. Key features or major functions performed by this portal are summarized in the table below.

2. Getting Started

There are two options to access the NSSA Self-service portal

Option A

1. Open your browser and copy and paste the below link to your address bar and press enter.

<https://selfservice.nssa.org.zw>

MEMBER PORTAL

5.Member Registration

To create an account as a member (employee, pensioner, contributor) of the Self-Service Portal one must be registered with NSSA.

Steps

1. Click Create account on the on the User Login page

The screenshot shows the 'USER LOGIN' page with two main sections: 'Member Login' and 'Employer Login'. Both sections have input fields for 'Username' (or 'Email') and 'Password', a 'Remember Me' checkbox, and buttons for 'Login' (or 'Sign In') and 'Create an Account'. A blue arrow points from the 'Create an Account' button in the Member Login section to the first step of the instructions.

2. Select the search criteria of your choice (Zimbabwe Identity Number, NSSA Number), then enter the search value

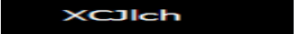

The screenshot shows the 'Member Signup' page. It features a search criteria dropdown menu with options: 'Please Select', 'Please Select', 'Social Security Number', 'Business Partner number', 'Zimbabwe Identity Number', and 'Foreign Identity Number'. A search input field and a search button are also visible.

3. Complete the remaining fields on the screen as shown below, note that some of the fields will be auto populated after clicking search in step 2.
 - a) Email address - If you supply an email address the system registers that email as your username, if no email is supplied the system registers the Cell Number as your username.
 - b) Verify Mobile Number - if there is no phone number you will need to contact your employer or any nearest NSSA office for registration of your phone number.
 - c) Enter the Captcha code, if it is not clear you can click the refresh button to get another code.

- d) Tick the “I have read” check box.
- e) After Clicking signup, an SMS containing username and one time password (OTP) which the member will use to login will be received on the mobile number provided, The OTP expires after 10 minutes.

Member Signup


Social Security Number * 2686170W	Business Partner Number * 500524023
First Name * ELIJAH	Last Name * MAPIYA
National Id Number * 44-010238P44	Email Address emapiya@gmail.com
Cell Number * 077****022	Verify Mobile Number * Verify Mobile Number

I have read and I accept [the general conditions of use](#), in particular the mention relating to the protection of personal data.

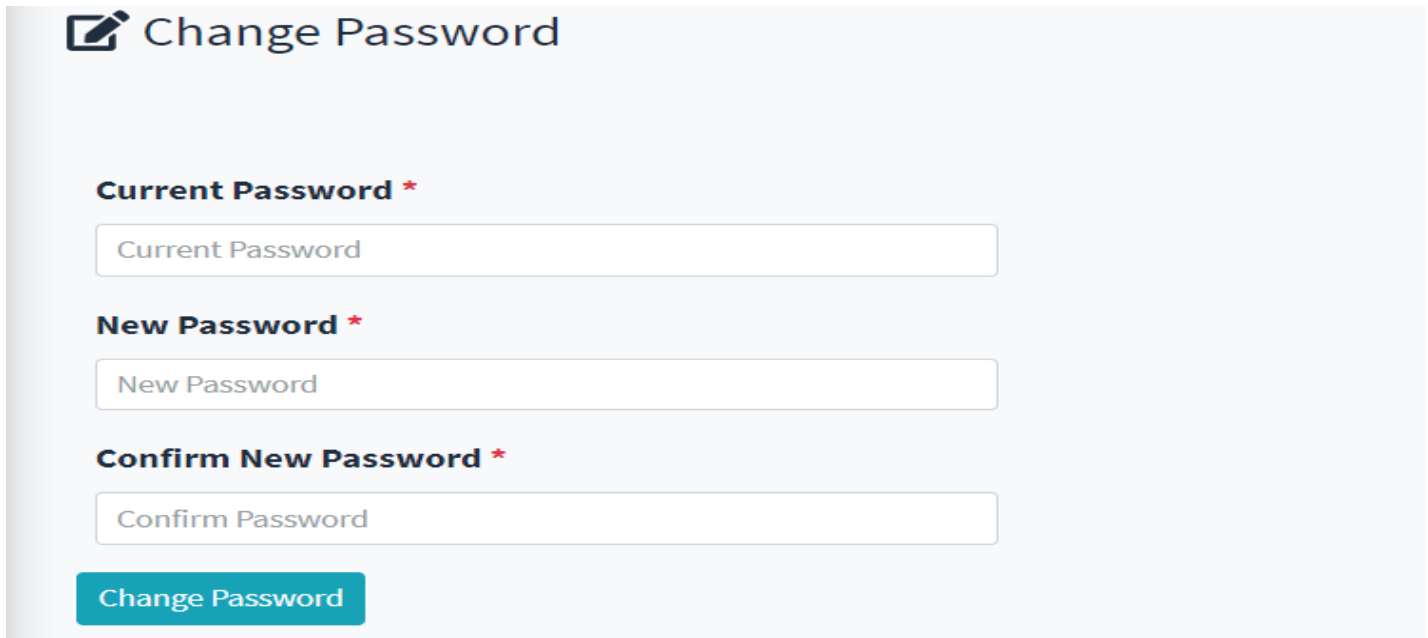
- f) A signup confirmation message will be displayed on the screen and your username and One Time Password will be send to your phone.
NB the OTP will expire within 10 minutes.

Sign Up confirmation

 Sign up successful, please check your phone/email for your sign in credentials.

The one time password(OTP) expires in the next 2 minutes.

- g) Go back to the User Login page and type the username and OTP received on your phone and click login.
- h) The below screen will appear which will allow you to change your password. The password must have at least one upper character, one special character and at least 8 characters long
- i) Click change password button.



