

BIOMETRICS

Q-LINK BIOMETRICS SYSTEM

Q-Link is involved in SASSA (South African Social Security Agency) grant payments through biometric verification and managing deductions, particularly for funeral policies under Regulation 26A.

They handle the automation of deductions and collections, working to ensure accurate and fair practices for beneficiaries. Biometric data, including fingerprints, is used for identity verification to prevent fraud and unauthorized access to grants.

Q-link, through its subsidiary QSURE, provides payment solutions for SASSA grant beneficiaries. It helps SASSA manage deductions and collections, ensuring efficient and fair practices for beneficiaries. Q-link also assists beneficiaries in disputing unauthorized deductions from their grants by providing a platform to submit disputes to SASSA.

Note that you must register as an user first before you can use the Q-Link biometric system.
Speak to your manager regarding the onboarding process.

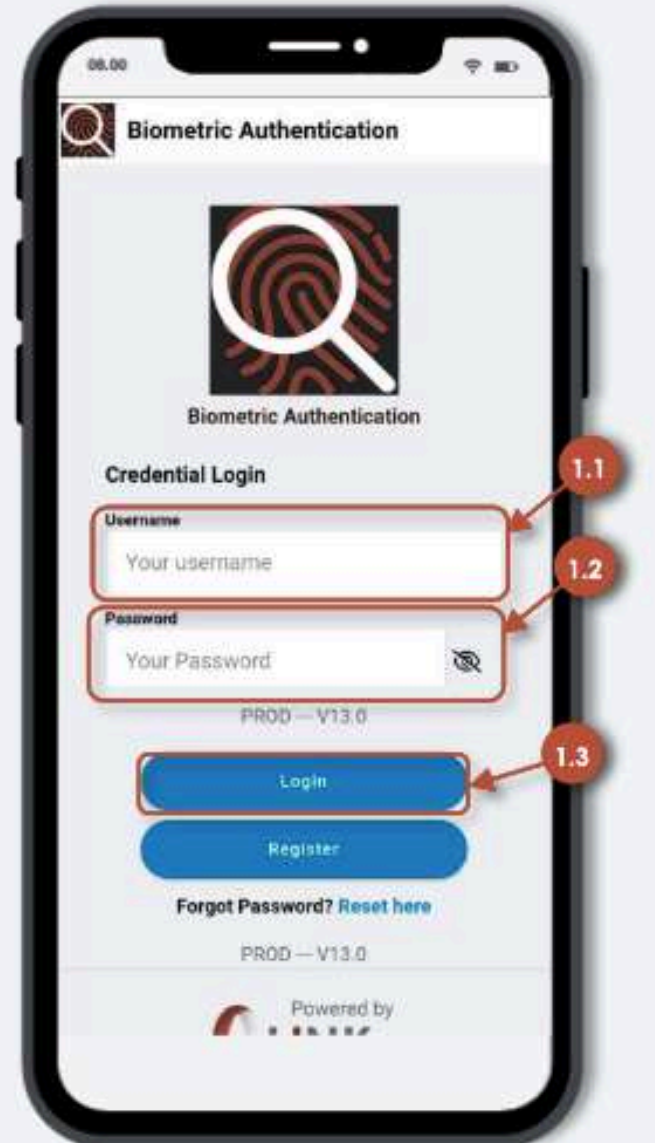
Q-LINK LOGGING IN

Make sure you have completed the Registration / Activation process in full before proceeding to log in.

Launch the app.

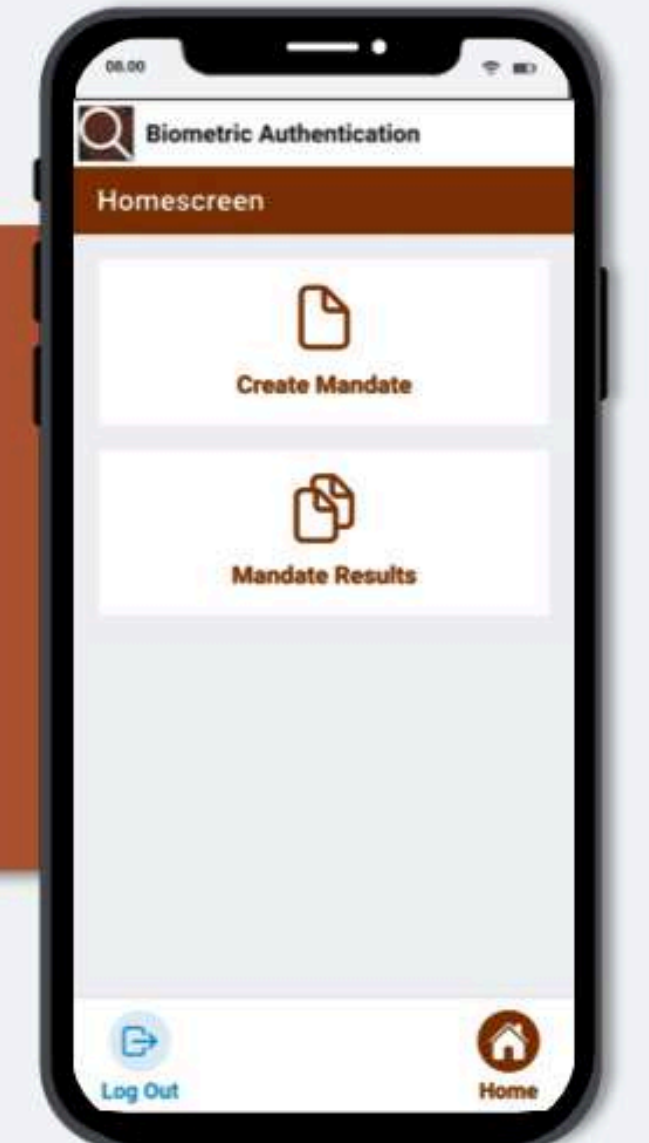
For the first time login you will be required to Login using your profile credentials.

- 1.1 On the landing page, enter your 13-digit ID Number into the '**USERNAME**' field '.
- 1.2 Enter your '**PASSWORD**' registered to your agent profile.
- 1.3 Click on '**LOGIN**'.



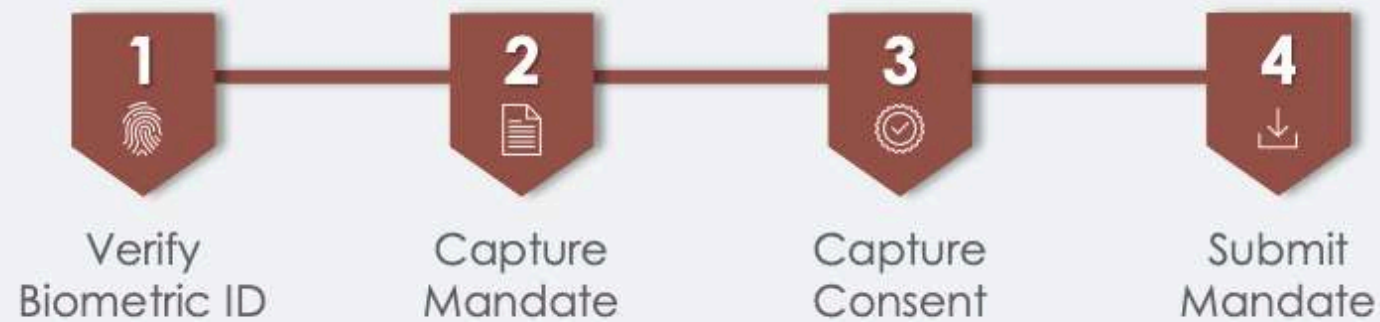
When login is **successful** you will be redirected to the Home screen. From here you will be able to:

- Create new Biometrically authenticated mandates for payroll deductions.
- View your created mandate results.



Q-LINK CREATE A MANDATE

In just 4 EASY STEPS you can create a secured biometric authenticated mandate for payroll deductions.

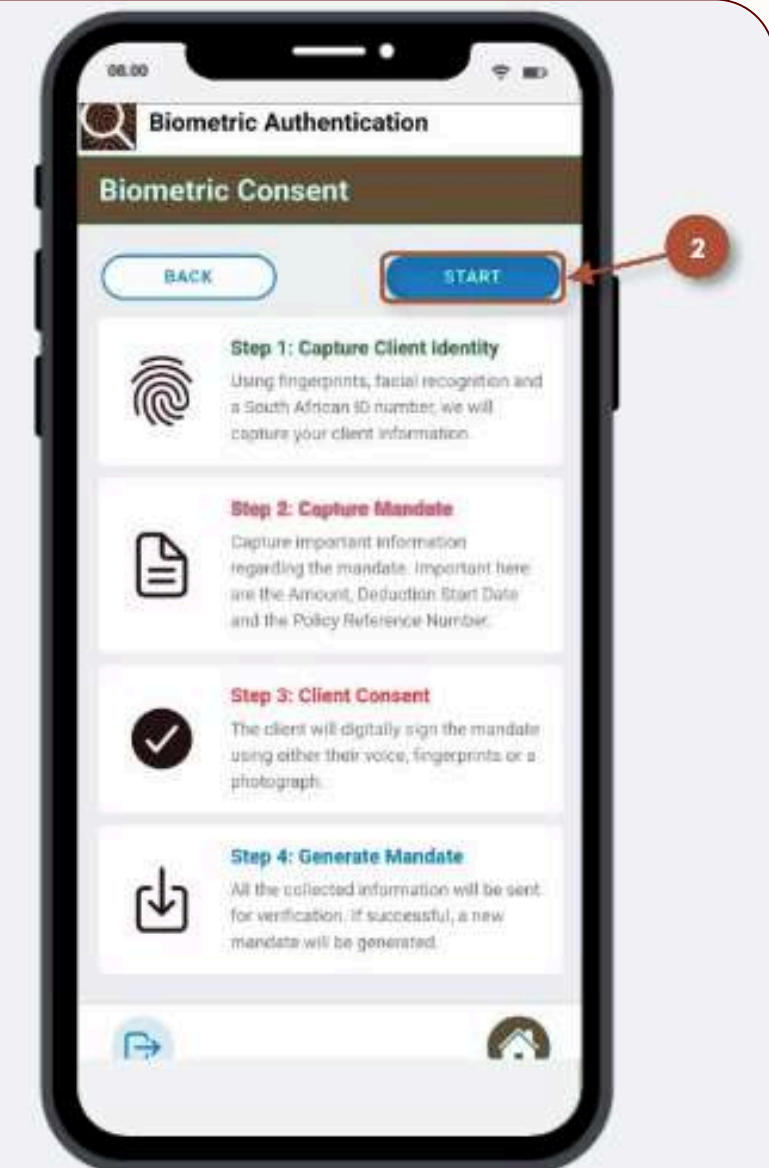


1. Once you are logged in and, on the Home-Screen click on the **'CREATE MANDATE'** option to get started.



You will be directed to the **'Create Mandate Step guide'**. This screen gives you a brief description of what you will be required to capture in every step of the process.

- 2 Click on the **'START'** button to start creating a mandate.



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1. VERIFY BIOMETRIC ID

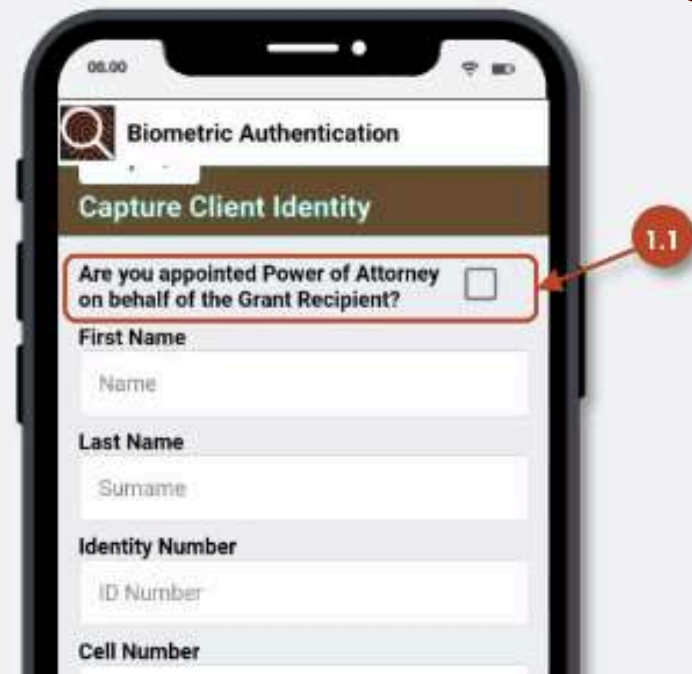
Before the mandate can be created the Grant Recipient needs to be verified with DHA (The Department of Home Affairs) and validated to determine if the customer is registered with SASSA (South African Social Security Agency). To do this you will be required to capture the biometric identity of the customer.

You will be directed to the 'VERIFY GRANT RECIPIENT' screen. On this screen you will be required to do the afore-mentioned validations on the Grant Recipient before you will be able to continue to capture the mandate details.

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1. VERIFY BIOMETRIC ID

- 1.1** Should you be capturing the mandate using a Power of Attorney assigned to the Grant Recipient, then select this tick-box and follow the steps on the '**Capturing a Mandate using a POA**' in this manual.



