



SOUTH AFRICA

Guide to registering on the My IEC portal and updating your address

Please note that the My IEC portal does NOT allow for online voter registration. It currently only allows for registered voters for whom we have no address on record to submit their address details. To register as a voter you need to visit your local IEC office.

1. Go to <https://www.elections.org.za/PWOnline/Account/Login>
2. Select 'Create account', either on the top right-hand side of the page, or below the 'Sign In' button.



ELECTORAL COMMISSION OF SOUTH AFRICA
ENSURING FREE AND FAIR ELECTIONS



Welcome to My IEC

All of your voter and election
information in one place



Sign in

ID Number / Email / Username

Password

[Forgotten your password?](#)

Verification Code

 84495

[Sign In](#)

My IEC Portal

Access your voter registration details, online
services and engage with the Electoral
Commission securely and conveniently via
your own online portal

[Create an account now](#)

3. Enter your details in the Create Account page, enter the verification code, click to accept the Terms of Service and Privacy Policy, and then click on the 'Create Account' button.

Create Account

Step 1 of 3

Personal Information

Please provide the following information so we can create your account.

ID number:*

Enter ID number here

First name(s):*

Enter names here

Surname:*

Enter surname here

Email address:*

Enter email address here

Confirm email address:*

Enter email address confirmation here

Verification code:*

Enter code here

38778

To protect your privacy please enter the numbers shown above.

☐ Please read and accept the [Terms of Service](#) and [Privacy Policy](#) by ticking the checkbox

Create Account

4. You will then receive a notification indicating that your account has been created and that a verification email has been sent to your email address.

Account Created

Thank you for signing up with us. A verification email has been sent to your inbox with further instructions.

5. Go to the message in your email inbox, and click on the verification link. You will be asked to enter your identity number or username, if you selected one. After entering this information in the block provided, click on the 'Verify email' button.



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My IEC Online Portal

Thank you for creating your account. Before we can complete the signup process, please complete the registration by clicking the button below.

Username:

Verify email

6. You will then be asked to set a password and confirm the password. Enter your password, confirm it, and click on the 'Confirm account' button.

Account Validation

Step 2 of 3

Welcome back

Before you complete your account sign-up, you must set your account password by filling the password form shown below.

Set Password

Password:

Use at least 8 characters. Avoid using a password from another site, or something obvious like your pet's name. To increase your password strength, use a mix of letters, numbers, and symbols.

Confirm password:

Confirm account

7. The next screen will allow you to add a mobile number (which will also be verified), select a username (optional), and to add a security question in the event that you need help recovering your lost or forgotten password. Once you've entered this information, click on the 'Complete profile' button.

Almost there...a few more things we need from you. This information will help you recover your lost/forgotten password.

Personal Information

RSA ID number:

Name(s):*

Enter names here

Surname:*

Enter surname here

Mobile number:

Not Provided [Add](#)

Primary email address:

Alternative email address:

Not Provided [Add](#)

Username:

Enter username here (optional)

Security Question Reminder

Question:*

Enter security question here

Answer:*

Enter security answer here

Answer hint:*

Enter security hint here

[Complete profile](#)

8. Once your account creation is completed, you will view this screen. Click on 'provide your address details' below the 'My registered address' header.

My IEC

My voter registration details

You applied for registration with the following details:

ID number:

Name(s):

Surname:

Province:

Municipality:

Ward:

Voting district:

Voting station:

Voting station address:

Map:

LIMPOPO

LIM472 - ELIAS MOTSOLEDI [GROBLERSDAL]

94702013

54520017

GROBLERSDAL MUNICIPALITY

GROBELSDAL

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Voting station map

You are registered.

My registered address

In order to ensure every voter is registered in the correct ward and voting district, voters are required by law to provide the address of where they are ordinarily resident when registering as a voter. This is the home or place where the voter normally lives and to which they regularly return after any period of temporary absence.

There are currently no address details captured for you on the Voters' Roll.

Kindly click link to [provide your address details](#).

If you cannot proceed to providing your address details, this means that the Electoral Commission already has an address on record for you. In future phases of this initiative you will be able to update your address details, but for now this facility is limited only to registered voters for whom we have no address.

