

CUSTOMER COLLABORATION PORTAL USER GUIDE



CONTENT

CONTENT	1
1. PURPOSE	2
1.1 HOME PAGE	2
1.2 CONTACT US PAGE	3
1.3 CUSTOMER REGISTRATION	4
1.4 LOGIN FOR EXISTING CUSTOMER.....	9
1.5 FORGOTTEN PASSWORD	9

1. PURPOSE

The NMISA CRM Web Portal is an independently running application that exposes specific CRM data and functionality to NMISA customers. It is used to set up an interactive, web-based sales, services, support, and social engagement application platform to connect with the customers

1.1 HOME PAGE

Access the site using the web portal link: <https://nmisa.microsoftcrmportals.com/>

- The Customer Web Portal Home Page contains information about the services provided by NMISA.
- Links to different pages are provided at the top of the Home page.

nmisa [Contact Us](#) [Product & Service](#) [Service Types](#) [My Cases](#) [Complaints](#) [Sign in](#) [Register](#)

WELCOME

NATIONAL METROLOGY INSTITUTE OF SOUTH AFRICA

Product & Services

NMISA Portal uses for National Metrology Institute of South Africa (NMISA).

The *National Metrology Institute of South Africa (NMISA)* is established by the Measurement Units and Measurement Standards Act, 2006 (Act No. 18 of 2006).

With this solution you get access to the following:

- Sign-in and Registration
- Multiple Service Types
- Case Tracking
- Product order status

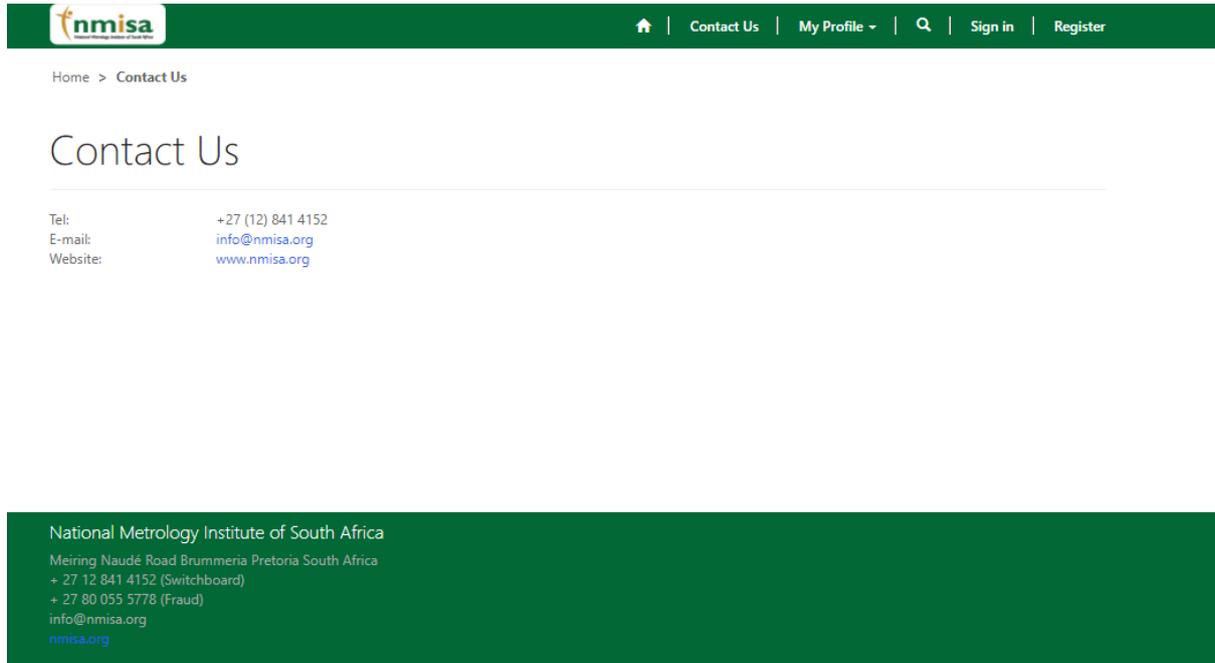
National Metrology Institute of South Africa

Meiring Naude Road Brummeria Pretoria South Africa
+ 27 12 841 4152 (Switchboard)
+ 27 80 055 5778 (Fraud)
info@nmisa.org
nmisa.org

1.2 CONTACT US PAGE

You can use this page to contact NMISA on any general queries.

