Communication with Members

Dear Member

Please take a few minutes to read our communication as this will impact on the SAVC's relationship with you in the future.

We wish to thank you for your patience during the Information technology upgrade period, which period is still ongoing, but which will soon enter into a stabilisation phase.

Migration of data from one system to another does not always have the required outcomes and may sometimes cause reputational damage for a service provider. To prevent this and to avoid frustration we conducted an in-house audit of the migration of data from the old data base system to the new data base system. A senior staff member ensured that there was quality control of the in-house audit. We trust that most issues were addressed and that the data of all 5370 registered members are secured and correct. However, due to the likely event of human error you are requested to bring any problems to the attention of the Administration.

One of the main reasons why Council decided to upgrade its data base system is to enable registered members to have secure direct interaction with their own data/personal information. This change will enable you to access the data base directly via the Member Portal on the SAVC's website at www.savc.org.za.

With access to your own personal information you will be able to do the following -

- Change your personal contact details, which implies that your changes will make the data more accurate and up to date on the SAVC's data base system.
- Upload documents to your personal folder such as CPD certificates and update your CPD points. [A second phase development of the system will be considered whereby information on CPD activities will be centralised with the aim of linking CPD provider data/information with the SAVC’s data base. This upgrade is however part of the SAVC’s long term planning.]
- Make online payments either by an electronic transfer payment or through Visa and Master Card payments.

To enable you to access your personal data directly you need to register online.

We decided to provide you with a few salient points on how the Member Portal is secured-
1. The website will only be available over a secure encrypted connection.

2. No clear-text passwords are stored on the server. “Clear text means that the password is stored in its readable format – exactly as typed. When a password is stored as clear text a hacker or even a system administrator can use it to login to an account. Encrypted passwords cannot be read, even by hackers with sophisticated tools. This also means that system administrators cannot send you your password, since they can’t read it.” Thus passwords are stored in a highly encrypted format, using best practise security techniques.

3. Users are required to supply passwords that meet a minimum complexity/security strength.

4. Only registered SAVC members will be allowed access to the Member Portal.

5. Members will only have access to their own personal accounts. Logged-in members can only view their own data – no other members’ data is available to them.

6. Each member who wants to use the website will have to go through a registration process:
   a) The Member will have to supply two pieces of information to verify that the user is a valid member.
   b) A “captcha” code (type a code pictured in an image) is required to deter automated registration attempts.
   c) An SMS is sent to the cell phone number of the member registered on the system, containing a code to be entered and confirmed by the server.

7. The “forgot my password” and “change password” function require confirmation by a code sent by SMS to the member’s registered cell phone. It is important to remember your password as your phone may get lost or stolen and then you need to access the system again.

You will receive an SMS to alert you as soon as the Member Portal is up and running.

This may only be possible by early 2017. We trust that the endeavours of the SAVC of the past few years will soon come to fruition.

Please contact Ms Ronel Mayhew at systems@savc.org.za or Mr Sive Nqawe at bookkeeper@savc.org.za should you have any questions or problems.