



SOUTH AFRICA

Guide to My IEC portal

Please note that the My IEC portal does NOT allow for online voter registration. It currently only allows for registered voters to check, update or submit their address details.

To register as a voter you will need to visit your local IEC office.

1. Go to www.elections.org.za/PWOnline



ELECTORAL COMMISSION OF SOUTH AFRICA
ENSURING FREE AND FAIR ELECTIONS

Create User Profile



Sign In



Welcome to My IEC

All of your voter and election information in one place

[Download Guide](#)

A close-up photograph of a person's hand in a white sleeve placing a white ballot into a blue ballot box. The ballot box has a slot and a red 'IEC' logo. Below the box, a portion of a voter registration card is visible, showing a grid with columns for 'day' and 'month' and rows for 'V' and 'N'. The card contains handwritten numbers: '1' in the first 'day' cell, '30' in the first 'month' cell, and 'N' in the first 'N' cell.


First time user [create user profile now](#)

Sign in

ID Number / Email / Username

Password

[Forgotten your password?](#)

I'm not a robot  reCAPTCHA
Privacy - Terms

[Sign In](#)

My IEC Profile

Access your voter registration details, online services and engage with the Electoral Commission securely and conveniently.

[Create user profile now](#)

The website portal is optimally viewed in Internet Explorer 9+, Google Chrome, Firefox and Safari.

2. Click on Create User Profile, and enter your details in the fields provided. Remember to tick the Privacy Policy checkbox and the 'I'm not a robot' checkbox, before clicking on 'Create Profile'.



ELECTORAL COMMISSION OF SOUTH AFRICA
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Create User Profile



Sign In



Create Profile or [Sign In](#)

Step 1 of 3

If you are a first time user, please provide the personal information below so that we can create your user profile.

[Download Guide](#)

Personal Information

ID number:*

Enter ID number here

First name(s):*

Enter names here

Surname:*

Enter surname here

User profile confirmation option:*

Cellphone number Email

Either a cellphone number or an email address must be linked to your RSA ID number.

Cellphone number:

Enter cellphone number here

Email address:

Enter email address here

Confirm email address:

Confirm email address

Please read and accept the [Privacy Policy](#) by ticking the checkbox

I'm not a robot



Create Profile

3. You will then receive a notification indicating that your account has been created and that a one-time-pin (OTP) has been sent to your cellphone number or email address.

- **Cellphone number OTP**

Enter the OTP in the field and confirm it, or click on 'Resend OTP' if 15 minutes have passed and the OTP has expired.



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Create User Profile  Sign In 

One-Time-Pin

Please enter your One-Time-Pin sent to your cellphone to proceed.

[Confirm](#) [Resend OTP](#) [Cancel](#)

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OR

- **Email verification**

Go into your email application, open the verification email and click on 'Verify email'. If you can't see this button, click on 'click here' to verify your email address.



ELECTORAL COMMISSION OF SOUTH AFRICA
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My IEC Online Portal

Thank you for creating your account. Before we can complete the signup process, please complete the registration by clicking the button below.

Username: surnamename808@gmail.com

[Verify email](#)

If you cannot see the 'Verify Email' button, alternatively you can [click here](#) to verify your email.

- Once you've verified either your cellphone number or email address, you will be asked to set a password for your profile. Enter your password, confirm it, and click on the 'Submit' button.

Remember to choose a password that is at least 8 characters long, uses a mix of letters (upper and lower case), numbers and symbols to make it a strong password, for example, Apples#1.



ELECTORAL COMMISSION OF SOUTH AFRICA
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Create User Profile  Sign In 

User Profile Activation or [Sign In](#) Step 2 of 3

Welcome back

Before you complete your user profile, you must set your profile password by filling the password form shown below.

Hint: Choose a strong password and don't reuse it for other profile.

Use at least 8 characters. Use a mix of **letters(upper and lower case), numbers, and symbols** in your password to make it strong. e.g y0Urn#m3

Set Password

Password:

Confirm password:

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5. The next screen will allow you to add a mobile number (which will also be verified), select a username (optional), and to add a security question in the event that you need help recovering your lost or forgotten password. Once you've entered this information, click on the 'Complete profile' button.