Biometric Authentication

Capture Client Identity

Are you appointed Power of Attorney on behalf of the Grant Recipient? ☐

First Name
Name

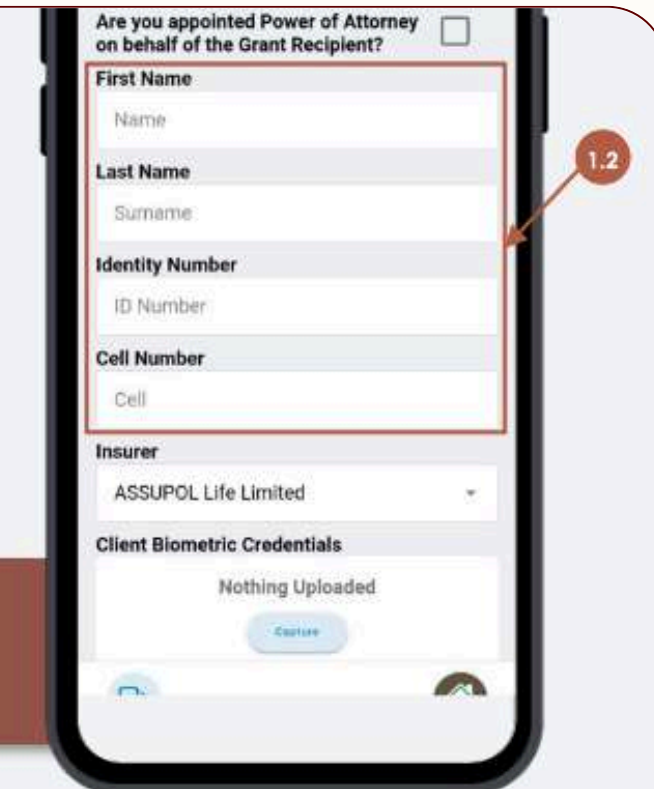
Last Name
Surname

Identity Number
ID Number

Cell Number

- 1.2** Complete the Grant Recipients '**FIRST NAME**', '**LAST NAME**', then enter their 13-digit South African '**ID NUMBER**'. Lastly enter the 10-digit '**MOBILE NUMBER**' of the Grant Recipient.

Double check the customer's ID number before you continue to capture the Biometric ID.



Are you appointed Power of Attorney on behalf of the Grant Recipient? ☐

First Name
Name

Last Name
Surname

Identity Number
ID Number

Cell Number
Cell

Insurer
ASSUPOL Life Limited

Client Biometric Credentials
Nothing Uploaded

Capture



NOTE:
For this Manual we will NOT be using a POA but capture a normal mandate. Do not tick the POA box for this guide otherwise you will not be able to proceed with the 'Create a Mandate' process.

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1. VERIFY BIOMETRIC ID

1.3 Start capturing the Biometric details of the Grant Recipient by clicking on the **'CAPTURE'** button.

The application will request your permission to use your Camera during this time. Select **'While using the App'** to continue.

This will provide access to the application to be able to open the camera on your device to capture the biometric ID of the customer.

08:00

Biometric Authentication

Capture Client Identity

Are you appointed Power of Attorney on behalf of the Grant Recipient? ☐

First Name
Name

Last Name
Surname

Identity Number
ID Number

Cell Number
Cell

Insurer
ASSUPOL Life Limited

Client Biometric Credentials

Nothing Uploaded

Capture

1.3



- Remove any hats, caps and glasses.
- Make sure you are in a well-lit space to capture a clear image.
- A dark background behind the grant recipients face at the time of capturing will make the camera focus easier and capture faster.

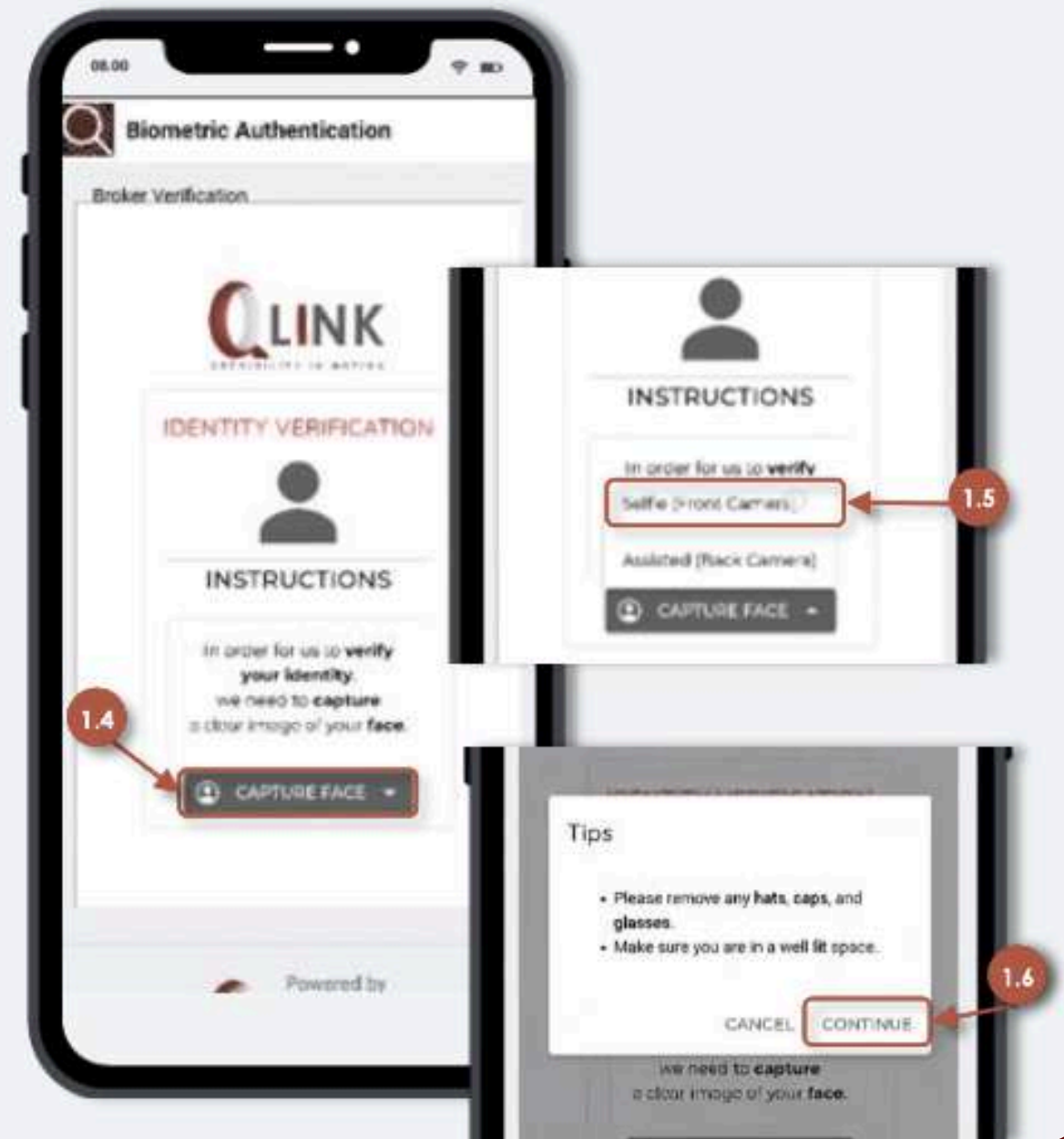
Q-LINK

1. VERIFY BIOMETRIC ID

1.4 To start this process click on '**CAPTURE FACE**'.

1.5 Then select the '**Assisted (Back Camera)**'.

1.6 The capture tips will be displayed again. To proceed click '**Continue**'.

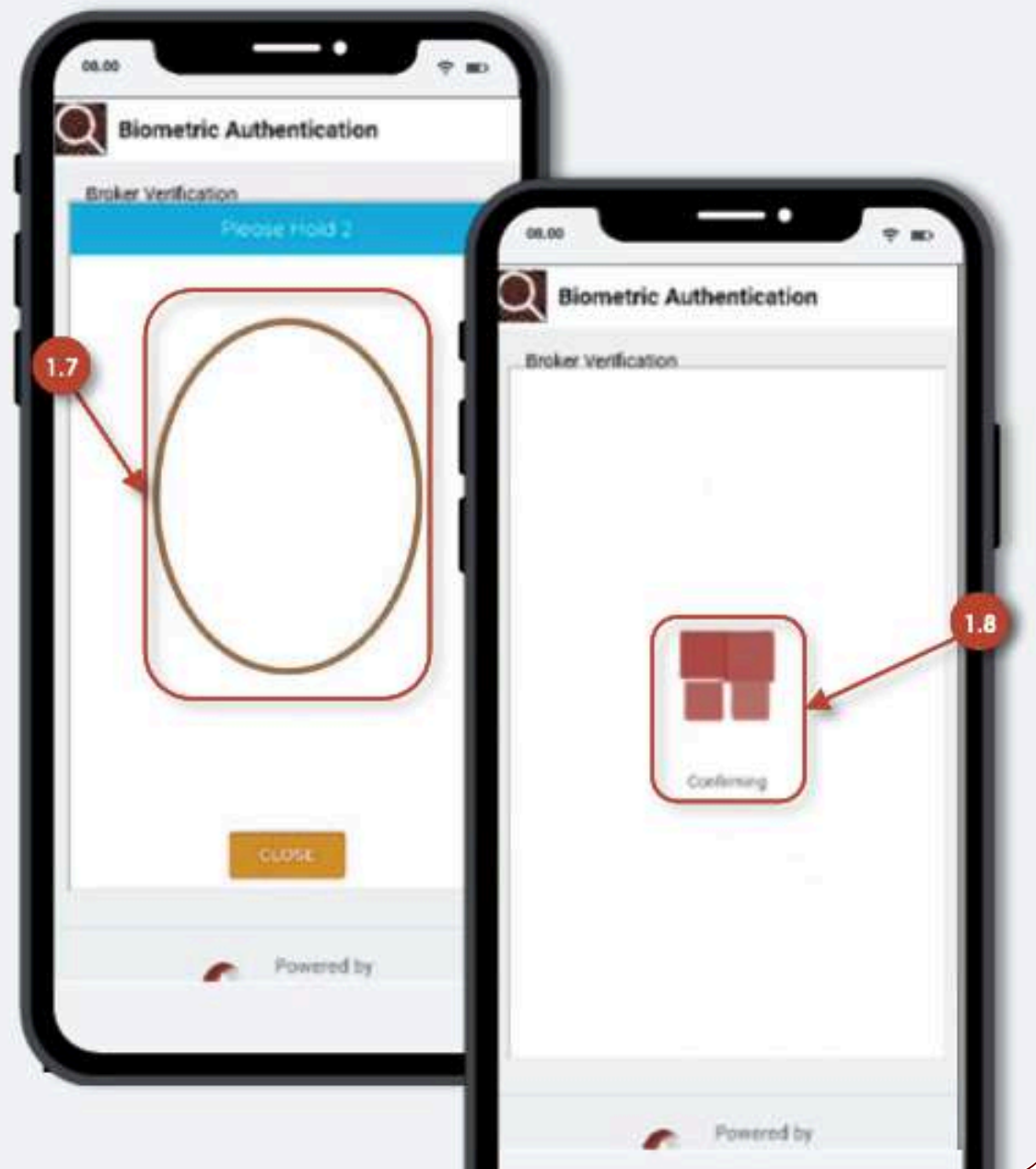


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1. VERIFY BIOMETRIC ID

1.7 The back camera on your device will be opened with the flash enabled. Hold the device parallel towards the grant recipients face, within the '**CAPTURE GUIDE**'.

1.8 Once a clear image has been captured you will be presented with the '**CONFIRMING**' screen. DON'T close the app. Please be patient while the biometric ID is being verified.



The application will verify the Biometric ID against DHA (Department of Home Affairs).

If DHA does not have a clear image on record, you will be prompted to capture the customer's left and right thumbprint to verify their Biometric ID.

Follow the below steps to capture their fingerprints.

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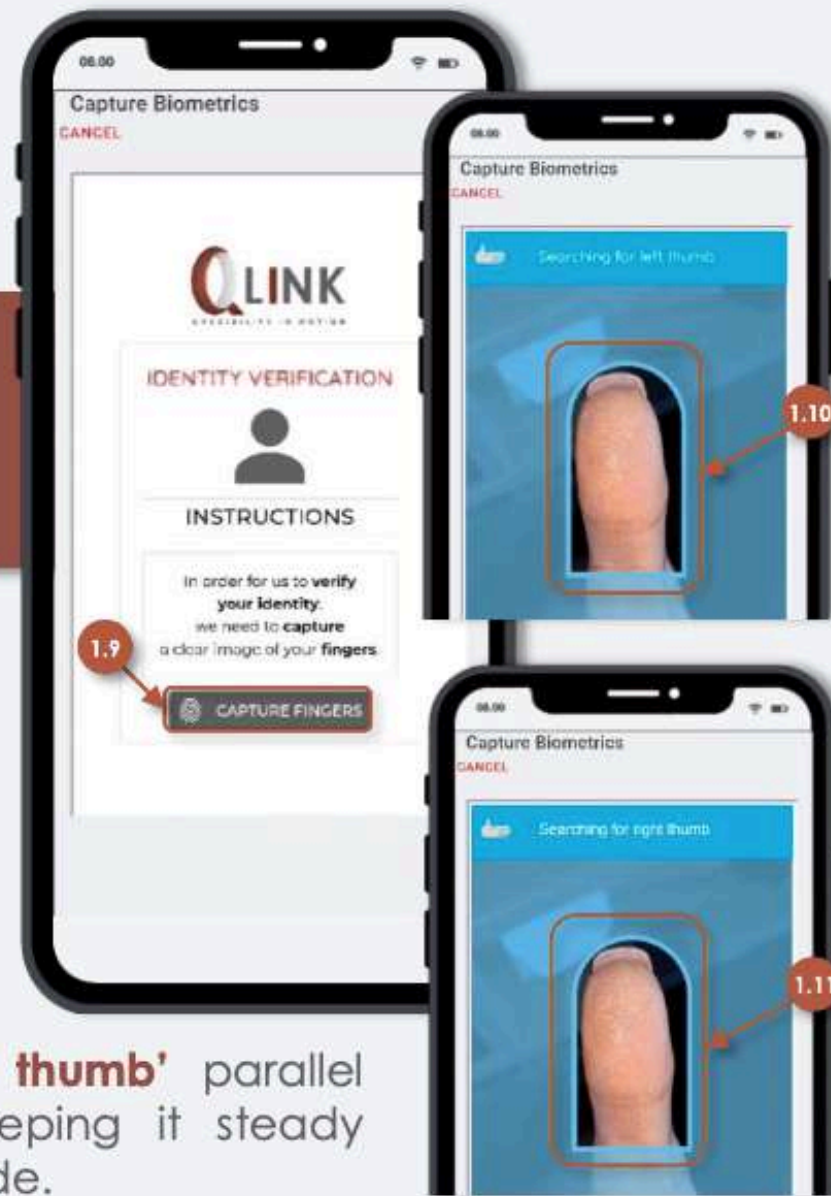
1. VERIFY BIOMETRIC ID

1.9 To start this process click on **'CAPTURE FINGERS'**.

Start by capturing the **left thumbprint**. When the left thumb is done the app will automatically opt for the **right thumbprint**.