- Fill in all the fields.
- Click on the **Submit** button



The screenshot shows the NMISA website's contact page. At the top is a dark green navigation bar with the NMISA logo on the left and links for Home, Contact Us, My Profile, Search, Sign in, and Register on the right. Below the navigation bar is a breadcrumb trail: Home > Contact Us. The main heading is 'Contact Us'. A table provides contact information: Tel: +27 (12) 841 4152, E-mail: info@nmisa.org, and Website: www.nmisa.org. At the bottom, a dark green footer contains the full name 'National Metrology Institute of South Africa', the address 'Meiring Naudé Road Brummeria Pretoria South Africa', two phone numbers '+ 27 12 841 4152 (Switchboard)' and '+ 27 80 055 5778 (Fraud)', and the email 'info@nmisa.org' and website 'nmisa.org'.

nmisa

Home > Contact Us

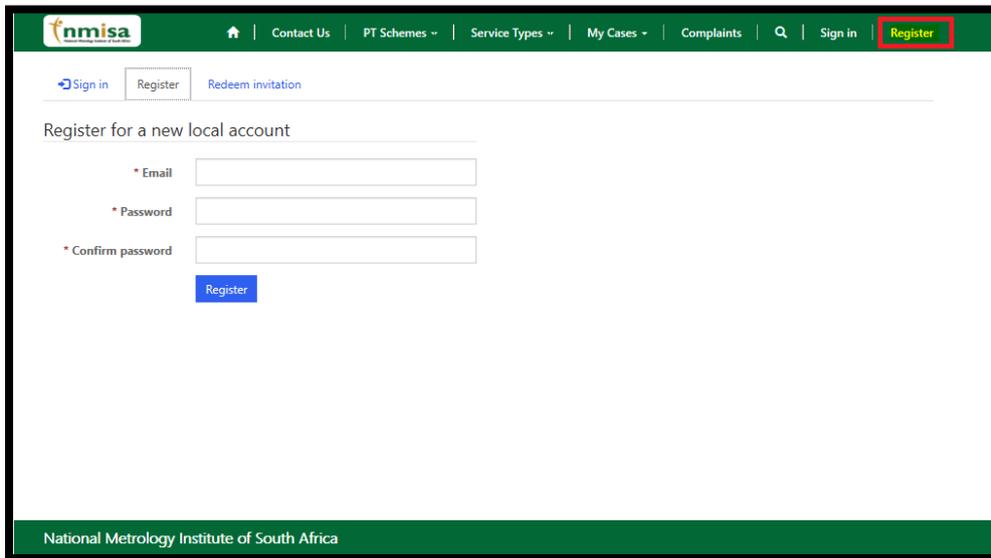
Contact Us

Tel:	+27 (12) 841 4152
E-mail:	info@nmisa.org
Website:	www.nmisa.org

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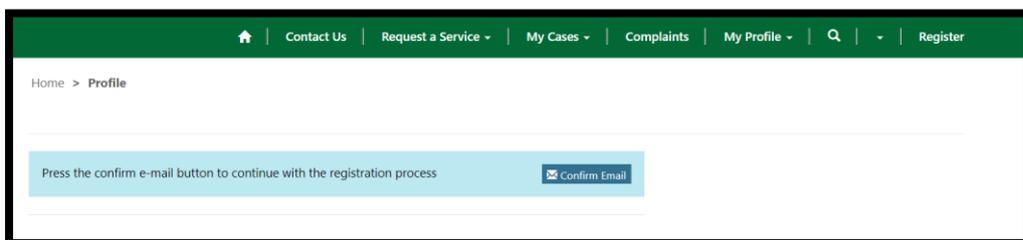
1.3 CUSTOMER REGISTRATION

- The first step to use the web-portal services is to create a new account.
- Click on the Register tab
- Fill in your new login details.
- Click the Register button



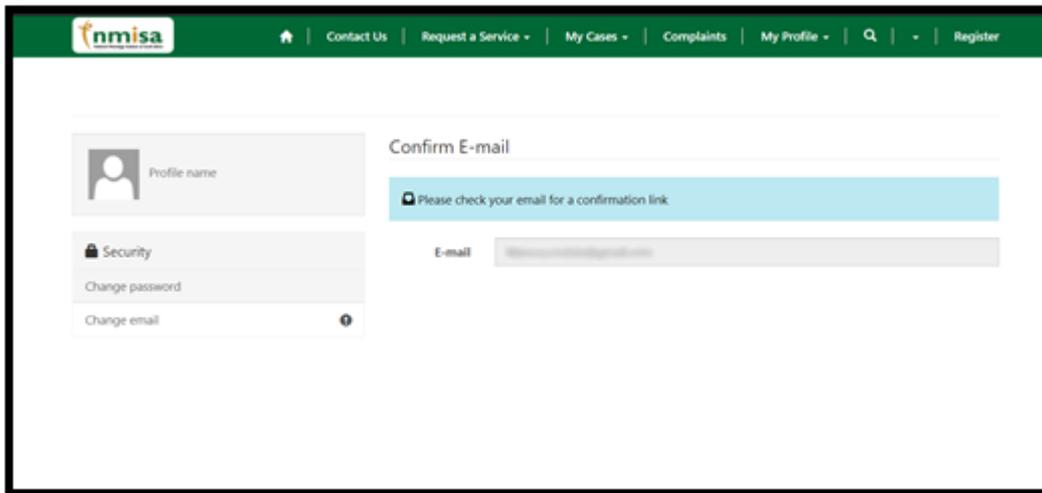
The screenshot shows the NMIISA web portal registration page. The header includes the NMIISA logo and navigation links: Home, Contact Us, PT Schemes, Service Types, My Cases, Complaints, Sign in, and Register (highlighted with a red box). Below the header, there are tabs for Sign in, Register, and Redeem invitation. The main content area is titled "Register for a new local account" and contains three input fields: Email, Password, and Confirm password, each with an asterisk indicating it is required. A blue Register button is positioned below the input fields. The footer of the page reads "National Metrology Institute of South Africa".

