

# mySSC User Guide



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**Intended Audience:** This guide is intended for use by SSC staff members and all employers registered for SSC online services.

**Disclaimer:** The Social Security Commission reserves the right to make changes to this guide without prior notice, including additions or modifications to online services. It is the responsibility of users to refer to the most recent version of the guide for the most up-to-date information.

**Contact Information:**

For any inquiries regarding the mySSC User Guide or permission to reproduce its content, please contact the Social Security Commission's Corporate Governance Department.

Thank you for your cooperation.

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## Ditch the Queue: Introducing mySSC

Tired of wasting hours at the SSC office? Struggling to submit forms, update information, or manage employee records? mySSC is here to revolutionize your Social Security Commission experience.

With mySSC, you can:

- a) Fly through outstanding Form 10 submissions online. No more printing, queuing, or lost paperwork. Do it all in minutes, from the comfort of your desk.
- b) Need a good standing certificate? Skip the wait! Request and download it instantly with mySSC.
- c) Stay on top of your statement. View your outstanding MSD and ECF balances.
- d) Difficult processes made easier. Manage employee onboarding and terminations seamlessly through mySSC.

mySSC is your one-stop shop for all things Social Security Commission.

- a) Save time and money. Eliminate unnecessary trips and office hours.
- b) Boost efficiency. Manage your SSC tasks quickly and easily.
- c) Stay organized. Access and update your information anytime, anywhere.
- d) Reduce stress. Say goodbye to frustrating queues and paperwork hassles.

mySSC: Your time, your freedom, your business, empowered.

Ready to ditch the old and embrace the future of Social Security? Sign up for mySSC today and experience the difference!

## mySSC Account Setup and Password Recovery

mySSC Online Services for Employers

You can now significantly fast track administration of MSD, ECF and Good Standing for your business with **mySSC!**

***So, go ahead and give it a try.***

We are committed to providing all our stakeholders with the best possible online experience, so share your experience with MySSC with us. Your feedback will help us greatly to continue making our online services user-friendly and safe.

No more cumbersome paperwork!

**mySSC is your one-stop shop for:**

1. Employee registrations and terminations.
2. Form10 Submission.
3. Wage Return Submissions.
4. Good standing request, download and authentication.

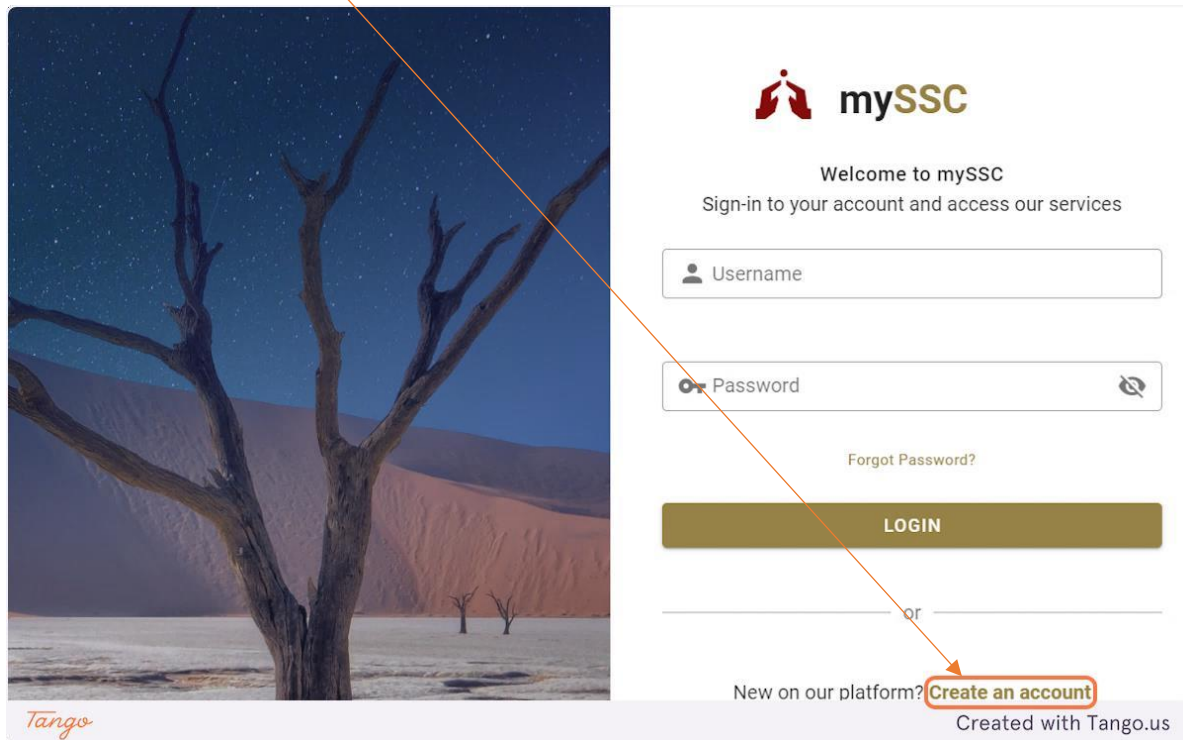
mySSC is so simple to use. You simply need to:

1. Complete the Employer Update form under downloads/registrations available on [www.ssc.org.na](http://www.ssc.org.na) to update the email and mobile number that you will use to create an online account.
2. Visit our website and click on mySSC.
3. Create an account and link the employer/s.

mySSC - Your portal to our full suite of online services.

## How to Create Your mySSC Account:

1. Click on **Create an account**. You will be directed to the signup screen.

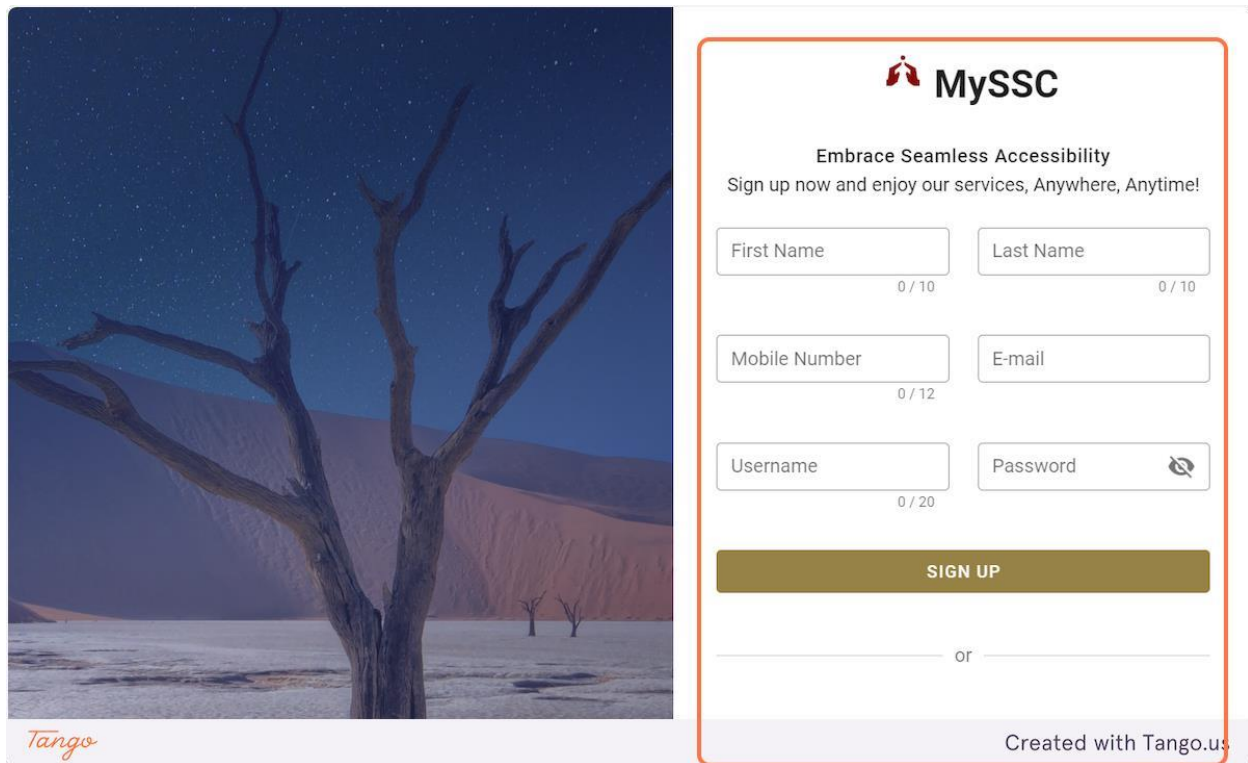


2. Fill in the following:

**First Name and Last Name:** This could be any authorized person to register the profile or one of the company's directors.

