

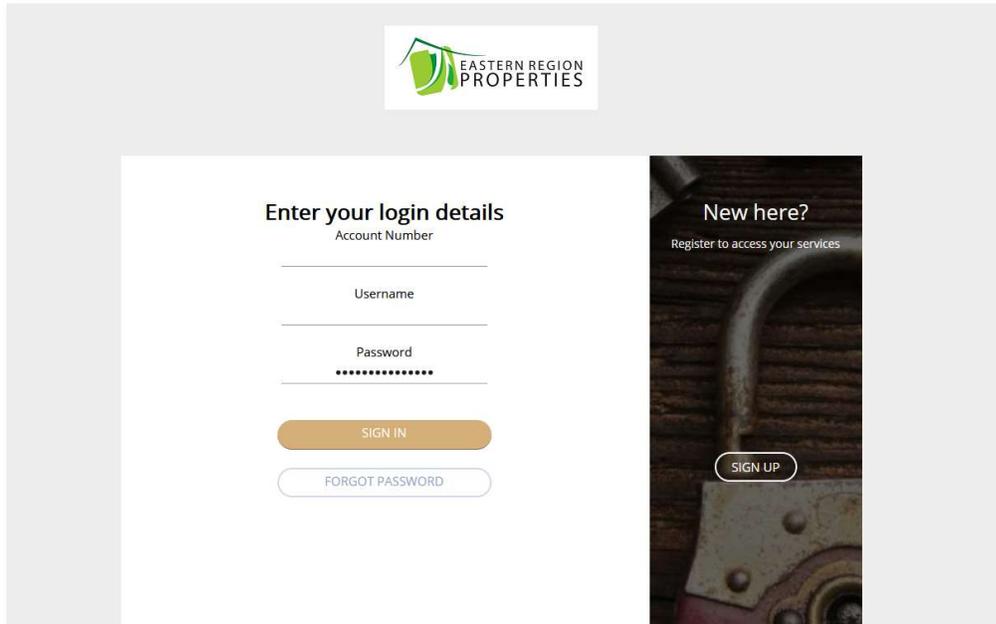
How to register on the Eastern Region Properties (ERP) Security Gateway

Step 1

Using your favourite Web browser, visit the address

<https://www.erproperties.co.za/SecureGW/Login.aspx>

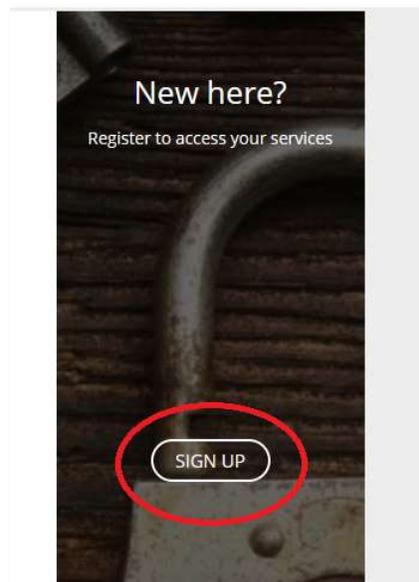
The page should look like this:



The screenshot shows the login page for Eastern Region Properties. At the top center is the logo for Eastern Region Properties, which consists of a green stylized house icon and the text "EASTERN REGION PROPERTIES". Below the logo is a white box containing the login form. The form is titled "Enter your login details" and includes fields for "Account Number", "Username", and "Password". Below the password field is a "SIGN IN" button and a "FORGOT PASSWORD" link. To the right of the login form is a dark vertical banner with the text "New here?" and "Register to access your services", and a "SIGN UP" button at the bottom.

Step 2

Click on the "Sign Up" button:



Step 3

Complete the registration form:

Please complete your details to register

Account Number
1

Valid Email Address
2

Username
3

Password (Minimum 8 characters and numbers)
4

Confirm Password
5

CAPTCHA: Type the characters
98e10f
6

REFRESH CAPTCHA **7**

Signing up for this service, you agree to the [Terms and Conditions](#)

SIGN UP **8**

RESEND CONFIRMATION **9**

1. Account Number: This is the unique number which identify you at Eastern Region Properties. This number will be on all your statements, invoices and notifications. You will see this number as “Your reference number” on emails from Eastern Region Properties.

Example:



2. Valid Email Address: The email to which all communication from ERP should be sent. Note that this email must be the same as the email address that ERP has on record. If you want to change the email address ERP has on record, please contact the office to make the change. A confirmation email will be sent to this email address, to confirm that the email address exists and that you have access to it.
3. Username: This can be anything of your choice. You can use letters and numbers – something you will remember. Note: Avoid characters such as ‘ or “ or / etc.

