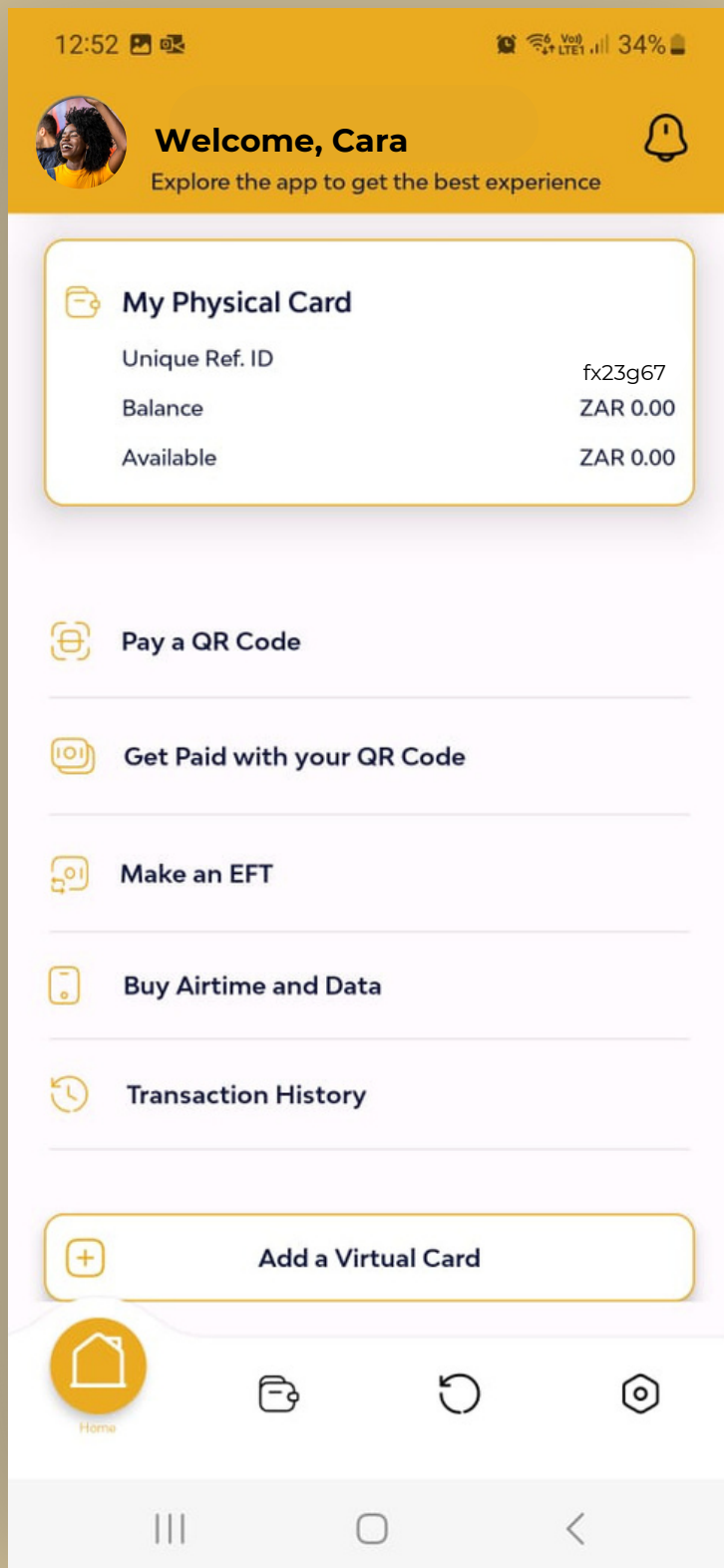


To **register your account** with Tenetech, please select the "sign up" option & follow the steps below;

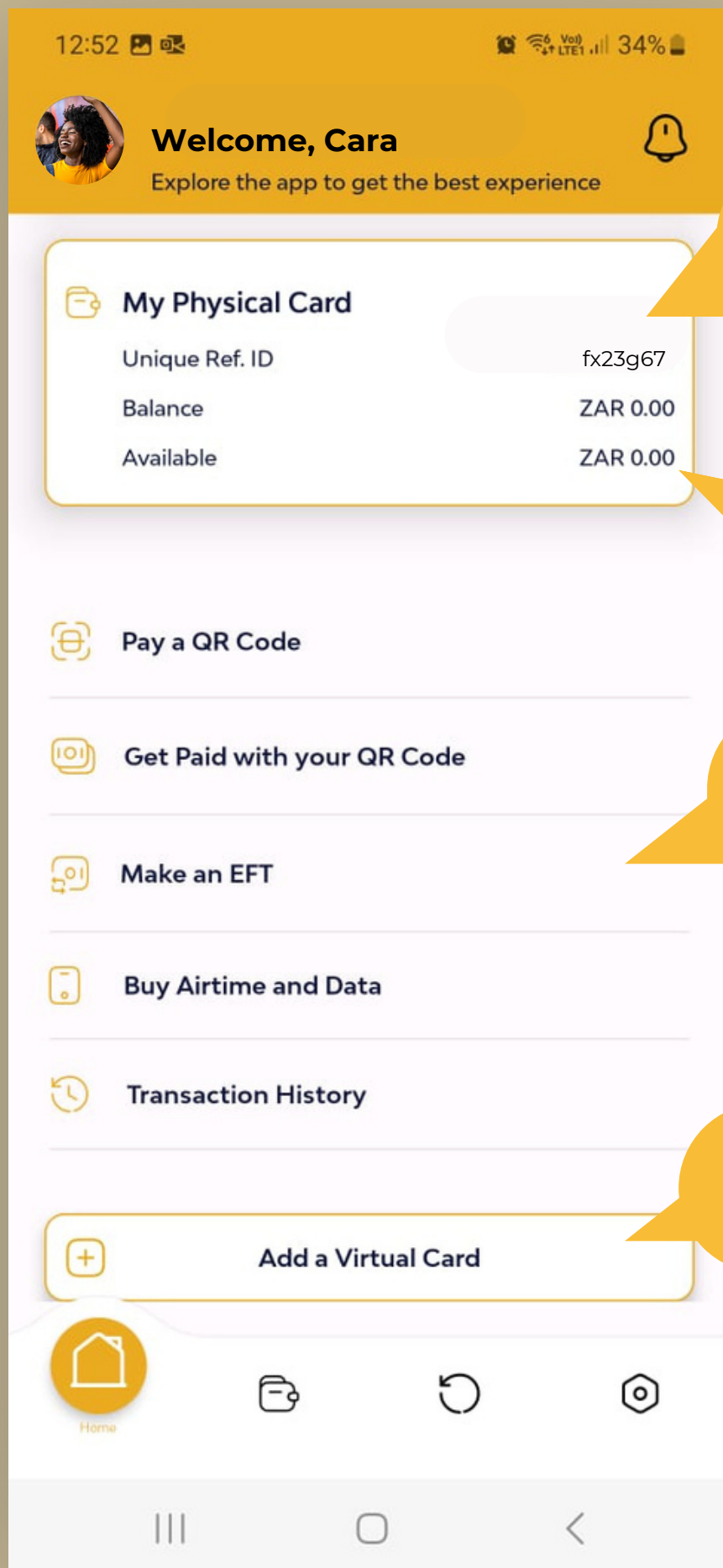
- To register your account you will need to type your Identity number into the application.
- To **"sign up"** type your mobile number into the application.
- click the box that says "I accept the terms and conditions".
- Enter the OTP that is sent to your mobile number via SMS.
- Make sure the mobile number you are using for your Tenetech account is the same mobile number you used to register for your NSFAS funds.
- Create a strong password.
- **Do not share this password, or any of your personal account information, with anyone.**
- Keep your Tenetech account details a secret.

Tenetech



- You will then need to **verify your account** by filling in your details using your valid SA ID.
- **Make sure you have your SA ID with you when completing your Tenetech registration.**
- Take a photograph of your SA ID.
- Make sure the photograph is clear and that the entire document is visible in the photograph.
- Upload the photograph of your SA ID.
- To verify your account, take a selfie holding a thumbs up.
- Make sure that you are in the middle of the picture and that the picture is not blurry.
- Add your personal details into the application.
- **Remember to never share your personal account information with anyone.**

Tenetech



Access your wallet

Add a physical card

Transact

Add a virtual card

Tenetech

MTNSA Made4U LTE 08:12

Welcome Back!