Change Password

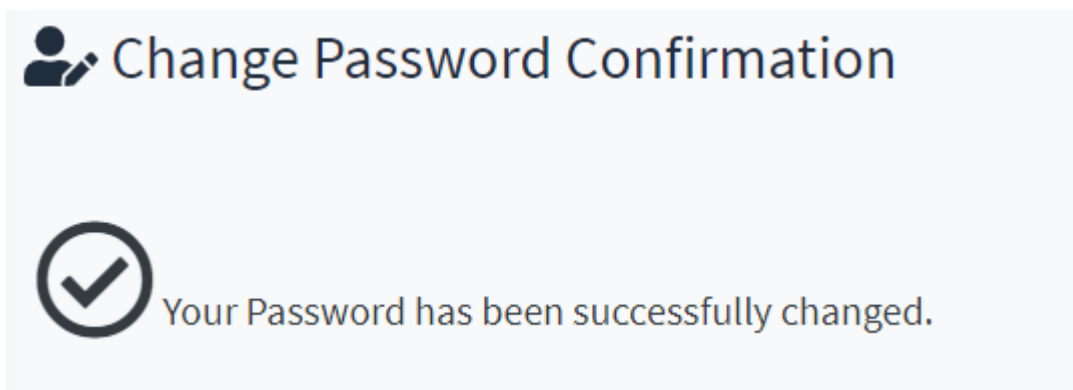
Current Password *

New Password *

Confirm New Password *

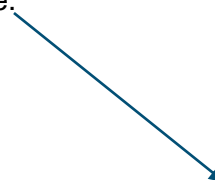
Change Password

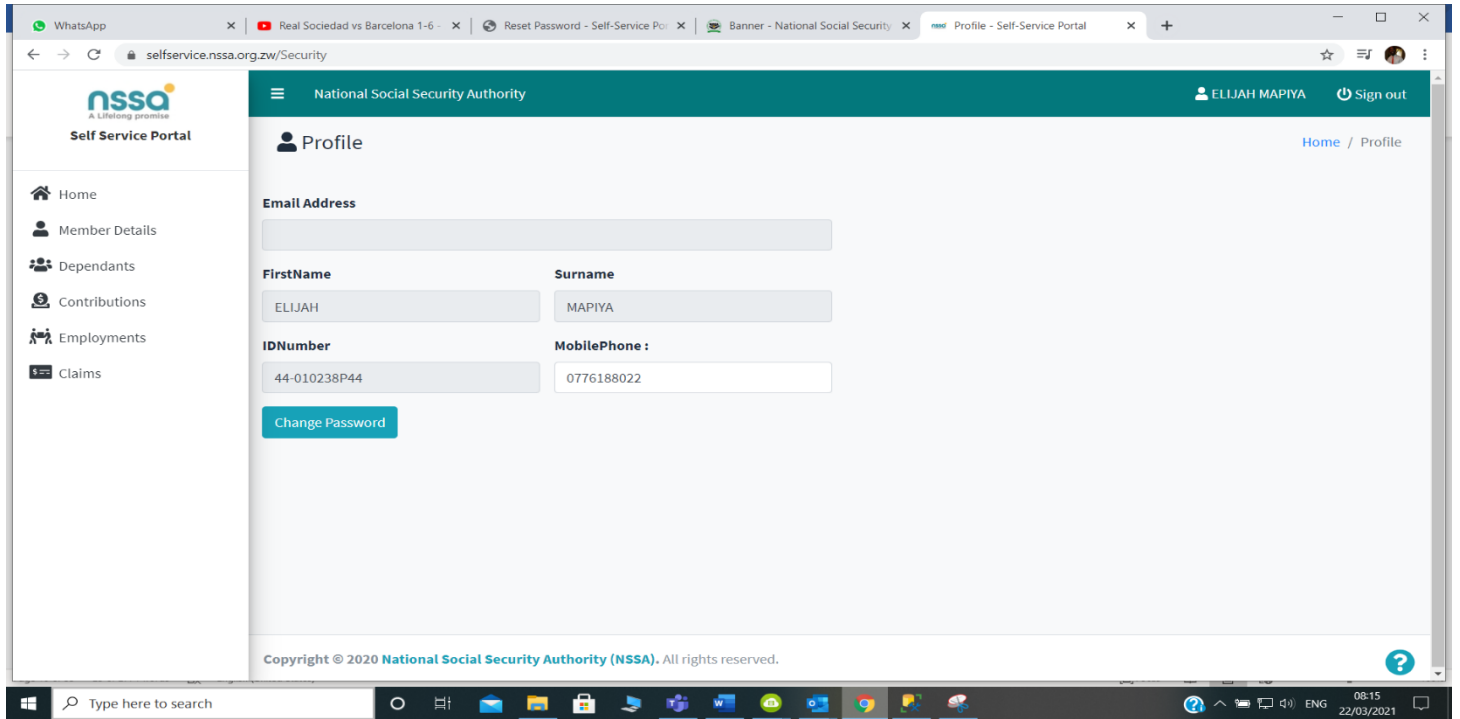
- j) A change password confirmation will be displayed, see below screen shot.



6. Viewing Member Profile

- Click your profile name on the top right corner to view your profile.
- You can change your password from this profile window.





Resetting Password

a) Click forget password to reset your password in case you forget your password


b) Enter username and click reset password.

Reset Password

Username *

c) A confirmation message will be displayed as shown below.

Sign Up confirmation

 Password has been successfully reset, please check your phone/email for your sign in credentials.

[The one time password\(OTP\) expires in the next 10 minutes.](#)

d) Follow instructions on the above screenshot until you complete the process.

7.Member Account Login

- Enter username and password and click login, this must lead you to the member portal home page

USER LOGIN

Member Login

Username

Password

Remember Me

[Forgot Your Password?](#)

Viewing Member Details

Click member details from the top left pane, the below screenshot will be displayed.

On this window a member can view his /her personal details

Self Service Portal

Home / Member Details

Member Details

Personal Details

Nationality* Zimbabwe ID Number* 44-010238P44

Title* MR Gender* Male

First Name* ELIJAH Other Name(s) Other Names

Surname* MAPIYA Marital Status* Single

D.O.B.* 19/06/1983 Citizenship* Zimbabwean

Identity Details

Social Security #* 2686170W

Business Partner #* 500524023

Passport # Passport Number

Birth Entry # Birth Entry Number

Driver's Licence # Driver's Licence Number

Physical Address

Address* 2064

Border Timber Ltd

P. Bag 2005

Country* Zimbabwe

Postal Address [Same as physical address](#)