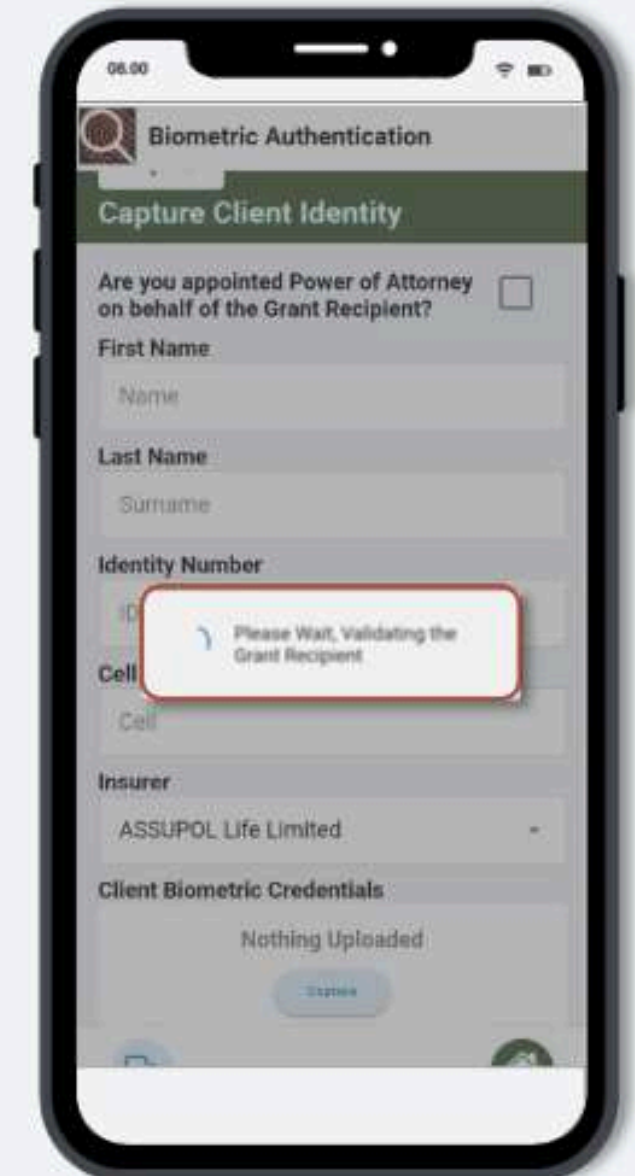
1.10 Hold the **'left thumb'** parallel with your device keeping it steady within the capture guide.

1.11 Now hold the **'right thumb'** parallel with your device keeping it steady within the capture guide.



Once the Biometrics have been confirmed the application will automatically trigger the Grant recipient validations. This process takes no more than 10seconds.

Once the Grant recipient validations have been completed and is passed you will be automatically directed to the next step **'CAPTURE MANDATE DETAILS'**.



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2. CAPTURE MANDATE DETAILS

To capture the Mandate details, you will require the Policy Reference Number, the Deduction Amount and the Deduction Start Date.

All these fields are mandatory and must be completed before you will be able to continue.

2.1 Enter the '**POLICY REFERENCE NUMBER**' into the provided field. *Where do you get this number?*

2.2 Capture the '**DEDUCTION AMOUNT**' value without cents.

2.3 Select the '**DEDUCTION START DATE**' from the available drop-down values.

2.4 Click on '**CONTINUE**'.

The screenshot shows a mobile app interface for 'Biometric Authentication' at 'Step 2/4'. The screen is titled 'Capture Mandate Detail' and contains three input fields: 'Policy Reference' (with a placeholder 'Policy Reference Number'), 'Deduction Amount (R, no cents)' (with a placeholder 'Enter Amount'), and 'Deduction Start Date' (a date picker showing 'Start Date'). At the bottom are 'RESET' and 'CONTINUE' buttons. Red callout boxes with numbers 2.1 through 2.4 point to these elements: 2.1 points to the Policy Reference field, 2.2 points to the Deduction Amount field, 2.3 points to the Deduction Start Date date picker, and 2.4 points to the CONTINUE button. To the right of the date picker, a list of months is shown: March, April, May, June, and a Cancel option.

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3. CAPTURE CLIENT CONSENT

A mandate cannot be created without the biometric consent.

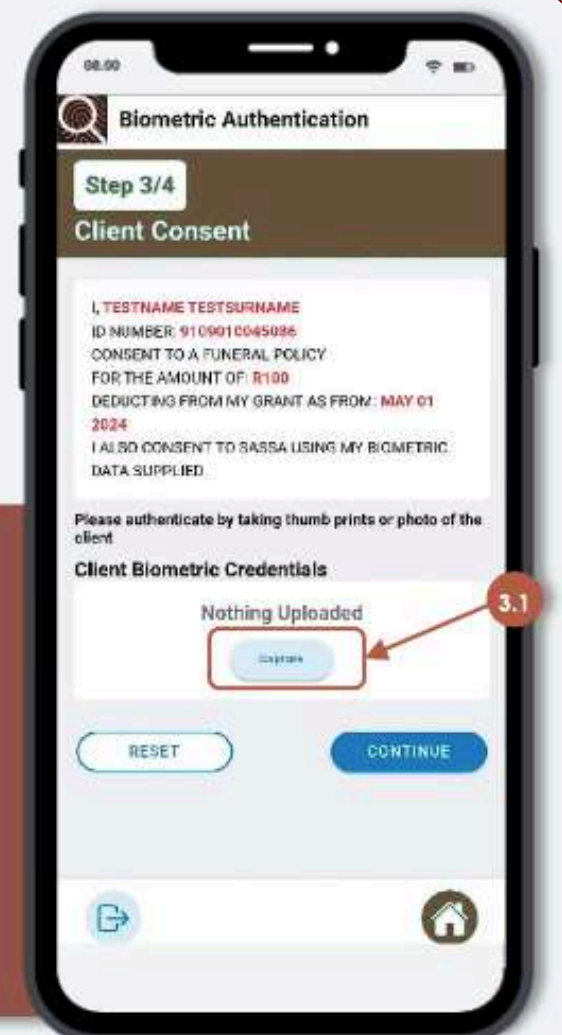
The biometric consent serves as a digital signature on the biometrically authenticated mandate to allow for payroll deductions.

- 3.1** If the customer cannot read the consent, the sales agent can read it for them. Click on the '**CAPTURE**' button to start.

Remove any **hats, caps** and **glasses**.

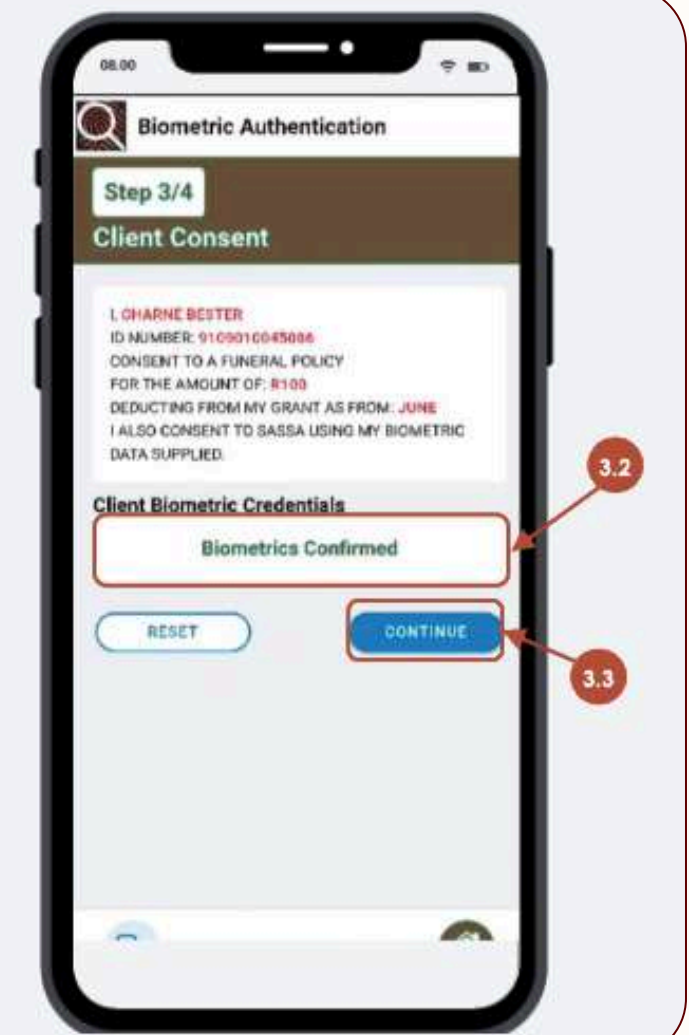
Make sure you are in a **well-lit space** to capture a clear image.

A dark background behind the grant recipients face at the time of capturing will make the camera focus easier and capture faster.



- 3.2** The app will only prompt for the same biometrics that passed on the '**Verify Grant Recipient**' screen, whether Fingerprints or face. Capture the requested biometrics.

- 3.3** Once the biometrics have been captured click '**CONTINUE**' to proceed.



Q-LINK

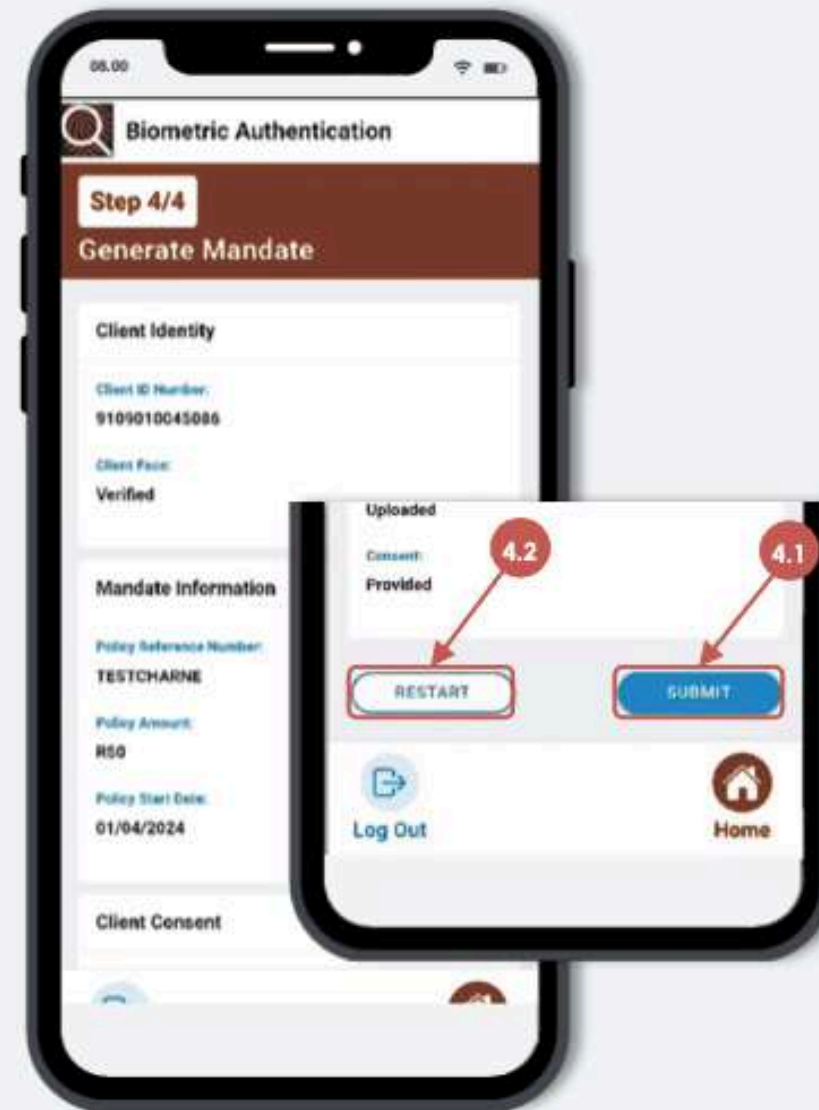
4. SUBMIT THE MANDATE

Review the mandate information captured with the Grant Recipient.

4.1 If all the information captured is correct. Click on **'SUBMIT'**.

4.2 If you wish to start creating a new mandate without submitting the current one you can click on the **'RESTART'** button to do so.

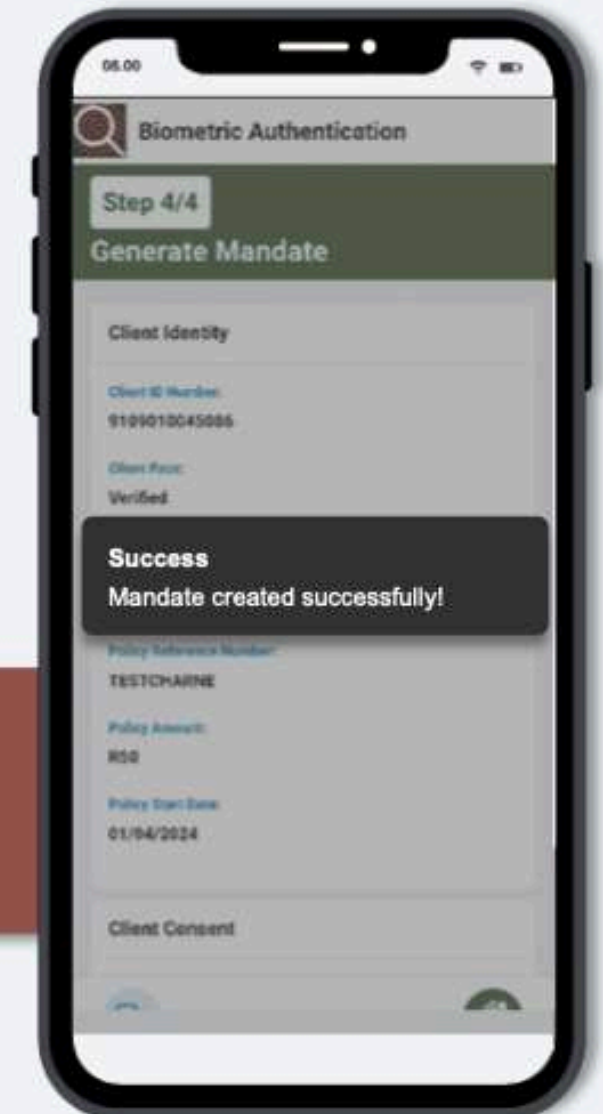
This will clear all the information that was captured for the current mandate and redirect you too the **'Verify Grant Recipient'** screen to start creating a NEW mandate



4.1 If the Mandate has been captured successfully the success message should pop up and you will be redirected to the **'HOME'** screen. Select **'OK'**. You can now proceed to create more mandates.