Let's sign you up.

SA ID Number

What is your mobile number?

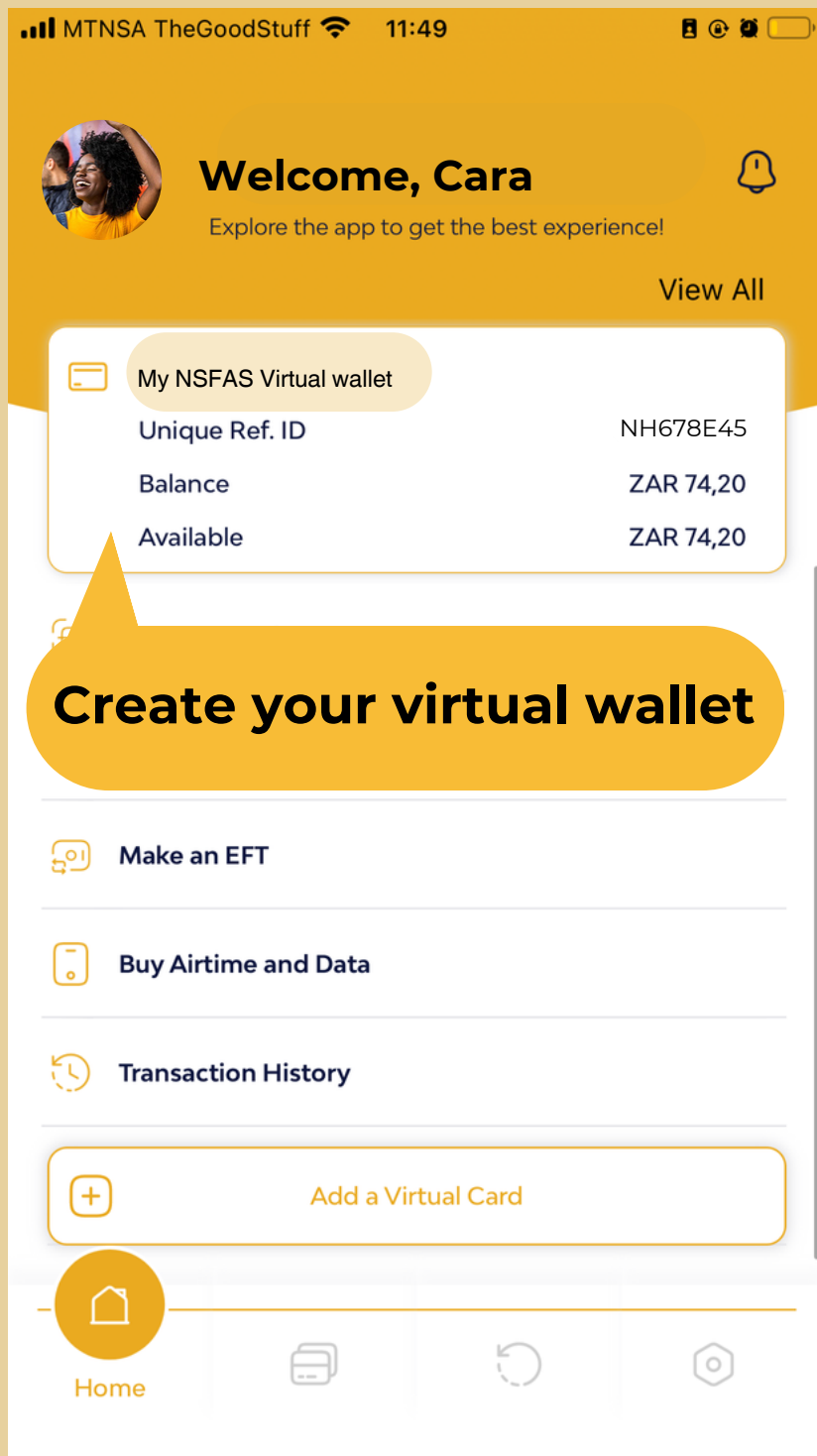
+27 ▼ Phone Number

Next

To **login to your account** with Tenetech, please follow the steps below;

- To login to your account you will need to type your **Identity number** and **mobile number** into the application.
- **Type in your password** that you created when you registered for your Tenetech account.
- You will then be able to login to your Tenetech account.

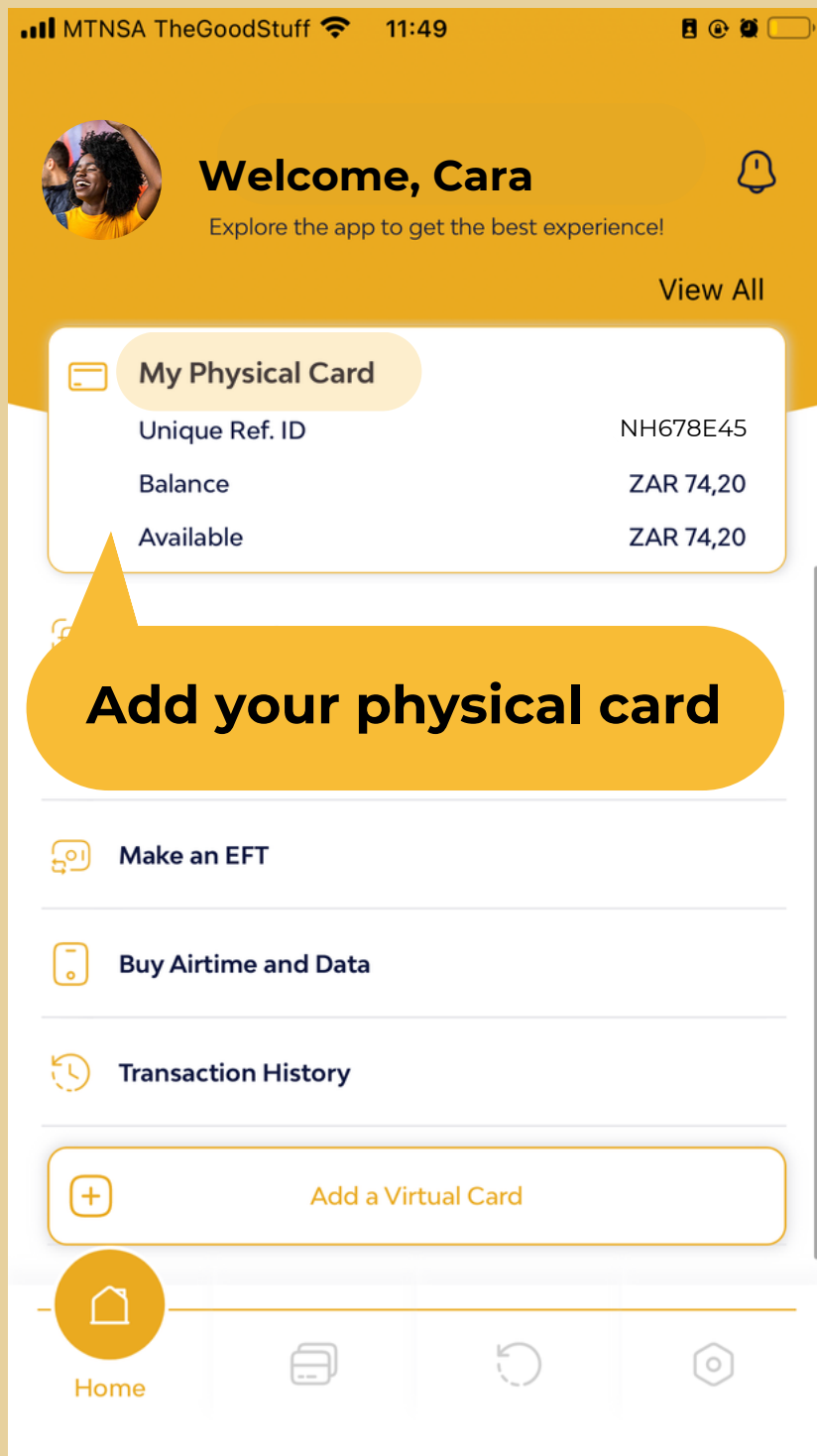
Tenetech



To **create your virtual wallet** on your Tenetech account, please follow the steps below;

- Select the option **“create virtual wallet”** on your Tenetech account.
- name your virtual wallet.
- You can then use your virtual wallet.