Address* Address Line 1

Address Line 2

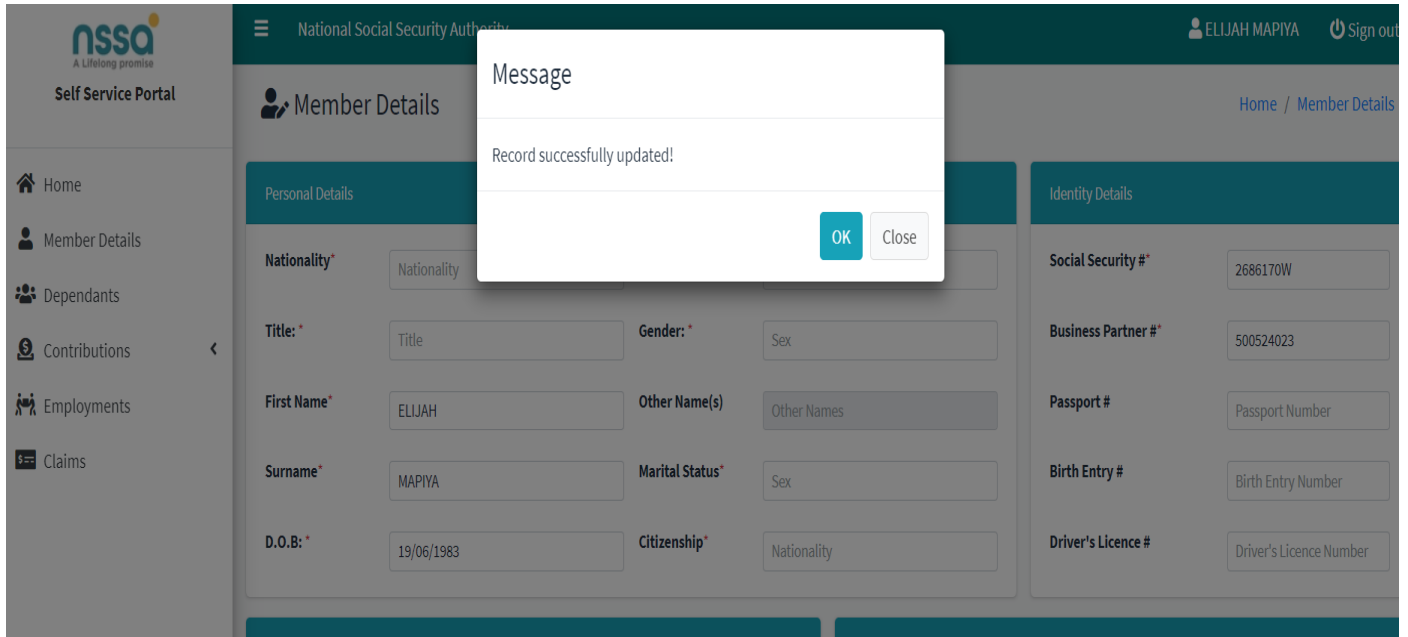
Address Line 3

Address Line 4

Country* Please Select

8.Updating Member Details

- A member can only update the following fields, Address details, Mobile number, Email address. The rest of the fields cannot be updated.
- Click member details from the top left pane, the above screenshot will be displayed.
- Click the textbox to be updated, edit, and click submit to update details.
- The below screenshot must be displayed after successfully updating the details.

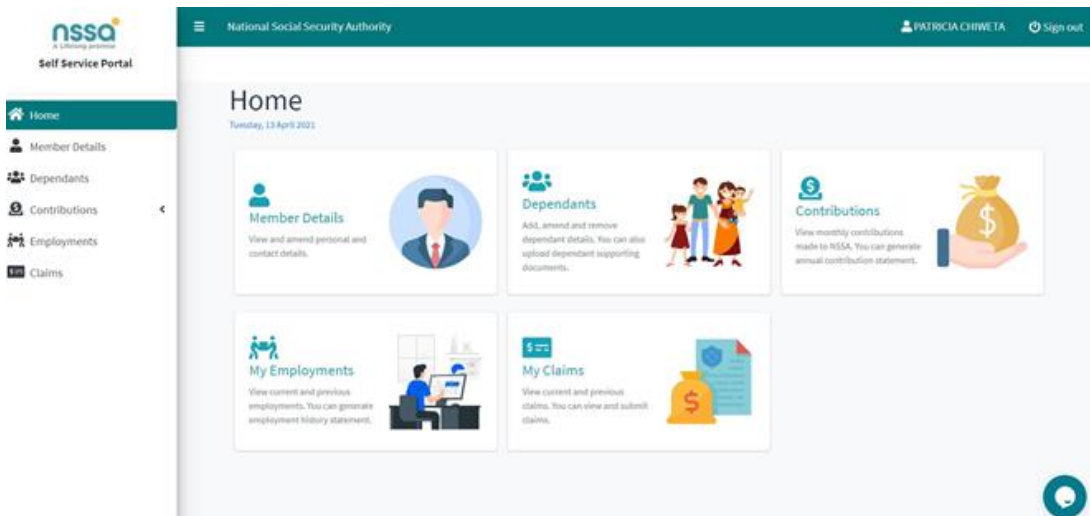


9. View Dependent Details

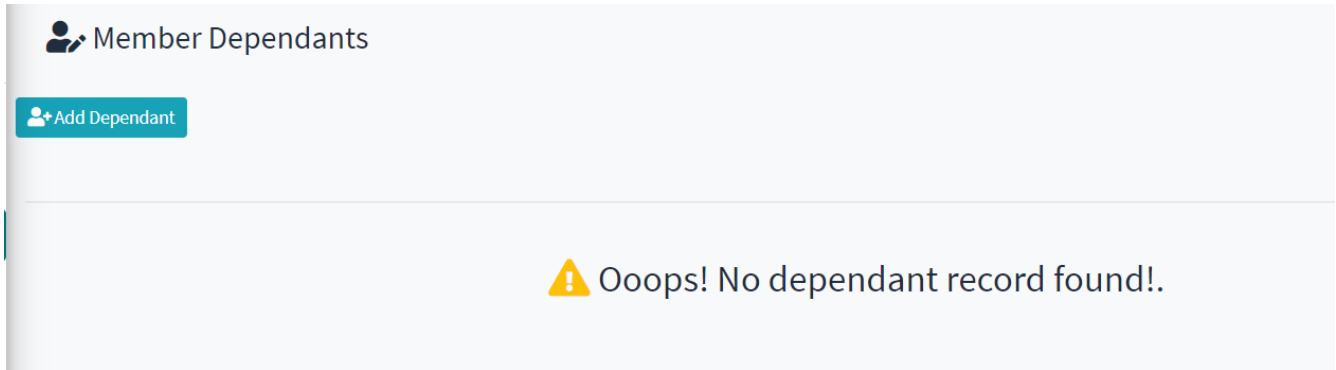
The functionality lists persons who rely on the member e.g., a child, a spouse, a parent

It is a listing of dependents. The System will display in a tabular format all active dependent linked to a member.

- The screen below will appear after a successful login.



- Select dependents to view the dependents.
- Note that if there are no dependents linked to a member the below screenshot will be displayed.



The list of the registered dependents will be displayed in a list as shown below:

NSSA A Lifetime Promise Self Service Portal

Home Member Details Dependants Contributions Employment Claims

National Social Security Authority PATRICIA CHIWETA Sign out

Member Dependants Home / Member Contributions

+ Add Dependant

Show 10 entries Search

First Name	Surname	Gender	Relationship	D.O.B	Social Security Number	Business Partner Number	Action
ELEANOR FUNGA	HOYE	F	Has Child	24/08/2001	5043595	5035543	Edit
MARVEL MABHE	ZIMONI	M	Is Married to	16/12/1988	2263730	5000544	Edit
TADISWANASHI	ZIMONI	F	Has Child	02/05/2004	5041597	5035543	Edit

Showing 1 to 3 of 3 entries Previous 1 Next

You can also use the search function to look for a particular dependent, when you do that, that record will appear as in the screenshot below:

The screenshot displays the 'Member Dependents' page in the NSSA Self Service Portal. The page header includes the NSSA logo and the text 'National Social Security Authority'. The user is identified as 'PATRICIA CHWE TA' with a 'Sign out' option. The main content area features a navigation menu on the left with options like Home, Member Details, Dependents (highlighted), Contributions, Employments, and Claims. The main content area has an 'Add Dependent' button and a search bar containing 'Hove'. Below the search bar is a table with the following data:

First Name	Surname	Gender	Relationship	D.O.B	Social Security Number	Business Partner Number	Action
ELEANOR FUNGA	HOVE	F	Has Child	24/08/2001	3045595	3035543	Edit

At the bottom of the table, it says 'Showing 1 to 1 of 1 entries (filtered from 3 total entries)'. There are 'Previous', '1', and 'Next' navigation buttons.