9. Enter your address details in the fields provided. Click on the 'Submit Address' button when you are done.

My Address

Please insert/update the details of the address where you ordinarily reside

Flat number (If applicable):	<input type="text" value="Unit number or apartment number"/>
Complex name (If applicable):	<input type="text" value="Building name or estate name"/>
Number:	<input type="text" value="Street no or house no or Statsa house no or farm no"/>
Street name:	<input type="text" value="Street name"/>
Suburb:	<input type="text" value="Suburb or zone or section or village or farm"/>
Tribal authority:	<input type="text" value="Tribal area or admin area in which the village is found"/>
Town:	<input type="text" value="Town or city"/>

Submit AddressCancel

10. Your updated registration details will now appear.

My registered address

Thank you for updating your address. Should you wish to add to or change it, please select Edit/Update now. Once your address is complete, select Submit. Your address information will then be verified and the voters' roll will be updated.

Your address has been updated successfully.

You're done and you can sign out by clicking on the key in the top right-hand corner of the screen.



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Welcome

Sign Out



Thank you for taking the time to update your address details on the voters' roll. This initiative forms part of ongoing efforts to enhance and update the voters' roll with the address details of all voters, where available, following the ruling of the Constitutional Court in June 2016.

If you have any further queries please see the list of Frequently Asked Questions below or send an e-mail to info@elections.org.za.

Frequently Asked Questions

Why does the Electoral Commission need my address?

To vote in South Africa's elections you must be registered to vote (on the voters' roll).

Registration as a voter requires the capturing of your name and identity number on our voter registration system and the placement of each voter onto a specific segment of the voters' roll for a specific voting district in which they ordinarily reside.

That means each application for registration as a voter must provide address details or sufficient particularities of where the voter lives to allow the Electoral Commission to assign the voter to a specific voting district and ward.

This is very important in municipal elections and by-election to make sure voters vote for the councillors only where they live.

Why does the Electoral Commission not have everyone's address?

Prior to 2003 the law did not require an address for each voter on the voters' roll so it was not a legal requirement before 2003 and the addresses for voters who registered before then were not captured.

After 2003, the capturing of address was not always fully or accurately done by the Electoral Commission. There were a number of reasons for this including:

- Many voters, especially in rural areas and informal settlements, do not always have formal addresses.
- Some registration forms were not easily legible and mistakes were made in capturing the address information.
- Some registration forms were misplaced or damaged over time. This is especially due to the fact that voters would register in large numbers shortly before general elections when the Electoral Commission was at its busiest. The ID number and names were captured first to allow the voters to vote – and then the addresses were captured after the election.

What has the Electoral Commission done to fix the situation?

Since the ruling of the Constitutional Court in June 2016 that the Electoral Commission must update and rectify the voters' roll by June 2018, the Electoral Commission has been hard at work on this.

One of the first things we did was to check our records and storage to find any registration forms which have address details which we may not have captured. We also asked voters for whom we did not have an address to provide it to us on Election Day for the 2016 Municipal Elections. We have also focused on obtaining addresses during all the by-elections held since July 2016.

Through these and other initiatives:

- The proportion of complete addresses had increased from 34% of registered voters to 73% of registered voters between March 2016 and December 2016. This represents an increase of 124%.
- The proportion of incomplete addresses has decreased from 34% to 14% over the same period – a 56% decline.
- The percentage of registered voters without a recorded address on the voters' roll has been reduced from 32% to 13% - a decrease of 58%.

What is the current situation?

Despite our efforts to date, there remain approximately 3 million voters out of 26 million on the voters' roll (+/- 12 percent) for whom the Electoral Commission has no address details. And there are about 3.7 million voters (+/- 14 percent) for whom we have a generic (village) address or details which may be incomplete.

Our focus over the next 12 months will be on trying our best to obtain address details for these voters.

What is the Electoral Commission planning to do?

The Electoral Commission is planning a range of initiatives – in a number of phases – to address this challenge.

The first phase is allowing voters who are registered to provide us their address online via our website.

Further phases are planned which may include:

- Allowing all registered voters to update their address details online
- Opening voting stations to allow voters without access to the internet to update their details conveniently at their voting station
- Considering alternative opportunities for voters without internet access to provide address details electronically (e.g. SMS or USSD)

The Electoral Commission is also currently undertaking a replacement of its voter registration devices (known as “zip-zip” machines) which will allow for electronic registration of voters...and eventually online registration.