- The customer will be presented with the screen to Confirm the Email Address

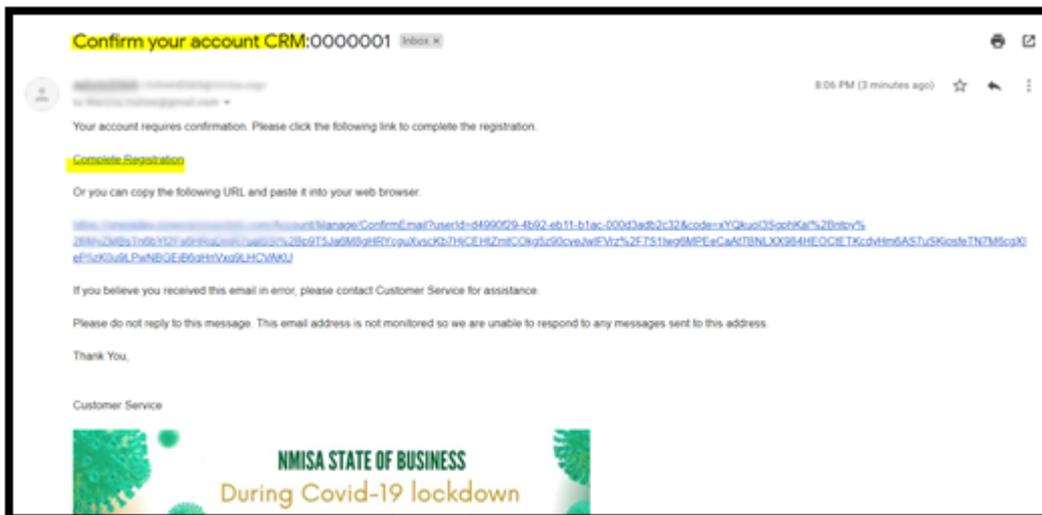


The screenshot shows the NMIISA web portal confirm email screen. The header includes the NMIISA logo and navigation links: Home, Contact Us, Request a Service, My Cases, Complaints, My Profile, and Register. Below the header, there is a breadcrumb trail: Home > Profile. The main content area features a light blue banner with the text "Press the confirm e-mail button to continue with the registration process" and a blue Confirm Email button with an envelope icon.

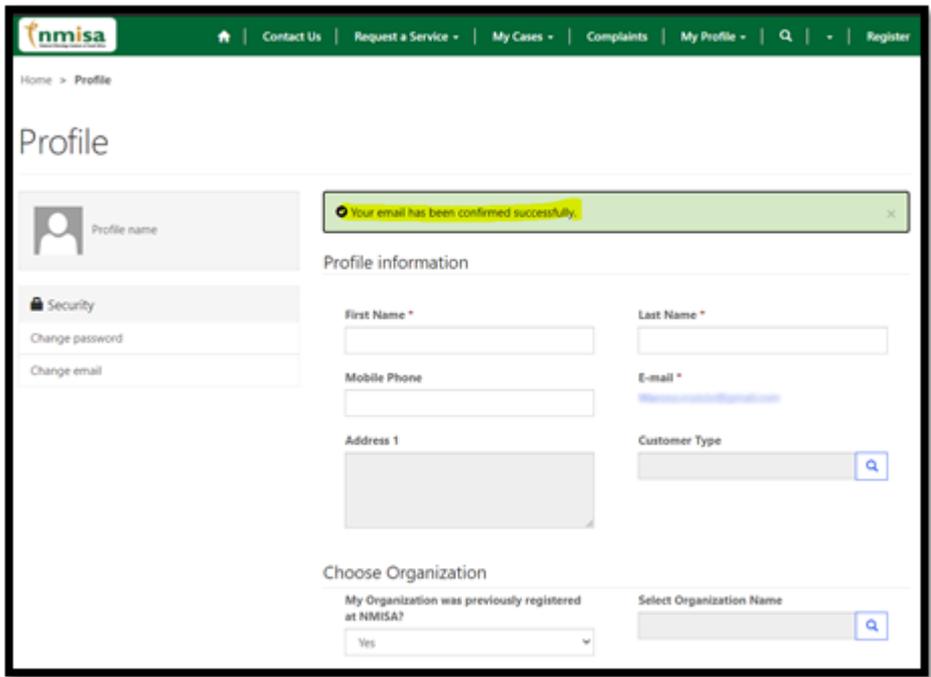
- After clicking confirm email this screen will be presented.