Almost there...a few more things we need from you. This information will help you recover your lost/forgotten password.

Personal Information

RSA ID number:

Name(s):*

Surname:*

Mobile number:

Not Provided [Add](#)

Primary email address:

Alternative email address:

Not Provided [Add](#)

Username:

Security Question Reminder

Question:*

Answer:*

Answer hint:*

[Complete profile](#)

6. Once your account creation is completed, you will view this screen. In the block headed 'My voters' roll address', check your address on the voters' roll. If it is correct, click 'Confirm address'. Click 'Edit/Update Address' if your address details have changed or are not 100% correct.



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Welcome Name, Surname ▶ Sign Out

My IEC

My voters' roll address

The address below has been supplied during your registration as a voter. Should the address be incomplete, **please update and then submit**. Once your newly updated address has been submitted, it will go through a **verification process** before the voters' roll is updated.

Flat number: 102
Complex name:
Number:
Street name: 113 LOOP STREET
Suburb: PIETERMARITZBURG CENTRAL
Tribal authority: CRESCENT GARDENS PIETERMARITZBURG CENTRAL
Town: PIETERMARITZBURG

[Edit/Update Address](#)

[Confirm Address](#)

My voter registration details

You applied for registration with the following details:

ID number: 8112041321071
Name(s): NAME
Surname: SURNAME
Province: KwaZulu-Natal
Municipality: KZN225 - Msunduzi
Ward: 52205027
Voting district: 43950708
Voting station: TEMBALETU COMMUNITY HALL
Voting station address: 206 BURGER STREET
PIETERMARITZBURG
CITY CENTRE
Map: [Voting station map](#)

You are registered.

My ward councillor

Name: JUDITH MARY LAWRENCE
Affiliation: DEMOCRATIC ALLIANCE

Note that if there is currently no address captured for you on the voters' roll, you will see the following screen, and be asked to add your address details.



ELECTORAL COMMISSION OF SOUTH AFRICA
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Welcome Name, Surname ▶ Sign Out

My IEC

My voters' roll address

There are currently no address details captured for you on the voters' roll.

To ensure that you, as the voter, are registered in the correct ward and voting district, you are required by law to provide the address (or sufficient particularities) of where you ordinarily reside. This is the home or place where you normally live.

[Add address details](#)

7. You will then be presented with this screen, headed 'My Address', which allows you to enter your address details in one of three ways.

My IEC

My Address

To ensure that you, as the voter, are registered in the correct ward and voting district, you are required by law to provide the address (or sufficient particularities) of where you ordinarily reside. This is the home or place where you normally live.

Use one of the 3 options below to submit your address - *select, insert or use map*

Option 1: Select your address from the search list

Enter your address to search

Example: 7049 berkheya cres, centurion, south africa

OR

Option 2: Insert/update your address

Please insert/update the details of the address where you ordinarily reside below

Flat number (if applicable):	<input type="text" value="102"/>	e.g Unit 10
Complex name (if applicable):	<input type="text" value="CRESCENT GARDENS PIETERMARITZBURG C"/>	e.g Lalapanzi
Number:	<input type="text" value="Street no or house no or Statsa house no or farm no"/>	e.g 7049
Street name:	<input type="text" value="113 LOOP STREET"/>	e.g Berkheya Cres
Suburb:	<input type="text" value="PIETERMARITZBURG CENTRAL"/>	e.g Amberfield Manor
Tribal authority:	<input type="text" value="Tribal area or admin area in which the village is found"/>	e.g Makhushane Village
Town:	<input type="text" value="PIETERMARITZBURG"/>	e.g Pretoria

OR

Option 3: Use map to locate your address

Use map to locate your address if you could not find your address using the options above

Submit your address

- **Option 1:**
Type your address into the field provided and select your address as it appears, then click 'Search'.