If someone else already registered with the same name, the system will indicate that you should select a different username.
4. Password: A secret word consisting of letters and numbers and symbols. Something that you could be able to remember, but secure enough that someone else cannot guess it. The password needs to be at least 8 characters long. Longer passwords are more secure.
5. Confirm Password: Exactly the same word you entered in the previous box (number 4).
6. CAPTCHA: This series of letters and characters is a security measure to make sure that “internet bots” or automated programs don’t try to breach the website. If you cannot make out the CAPTCHA phrase, you can click the “REFRESH CAPTCHA” button (7) to get a new phrase.
7. REFRESH CAPTCHA button: If you cannot make out the CAPTCHA phrase, you can click this button to get a new phrase.

8. Sign Up Button: When you have completed all the fields (all fields are required) you can click this button. The system will either show you a message that the registration was successful or give a description of any problems with the information you provided.

The system will now send a confirmation email to the email address you provided on the registration form. (See step 4)

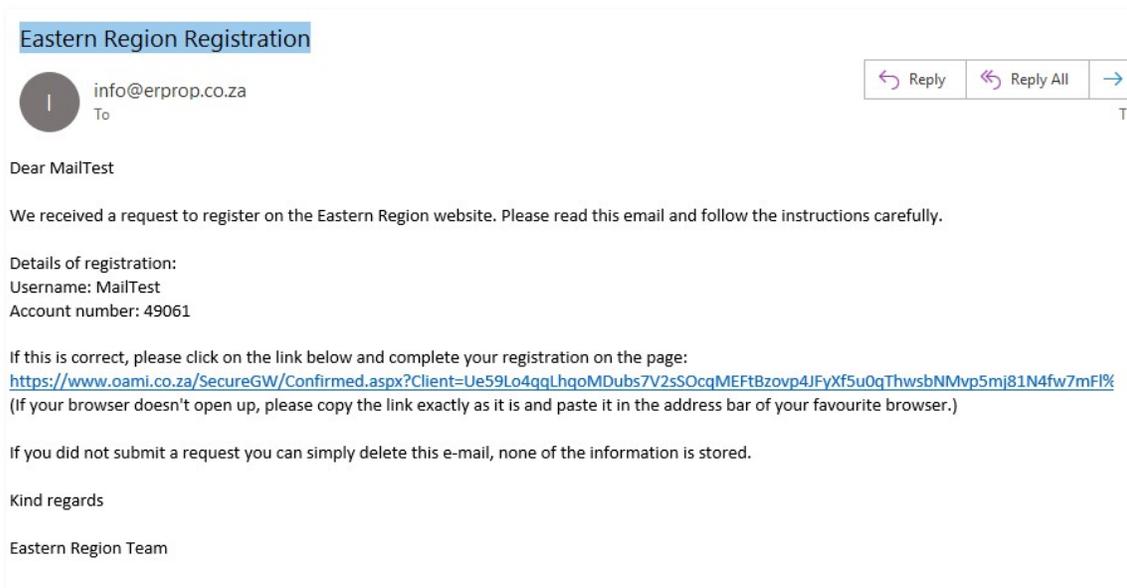
9. Resend Confirmation: The confirmation email (See step 4) takes a couple of seconds to a couple of minutes to be sent to your indicated address. If you don't receive the confirmation email within 10 minutes, at the most, you can enter your account number, chosen email address and username on the form, and click this button to request the confirmation email again.

Note: Some email applications might see the confirmation emails as "SPAM" and move the email to your Spam or Junk Box. Remember to check the inboxes for the confirmation email as well.

Step 4

After registration you should receive a confirmation email from info@erproperties.co.za with the subject "Eastern Region Registration". The email will confirm that your registration was successful. The email will contain a unique URL which you must click to confirm your email address. Note: If you click the URL and the page doesn't open, you can copy and paste the URL and paste it in the address bar of your favourite browser.

Example:



Step 5:

You can now return to the Security Gateway and Log In using your account number, selected username and registered email address.

<https://www.erproperties.co.za/SecureGW/Login.aspx>

Alternatively, you can click on a link in an email from ERP with or statement or other communication.

Troubleshooting:

If the webpage doesn't display correctly, make sure that your browser is up to date, alternatively you can use a different browser.

The webpage has been tested on all popular browsers, however personal browser security settings, plugins or anti-virus applications may cause the website to malfunction.

If you are experiencing any problems with the website or registration, please contact your Portfolio Manager or email info@erproperties.co.za or phone (012) 804 3337 for assistance.