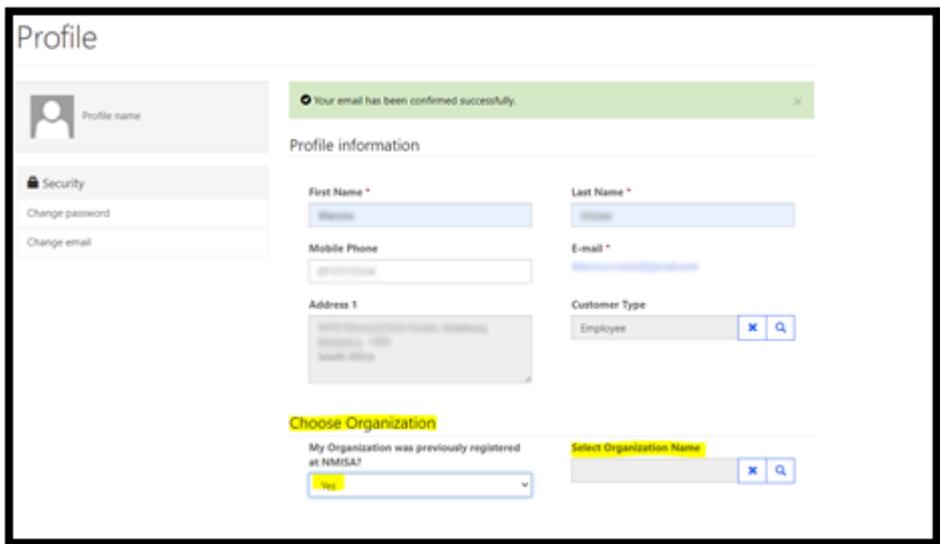
- The Customer will receive an email with a link to confirm their registration.



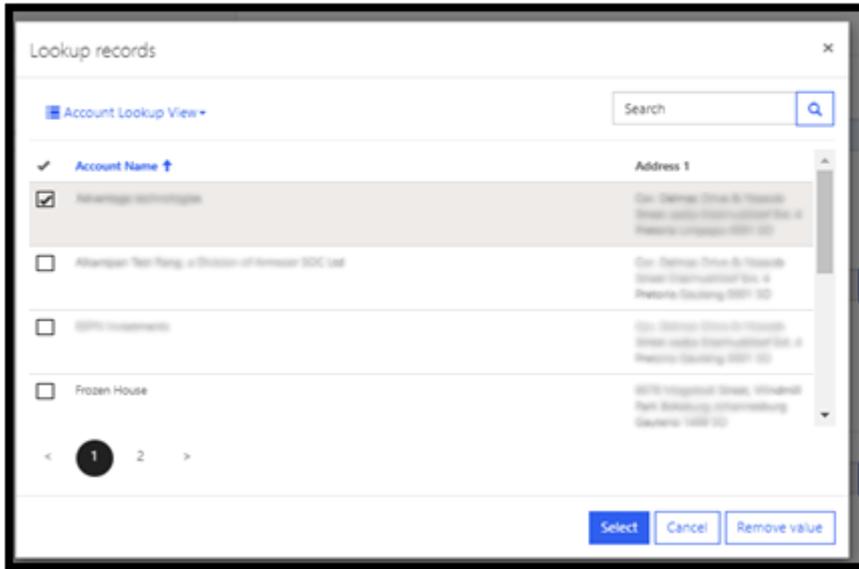
- Once the Customer clicks the link from their email, it will take them to this screen confirming that their email has been successfully confirmed.



- The User the need to update their detail



- If the Customer chooses "YES" a field of Select Organization Name will be available.



- If the Customer chooses “NO”, then they will need to fill in these details.