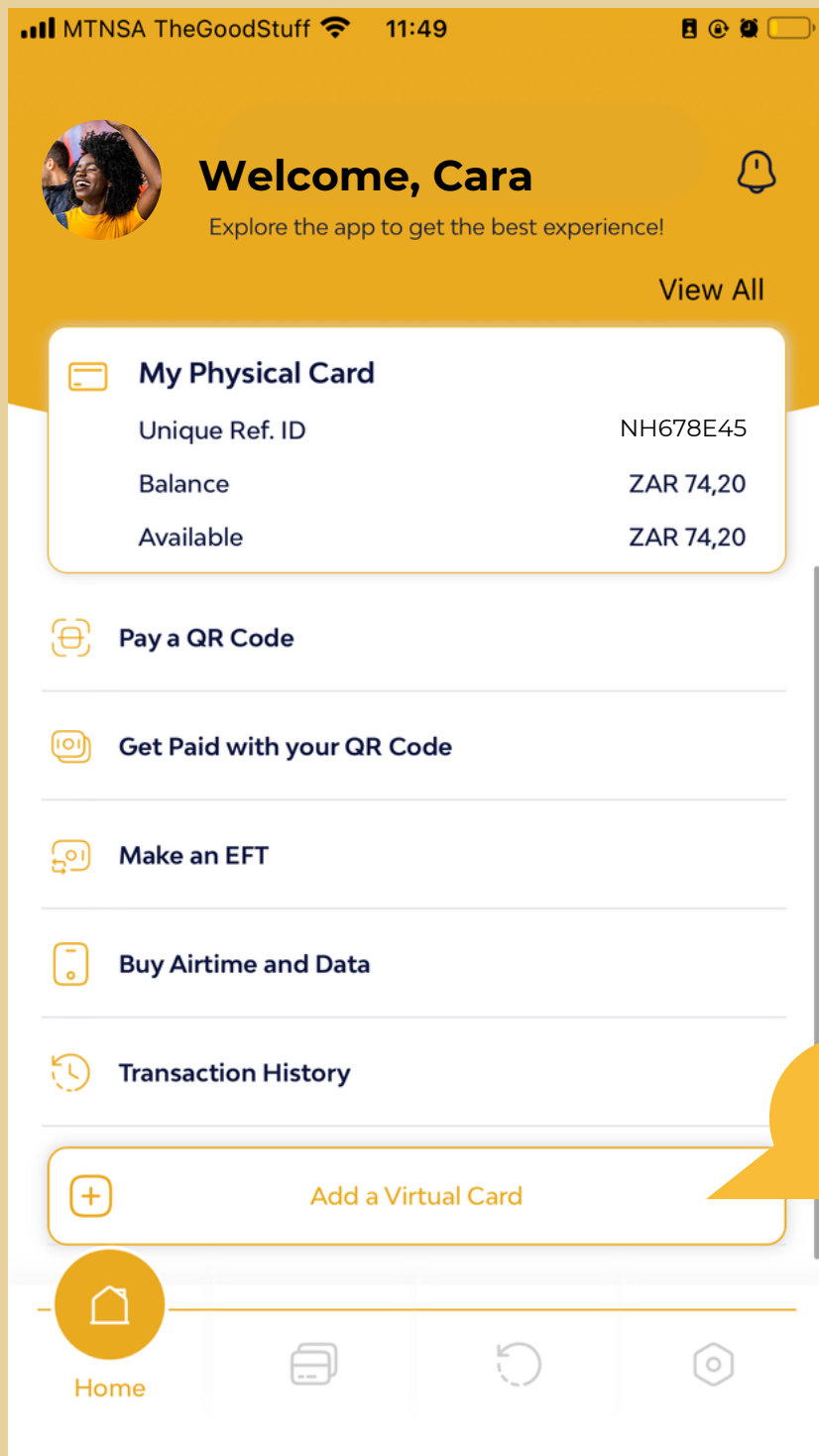
Tenetech



To **Add your physical card** on your Tenetech account, please follow the steps below;

- Select the option **“Add Physical Card”** on your Tenetech account.
- **Complete the details in the App from the details on your physical NSFAS Bank card.**
- Your physical card will then be uploaded to your Tenetech account for you to use.

Tenetech

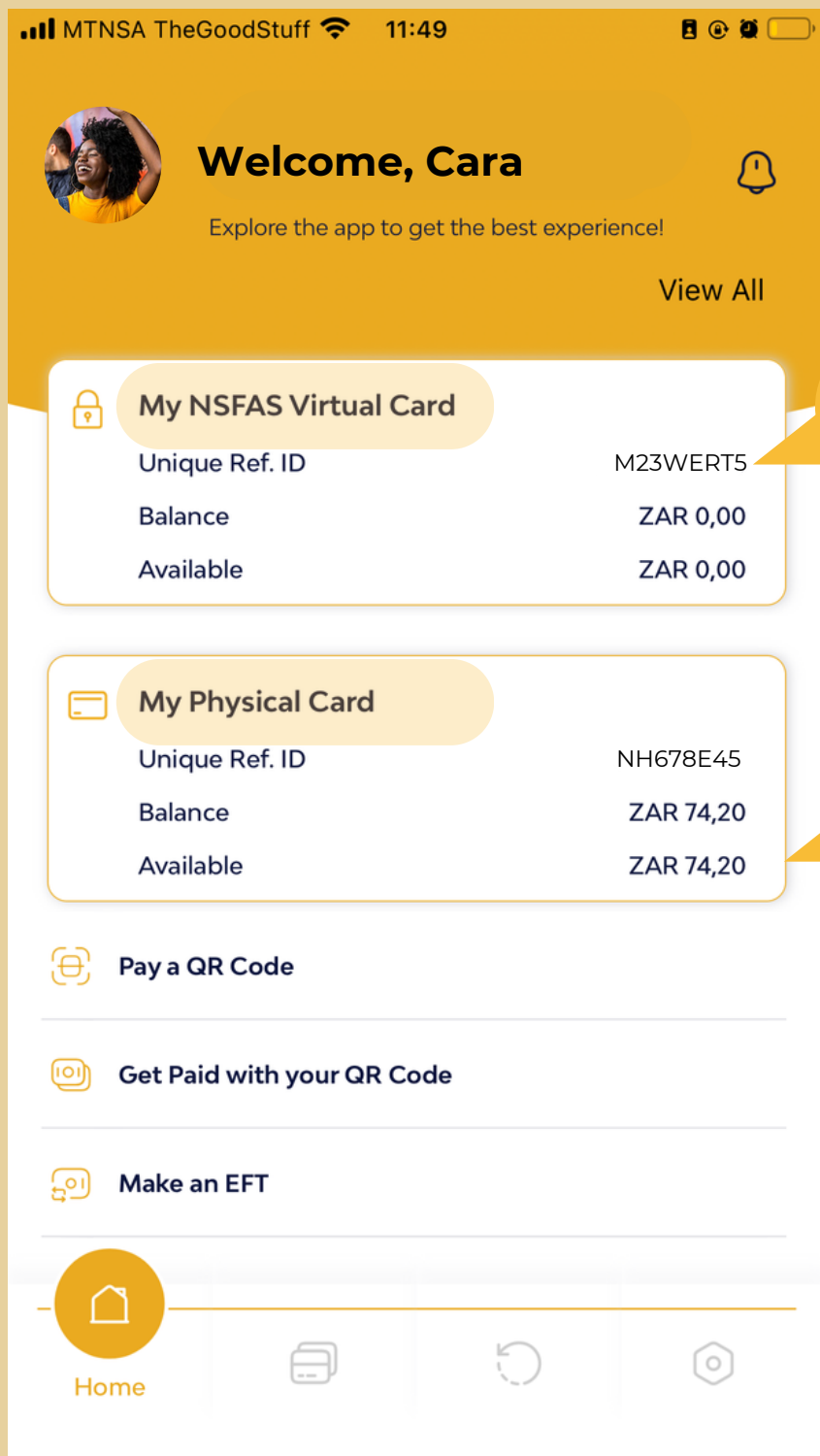


To **create a virtual card** on your Tenetech account, please follow the steps below;

- Select the option **“Add a Virtual Card”** on your Tenetech account.
- **Name your Virtual Card.**
- Your virtual card will then be uploaded to your Tenetech account for you to use.