**Mobile Number and E-Mail:** The email address and mobile number of any director or authorized agent with the authority to transact with Social Security Commission on the company's behalf. Make use of the same mobile number and email address that were used to register the business with the Social Security Commission. With just one profile, you will be able to oversee many different companies.

**The Username and Password:** Should be something you can easily remember.

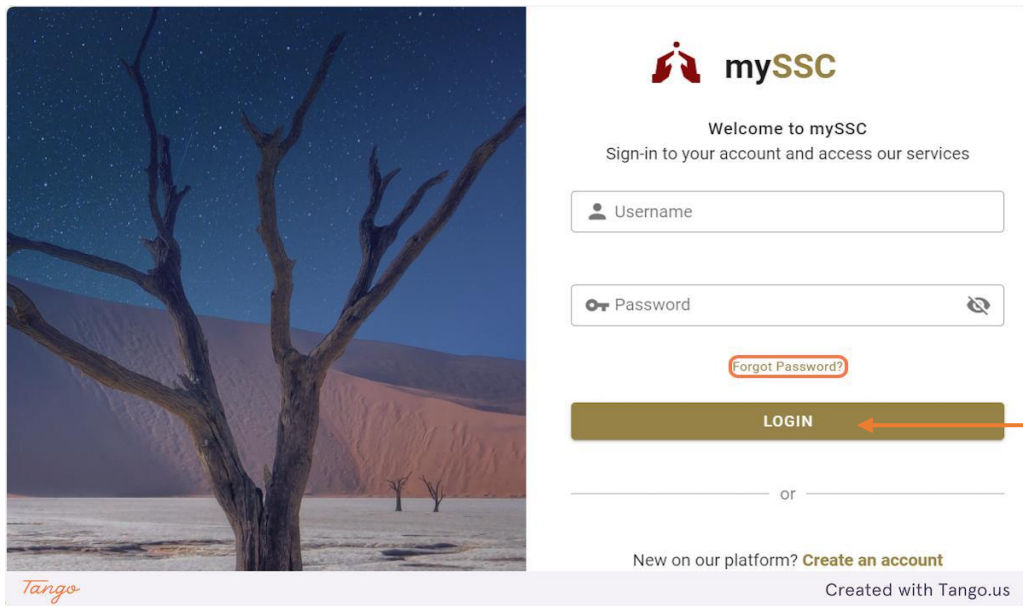


 The Username and Password you will enter here, will be used to login to your mySSC Account.

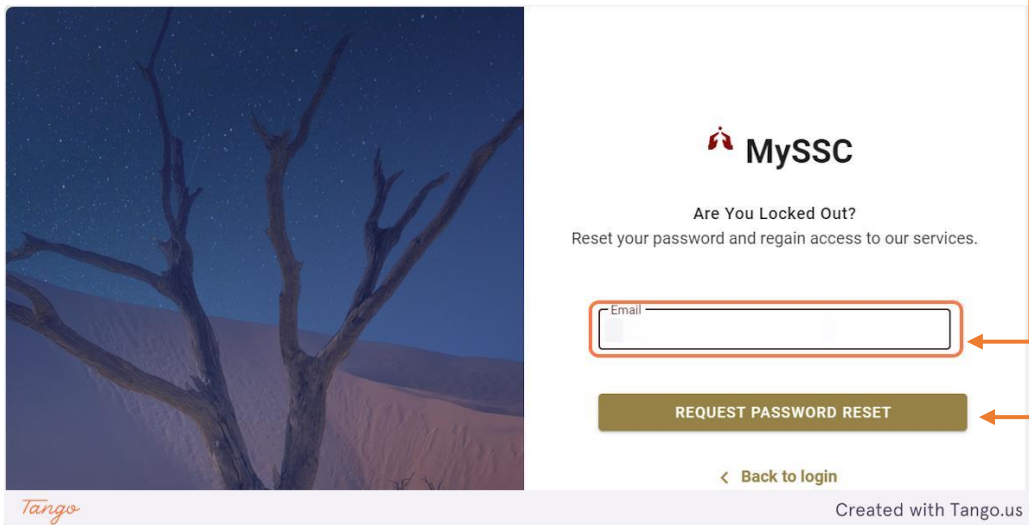
Click on the **SIGN-UP** button, and you will receive an activation link in your mailbox.