Choose Organization

My Organization was previously registered at NMISA?
 No

Organization

Organization Name:

Branch Name:

Business Phone:

Business Email:

Type of Business:

Specify Type of Business:

Business Address

Address 2: Street 1:

Address 2: Street 2:

Address 2: Suburb:

Address 2: City:

Address 2: State/Province:

Address 2: ZIP/Postal Code:

Address 2: Country/Region:

How may we contact you? Select all that apply.

Email

Phone

- Once the details has been updated, this notification will be displayed to the customer.

The screenshot shows the NMISA user profile page. At the top, there is a green navigation bar with the NMISA logo and menu items: Home, Contact Us, Request a Service, My Cases, Complaints, My Profile, and a search icon. Below the navigation bar, the breadcrumb "Home > Profile" is visible. The main heading is "Profile".

On the left side, there is a user profile card for "Warona Matsie" with a placeholder icon. Below it is a "Security" section with options for "Change password" and "Change email".

Two green notification banners are displayed at the top of the profile area:

- "Your email has been confirmed successfully." with a close button (X).
- "Your profile has been updated successfully. Use the REQUEST A SERVICE on the above menu to request a quotation" with a close button (X).

The "Profile information" section contains the following fields:

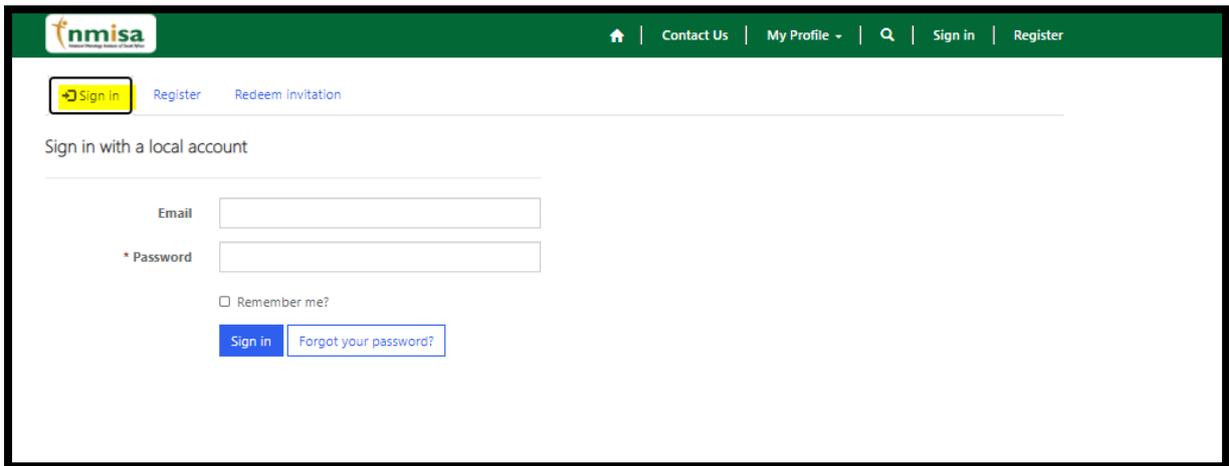
- First Name ***: Warona
- Last Name ***: Matsie
- Mobile Phone**: 0717103024
- E-mail ***: WaronaMatsie@gmail.com
- Address 1**: 5475 Wessels Park Road, Boksburg, 1458, South Africa
- Customer Type**: Employee (with search and close buttons)

The "Choose Organization" section includes:

- My Organization was previously registered at NMISA?**: Yes (dropdown menu)
- Select Organization Name**: NMISA (with search and close buttons)

1.4 LOGIN FOR EXISTING CUSTOMER

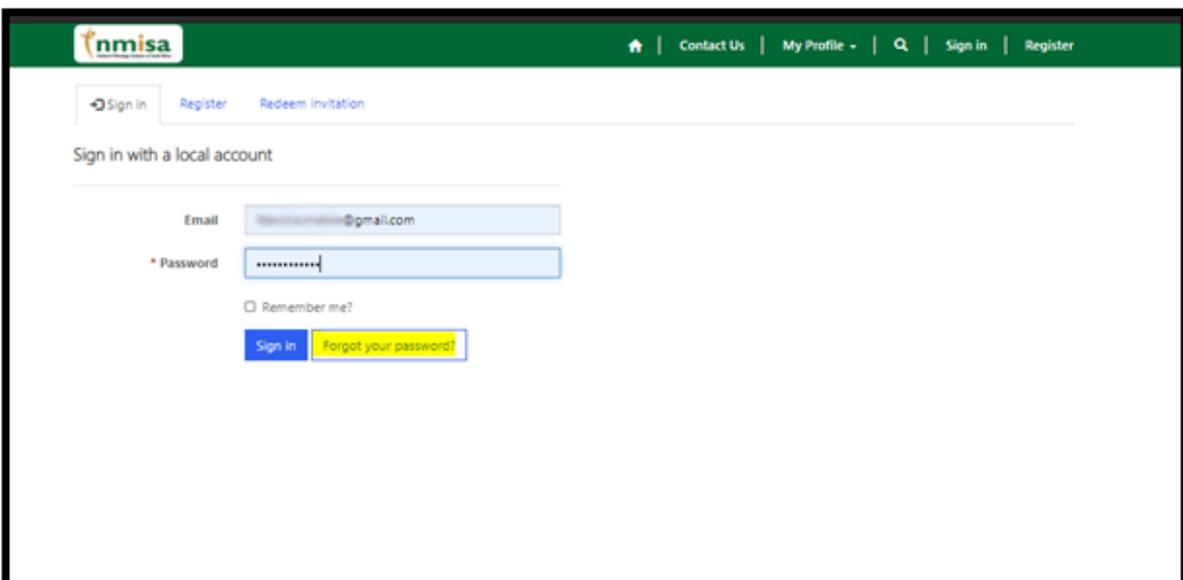
- To log in, click on **Sign In**.
- Enter the **Username** and **Password** you used to register.
- Click on the button: **Sign In**.
- You will then be redirected to the **Home page**.