Add a virtual card

Tenetech

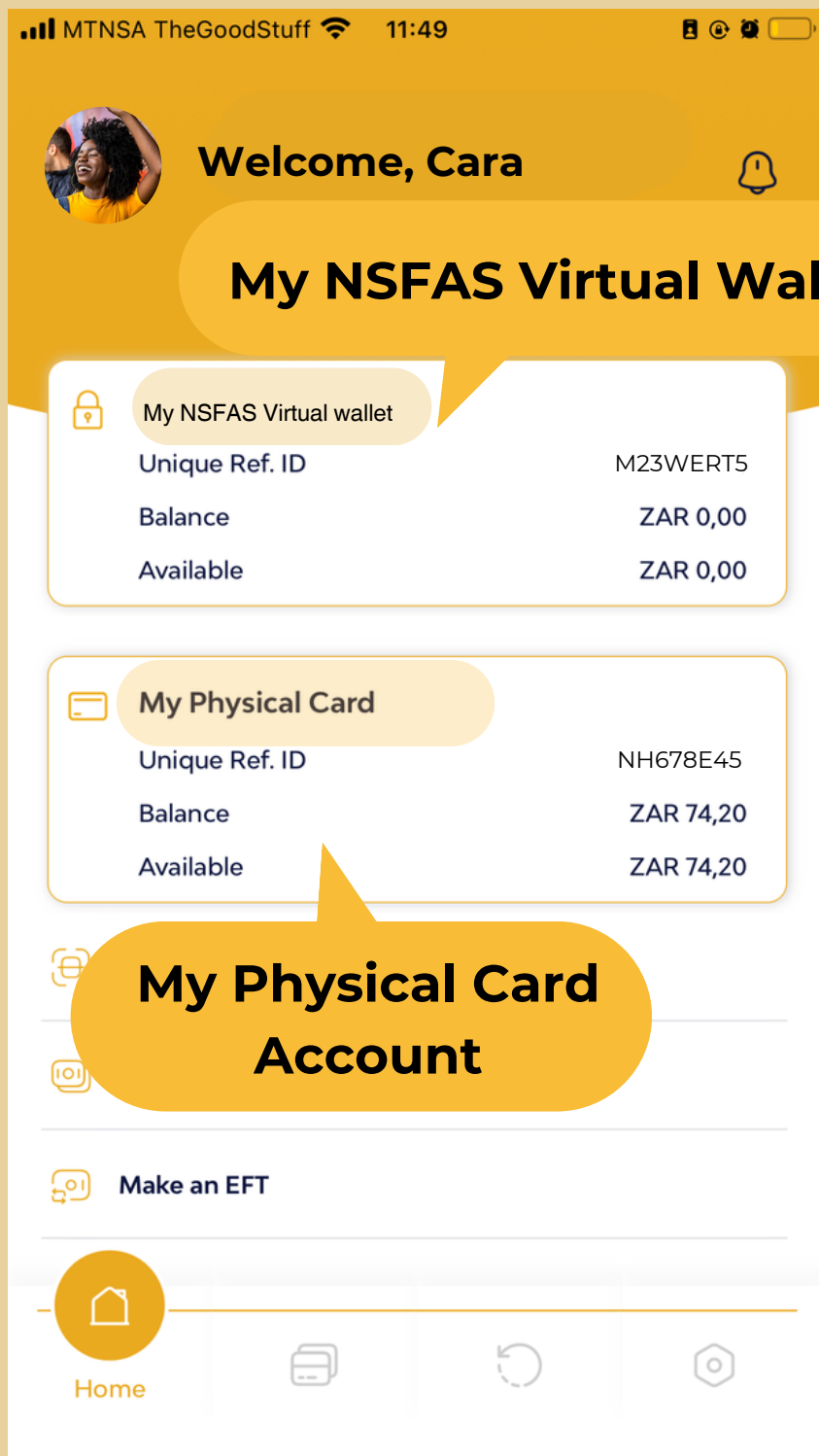


Your **Virtual card** will appear on your Tenetech account alongside your other account types, like your **Physical card** account.

Virtual Card Account

Physical Card Account

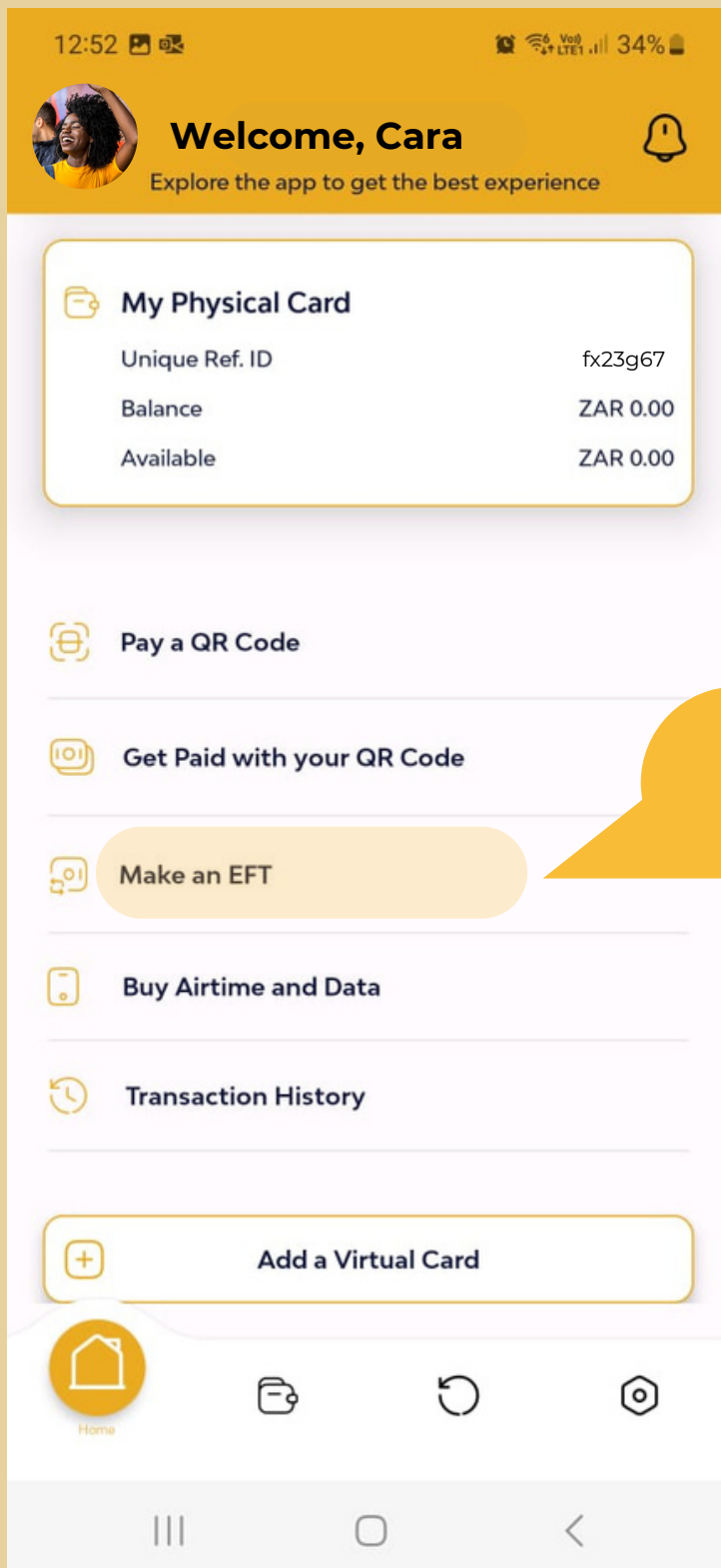
Tenetech



To **move your money from your Virtual wallet to your physical NSFAS Bank card**, follow the steps below;

- select **your wallet** you want to move money from.
- select **“transfer wallet to wallet”** to move your money from your NSFAS wallet to your physical NSFAS Bank card.
- Type in the amount you want to transfer from your wallet to your physical NSFAS Bank card.
- **Your money will then reflect in your physical NSFAS Bank card on your Tenetech account home page.**

Tenetech




To **complete a transaction** with your Tenetech account, please follow the steps below;


- Select the option **“Make an EFT” (electronic funds transfer)**, once you have logged into your Tenetech account.