Option 2: Insert/update your address

Please insert/update the details of the address where you ordinarily reside below

Flat number (If applicable):	<input type="text" value="Unit number or apartment number"/>	<i>e.g Unit 10</i>
Complex name (If applicable):	<input type="text" value="Building name or estate name"/>	<i>e.g Lalapanzi</i>
Number:	<input type="text" value="70"/>	<i>e.g 7049</i>
Street name:	<input type="text" value="LOOP STREET"/>	<i>e.g Berkheya Cres</i>
Suburb:	<input type="text" value="PIETERMARITZBURG CENTRAL"/>	<i>e.g Amberfield Manor</i>
Tribal authority:	<input type="text" value="Tribal area or admin area in which the village is found"/>	<i>e.g Makhushane Village</i>
Town:	<input type="text" value="PIETERMARITZBURG"/>	<i>e.g Pretoria</i>

- **Option 2:**

Enter your address in the free text fields provided.

My IEC

My Address

To ensure that you, as the voter, are registered in the correct ward and voting district, you are required by law to provide the address (or sufficient particularities) of where you ordinarily reside. This is the home or place where you normally live.

Use **one of the 3 options** below to submit your address - *select, insert or use map*

Option 1: Select your address from the search list

- 70 Loop Street, Cape Town, South Africa
- 70 Loop Street, Pietermaritzburg, South Africa
- 70 Loop Street, Parys, South Africa
- 70 Loopwest Crescent, Newlands West, South Africa
- 70 Loop Street, Robertson, South Africa

OR


Please insert/update the details of the address where you ordinarily reside below

- **Option 3:**

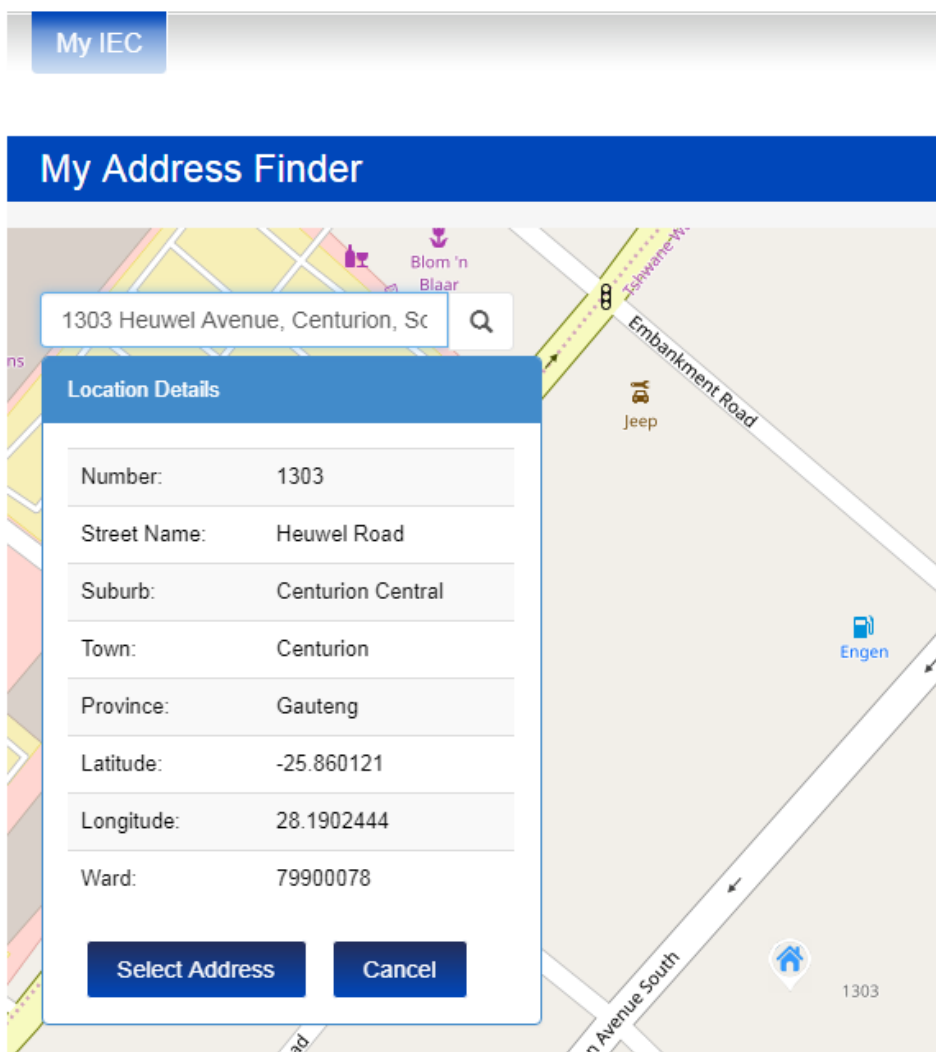
Use the map to locate your address. If you don't have a formal address or if your address is in a newly developed area and isn't showing up in the first two options, it might be best to locate your home on the map provided.

