Tenetech 's Guide on using the Mobile Application

KYC REGISTRATION AND SIGN UP

If you are registering with Tenetech for the first time, you will need to sign up for your Tenetech account through the mobile Application and then complete your KYC process to authenticate the account.

Download the Tenetech NSFAS Mobile Application and select the "sign up" option. Enter your Identity number and your mobile number that you registered with for NSFAS. An OTP (one-time-pin) will be sent to your mobile number via SMS- enter this OTP as requested when registering; Do not share this OTP with anyone.

Once you have entered the OTP, you will need to create a 4-digit passcode; do not share this passcode with anyone, keep it private. You will then need to take a photograph of your SA identity document and a selfie to authenticate the account. Once these steps are complete, enter in your personal information, like your name and surname, create a password and then your registration is done. Remember to keep your password a secret and do not share it with anyone.

LOGIN

Login to your account that you have created by using your mobile number and password.

RESET YOUR PASSWORD

If you have forgotten your password, you can reset it. Select "reset password" and an OTP will be sent to your mobile number via SMS. Enter this OTP and then create a new password; remember to never share this password with anyone.

CREATE A VIRTUAL CARD FOR THE FIRST TIME

To create a virtual card, you will need to login to your account and select "add virtual card". You can create your virtual card and you can name it, e.g.: "My Tenetech Virtual Card". Once you have named your card and added in your details, the virtual card will have been successfully made.

HOW TO PAY A QR CODE

To pay a QR code, go to the home page of your Tenetech account and select the "PAY A QR CODE" icon. This will allow you to scan the QR code. You will be advised that you are about to make a payment. Complete the payment details as prompted until you reach the "PAY NOW" option. You have now successfully paid a QR code.

HOW TO GENERATE A QR CODE TO GET PAID

You can generate a QR code to get paid by someone else. Generate a QR code by selecting the icon that says "GENERATE QR CODE" on your Tenetech account home page. The payment will be received into the virtual wallet of your choosing on your Tenetech profile. Enter the amount that is being paid as prompted and select the icon that says "GENERATE QR CODE". A QR code will appear on the screen for scanning. Once scanned, the payment will be sent to your virtual wallet.

TRANSFER YOUR MONEY TO MAKE A WITHDRAWAL

You can transfer your money without the physical NSFAS bank card. You can access your funds by transferring your money to an ATM machine, by making an electronic cash transfer and by transferring your money to a retail outlet store. Transferring your money by EFT is also known as a direct deposit of your money, from your account to another account. You can withdraw your money at an ATM by selecting a cardless transaction, an OTP will be sent to your mobile number which you can enter into the ATM machine.

ACTIVATE & REGISTER YOUR PHYSICAL CARD

ACTIVATE YOUR PHYSICAL CARD

SMS the word "Activate" with a space before the last 4-digits of your card. SMS the above information to 31571. You will receive an SMS with your PIN number. Memorize this PIN number and delete the SMS. Your bank card will be activated once you have received your NSFAS bursary.

REGISTER YOUR PHYSICAL CARD

Open the Tenetech mobile Application. Open the home page. Go to your physical cards. Click on "add a card". Scan the QR code on your card, or type in the code found under the QR code on your card. Accept the terms and conditions. Your card has successfully been registered. You will receive an SMS with your PIN number. Do not share your PIN number or passcodes with anyone.

VALUE-ADDED SERVICES

Tenetech offers Value Added Services on your Tenet Technology account.

Tenetech offers:

- Purchasing data and airtime through your account.
- Purchasing electricity through your account.
- Paying bills through your account.

On your account's home page, you can choose to purchase data, airtime or electricity, and to pay your bills. Each portal you choose prompts you to complete your purchase details and fill in the

amount to wish to pay. Once all details have been added your purchase or payment will be successful and your account will reflect this amount.

YOUR TRANSACTION HISTORY

Your transaction history is a running record of all the financial transactions that you have made. The account history records all your credits and debits. You can find your transaction history icon on the home page of your Tenetech account. The transaction history shows you how much money was sent or received on which day.

FRAUD & SECURITY

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 Tenetch 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.

FAQ'S

1) **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).
2) **Is there a limit to how much I can EFT?**
- R3000 daily limit that you can adjust on your Tenetech account.
3) **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.
4) **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.
5) **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.

SUPPORT & SOCIAL MEDIA INFORMATION FOR TENETECH

Tenetech support lines are as follows;

- Toll-free line 0800 873 387
- WhatsApp 064 603 7507
- Email address support@tenetech.co.za

Tenetech social media handles are as follows;

- Facebook: @tenetech
- Instagram: @tenetech
- Twitter (named X now): @tenetech