10. Add Dependent

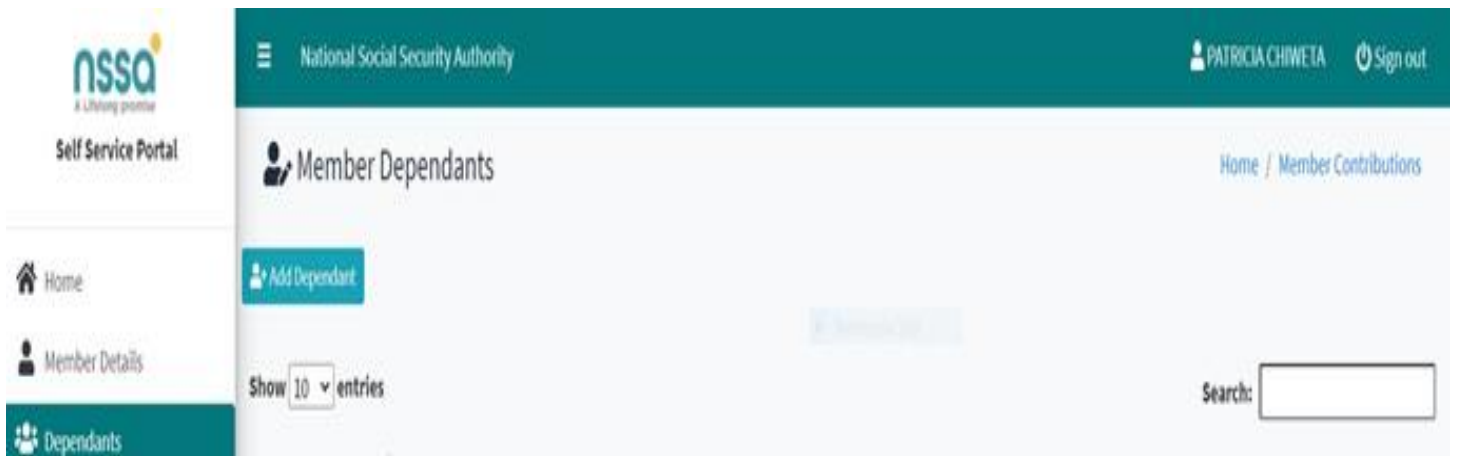
The functionality allows member to initiate adding of dependents before they approved by NSSA Official.

The system must

- Create a person of type dependent if dependent is not existing.
- Link a dependent if dependent Id Number is found
- Add relationship to the member using their BP Numbers.
- System to send a notification message informing the member that adding of a dependent has been initiated.
- Adding a dependent must be approved by NSSA officials.
- If approval is complete a notification message must be sent to the member

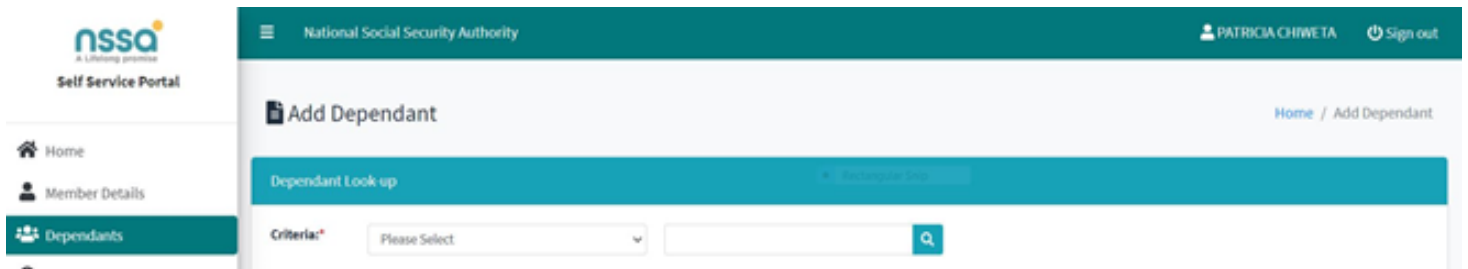
Step 1

Click the **Add Dependent** Icon as shown on the screen shot below.



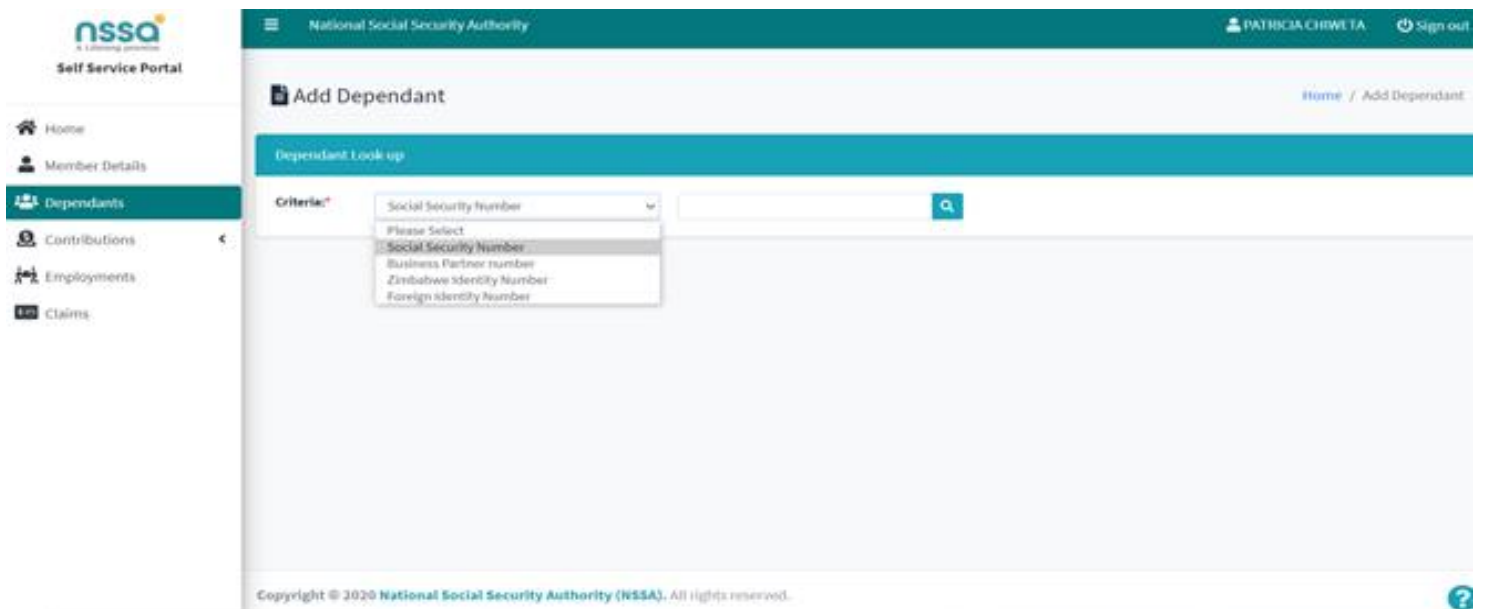
Step 2

The following screen shot will appear.