Option 3: Use map to locate your address

Use map to locate your address if you could not find your address using the options above

 Use map to locate address

Once you have clicked on the map to indicate where you live, you will be presented with a pop-up screen detailing your location details. If correct, click on 'Select Address'. If you don't think it is correct, click 'Cancel' and try again.



8. Once you have updated or added your address details, please click on 'Submit Address'. Remember to check the box to confirm that the address details you have provided are correct. This is so that we can be sure to register you on the correct segment of the voters' roll for the voting district in which you reside. In terms of Section 97 of the Electoral Act, 73 of 1998, it is a criminal offence for voters to provide any false information in this regard.

Submit your address

- By confirming the address details above, you confirm that the details are correct. In terms of **Section 97 of Electoral Act 73 of 1998**, it is a criminal offence to provide false information.

Submit Address

Cancel

Please note that if the new address you have provided places you in a voting district that differs from the one where you are currently registered, the Electoral Commission will re-register you on the voters' roll for the voting district where you now reside.

We will inform you of this by serving you with a notice in terms of Section 12 (1)(d) of the Electoral Act, 73 of 1998 (see screenshot below). This notice will be emailed to you if you have provided an email address. If not, you will be able to print the notice for record purposes.

Notice in terms of Section 12(1)(d) of the Electoral Act, 1998 (Act 73 of 1998)

Flat number:
Complex name:
Number: 175
Street name: Dale road
Suburb: Rietondale
Tribal authority:
Town: Pretoria

VERIFICATION ON THE VOTERS' ROLL

Based on the address information supplied, the Chief Electoral Officer (CEO) is not satisfied that your address is located in the correct segment of the voters' roll. Your name should therefore not reflect on the segment of the voters' roll for Voting District Number **32850783**, Ward **79800102** of the national common voters' roll.

You are hereby informed that the CEO, in terms of section 11 of the Electoral Act, 1998 (Act 73 of 1998), is obliged to correct this by removing your name and registration details from the voters' roll for Voting District Number **32850783**, Ward **79800102** and placing your name and registration details on the segment of the voters' roll for Voting District Number **-1**, Ward **0**, as per the location of your place of ordinary residence.

Please read and accept or reject the notice in terms of Section 12(1)(d) Notice by ticking the checkbox

Accept

Reject

Cancel

You will then be asked to accept or reject this notice. You have the option to print a PDF of the notice after accepting it.

Please note: your new address places you in a different voting district

Flat number:
Complex name:
Number: 156
Street name: Silwane Khozi
Suburb: Umlazi D
Tribal authority:
Town: Umlazi

Accept Section 12(1)(d) Notice

You are about to ACCEPT the notice in terms of Section 12 (1)(d) of the Electoral Act, 1998 (Act 73 of 1998). Do you want to continue?

Yes

No

Notice in terms of Section 12(1)(d) of the Electoral Act, 1998 (Act 73 of 1998)

Based on the address information supplied, the Chief Electoral Officer (CEO) is not satisfied that your address is located in the correct segment of the voters' roll. Your name should therefore not reflect on the segment of the voters' roll for Voting District Number **43950708**, Ward **52205027** of the national common voters' roll.

You are hereby informed that the CEO, in terms of section 11 of the Electoral Act, 1998 (Act 73 of 1998), is obliged to correct this by removing your name and registration details from the voters' roll for Voting District Number **43950708**, Ward **52205027** and placing your name and registration details on the segment of the voters' roll for Voting District Number **43371930**, Ward **59500088**, as per the location of your updated address.

Please read and accept or reject the notice in terms of Section 12(1)(d) Notice by ticking the checkbox

Accept


Reject

Cancel

You have the option to print a PDF of the notice after accepting it.