CONGRATULATIONS!

You have completed your first sale!



Q-LINK CREATE A MANDATE USING A POA

When the SASSA Grant Recipient has a POA (Power of Attorney) registered against their name at SASSA then the POA route must be followed to create a mandate for that Grant Recipient.

You will be unable to pass the 'Verify Grant Recipient' screen if the POA checkbox has not been selected. During this process, the Biometrics that will be captured will be that of the Power of Attorney, therefore the POA must be present at the point of sale

Following the same 4 EASY STEPS you can create a secured biometric authenticated mandate for payroll deductions.



Q-LINK

CREATE A MANDATE USING A POA

1. Once you are logged in and, on the Home-Screen click on the **'CREATE MANDATE'** option to get started.



You will be directed to the 'Create Mandate Step guide'.

This screen gives you a brief description of what you will be required to capture in every step of the process.

- 2 Click on the **'START'** button to start creating a mandate.



Q-LINK

1. VERIFY BIOMETRIC ID

For the POA route the POA will be verified with DHA (The Department of Home Affairs), and the Grant Recipient will be validated to determine if the Grant Recipient is registered with SASSA (South African Social Security Agency).

To do this you will be required to capture the biometric details of the POA.

You will be directed to the 'VERIFY GRANT RECIPIENT' screen. On this screen you will be required to do the afore-mentioned validations on the POA and Grant Recipient before you will be able to continue to capture the mandate details.

Q-LINK

1. VERIFY BIOMETRIC ID

The screenshot shows a mobile application interface for 'Biometric Authentication'. It includes a status bar at the top with the time 08:00. The main form has several sections: a checkbox for 'Are you appointed Power of Attorney on behalf of the Grant Recipient?' (checked), input fields for 'First Name', 'Last Name', and 'Identity Number', a 'POA Identity Number' field, a 'Cell Number' field, an 'Insurer' dropdown menu (showing 'Assupol Pty Ltd.'), and a 'POA Biometric Credentials' section with a 'Nothing Uploaded' message and a 'Capture' button. Red callout boxes with numbers 1.1 through 1.5 point to specific elements: 1.1 points to the checkbox, 1.2 points to the name and ID fields, 1.3 points to the POA ID field, 1.4 points to the cell number field, and 1.5 points to the 'Capture' button.

1.1 We are now capturing the Policy using the Power of Attorney assigned to the Grant Recipient. Select this 'tick-box' to indicate that the POA will be used.

1.2 Complete the 'FIRST NAME', 'LAST NAME', 13 Digit South African 'ID NUMBER' of the Grant Recipient.

1.3 Complete the Power of Attorney's 13 Digit South African 'ID NUMBER'

1.4 Lastly enter the 10-digit 'MOBILE NUMBER' of the Grant Recipient.

1.5 You will now be required to Capture the Biometrics of the Power of Attorney registered for the Grant Recipient at SASSA. To start this process, click the 'CAPTURE' button.

Make sure the Power of Attorney's ID number is entered before you continue to capture the biometrics

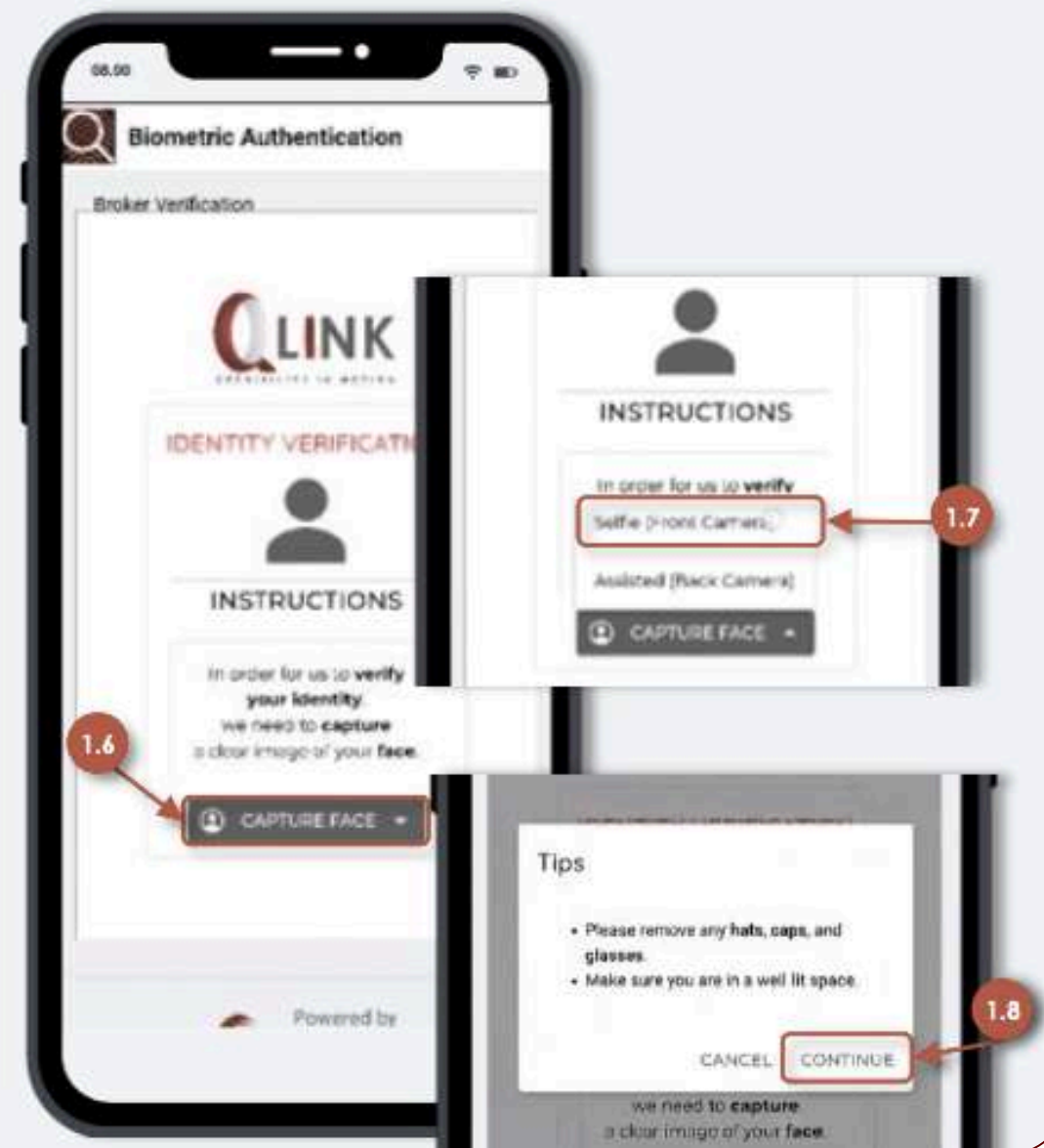
Q-LINK

1. VERIFY BIOMETRIC ID

1.6 To start this process click on **'CAPTURE FACE'**.

1.7 Then select the **'Assisted (Back Camera)'**.

1.8 The capture tips will be displayed again. To proceed click **'CONTINUE'**.



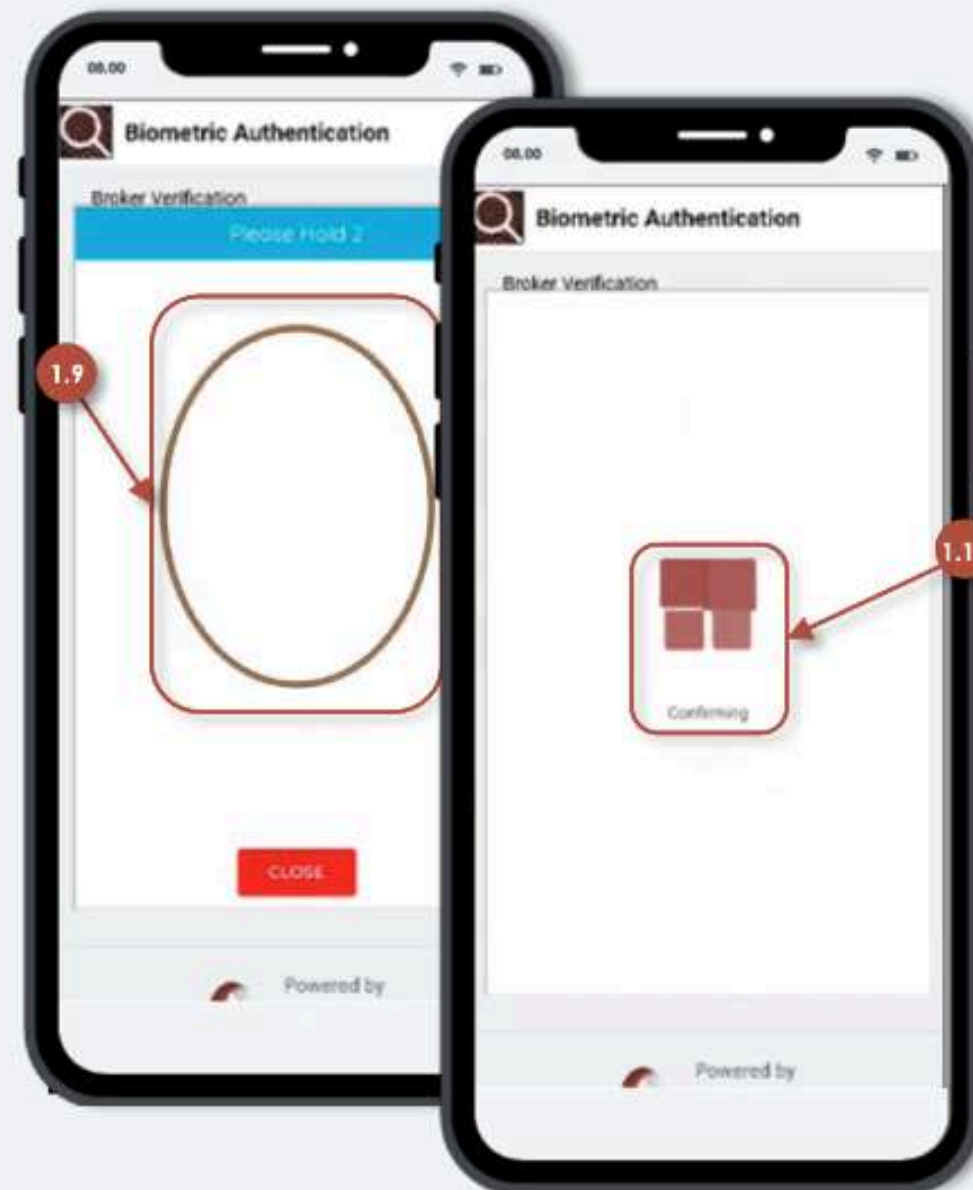
- Remove any hats, caps and glasses.
- Make sure you are in a well-lit space to capture a clear image.
- A dark background behind the grant recipients face at the time of capturing will make the camera focus easier and capture faster.

Q-LINK

1. VERIFY BIOMETRIC ID

1.9 The back camera on your device will be opened with the flash enabled. Hold the device parallel towards the POA's face, within the **'CAPTURE GUIDE'**.

1.10 Once a clear image has been captured you will be presented with the **'CONFIRMING'** screen. DON'T close the app. Please be patient while the biometric ID is being verified.



The application will verify the Biometric ID against DHA (Department of Home Affairs).



If DHA does not have a clear image on record, you will be prompted to capture the POA's left and right thumbprint to verify their Biometric ID.

Follow the below steps to capture their fingerprints.