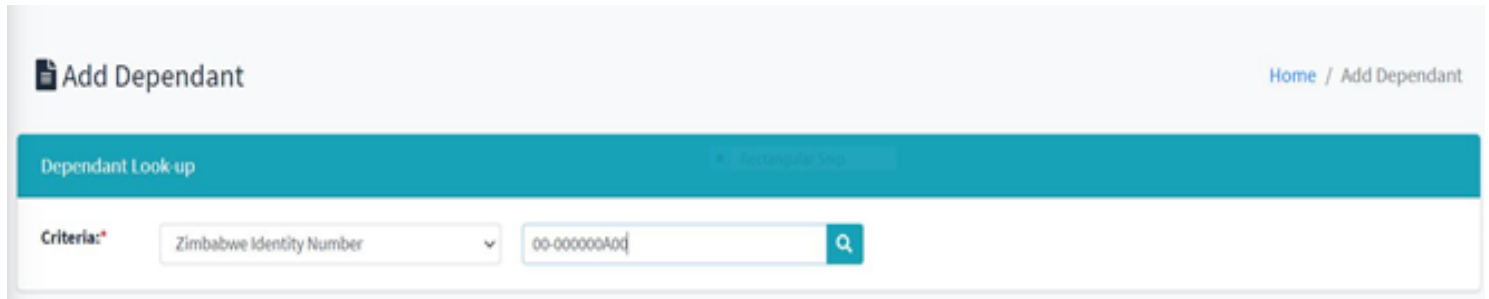
Step 3

The following screen shot below will be displayed. Since you want to add a new dependant, use the Zimbabwe Identity number as the search criteria.



Step 4

Select the Zimbabwe Identity Number on criteria then enter the Identity number as shown below.



Add Dependant Home / Add Dependant

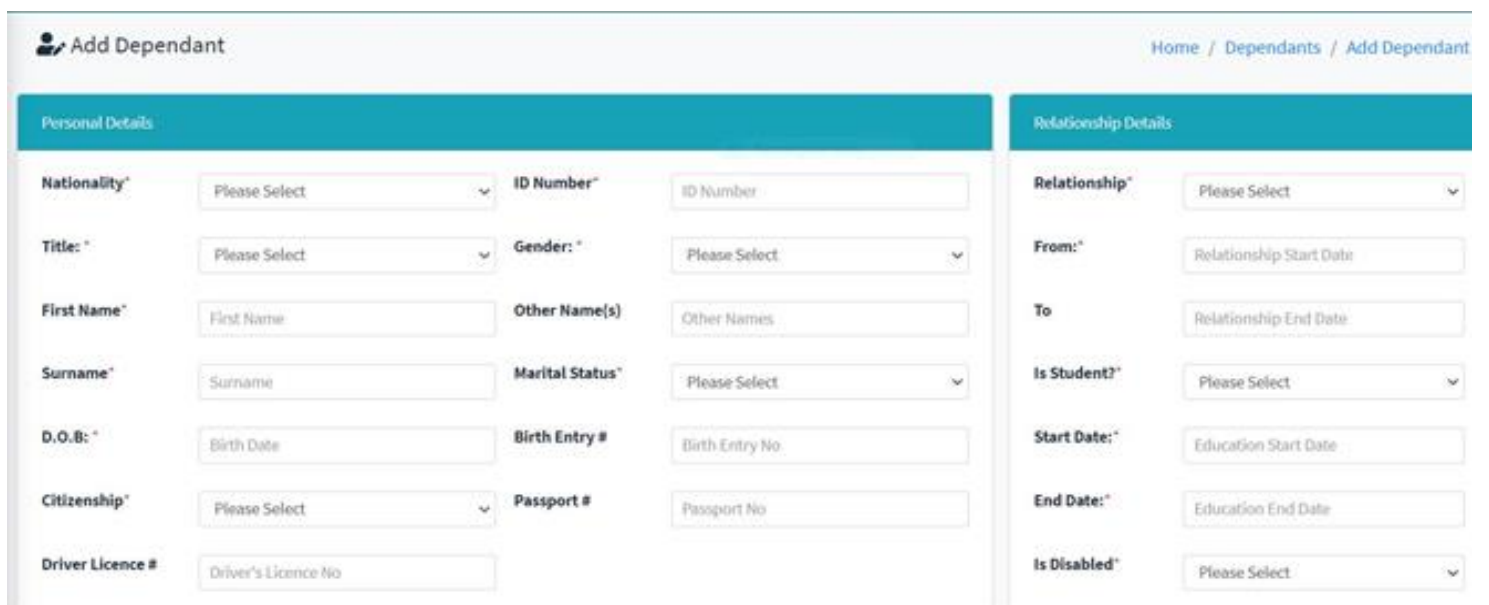
Dependant Look up

Criteria:

Note: If you enter an existing ID Number, the details of that record will be retrieved from the system. If the record does not exist in the system, the form below will be displayed, and member can then capture the dependent details.

Step 5

Capturing of Personal and Relationship details



Add Dependant Home / Dependants / Add Dependant

Personal Details

Nationality* ID Number*

Title: * Gender: *

First Name* Other Name(s)

Surname* Marital Status*

D.O.B: * Birth Entry #

Citizenship* Passport #

Driver Licence #

Relationship Details

Relationship*

From:*

To

Is Student?*

Start Date:*

End Date:*

Is Disabled*

NB

All fields marked with the asterisk (*) must be filled in since they are mandatory fields. Also take note of the notes in table below when filling out the personal details.

Field	Field Expectations
Nationality*	Select from drop down list.
Title*	Select from drop down list.
Firstname*	First Name: must be at least 2 and at max 100 characters long.
Surname*	Surname: must be at least 2 and at max 100 characters long.
D.OB*	DD/MM/YYYY
Citizenship*	Select from drop down list.
Driver's License#	Driver's License No: must be at least 4 and at max 25 characters long.
ID Number*	00-000000X00
Gender*	Select from drop down list.
Other Names(s)	Other Names (s): must be at least 2 and at max 100 characters long.
Marital Status*	Select from drop down list.
Birth Entry #	Should not contain special characters. Valid characters:(A-Z) (a-z) (0-9) ('.-)
Passport #	The Passport No: must be at least 4 and at max 25 characters long.
Relationship*	Select from drop down list.
From*	DD/MM/YYYY Relationship start date is required if dependent is child use birth date.
To	DD/MM/YYYY
Is Student*	Select from drop down list. Please specify if dependent is a student or not.
Start Date*	DD/MM/YYYY
End Date*	DD/MM/YYYY
Is disabled*	Select from drop down list. Disability Indicator is required.

This is a sample of a filled in personal and relationship details form.