My IEC

Please note: this new address places you in a different voting district



Notice in terms of Section 12(1)(d) of the Electoral Act, 1998 (Act 73 of 1998)

SURNAME, NAME
(8112041321071)

VERIFICATION OF THE VOTERS' ROLL


Date submitted: 05 September 2017 13:59 PM

Dear Sir / Madam,

Based on the address information supplied, the Chief Electoral Officer (CEO) is not satisfied that your address is located in the correct segment of the voters' roll. Your name should therefore not reflect on the segment of the voters' roll for Voting District Number 43950708, Ward 52205027 of the national common voters' roll.

You are hereby informed that the CEO, in terms of section 11 of the Electoral Act, 1998 (Act 73 of 1998), is obliged to correct this by removing your name and registration details from the voters' roll for Voting District Number 43950708, Ward 52205027 and placing your name and registration details on the segment of the voters' roll for Voting District Number 43371930, Ward 59500088, as per the location of your updated address.

Yours sincerely,



Sy Mamabolo
Acting Chief Electoral Officer

Close Open in PDF

If you choose to reject the notice, you will then be required to make a submission that your address is, in fact, located within the correct voting district. You may be contacted in due course to make this submission.

9. Your updated registration details will now appear in the 'My voters' roll address' field.

My IEC

My voters' roll address

Thank you for updating your address. Should you wish to make further updates to your address, click the Edit/Update Address button. Once your new address has been submitted, it will go through a **verification process** before the voters' roll is updated. Please **wait 24 hours before** checking whether your address has been updated.

Your address has been updated successfully.

My registered address

Thank you for updating your address. Should you wish to add to or change it, please select Edit/Update now. Once your address is complete, select Submit. Your address information will then be verified and the voters' roll will be updated.

Your address has been updated successfully.

You're done and you can sign out by clicking on the key in the top right-hand corner of the screen.



ELECTORAL COMMISSION OF SOUTH AFRICA
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Welcome