Transact




Tenetech

MTNSA TheGoodStuff 11:50

 **Electronic Funds Transfer**



Choose account to pay with

	My NSFAS Virtual Card Balance: ZAR 0,00	<input checked="" type="radio"/>
	My Physical Card Balance: ZAR 74,20	<input type="radio"/>
	NSFAS wallet Balance: ZAR 0,00	<input type="radio"/>

How would you like to make the EFT?

EFT (Fee ZAR 3.50 reflect in 24-28 Hours)

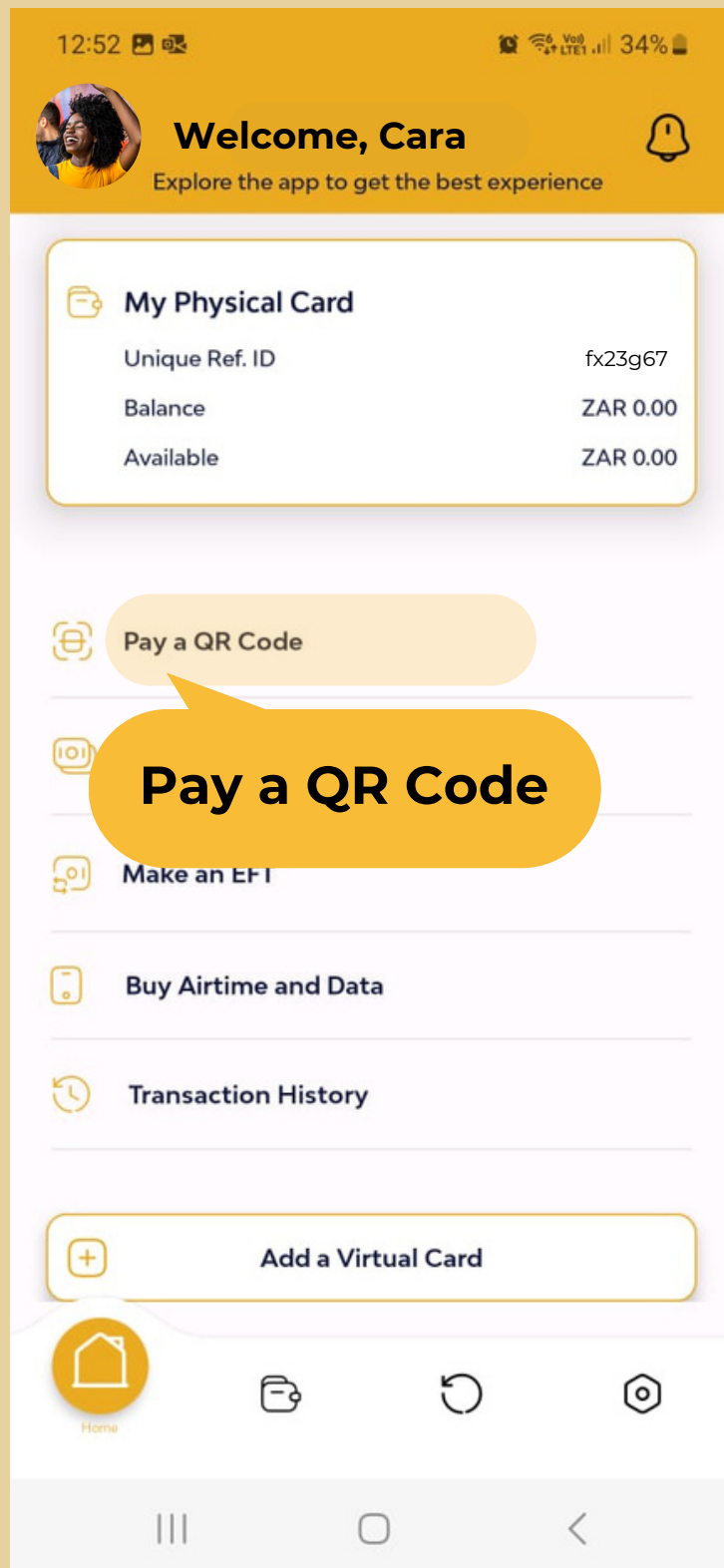
Immediate EFT(Fee ZAR 20.00)

How much would you like to pay?

Next

- Once you have selected “Make an EFT” you will need to **choose which account type you want to pay with.**
- Make sure you choose the account that has your money in it.
- Choose if you want to make a normal EFT or an Immediate EFT.
- Type in **how much** you would like to transfer from your account to the other account.
- Type in the banking details for the account you are sending money to.
- Once all the details have been added you will be able to send your money from your Tenetech account to the other bank account.

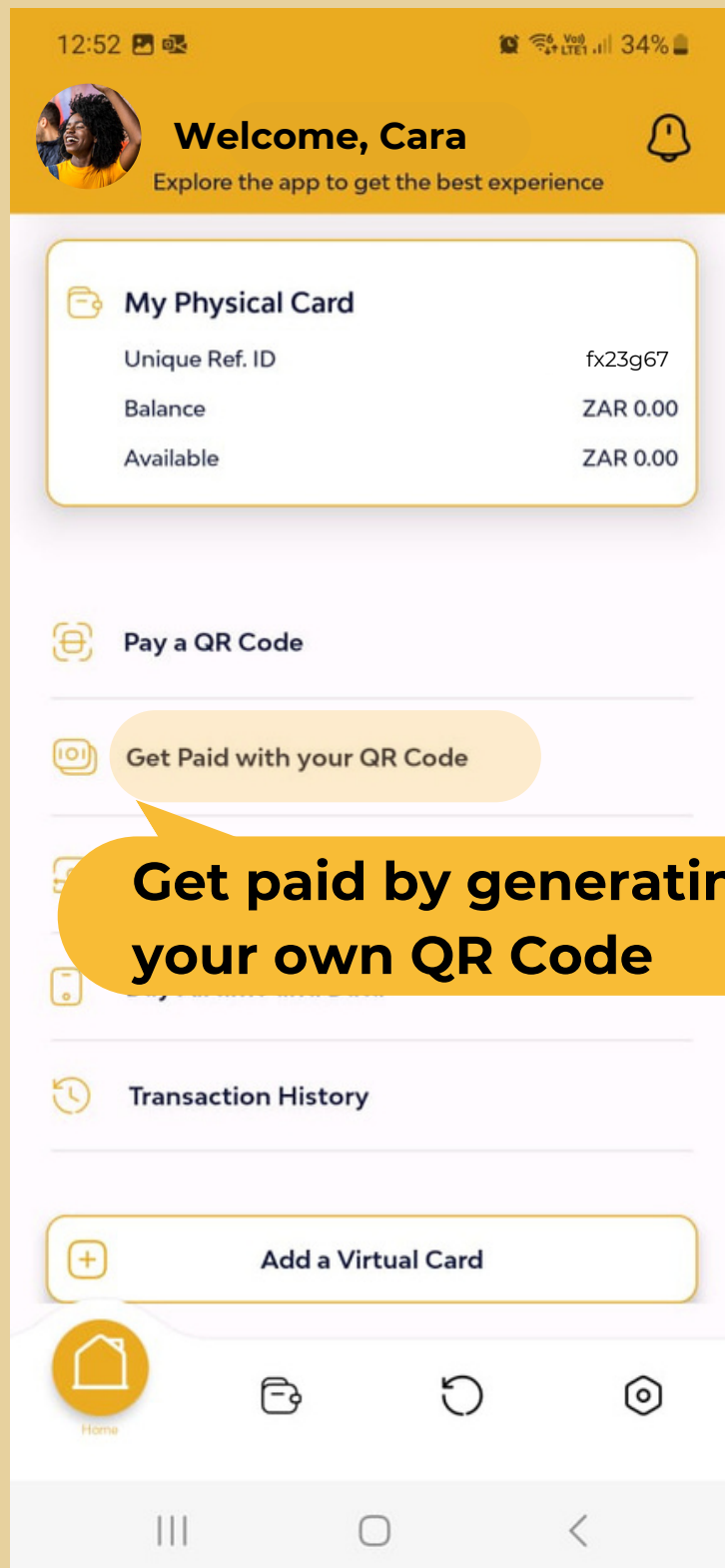
Tenetech



To **Pay a QR Code**, follow the steps below;

- Select the option **“Pay a QR Code”** on the home page of your Tenetech account.
- This will allow you to **scan the QR Code** you are wanting to pay.
- The App will tell you that you are about to make a payment.
- **Type in your payment details**, like the amount you wish to pay.
- You will have successfully paid by scanning a QR Code.