Q-LINK

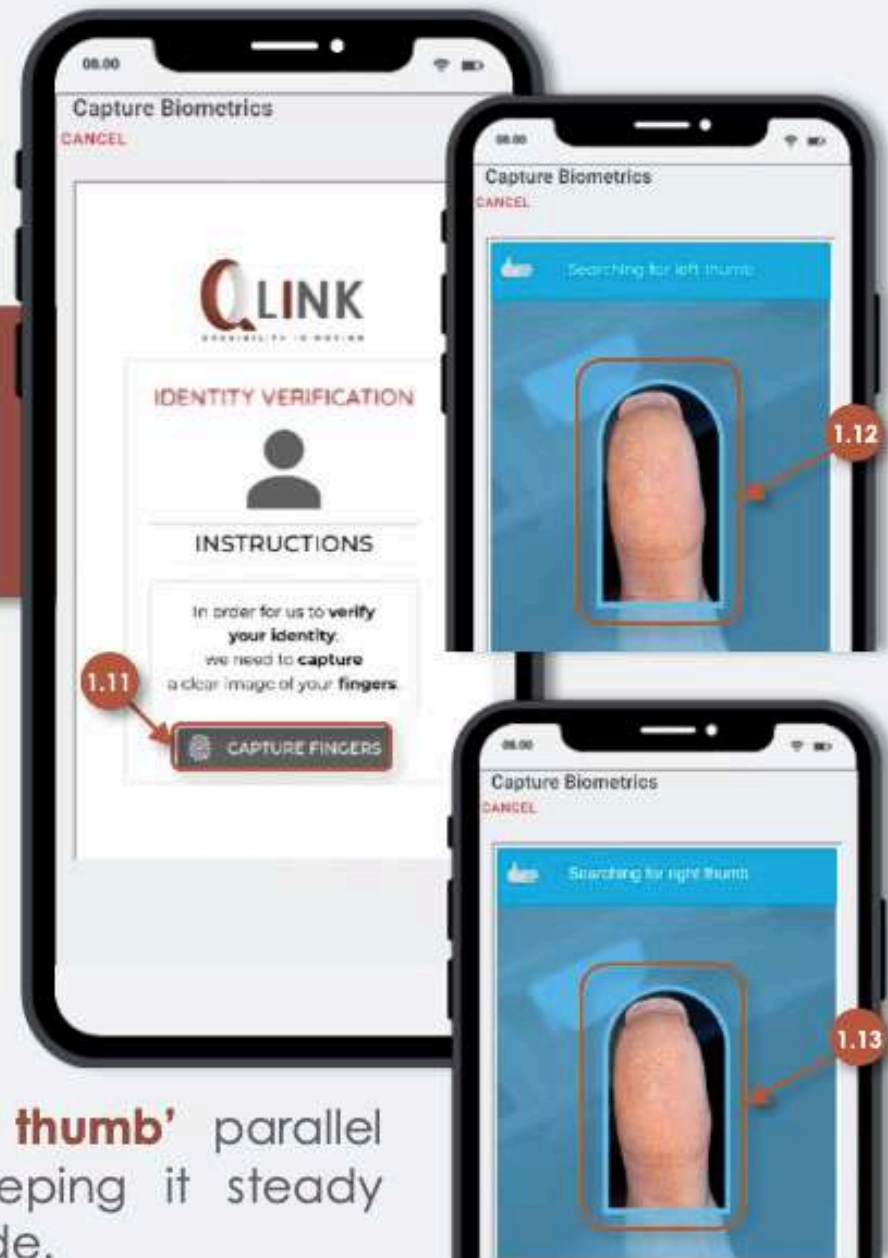
1. VERIFY BIOMETRIC ID

1.11 To start this process click on '**CAPTURE FINGERS**'.

Start by capturing the **left thumbprint**. When the left thumb is done the app will automatically opt for the **right thumbprint**.

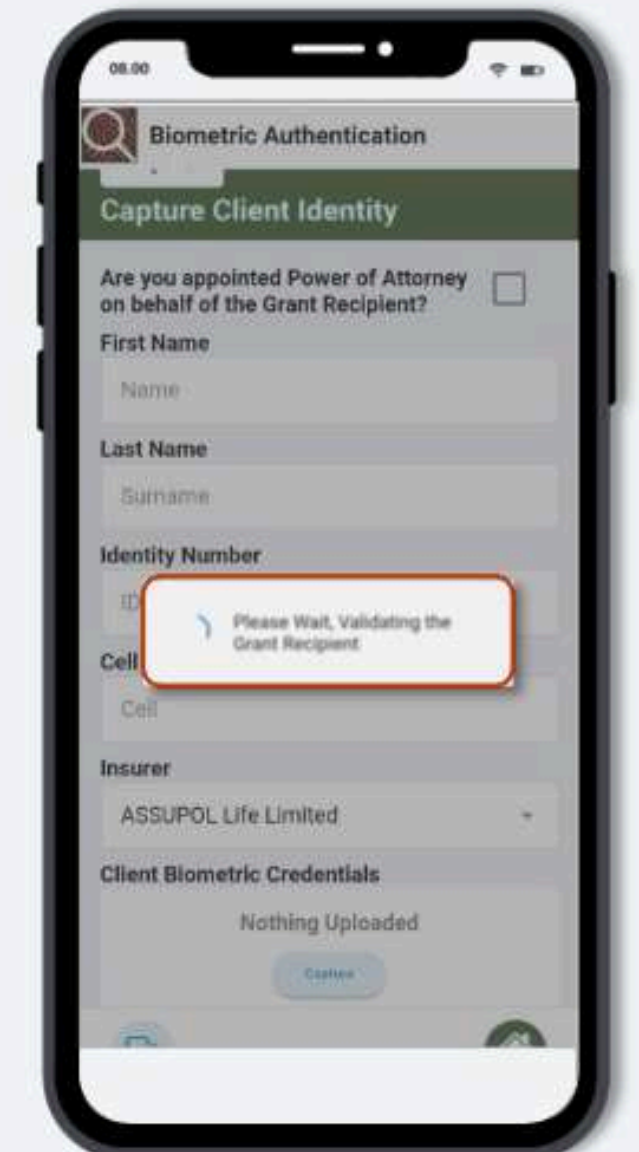
1.12 Hold the '**left thumb**' parallel with your device keeping it steady within the capture guide.

1.13 Now hold the '**right thumb**' parallel with your device keeping it steady within the capture guide.



Once the Biometrics have been confirmed the application will automatically trigger the Grant recipient validations. This process takes no more than 10seconds.

Once the Grant recipient validations have been completed and is passed you will be automatically directed to the next step '**CAPTURE MANDATE DETAILS**'.



Q-LINK

2. CAPTURE MANDATE DETAILS

To capture the Mandate details, you will require the Policy Reference Number, the Deduction Amount and the Deduction Start Date.

All these fields are mandatory and must be completed before you will be able to continue.

Q-LINK

2. CAPTURE MANDATE DETAILS

2.1 Enter the '**POLICY REFERENCE NUMBER**' into the provided field. *Where do you get this number?*

2.2 Capture the '**DEDUCTION AMOUNT**' value without cents.

2.3 Select the '**DEDUCTION START DATE**' from the available drop-down values.

2.4 Click on '**CONTINUE**'.

The screenshot shows a mobile application interface for 'Biometric Authentication' at 'Step 2/4', titled 'Capture Mandate Detail'. It features three input fields: 'Policy Reference' (with placeholder 'Policy Reference Number'), 'Deduction Amount (R, no cents)' (with placeholder 'Enter Amount'), and 'Deduction Start Date' (with placeholder 'Start Date' and a dropdown arrow). At the bottom are 'RESET' and 'CONTINUE' buttons. Red callout boxes with numbers 2.1 through 2.4 point to these elements. Callout 2.3 is expanded to show a list of months: March, April, May, June, and a Cancel option.

Q-LINK

3. CAPTURE POA CONSENT

A mandate cannot be created without the biometric consent.

The biometric consent serves as a digital signature on the biometrically authenticated mandate to allow for payroll deductions.

3.1 Here you will be required to capture the consent of the POA on behalf of the Grant Recipient. Click on the **'CAPTURE'** button.

3.2 Once the biometrics have been captured click **'CONTINUE'** to proceed.

The screenshot shows the 'Step 3/4 Client Consent' screen in the Q-LINK app. The screen displays the following information:

- Client Name: I, TESTNAME TESTSURNAME
- ID NUMBER: 9109010045086
- CONSENT TO A FUNERAL POLICY FOR THE AMOUNT OF: R100
- DEDUCTING FROM MY GRANT AS FROM: MAY 01 2024
- I ALSO CONSENT TO SASSA USING MY BIOMETRIC DATA SUPPLIED

Below the consent text, it says: "Please authenticate by taking thumb prints or photo of the client."

The 'Client Biometric Credentials' section shows 'Nothing Uploaded' and a 'Capture' button. A red circle with the number 3.1 points to this 'Capture' button.

At the bottom of the screen, there are two buttons: 'RESET' and 'CONTINUE'. A red circle with the number 3.2 points to the 'CONTINUE' button.

Q-LINK

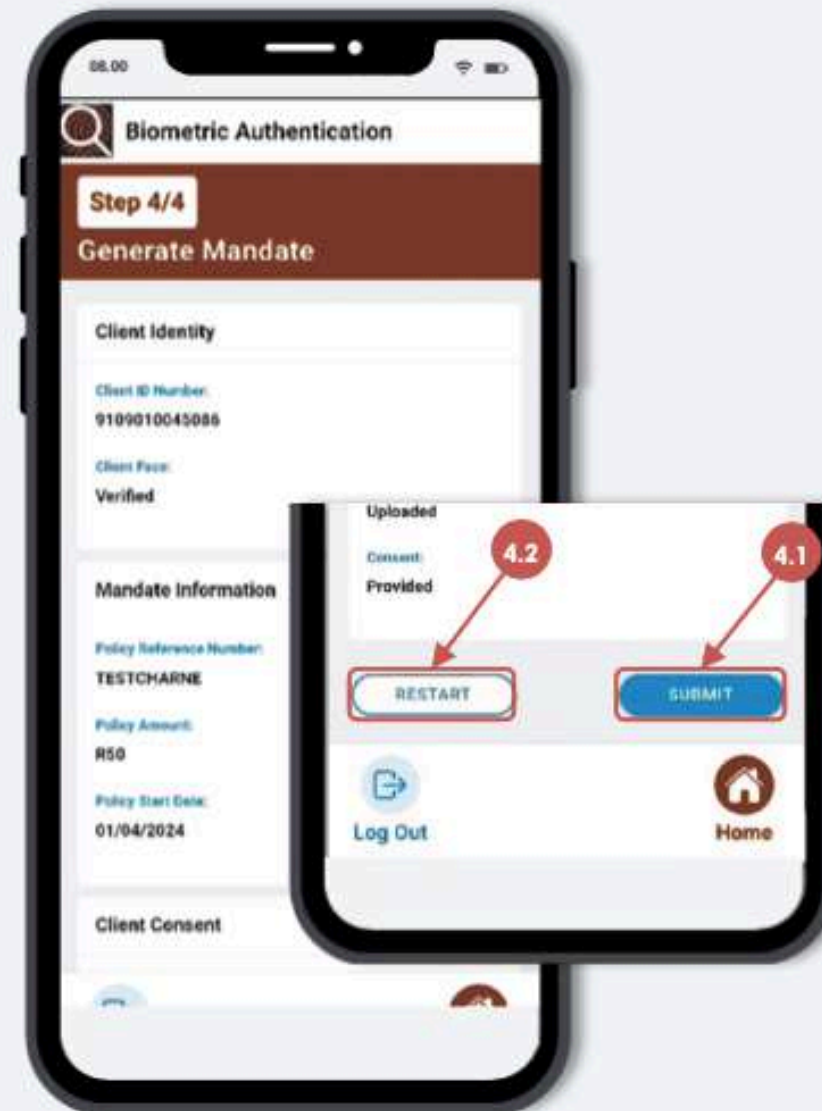
4. SUBMIT THE MANDATE

Review the mandate information captured with the Grant Recipient.

4.1 If all the information captured is correct. Click on **'SUBMIT'**.

4.2 If you wish to start creating a new mandate without submitting the current one you can click on the **'RESTART'** button to do so.

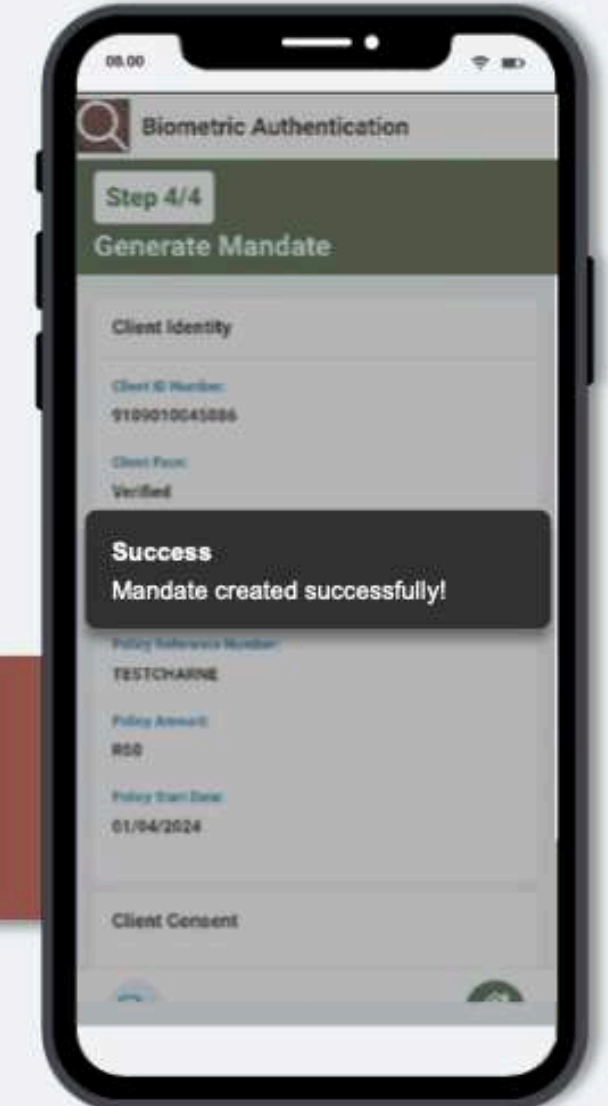
This will clear all the information that was captured for the current mandate and redirect you too the **'Verify Grant Recipient'** screen to start creating a NEW mandate



4.1 If the Mandate has been captured successfully the success message should pop up and you will be redirected to the **'HOME'** screen. Select **'OK'**. You can now proceed to create more mandates.

CONGRATULATIONS!

You have completed your first sale!



Q-LINK OFFLINE MODE

Prepare to revolutionize your mandate creation process with our cutting-edge Offline Mode! Say goodbye to interruptions and hello to uninterrupted productivity, even in areas with unreliable internet.

Dive into this user manual to unlock the power of creating mandates offline, store them securely in a pending state, and effortlessly sync them upon reconnection for real-time online validations.



Offline mode will not work if you have not logged in online at least once in the last 48 hours. It is important for users to log in online daily, before using the offline mode feature.