Sign Out

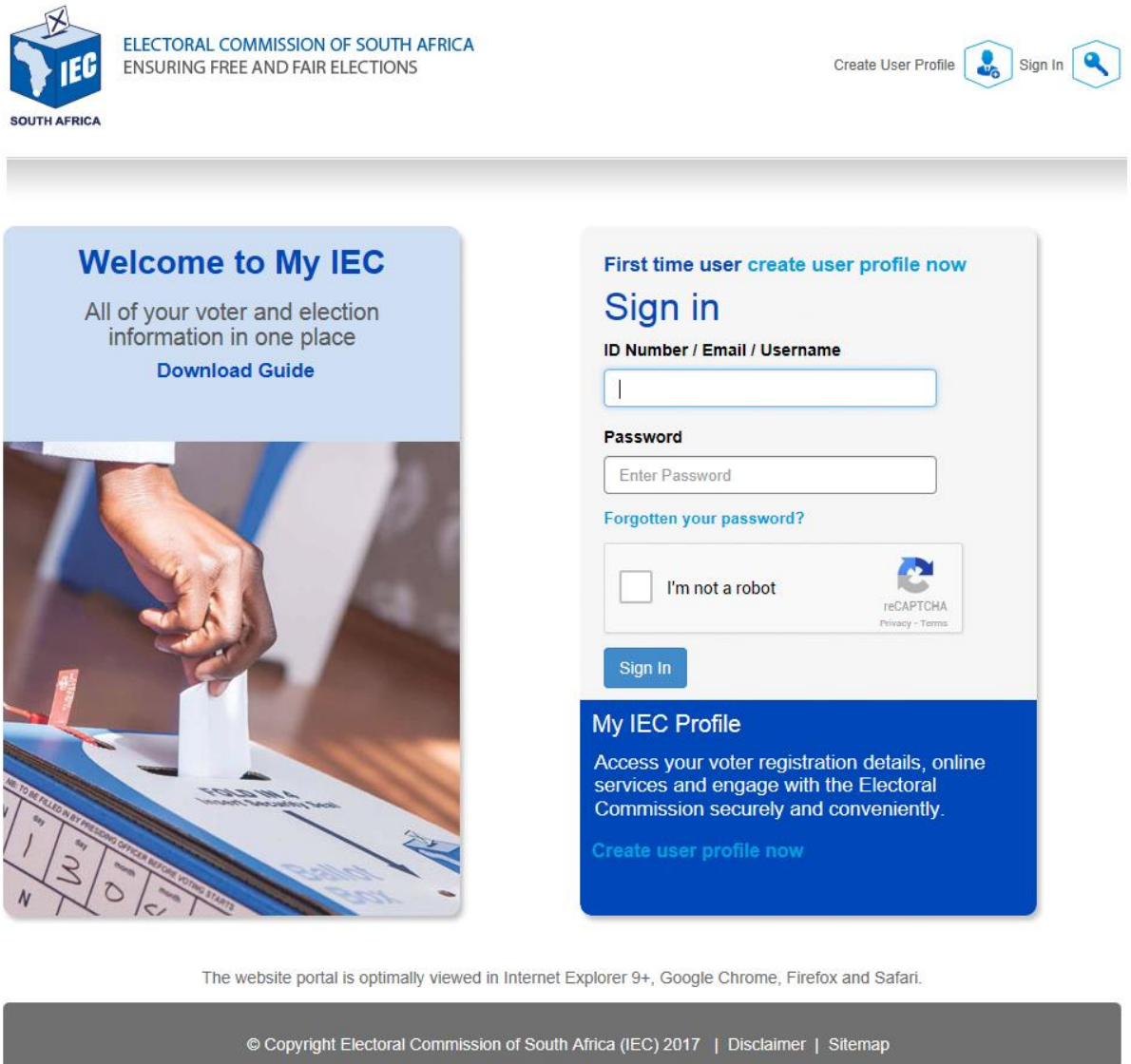


Thank you for taking the time to update your address details on the voters' roll. This initiative forms part of ongoing efforts to enhance and update the voters' roll with the address details of all voters, where available, following the ruling of the Constitutional Court in June 2016.

If you have any further queries please see the list of Frequently Asked Questions below or send an e-mail to info@elections.org.za.

Forgotten your password?

1. Go to the home page www.elections.org.za/PWOnline



WELCOME TO MY IEC
All of your voter and election information in one place
[Download Guide](#)

First time user [create user profile now](#)

Sign in

ID Number / Email / Username

Password

[Forgotten your password?](#)

I'm not a robot

reCAPTCHA
Privacy - Terms

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Click on 'Forgotten your password' under the Password field.


You will then be asked to enter your South African identity number, and to check the box confirming that you're not a robot. Then click 'Submit'.

Recover your user profile

Forgot password

We can help you reset your password and security information. First, enter your Public Website Online user profile identifier (this can either be your **Username**, **Email Address** or **RSA ID Number** that you have used to register a user profile with). Follow the instructions on the pages that follow.

ID Number / Email / Username: *

I'm not a robot  reCAPTCHA
Privacy - Terms

Submit

You will now be able to set a new password for yourself, and will be asked to confirm it by entering it a second time. As before, **remember to choose a password that is at least 8 characters long, uses a mix of letters (upper and lower case), numbers and symbols to make it a strong password, for example, Apples#1.**

New Password

Please set your new password by filling the password form shown below
Hint: Choose a strong password and don't reuse it for other accounts.

Set Password

Password:

Use at least 8 characters. Don't use a password from another site, or something too obvious like your pet's name. Use a mix of letters, numbers, and symbols in your password to make it strong.

Confirm password:

Submit

You will be informed once your password is reset.

Frequently Asked Questions

Why does the Electoral Commission need my address?

To vote in South Africa's elections you must be registered to vote (on the voters' roll). Registration as a voter requires the capturing of your name and identity number on our voter registration system and the placement of each voter onto a specific segment of the voters' roll for the voting district in which they ordinarily reside. That means each application for registration as a voter must provide adequate address details of where the voter lives to allow the Electoral Commission to assign the voter to a specific voting district and ward. This is particularly important in local government elections (including by-elections) to ensure that voters vote for the councillors only where they live.

Why does the Electoral Commission not have everyone's address?