Tenetech

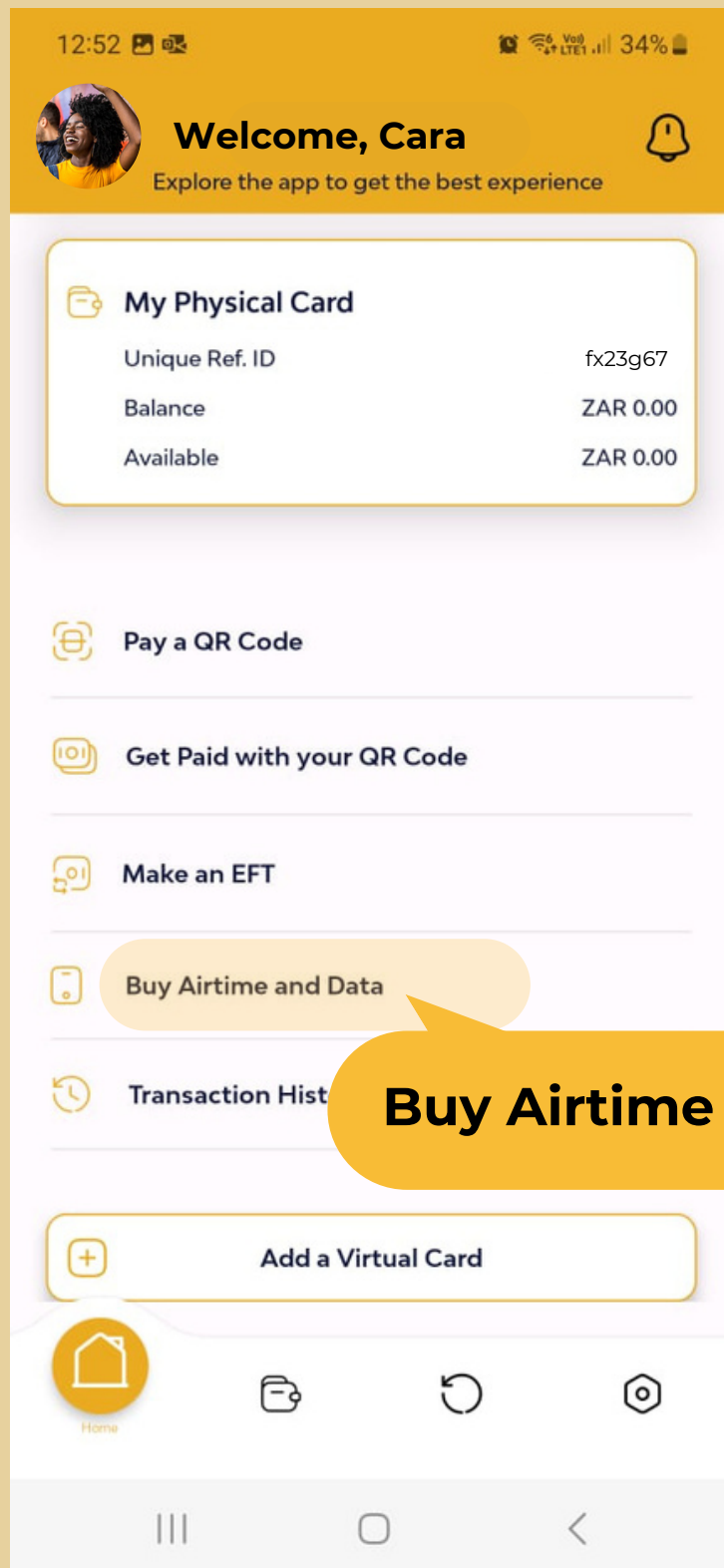


To **Generate a QR Code to get paid**, follow the steps below;

- **You can generate a QR Code to get paid by someone else.**
- Select the option **“Get paid with your QR Code”** on your Tenetech home page.
- Enter the amount that will be paid to you.
- A QR Code will appear on your screen for the other person to scan with their mobile phone.
- **The payment will be sent to your virtual wallet.**

Get paid by generating your own QR Code

Tenetech



Buy Airtime and Data

To **Buy Airtime and Data**, follow the steps below;

- **You can purchase Airtime and Data through your Tenetech account.**
- Select the option **“Buy Airtime and Data”** on your Tenetech home page.

Tenetech

MTNSA TheGoodStuff 11:50

Buy Airtime Data and Electricity

What would you like to buy?

Airtime

Data

Select the operator you would like to buy from

Mobile Operators

Cell C

MTN

Buy Airtime or Data X

Who are you buying for?

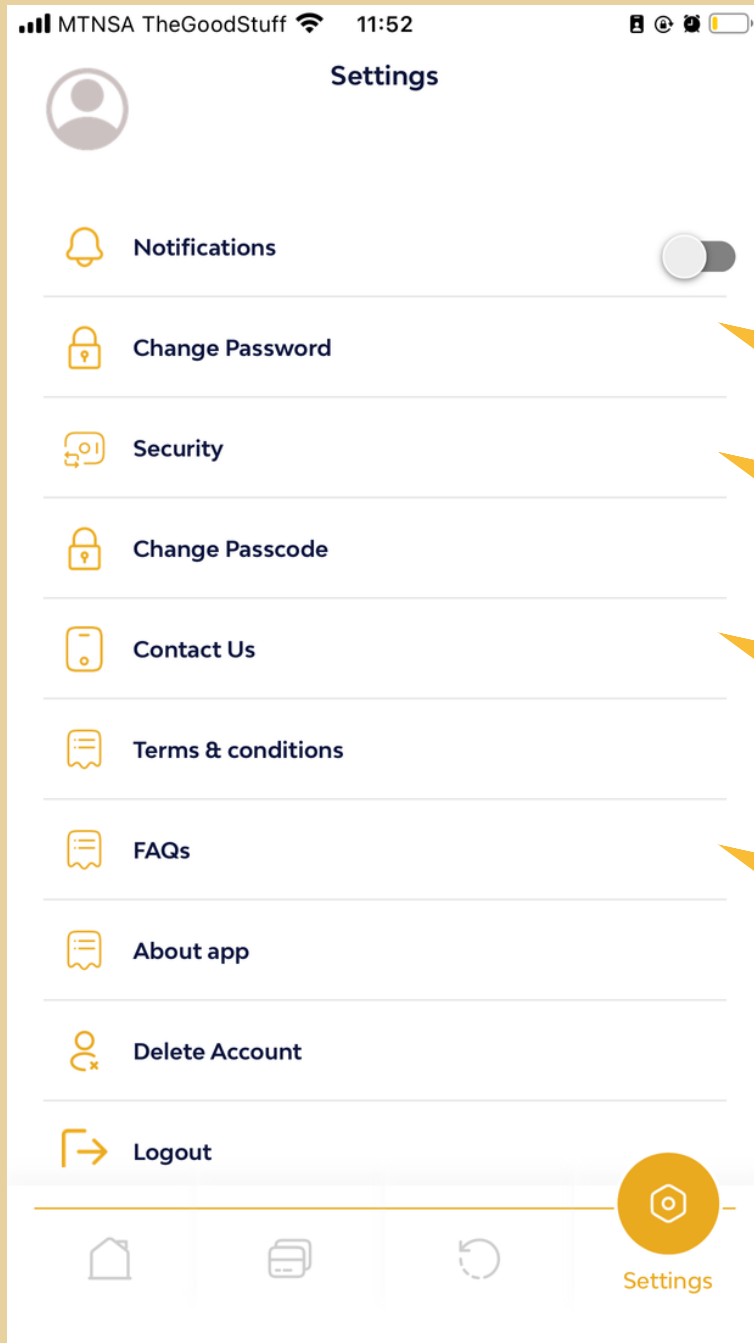
My own number

Someone else number

Next

- **Select which option you would like to buy - Airtime or Data.**
- Select which network provider you use for your mobile phone for Data or Airtime.
- Choose the Data or Airtime bundle deal you would like to purchase.
- Type in the mobile number you are buying the Data or Airtime for, you can purchase Airtime and Data for your own Mobile phone or for someone else's.
- Once you have completed these details your Data or Airtime will be loaded to the mobile number you have chosen.