The screenshot shows the nmisa website's login page. At the top, there is a green navigation bar with the nmisa logo on the left and links for Home, Contact Us, My Profile, Search, Sign in, and Register on the right. Below the navigation bar, there are three buttons: a yellow 'Sign in' button, a blue 'Register' button, and a blue 'Redeem invitation' button. The main heading is 'Sign in with a local account'. Below this, there are two input fields: 'Email' and '* Password'. A checkbox labeled 'Remember me?' is positioned below the password field. At the bottom of the form, there are two buttons: a blue 'Sign in' button and a blue 'Forgot your password?' button.

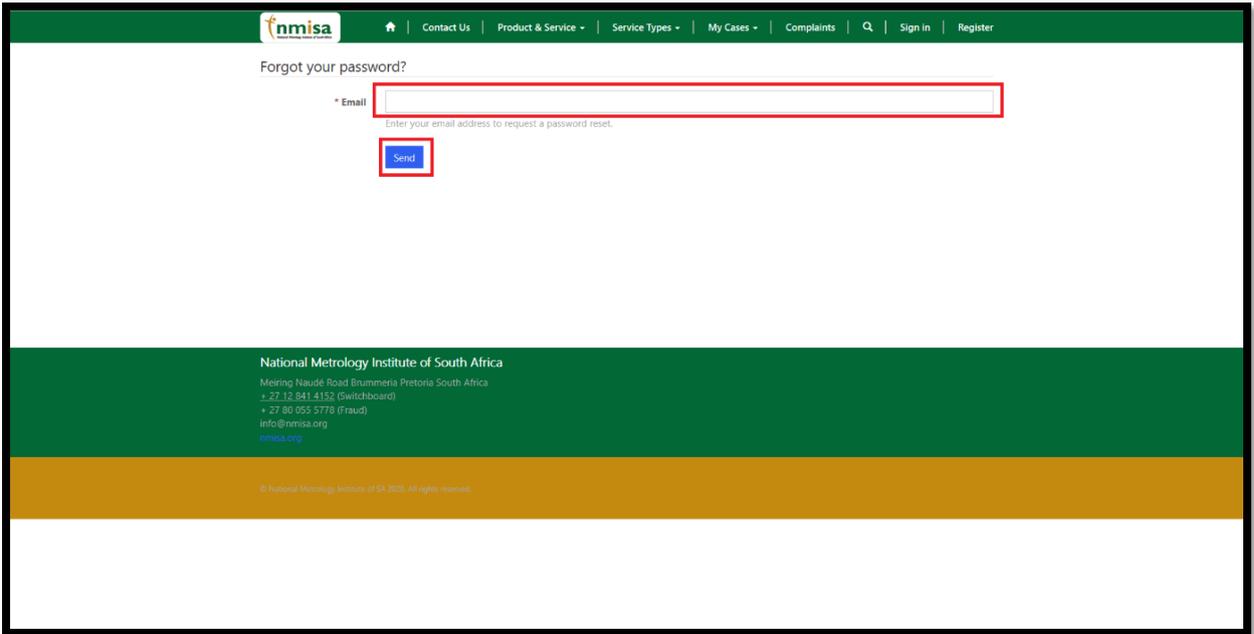
1.5 FORGOTTEN PASSWORD

- If you have forgotten your password, click on button: **Forgot your password?**

