New Customer Registration Help Guide

1. Registration

When a new Customer wants to subscribe to the Digital Vault for Business system, the Customers may contact the Granite Customer Support Centre for additional information, or a demonstration of the system. Alternatively, the User can register the Customer by following the below process:

1.1 Website Location

https://www.granitecsd.co.za > G-Online > PROD > Digital Vault for Business.

1.2 How to Register

1.2.1 Click on "Click **here** to Register"

1.2.2 Complete the following fields on this screen:

- Name and Surname (of User)
- Email address
- Password (Password must be at least 8 characters and must contain one uppercase letter, one lowercase letter, one digit and a special character)
- Confirm password
- Accountable institution type - Select the type of business you want to register, e.g. Private Company (Pty) Ltd, etc.
- Accountable institution name (your registered business name)
- Referral code (Agent Code) if available

1.2.3 Click on the "**Register"** button

1.3 Set up Google Authenticator

The next screen will require the User to scan a QR code to set up two factor authentication.

Note: Two factor authentication is mandatory for this application.

1.3.1 Download **Google Authenticator** on your phone from your app store

1.3.2 In Google Authenticator Click on the **+** sign and select **Scan a QR code**

1.3.3 Scan the QR code onto your computer screen with your phone

1.3.4 The new time-based pin for the Digital Vault for Business application will now added to your Google Authenticator

1.3.5 On your computer screen, click on the **Complete Registration** Button

1.3.6 An email will be sent to the User to verify its email address

1.3.7 Verify your email by clicking on the link in the email.

1.4 Complete Registration

A welcome note will appear on this screen prompting you to add additional information.

1.4.1 Click on "**Activate Account**" button

Four steps must be actioned to complete the account activation:

Step 1:

1) Confirm your Accountable Institution (business)
2) Step 1 will show as complete from the registration page

Step 2:

3) Complete details of AI (Accountable Institution)
4) Click on "**Complete details of AI**" button
5) Complete the following fields:
   - Entity name (Company)
   - Description (could be the same as Entity name)
   - Registration Number
6) Click on "Update Entity" button

NOTE: In the event of a partnership, the User can add its own dynamic number.

Step 3:

7) Complete contact information
8) Create Address
   a. Click on "**Create Address**" button
   b. Complete the following fields on this screen:
      - Label (E.g. Primary or Office)
      - Type (Street / Postal)
   c. By selecting the address type, the screen will expand with the applicable address fields to be completed
   d. Click on the "**Create address**" button
9) Create Contact Number
   a. Click on the "**Create contact number**" button
   b. Complete the following fields on this screen:
      - Label (E.g. Primary or Office)
      - Type (Cellphone / Landline)
   c. By selecting the telephone type, the screen will expand with applicable contact number to be completed
   d. Click on "**Create contact number**" button

NOTE: More addresses and contact numbers can be loaded by repeating the above process.

Step 4:

10) Create KYC document

The system will prompt the User which documents are required to be uploaded.

a. Click on "**Create KYC document**" button
b. Complete the following fields on this screen:
   - Description (Optional) – additional info describing the document
   - Document type – select the document type from the drop down list

Note: Document type "Bulk Documents" can be selected if the required documents are saved in a single file.

c. Document: click on the "**Choose File**" button
d. A file explorer window will open where the applicable document must be selected from
e. Click on "**Create KYC Document**" or "Create and Add Another" button if more documents must be uploaded.

NOTE: When all required KYC documents are submitted, the KYC progress bar will show 100% completed