Tenetech



The “Settings” option houses many important features for you to make note of.

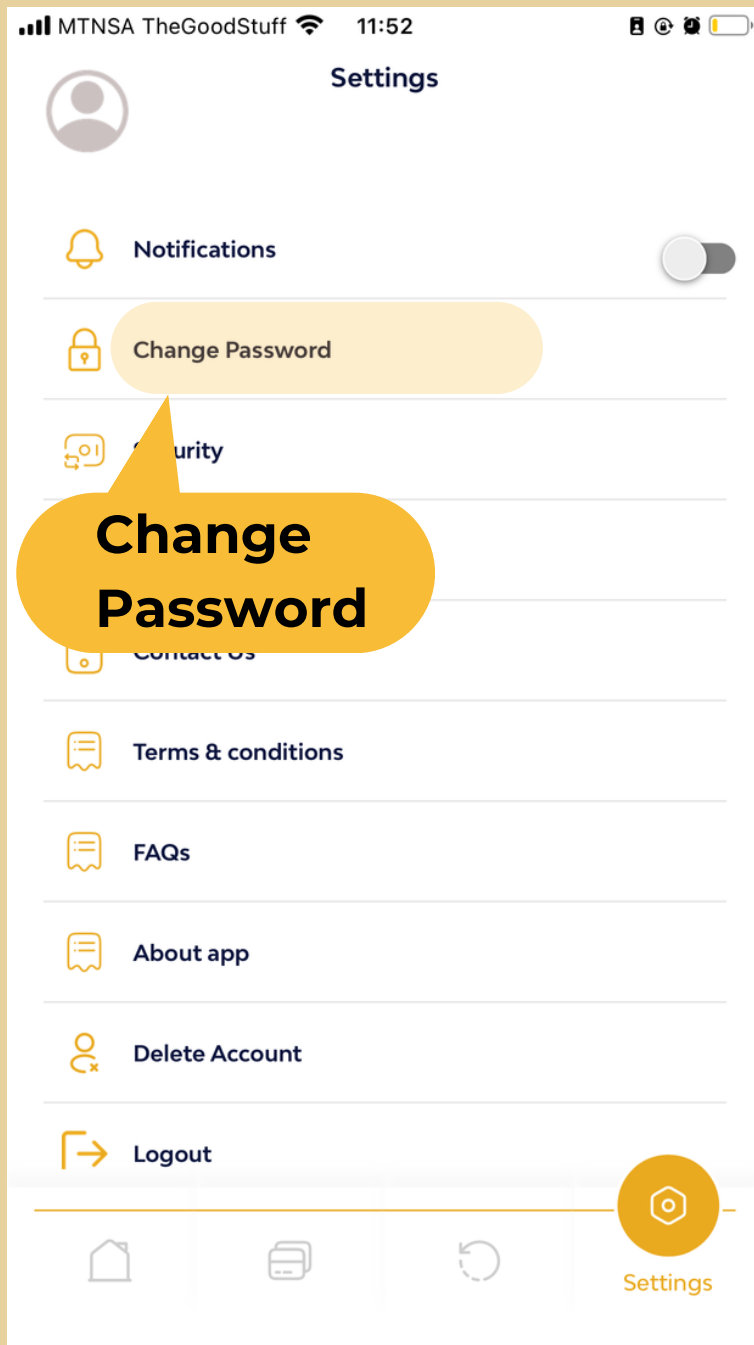
Change Password

Fraud and Security steps

Support Contact Details

Frequently Asked Questions about the Tenetech account

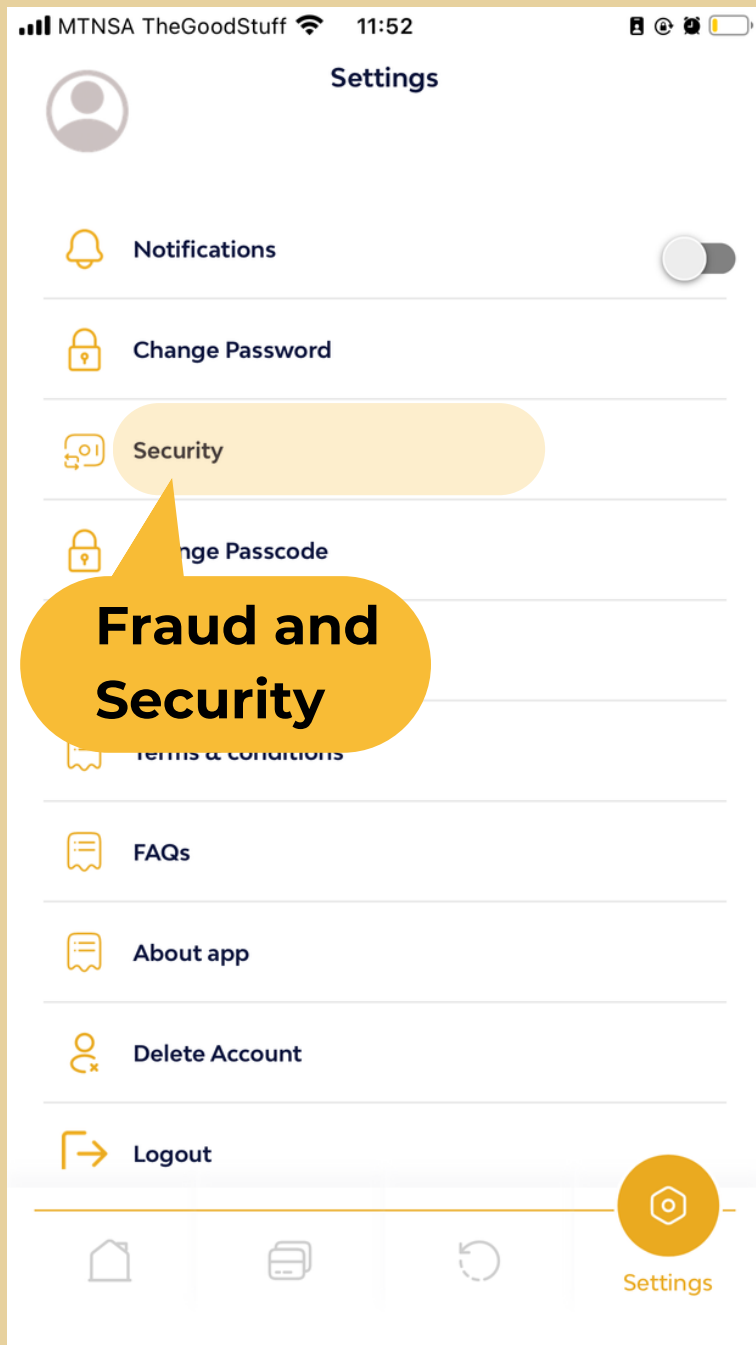
Tenetech



To **change or reset your password** on your Tenetech account, please follow the steps below;

- Select the option **“settings”** at the bottom of your Tenetech account.
- Once you have opened “settings”, select the option **“change password”**.
- An OTP will be sent to your mobile number via SMS, enter this OTP into the Tenetech App as prompted.
- You will then be able to make a new password for your Tenetech account.
- **Remember to never share your passwords or account details with anyone.**

Tenetech



Follow the steps below if your Tenetech account has been **hacked** or if you have experienced **scam**;

- Select the option **“settings”** at the bottom of your Tenetech account.
- Once you have opened “settings”, select the option **“Security”**.

Tenetech

If you think your account has been scammed or hacked, please take the necessary actions below;

Contact Tenetech Support: The first step is to contact Tenetech support immediately and inform them of the scam or compromise. This will enable Tenetech to freeze the account and take appropriate measures to prevent further unauthorized access or transactions.

Change your password's and PIN's: change your account password and PIN immediately. Please also consider changing the passwords and PINs for all other online accounts linked to the same email address or mobile number.