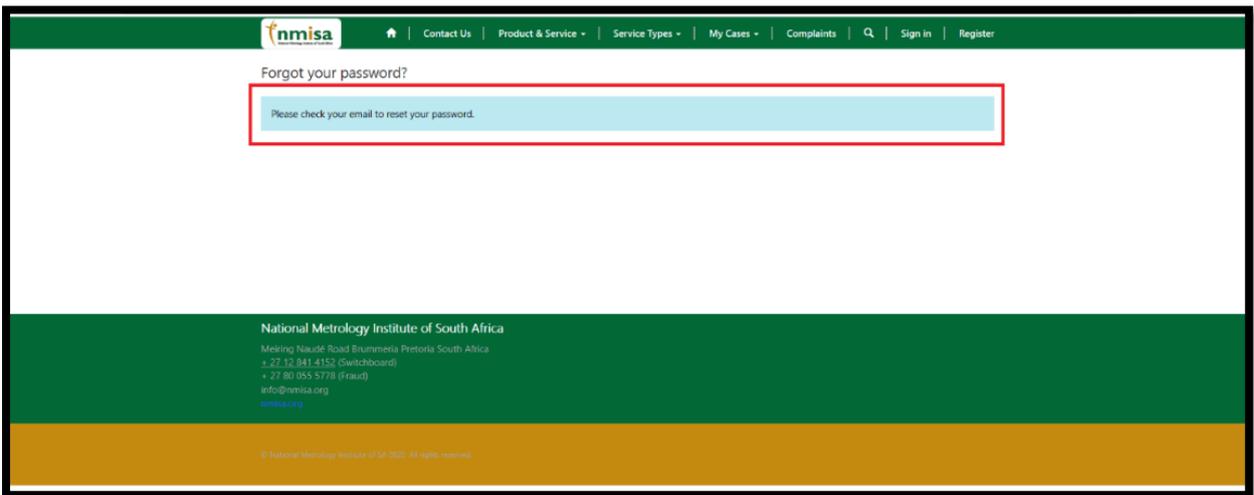


This screenshot shows the same nmisa login page as above, but with the 'Forgot your password?' button highlighted in yellow. The 'Email' field now contains the text 'test@gmail.com' and the '* Password' field contains several asterisks. The 'Sign in' button remains blue, while the 'Forgot your password?' button is yellow.

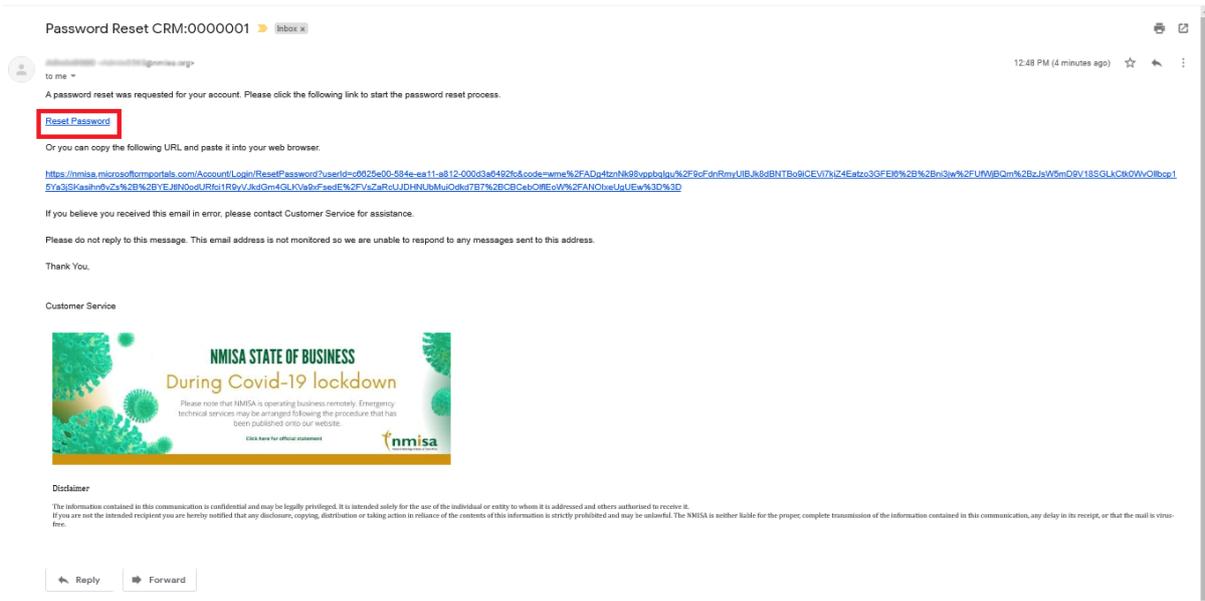
- Enter your email address that you registered with
- Click on button: **Send**