Q-LINK OFFLINE MODE

IMPORTANT OFFLINE NOTES:

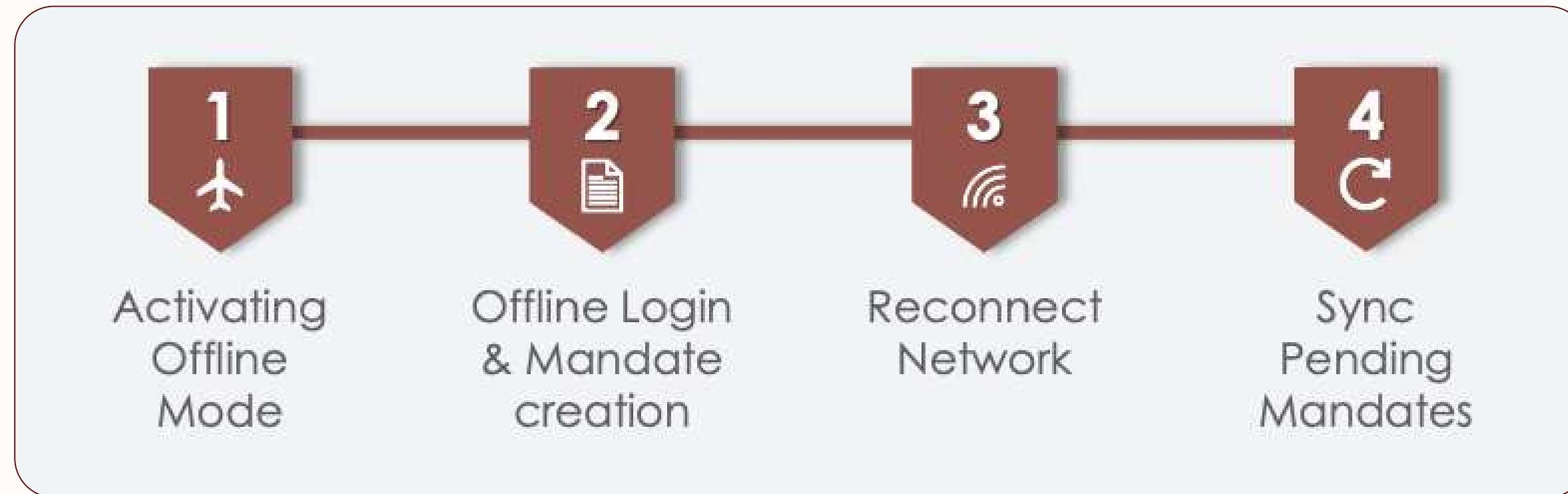
- ✓ Users must log in daily in online mode to keep their token active.

WHY? The login token is only valid for a certain time. Failure to login before the token expires you risk losing your pending mandates captured in offline mode.

- ✓ **NO Devices** must be shared in offline mode.
- ✓ Users must ensure that they login using the same email used in online mode.
- ✓ In offline mode user will be required to capture both the face & thumbprints of the customer.
- ✓ Opt for offline mode even if your signal is unreliable, allowing your policy to be saved and uploaded once your signal strengthens.

Q-LINK OFFLINE MODE

Follow the below 4 easy steps to create and sync your offline mandate.



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1. ACTIVATING OFFLINE MODE

Airplane mode is the optimal method for enabling offline mode due to its comprehensive disconnection of all wireless communications.

With a simple toggle, users can effectively disable cellular, WiFi, and Bluetooth connections, ensuring complete offline functionality.

- 1.1** Place your finger on the top of your home screen and **swipe down from the top** of the screen.

Depending on your device you might have to use two fingers. This will expand the notifications menu, **swipe for a second time** and it will **expand the full** menu.

- 1.2** Once the menu is expanded, look for the "**Airplane Mode**" icon. It typically resembles an airplane. Tap on the "Airplane Mode" icon to activate it. You may need to tap it once to turn it on.

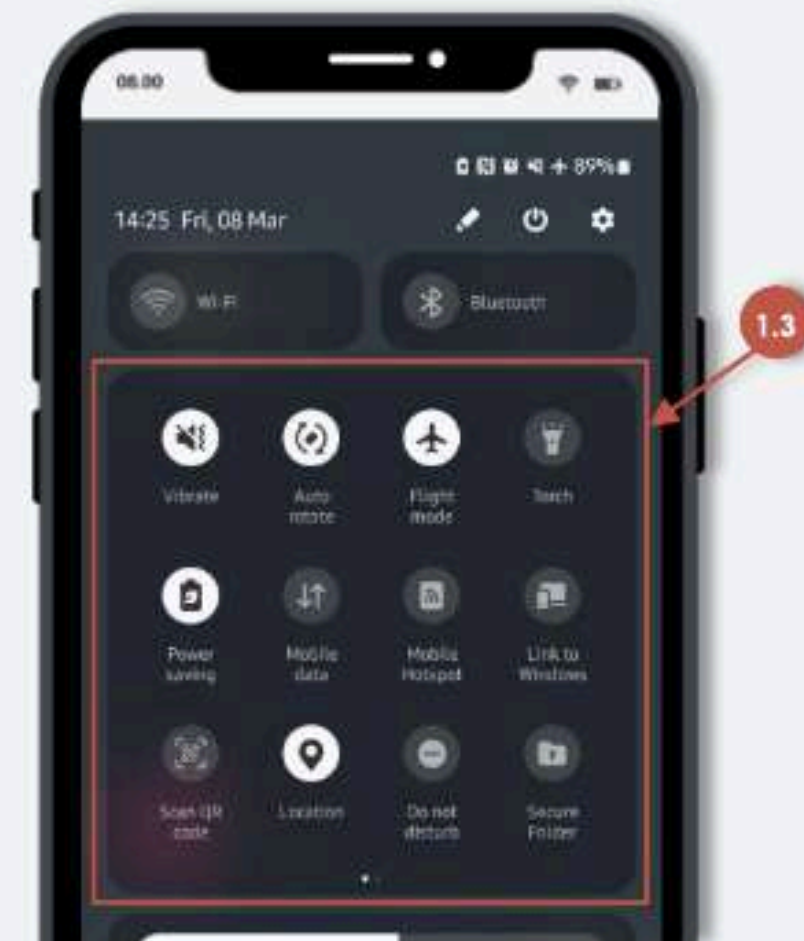


Q-LINK

1. ACTIVATING OFFLINE MODE

1.3 Once activated, the **icon should change color** to indicate that airplane mode is now enabled.

You will also see that your Wi-Fi, Bluetooth & mobile network will be disabled when airplane mode is activated.



1.4 Once airplane mode is activated you can launch the application and **login in offline mode.**

Q-LINK

2. OFFLINE LOGIN & MANDATE CREATION

Upon relaunching the app in airplane mode, the app will detect that you are offline and prompt you with the No Network / Connectivity notification message.

This message reads “Note that you do not have any connectivity at this moment.

Continue in offline mode?

2.1 Click on '**CONTINUE**'.



2.2 When offline mode is activated a '**You are offline**' banner on the top of the screen.

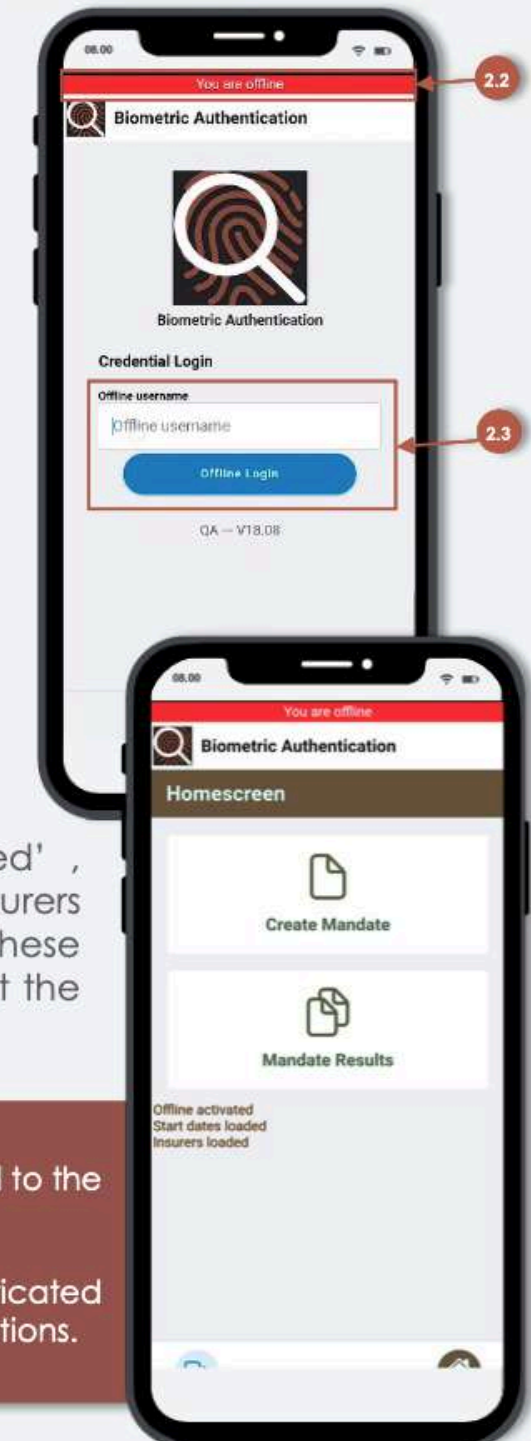
2.3 You will be directed to the offline Login screen. Enter your username and click '**OFFLINE LOGIN**'.

The application will now do a validation against the username entered for offline login with the last active online logged in username. If these do not match or the login token expired, you will have to reconnect your device to the network and login online.

2.4 Check that the 'Offline activated', 'Start dates loaded' and 'Insurers loaded' are all green. If any of these are red. Log in online first and start the offline process again.

When login is **successful** you will be redirected to the Home screen. From here you will be able to:

- Create a new Biometrically authenticated mandate in offline mode for payroll deductions.



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2. OFFLINE LOGIN & MANDATE CREATION

- 2.1** Once you are logged in and, on the Home-Screen click on the **'CREATE MANDATE'** option to get started.



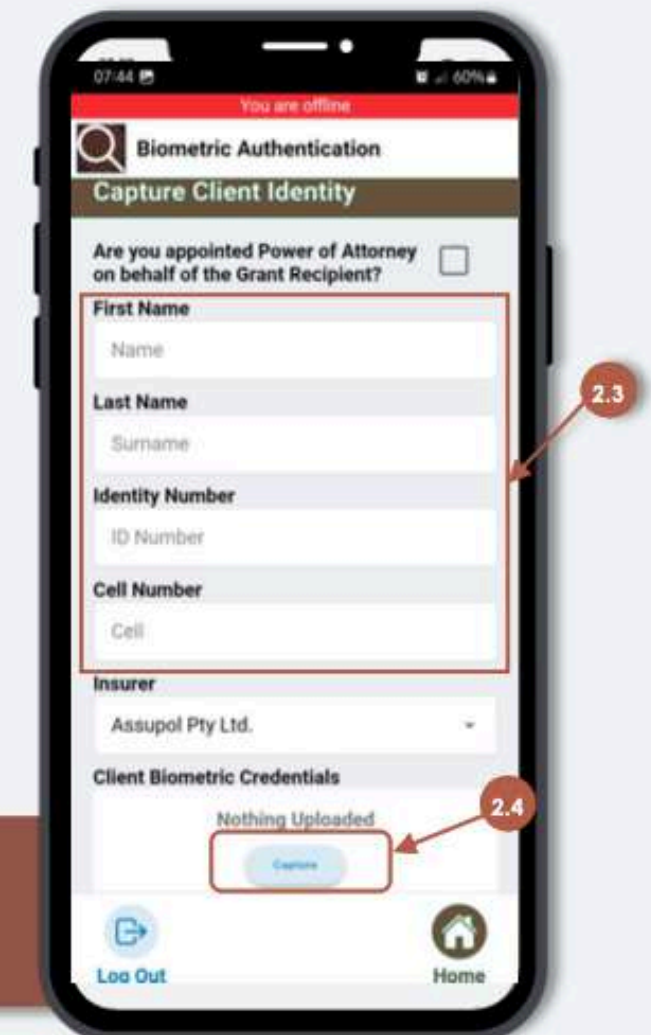
You will be directed to the 'Create Mandate Step guide'.

This screen gives you a brief description of what you will be required to capture in every step of the process.

- 2.2** Click on the **'START'** button to start creating a mandate.



- 2.3** Complete the Grant Recipients **'FIRST NAME'**, **'LAST NAME'**, then enter their 13-digit South African **'ID NUMBER'**. Lastly enter the 10-digit **'MOBILE NUMBER'** of the Grant Recipient.



- 2.4** Start capturing the Biometric details of the Grant Recipient by clicking on the **'CAPTURE'** button.

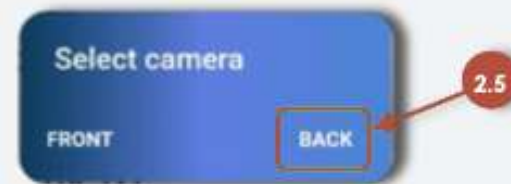
Double check the customer's ID number before you continue to capture the Biometric ID.



Q-LINK

2. OFFLINE LOGIN & MANDATE CREATION

2.5 In offline mode you will be presented with the 'Select Camera' message to choose which camera you would like to use to capture the grant recipient's face. (We recommend the **back** camera).



2.6 To start this process click on '**NEXT**'.



Capturing biometrics in offline mode will require you to capture both the face and fingerprints of the Grant recipient / POA.

This will allow the sync the process to verify the biometric ID once connectivity is regained.



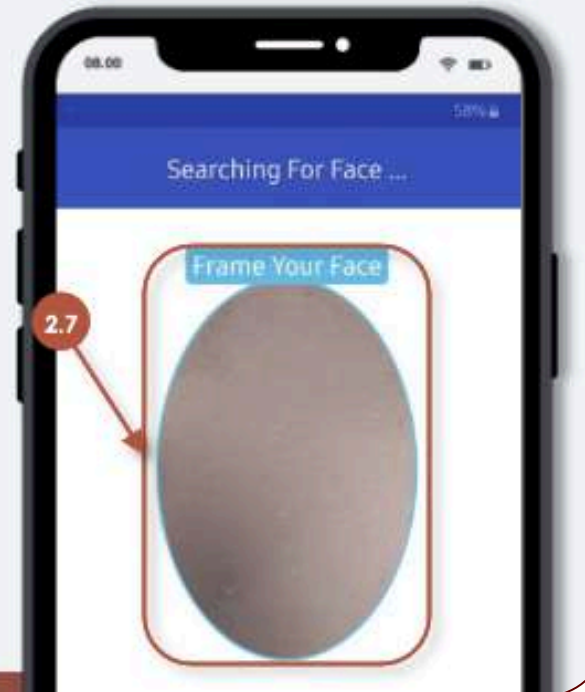
- Remove any hats, caps and glasses.
- Make sure you are in a well-lit space to capture a clear image.
- A dark background behind the grant recipients face at the time of capturing will make the camera focus easier and capture faster.