Prior to 2003 the law did not require an address for each voter on the voters' roll and the addresses for voters who registered before then were not captured. After 2003, the capturing of address was not always fully or accurately done by the Electoral Commission. There were a number of reasons for this including:

- Many voters, especially in rural areas and informal settlements, do not always have formal addresses.
- Some registration forms were not easily legible and mistakes were made in capturing the address information.
- Some registration forms were misplaced or damaged over time. This is especially due to the fact that voters would register in large numbers shortly before general elections when the Electoral Commission was at its busiest. The ID number and names were captured first to allow the voters to vote – and then the addresses were captured after the election.

What has the Electoral Commission done to fix the situation?

Since the ruling of the Constitutional Court in June 2016 that the Electoral Commission must update and rectify the voters' roll by June 2018, the Electoral Commission has been hard at work on this. One of the first things we did was to check our records and storage to find any registration forms which have address details which we may not have captured. We also asked voters for whom we did not have an address to provide it to us on election day for the 2016 Municipal Elections. We have also focused on obtaining addresses during all the by-elections held since July 2016, and ran a pilot address harvesting project in May and June 2017.

Through these and other initiatives:

- The proportion of complete addresses increased from 34% of registered voters to 73% of registered voters between March 2016 and May 2017.
- The proportion of incomplete addresses decreased from 34% to 15% of voters over the same period.
- The percentage of registered voters without a recorded address on the voters' roll reduced from 32% to 11%.

What is the current situation – how many voters don't you have addresses for?

Despite our efforts to date, there remain approximately 3 million voters out of 26 million on the voters' roll (+/- 12%) for whom the Electoral Commission has no address details. And there are about 4 million voters (+/- 15%) for whom we have a generic (village or suburb or township name only) address or details which may be incomplete. Our focus over the next 12 months will be on trying our best to obtain address details for these voters.

What is the Electoral Commission planning to do to address the situation?

The Electoral Commission is currently allowing all registered voters to update their address details online. Voters without internet access will still be afforded an opportunity to update their details conveniently at their voting station at a date to be announced in the first quarter of 2018.

What should I do now?

Please SMS your ID number to 32810 to check if the Electoral Commission has an address for you or not. If not, please update your address online as follows:

Click here to access the My IEC portal

- www.elections.org.za/pwonline
- Register as a user and create your own username and password
- Capture your address details in the field provided
- Click submit
- Log out

What about those that do not have access to the internet?

Rest assured that registered voters will be afforded further opportunities in the future to check, provide or update their address details on the national common voters' roll in person at their correct voting station. In the meantime, voters can visit their local IEC office weekdays during office hours to update their address details. Please remember to bring your identity document. Find the contact details for your local IEC office at www.elections.org.za. Please follow us on Facebook (IECSouthAfrica) or Twitter (@IECSouthAfrica) for updates on this process, or keep an eye on the media. Thank you for helping us to update the information on the voters' roll.

I re-registered and updated my address details during previous registration weekends. Why must I give you my address again?

Despite every effort to ensure we capture all address details accurately and completely, errors have and do occur in which address details are misplaced or captured incorrectly. The Electoral Commission has spent the past 12 months reviewing its records and systems to track down any missing address and registration information. This internal process resulted in the proportion of complete addresses increasing from 34% of registered voters to 73% of registered voters between March 2016 and June 2017. The proportion of incomplete addresses has decreased from 34% to 15% over the same period. But that still leaves the Electoral Commission with approximately 3 million voters out of 26 million (or about 12%) without addresses, and about 4 million voters (or 15%) with incomplete addresses. We are asking these voters to please assist us in fixing the voters' roll by checking their addresses on the voters' roll and, where necessary, providing their addresses to us.

Will I be able to vote in future elections if you don't have a correct address for me?

Yes, you will still be able to vote, but having up-to-date and accurate address information for voters is a legal requirement and enhances the accuracy and credibility of the voters' roll – and thereby the integrity of elections. Please note that a political party or contestant may object to a segment of the voters' roll without addresses for registered voters, which could result in a court of law setting aside the results of an election. For this reason we are prioritising updating all voter entries on the national common voters' roll. It is up to all voters and in their interest to make sure their voter registration details are up-to-date and accurate at all times.