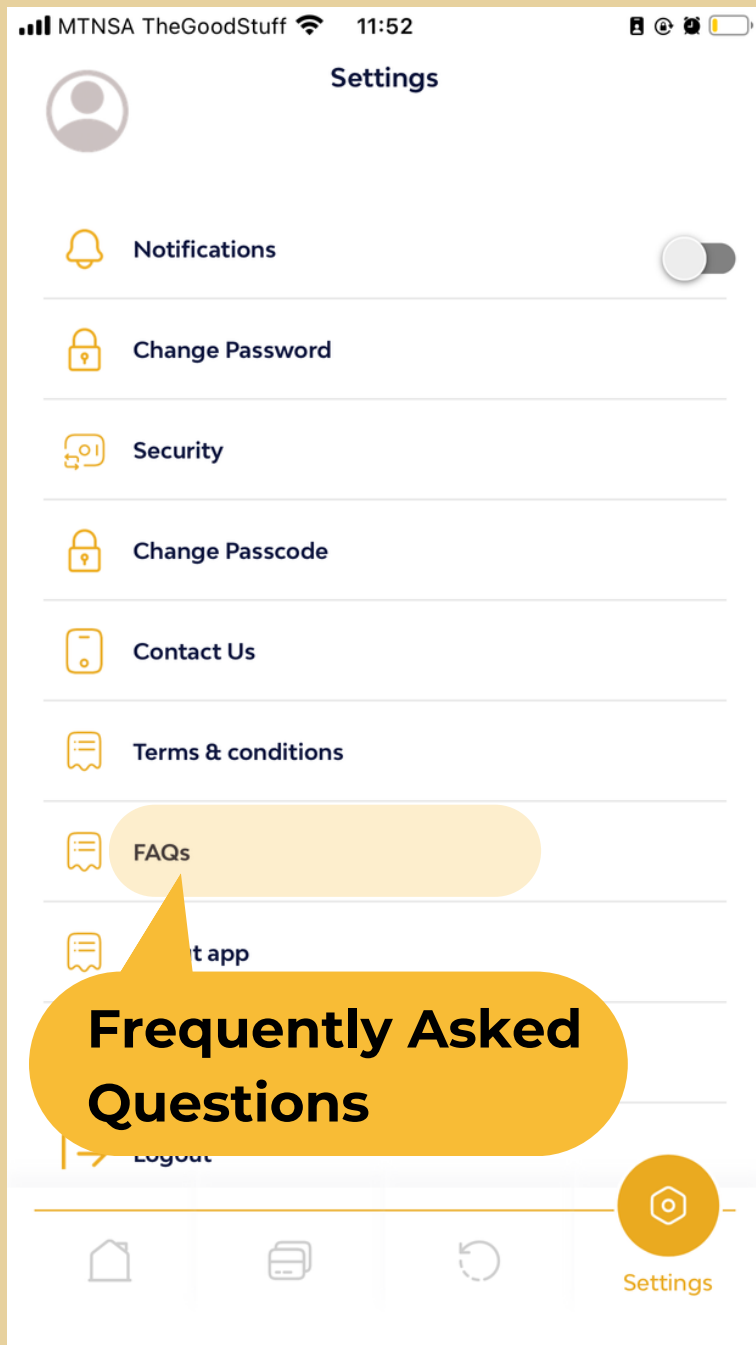
File a police report: file a police report to document the scam or compromise and provide a record for any potential investigation.

Keep evidence: keep any evidence related to the scam or compromise, including emails, receipts, and any other documentation you have.

Review your account activity: review your activity and account history thoroughly and report any unauthorized transactions or suspicious activities to the bank.

Be cautious: always be cautious of emails, phone calls or text messages requesting your personal or financial information.

Tenetech



To **see what questions get asked the most** about the Tenetech account, please follow the steps below;

- Select the option **“settings”** at the bottom of your Tenetech account.
- Once you have opened “settings”, select the option **“FAQ’s”**.

Tenetech

Frequently Asked Questions with the Answers;

What is the cut-off time for EFT outbound payments?

-If you make a payment to another South African bank before 14h30, the funds will be credited and reflected in the recipient's bank account before 12 a.m. (midnight).

Is there a limit to how much I can EFT?

-R3000 daily limit that you can adjust on your Tenetech account.

What should I do if my NSFAS bank card is lost, stolen or damaged?

-Call the Toll-free support line for Tenetech on 0800 873 287.

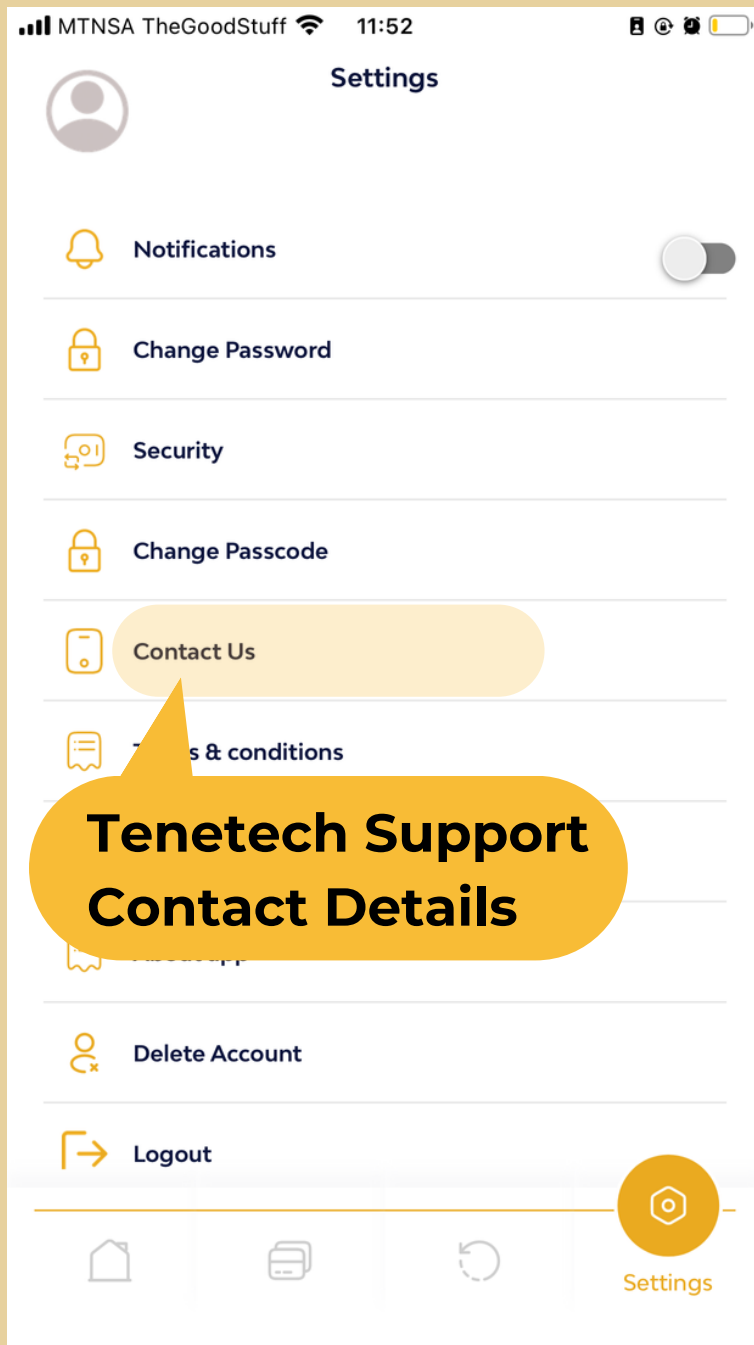
Can I use my card at any retail outlet?

-Yes, since your NSFAS card is a bank card, you can use it at any retail outlet.

When will I receive my inbound EFT from another South African bank into my NSFAS bank card?

-Your funds will be reflected in your NSFAS account within 1 to 2 business working days.

Tenetech



To **contact the Tenetech Support Agents** about the Tenetech account, please follow the steps below;

- Select the option **“settings”** at the bottom of your Tenetech account.
- Once you have opened “settings”, select the option **“Contact Us”**.

Tenetech Support lines are as follows;

Toll Free line: 0800 873 287

WhatsApp line: 064 603 7507

Email Address: support@tenetech.co.za

Tenetech Social Media Handles are as follows;

Twitter (called X now): @tenetech

Instagram: @tenetech.za

Facebook: @Tenet Technology

TikTok: @tenetech

Tenetech