Q-LINK

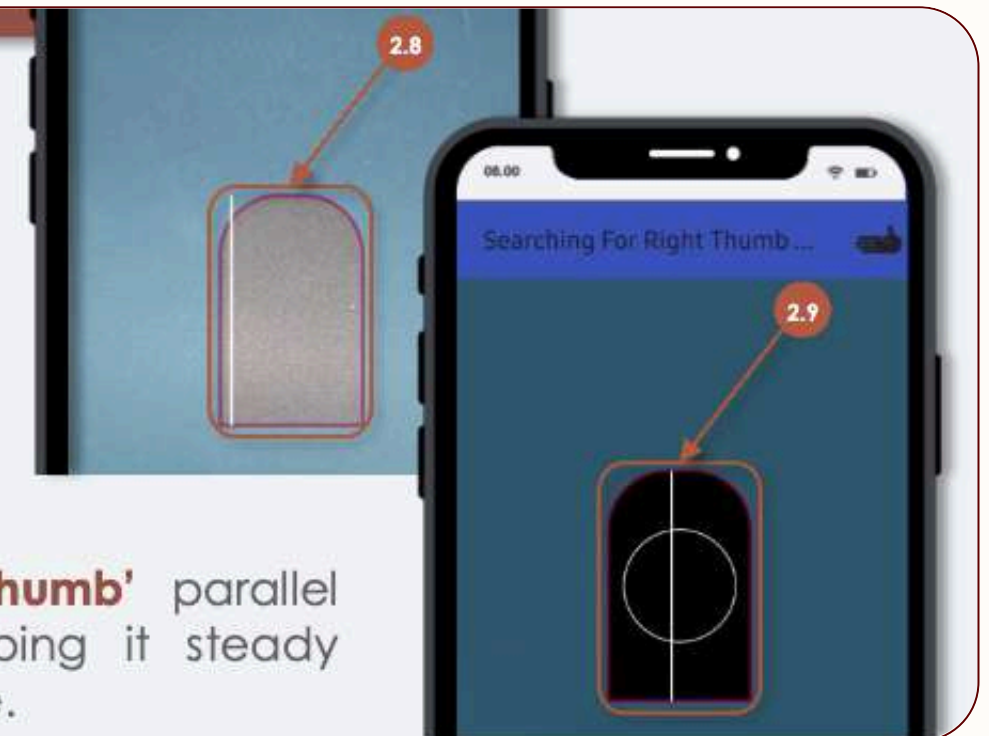
2. OFFLINE LOGIN & MANDATE CREATION

2.7 The back camera on your device will be opened with the flash enabled. Hold the device parallel towards the customer's face, keeping it within the '**CAPTURE GUIDE**'.

Once a clear image has been captured you will be required to capture the customer's fingerprints.



2.8 Hold the '**left thumb**' parallel with your device keeping it steady within the capture guide.



2.9 Now hold the '**right thumb**' parallel with your device keeping it steady within the capture guide.



Start by capturing the left thumbprint.

When the left thumb is done the app will automatically opt for the right thumbprint.

Q-LINK

2. OFFLINE LOGIN & MANDATE CREATION

The application will now store the biometrics captured to allow the application to authenticate the customer again once connectivity is regained and the sync process is initiated.

- 2.10 Once the Biometrics have been captured successfully the message '**BIOMETRICS CONFIRMED**' will be displayed.
- 2.11 Click on the '**CONTINUE**' button to proceed.

- 2.12 Enter the '**POLICY REFERENCE NUMBER**' into the provided field. *Where do you get this number?*
- 2.13 Capture the '**DEDUCTION AMOUNT**' value without cents.
- 2.14 Select the '**DEDUCTION START DATE**' from the available drop-down values.
- 2.15 Click on '**CONTINUE**'.

- 2.16 Capture the customer's consent. Click on the '**CAPTURE**' button to start.
- 2.17 Capture the face and fingerprints for the biometric id.
- 2.18 Once the biometrics have been captured click '**CONTINUE**' to proceed.

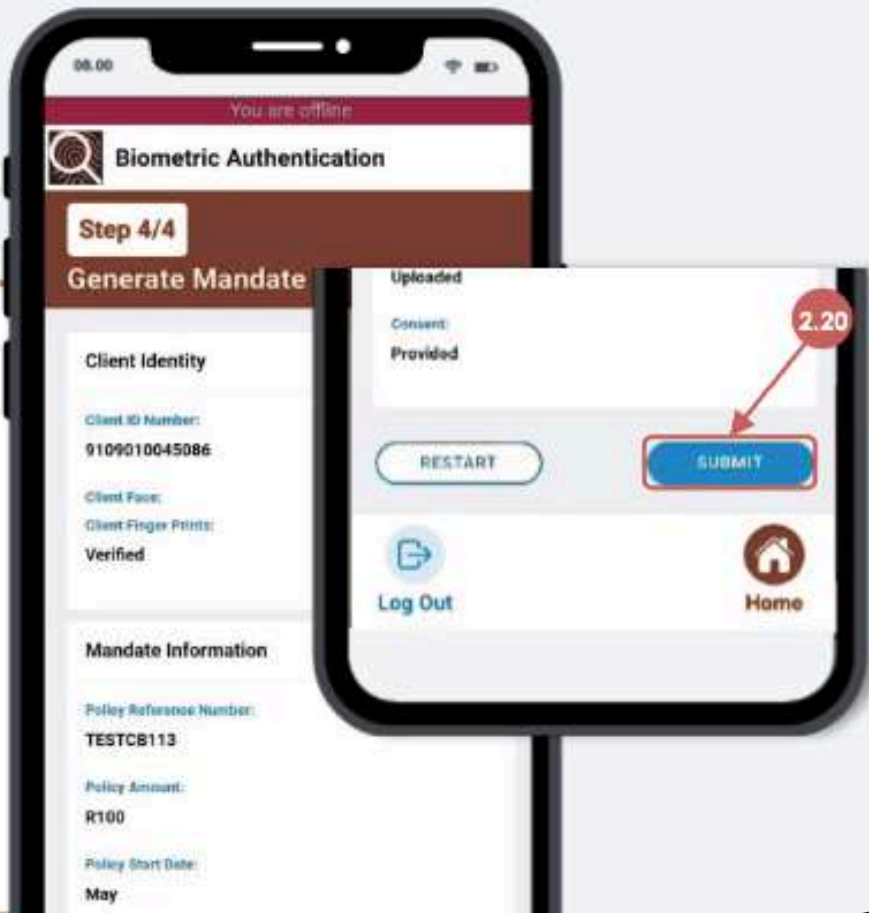
Q-LINK

2. OFFLINE LOGIN & MANDATE CREATION

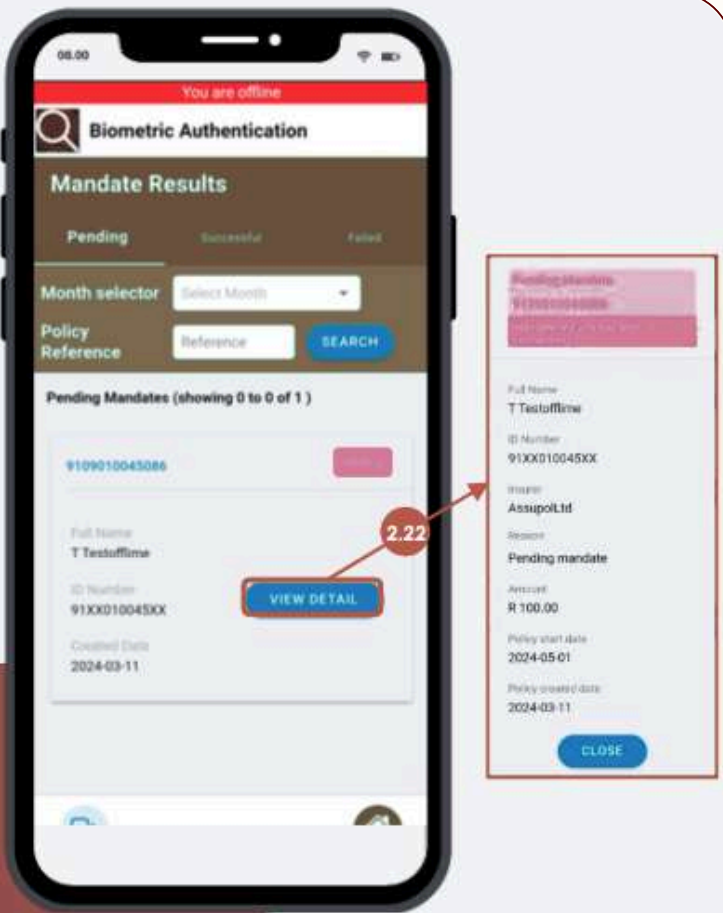
2.20 If all the information captured is correct. Click on **'SUBMIT'**.

Offline mode only allows you to create mandates without connection / services interruptions. The mandate still needs to be synced. Only once a mandate has been synced the outcome of the mandate will be returned.

Users **MUST** connect in online mode and initiate the sync process within 48hours of the mandate creation.



2.22 View your mandate under the Mandate Results 'Pending' tab. If you click on 'View Detail' of the specific mandate you will notice that the mandate reflects the status as Pending with sub status **'Mandate will process with connectivity.'**



2.21 If the Mandate has been captured successfully the success message **Mandate Captured for offline processing** should pop up and you will be redirected to the **'HOME'** screen. Click on **'MANDATE RESULTS'**.

Captured
Mandate captured for offline processing.

Agents can continue to create mandates in offline mode. All offline mandates will be saved under the Mandate results Pending tab. To start the Sync process, agents need to reconnect to a network.

Q-LINK

3. RECONNECT NETWORK

Syncing can only be done in online mode. Airplane mode is still enabled on your device, to reconnect your device to a network , you must disable airplane mode to allow your Wi-Fi / network to reconnect.

Ensure the network you are connecting to is secure and reliable.
Mandates will not sync if network experiences connectivity interruptions.

Q-LINK

3. RECONNECT NETWORK

3.1 Place your finger on the top of your home screen and **swipe down from the top** of the screen.

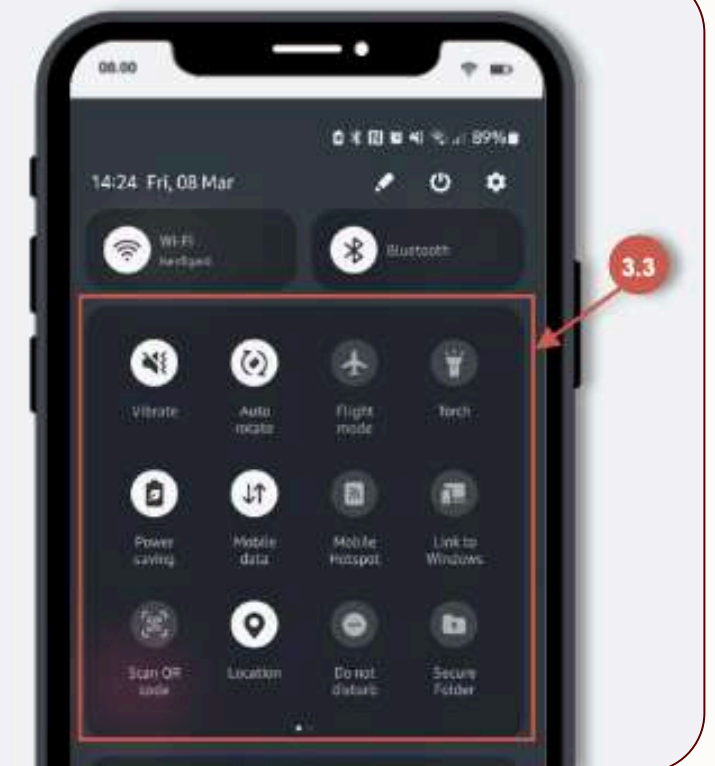
3.2 Once the menu is expanded, look for the "**Airplane Mode**" icon. It typically resembles an airplane. Tap on the "Airplane Mode" icon to disable it.

3.3 Once disabled, the **icon should grey out** to indicate that airplane mode is now disabled.



You will also see that your Wi-Fi, Bluetooth & mobile network will be enabled when airplane mode is disabled.

1.4 Once airplane mode is disabled you can launch the application and **login in online mode**.



Q-LINK

4. SYNC PENDING MANDATES

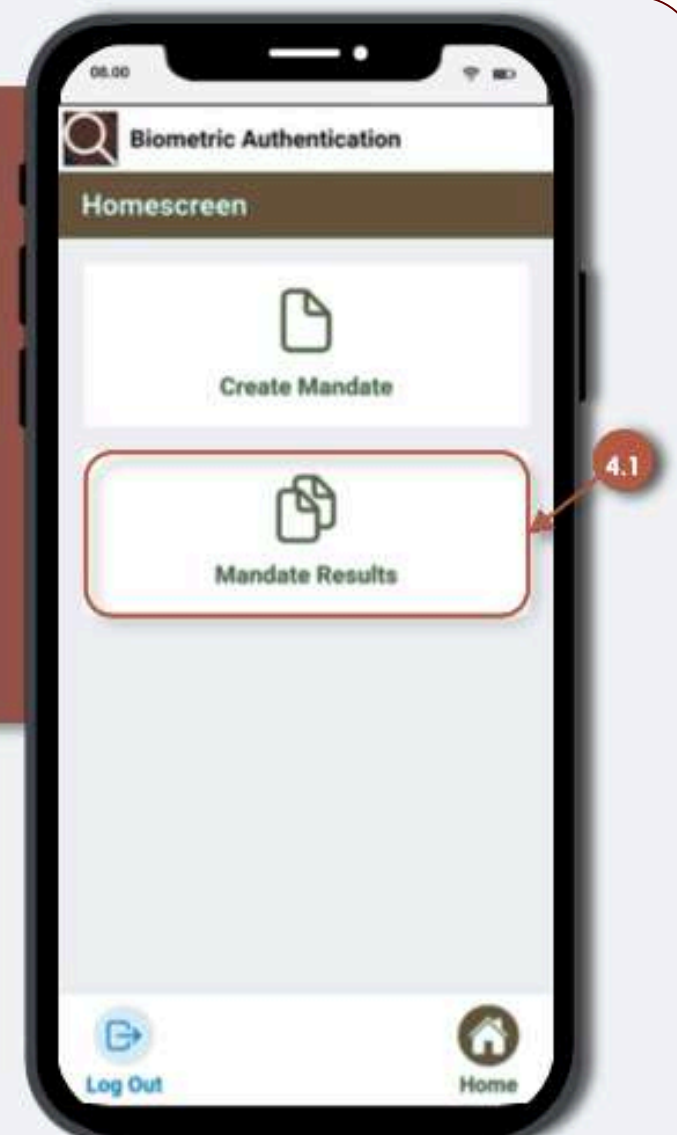
Login into the app using either your Biometric login (if setup on device) or your credentials.