Personal Details		Relationship Details	
Nationality*	Other	ID Number*	24446457
Title: *	MISS	Gender: *	Female
First Name*	Shelly	Other Name(s)	Other Names
Surname*	Hove	Marital Status*	Single
D.O.B: *	02/04/2012	Birth Entry #	Birth Entry No
Citizenship*	Other	Passport #	Passport No
Driver Licence #	Driver's Licence No		
		Relationship*	Is Child of
		From:*	02/04/2012
		<small>Relationship start date is required if dependant is child use birth date.</small>	
		To	Relationship End Date
		Is Student?*	No
		Start Date:*	Education Start Date
		End Date:*	Education End Date
		Is Disabled*	No

Step 6

Capturing of Physical and Postal Address

Physical Address	Postal Address <small>Same as physical address</small>
Address: *	Address: *
Address Line 1	Address Line 1
Address Line 2	Address Line 2
Address Line 3	Address Line 3
Address Line 4	Address Line 4
Country: *	Country: *
Please Select	Please Select
City: *	City: *
Please Select	Please Select
Region:	Region:
Please Select	Please Select
Mobile #: *	Email Address:
Mobile Number	Email Address
Telephone #:	
Mobile Number	

NB

All fields marked with the asterisk (*) must be filled in as there are mandatory fields. Also take note of the notes in table below when filling out the address details

Field	Field Expectations
Address*	Physical and Postal Address is required
Country*	Select from drop down list.
City*	Select from drop down list.
Region*	Select from drop down list.
Mobile #*	0771132123 A valid number is one that starts with 0 and not the country code format. Mobile Phone is required
Telephone #	
Email Address	Enter a valid email address.

Below is a sample of the filled in Physical and Postal Address details

The image shows two side-by-side screenshots of a web form. The left screenshot is titled 'Physical Address' and the right is titled 'Postal Address' with a note 'Same as physicalAddress'. Both forms have the following fields filled in: Address (12 McGee Avenue, Rhodene, Masvingo), Country (Zimbabwe), City (Masvingo), Region (Please Select), Mobile # (0719789452), and Telephone # (Mobile Number). The Postal Address form also has an Email Address field.

11.Upload Dependent Documents

Attaching supporting documents to the dependent profile

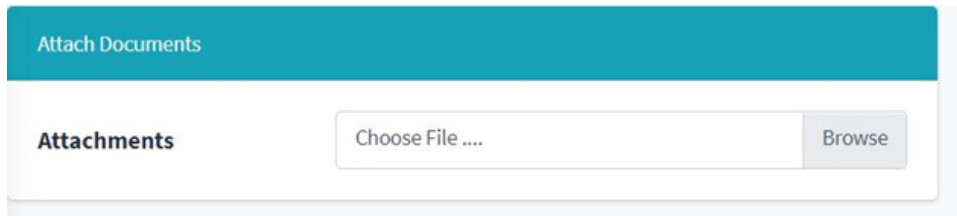
The System must

- list the documents.
- allow member to view the documents.
- Member cannot remove documents for an approved dependent.

Documents concerning the dependent such as the birth certificate, national identity, passport, marriage certificate, driver's license etc. will be attached and uploaded into the system.

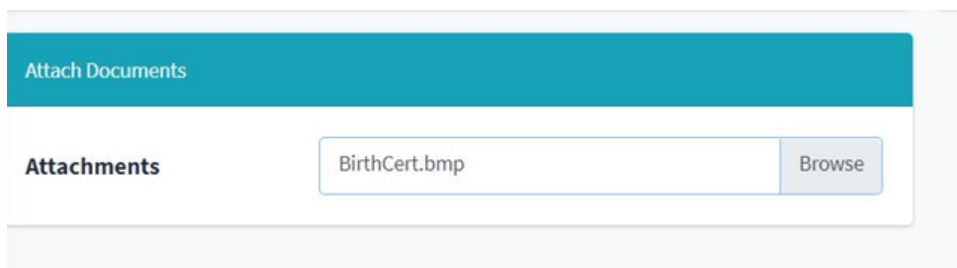
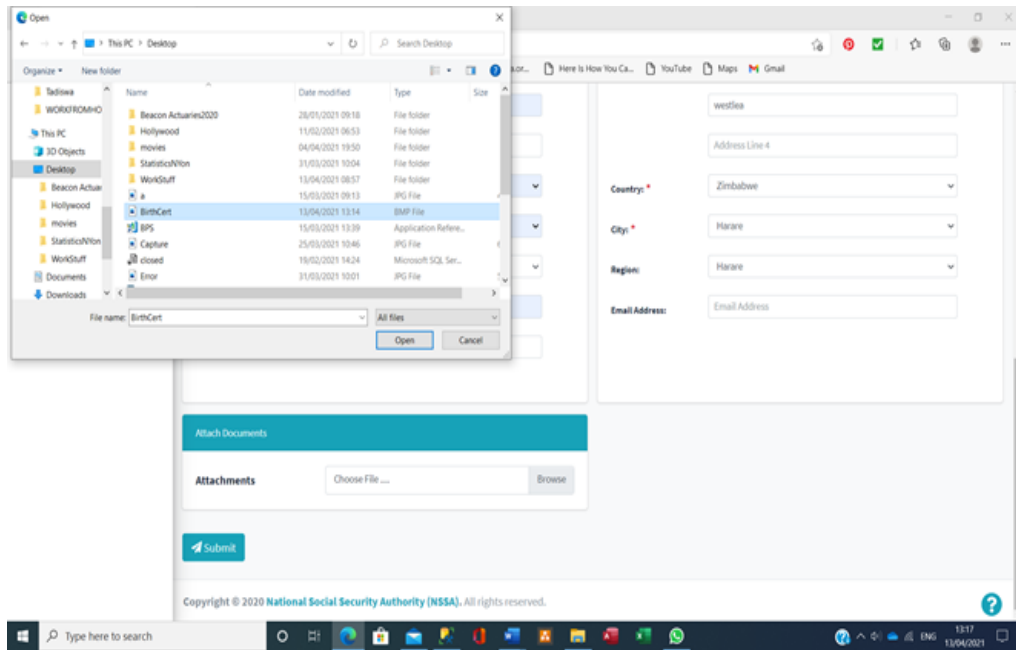
Step 1

To attach documents, the screenshot below will appear.



The screenshot shows a teal header with the text "Attach Documents". Below it is a white box labeled "Attachments" containing a text input field with the placeholder "Choose File" and a "Browse" button to its right.

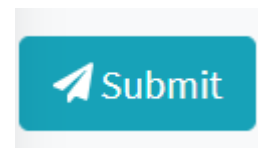
Click on the Browse button to select the documents you wish to attach from the location on your device.



The screenshot shows the "Attach Documents" section with the "Attachments" field now containing the text "BirthCert.bmp". The "Browse" button remains to the right of the field.

Step 2

Once the documents have been attached, click on the Submit button.