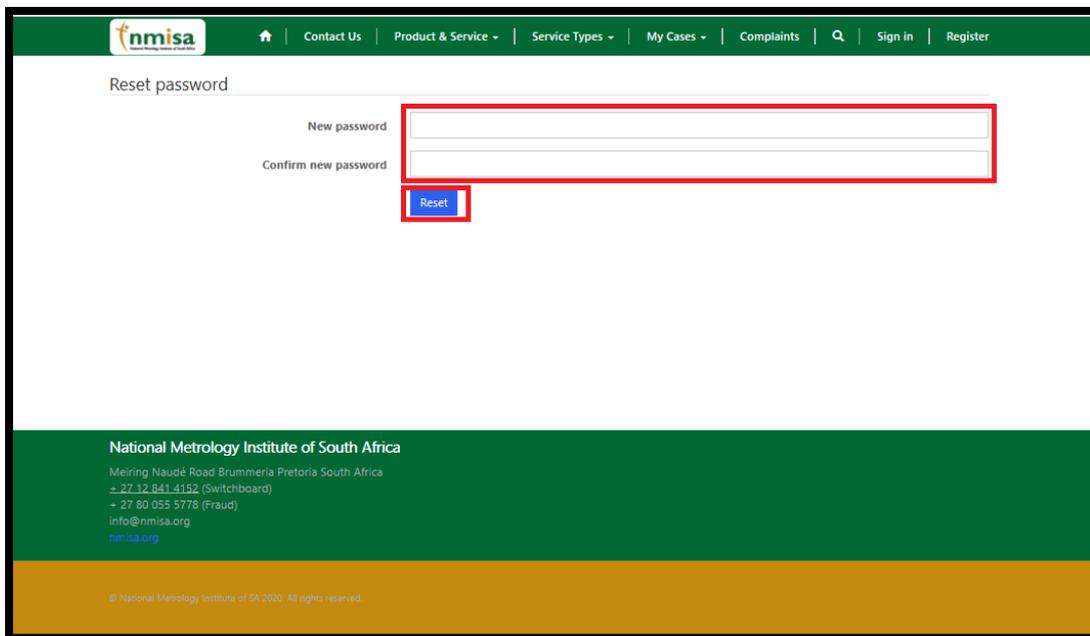
- A confirmation that you have requested to reset your Password.



- You will receive a notification to check your email

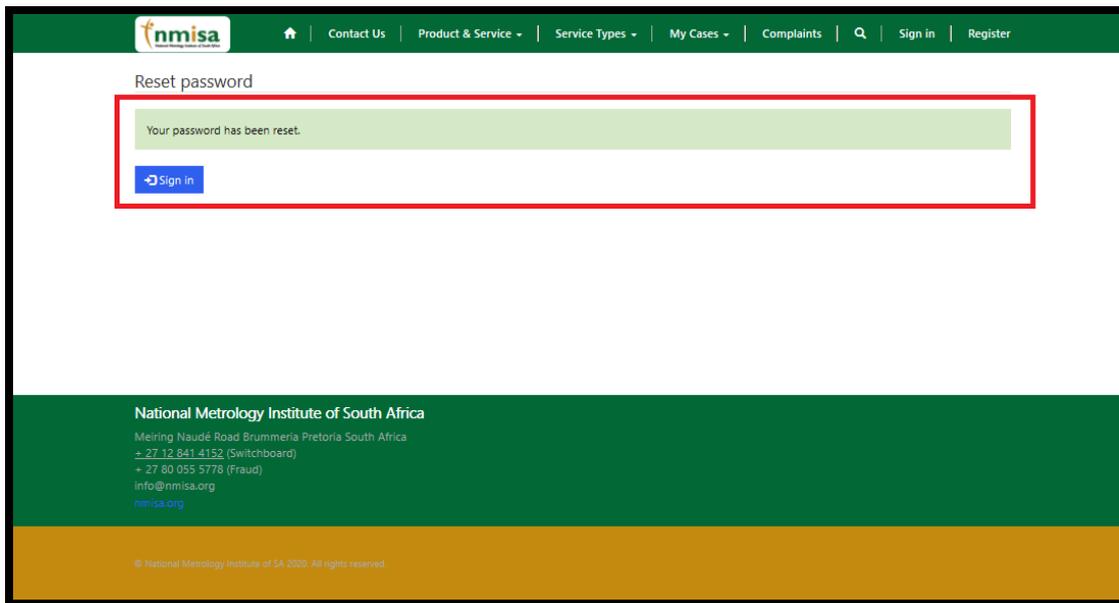


- Go to your emails
- Open the **Password Reset** email from NMISA
- Click on the **Reset Password** link



- Enter your new password.
- Re-enter your new password to confirm.

- Click on **Reset** button



- You will then be redirected to a page where you can sign in with your new password.