When login is **successful** you will be redirected to the Home screen. From here you will be able to:

- Create new Biometrically authenticated mandates for payroll deductions.
- View your created mandate results.

4.1 To initiate the Mandate Sync process, click on '**MANDATE RESULTS**'.

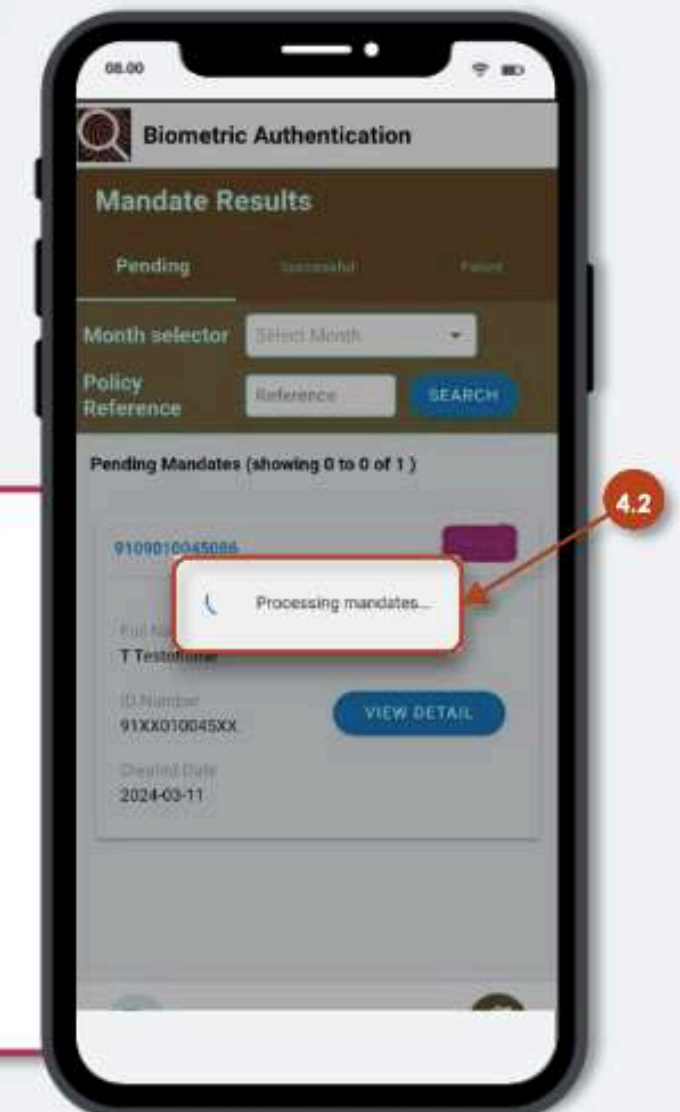
The Mandate sync process will trigger automatically as soon as you land on the Mandate results page.



4.2 The sync process will start, and you will be presented with the '**Processing mandates...**' message.

Please be patient while this process runs. The biometric authentication process is running for all your pending mandates to verify the customer / POA against DHA.

Once the sync process is complete the pop-up message box will disappear by itself, and your mandates will be submitted. DO NOT close this screen.



To view your mandate outcome. Refresh the Mandate results by either reloading the Mandate results page from the home page or selecting the '**Successful**' tab.

Q-LINK RE-SETTING YOUR PASSWORD

If you have forgotten your login credentials you, follow the below step guide to reset your user password.

To start the reset process, launch the application on your device.

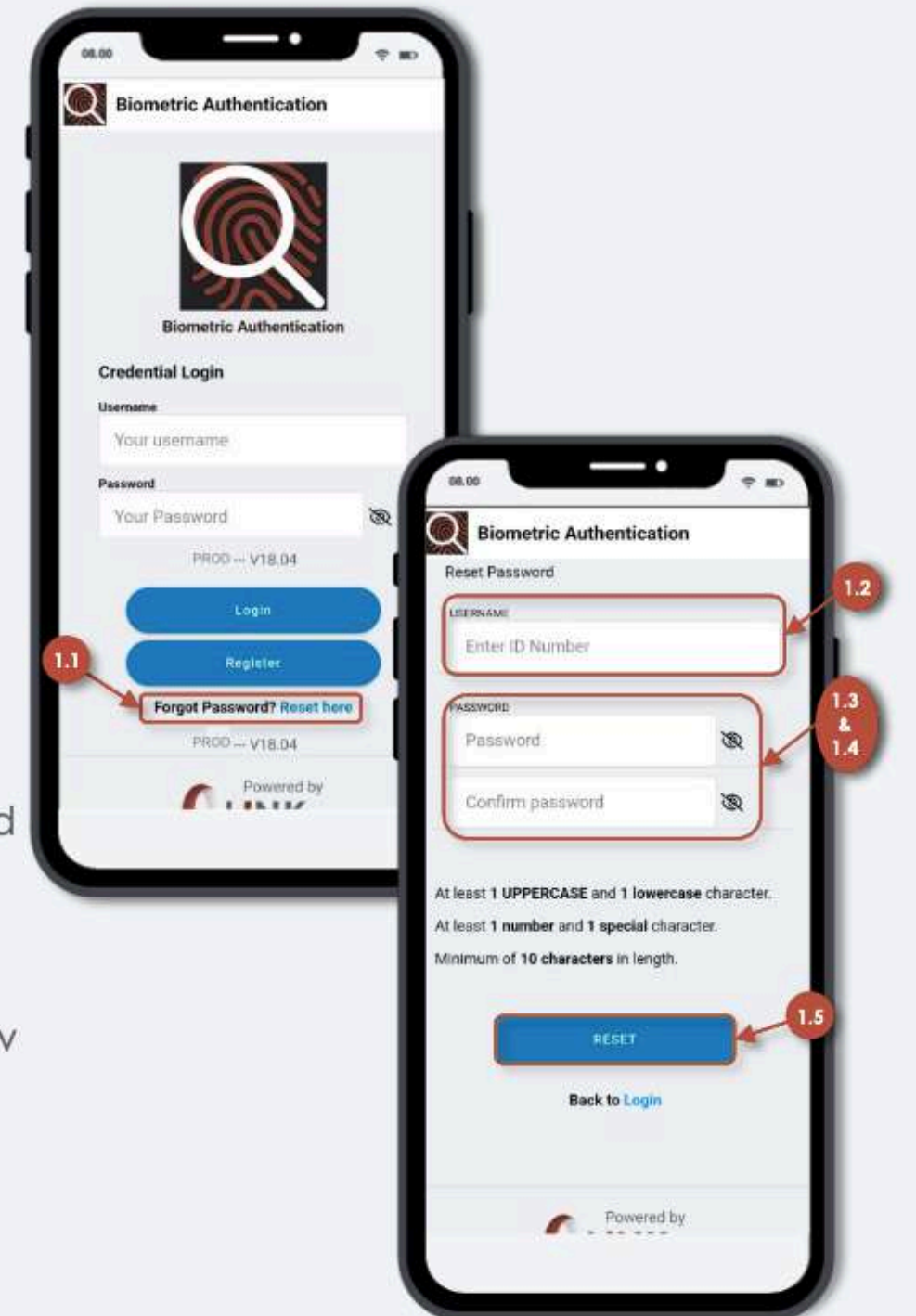
1.1 Below the Login & Register buttons there is a prompt to reset your password. Click on '**RESET HERE**'.

1.2 Enter your 13-digit ID Number in to the '**USERNAME**' field.

1.3 Enter your preferred '**PASSWORD**'.

1.4 Confirm your new '**PASSWORD**'.

1.5 Click on '**RESET**'.



Q-LINK RE-SETTING YOUR PASSWORD

1.6 You will receive an email with your password reset **'TOKEN'**.

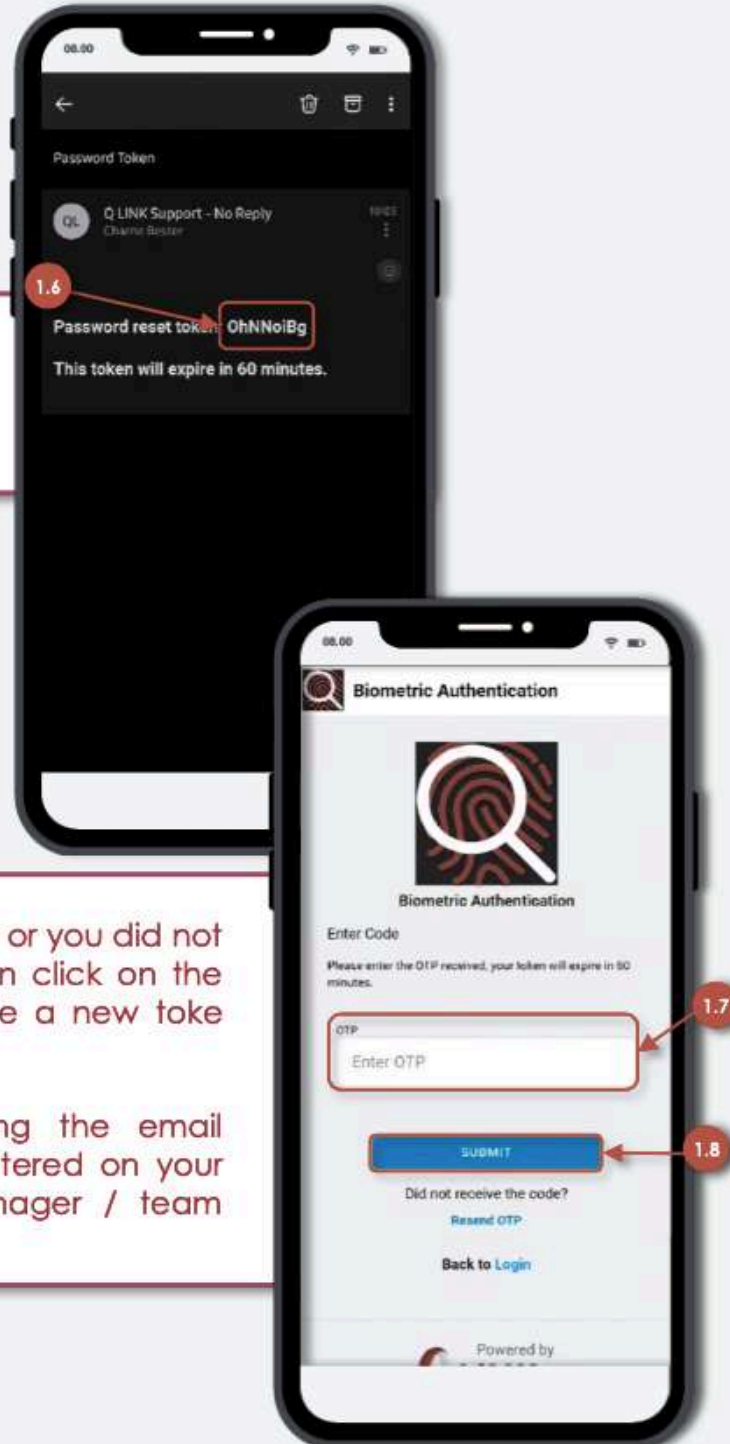
Please note that this token will expire within **60 minutes** of receiving this email.

1.7 Enter the token received via email into the **'OTP'** field provided.

If the token entered is incorrect or you did not receive a reset token, you can click on the **'RESEND OTP'** prompt to initiate a new token request.

Make sure you are checking the email address which has been registered on your profile imitation by your manager / team lead.

1.8 Then click **'SUBMIT'**.



1.9 If your password reset was successful, you will be redirected to the 'Credential Login' screen. You can now Login using your new password.

NOTE:

You cannot reset your password if you have not completed the Registration / Activation process. You will be prompted with an error message and be redirected to the registration screen.

Follow the 'Register / Activate Profile' steps to complete the registration process.

Q-LINK IMPORTANT RULES

Always remember, SASSA grant recipients are the most vulnerable citizens of South Africa. You cannot work with SASSA grant recipients if you are dishonest, if you do not respect other people and if you cannot live or work with integrity and honour.



DO NOT TAKE THIS JOB IF YOU ARE DISHONEST, YOU WILL REGRET IT.

Q-LINK IMPORTANT RULES

Here are a few basic rules to remember when selling the 1Life Generational Funeral Plan to SASSA grant recipients.

- Do not lie to SASSA Grant recipients or their families.
- Do not mislead SASSA Grant recipients or their families.
- Do not say that SASSA Grant recipients or their families are getting vouchers.
- Do not record yourself or someone other than the client (in the clients' own voice) when confirming the sales on the online system.
- Do not complete the Q-link Biometrics check with SASSA Grant recipients without their consent.
- Do not tell clients this is a SASSA policy or that SASSA endorsed this policy. This is a 1Life policy that is deducted from the SASSA grant account. There is no relationship between SASSA and 1Life.

Take note that:

- All SASSA clients will be called to verify the sale; ensure you capture the client's contact number accurately. If we cannot get hold of the client, then there is no sale.
- Only sales with a completed application, biometric and QA verification will qualify as a sale.