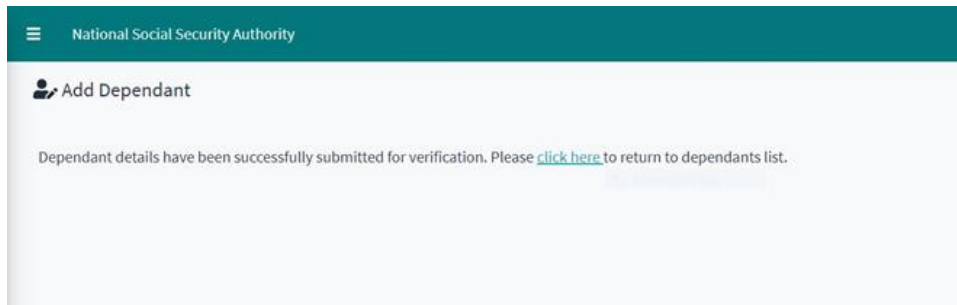


Step 3

The screen shot below will be displayed if all the capturing of dependents details has been successful. This is where the process ends. The documents are sent to NSSA for verification before the member can receive an email or SMS informing them of the details of their newly registered dependent(s).

Step 3

The screen shot below will be displayed if all the capturing of dependents details has been successful. This is where the process ends. The documents are sent to NSSA for verification before the member can receive an email or SMS informing them of the details of their newly registered dependent(s).



12.Edit Dependent

The functionality allows the member to change details of their dependents.

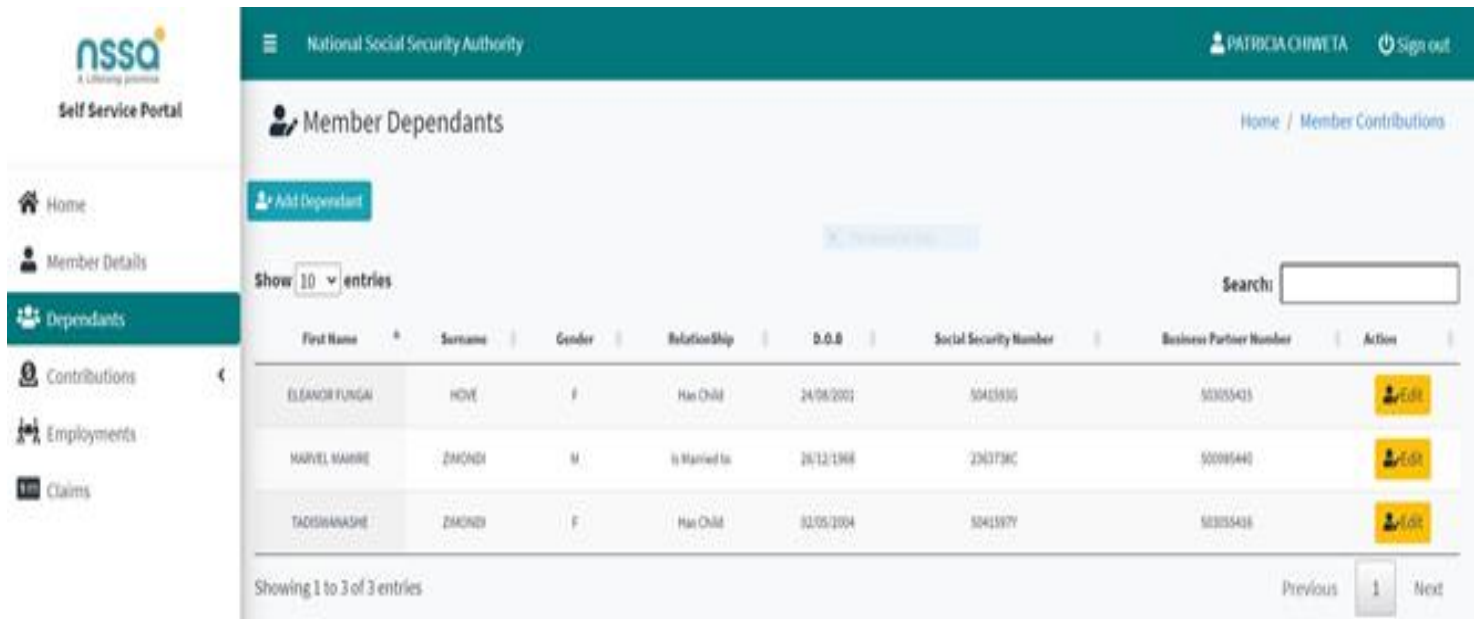
Member can change the following fields:

- Title
- Gender
- First name
- Surname
- Other-name- middle name
- DOB - Date of birth
- Marital status
- Nationality
- Citizenship

The change must be accompanied by supporting documents.

Step 1

The screen below will appear after a successful login.



The screenshot displays the NSSA Self Service Portal interface. The top navigation bar includes the NSSA logo, the text "National Social Security Authority", the user name "PATRICIA CHWETA", and a "Sign out" button. The main content area is titled "Member Dependents" and features a navigation breadcrumb "Home / Member Contributions". A sidebar on the left contains menu items: Home, Member Details, Dependents (highlighted), Contributions, Employments, and Claims. The main area includes an "Add Dependant" button, a search bar, and a table of dependents. The table has columns for First Name, Surname, Gender, Relationship, D.O.B, Social Security Number, Business Partner Number, and Action. Three dependents are listed: ELEANOR FUNGA HOYE (Female, Her Child, 24/08/2001, SSN 5043593, BPN 5035543), MARVEL MABHE ZAKONI (Male, Is Married to, 28/12/1988, SSN 2203738, BPN 5008544), and TAOISIBANASHE ZAKONI (Female, Her Child, 02/05/2004, SSN 5041597, BPN 5035543). Each row has an "Edit" button. At the bottom, it shows "Showing 1 to 3 of 3 entries" and pagination controls for "Previous", "1", and "Next".

First Name	Surname	Gender	Relationship	D.O.B	Social Security Number	Business Partner Number	Action
ELEANOR FUNGA	HOYE	F	Her Child	24/08/2001	5043593	5035543	Edit
MARVEL MABHE	ZAKONI	M	Is Married to	28/12/1988	2203738	5008544	Edit
TAOISIBANASHE	ZAKONI	F	Her Child	02/05/2004	5041597	5035543	Edit

Step 2

The following screen will be displayed, and you will be able to edit or amend any of the details you wish to amend.

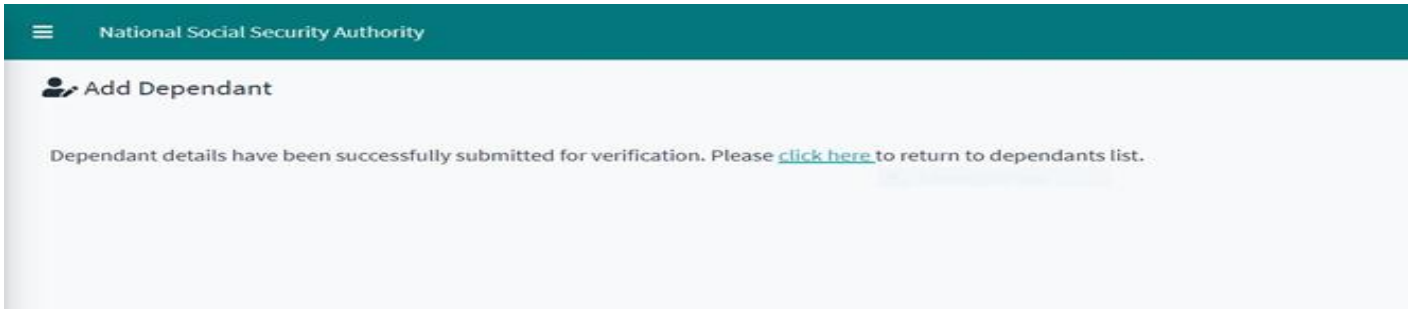
Personal Details		Relationship Details	
Nationality*	Zimbabwe	ID Number*	18-027788W18
Title: *	MR	Gender: *	Male
First Name*	MARVEL MAMIRE	Other Name(s)	Other Names
Surname*	ZIMONDI	Marital Status*	Married
D.O.B: *	26/12/1968	Birth Entry #	Birth Entry No
Citizenship*	Zimbabwean	Passport #	Passport No
Driver Licence #	Driver's Licence No		
		Relationship*	Is Married to
		From:*	03/05/2012
		To	Relationship End Date
		Is Student?*	Please Select
		Start Date:*	Education Start Date
		End Date:*	Education End Date
		Is Disabled*	Please Select

Physical Address	Postal Address	Same as physical address
Address: *	6	6
	Nhakayedu Close	Nhakayedu Close
	Chitungwiza	Chitungwiza
	Chitungwiza	Chitungwiza
Country: *	Zimbabwe	Please Select
City: *	Harare	Harare
Region:	Harare	Harare
Mobile #: *	0772834186	
Telephone #:	0772834186	Email Address: Email Address

Attach Documents

Attachments

 Submit



When all the necessary fields have been amended and any other documents attached click the **submit** button. The record will then be sent to NSSA for approval and once approved, the next time you view your dependents, you should be able to view the changes you made.

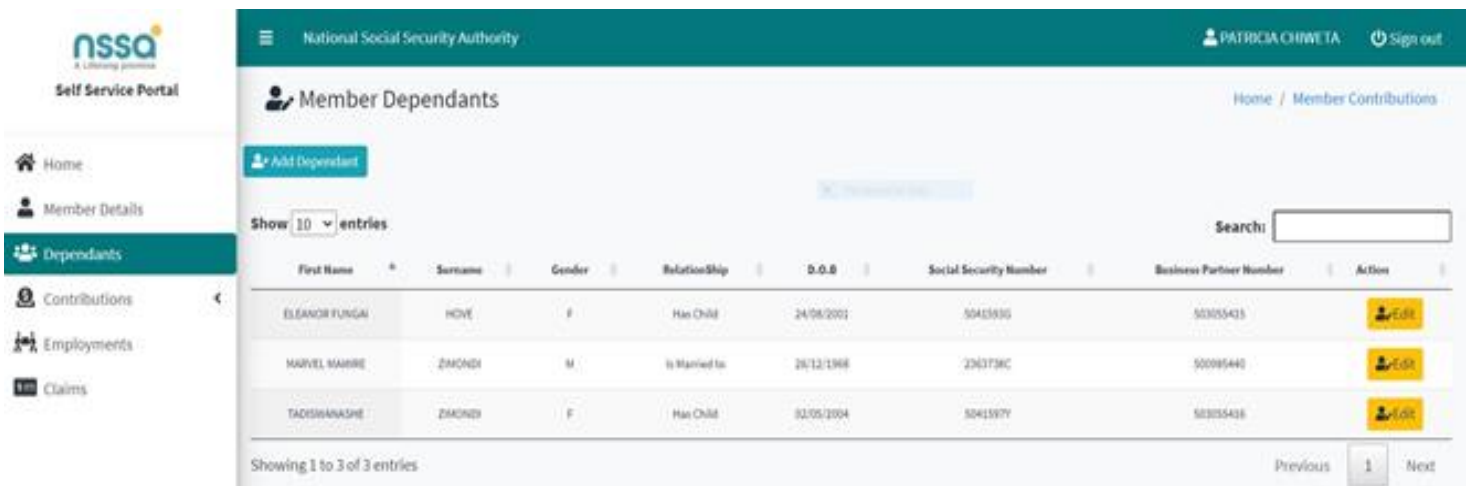
13. Unlink/Remove Dependent

The functionality de-attaches dependents from the member.

Member updates the relationship to date. If removed the dependent must not appear on dependents' listings for the member.

Step 1

The screen below will appear after a successful login.



Step 2

To unlink yourself from a dependent, you just need to update the **to date**, by entering the date when the relationship ended.

Relationship Details

Relationship*	Is Married to <input type="text"/>
From:*	03/05/2012 <input type="text"/>
To	31/01/2020 <input type="text"/>
Is Student?*	No <input type="text"/>
Start Date:*	Education Start Date <input type="text"/>
End Date:*	Education End Date <input type="text"/>
Is Disabled*	No <input type="text"/>

Once this is done your record will be sent to NSSA, and they will remove or unlink the dependent from the list of your dependents. You will be notified once the change has been effected. So, the next time you view your dependents, you should not see that dependent.

14. Member Contributions

This functionality lists monthly contributions made to NSSA by the employer.

- a) On the home page, click the Contributions Menu.
- b) Choose monthly contributions.
- c) Specify the contributions period to view by selecting the “from date” and the “to date” and then click Preview.

Member Contributions Home / Member Contributions

Filter

From: 01/01/2015 **To:** 17/02/2021 [Preview](#)

Show 10 entries Search:

Period	SSR Number	BP Number	Trade Name	Employee Contribution	Employer Contribution	Contribution
Apr-2017	0142457Q	400000001	State Employees	10.46	10.46	20.93
Apr-2018	0142457Q	400000001	State Employees	10.46	10.46	20.93
Apr-2020	0142457Q	400000001	State Employees	24.50	24.50	49.00
Aug-2017	0142457Q	400000001	State Employees	10.46	10.46	20.93
Aug-2018	0142457Q	400000001	State Employees	10.46	10.46	20.93
Aug-2019	0142457Q	400000001	State Employees	14.52	14.52	29.05
Dec-2017	0142457Q	400000001	State Employees	10.46	10.46	20.93
Dec-2019	0142457Q	400000001	State Employees	24.50	24.50	49.00
Feb-2017	0142457Q	400000001	State Employees	10.46	10.46	20.93
Feb-2018	0142457Q	400000001	State Employees	10.46	10.46	20.93

Showing 1 to 10 of 34 entries Previous **1** 2 3 4 Next

15. Member Contributions Statement

This functionality generates a member’s employment statement in pdf format.

Steps

- Click the Contributions Menu on the home page.
- Annual Statements

- Choose the year on which to view the Member Contributions Statement, click preview



Employee Contributions Statement

Filter Criteria

Year:

 Preview

- If you get a “No records found, cannot generate statement.” error message, it means there are no contributions that has been made to N SSA.