## Account Password Recovery

1. From the mySSC login screen, click on **Forgot Password**



2. Enter the **EMAIL ADDRESS** that was used to create the profile. Click on **REQUEST PASSWORD RESET** button.

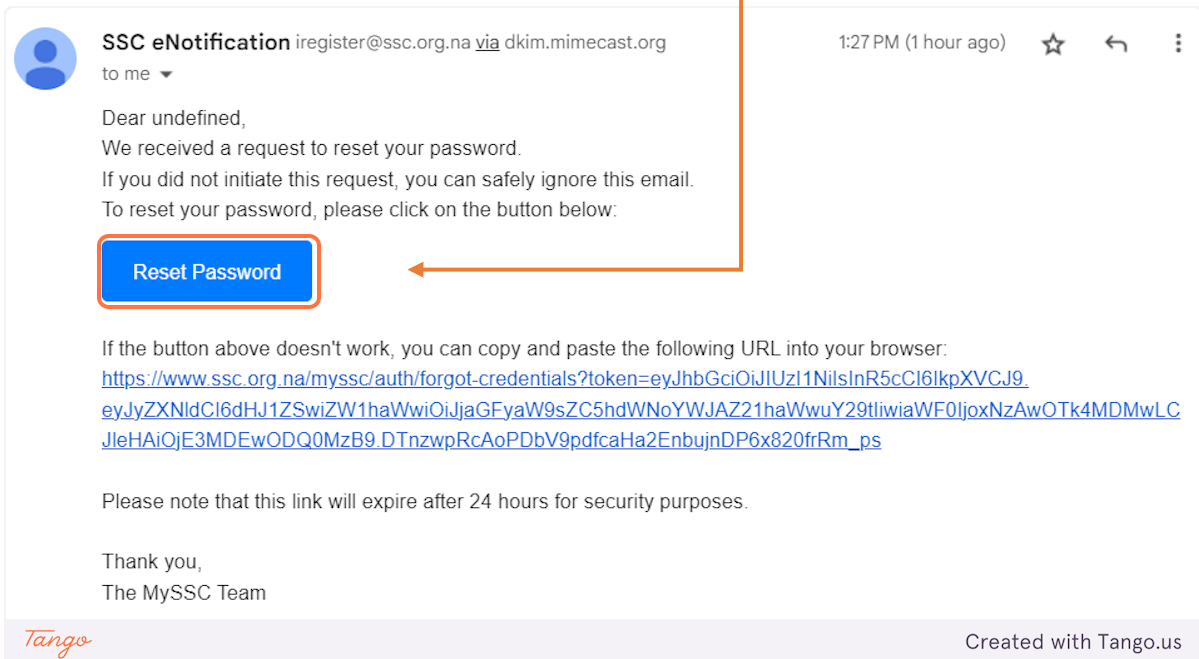


3. **Email Notification – Reset Process.**

In your mailbox, click on **SSC eNotification**. If you do not see the email, look in your spam folder. The email is from [iregister@ssc.org.na](mailto:iregister@ssc.org.na).




4. Click on **Reset Password**



5. Click on **SSC eNotification**

Password Reset Confirmation Inbox x Print Share


 **SSC eNotification** [iregister@ssc.org.na](mailto:iregister@ssc.org.na) via [dkim.mimecast.org](mailto:dkim.mimecast.org) 2:14 PM (1 minute ago) Star Reply More

to me ▾

Dear Walvis,  
Your password has been successfully reset. Here are your new login credentials:  
Username: XXXXXXXXXX  
New Password: d\$bWtScZ1Tkn  
Please make sure to keep this information secure and do not share it with others.  
Thank you for using our services!  
Best regards,  
The MySSC Team

*Tango* Created with Tango.us

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 Use your new username and password to access mySSC.

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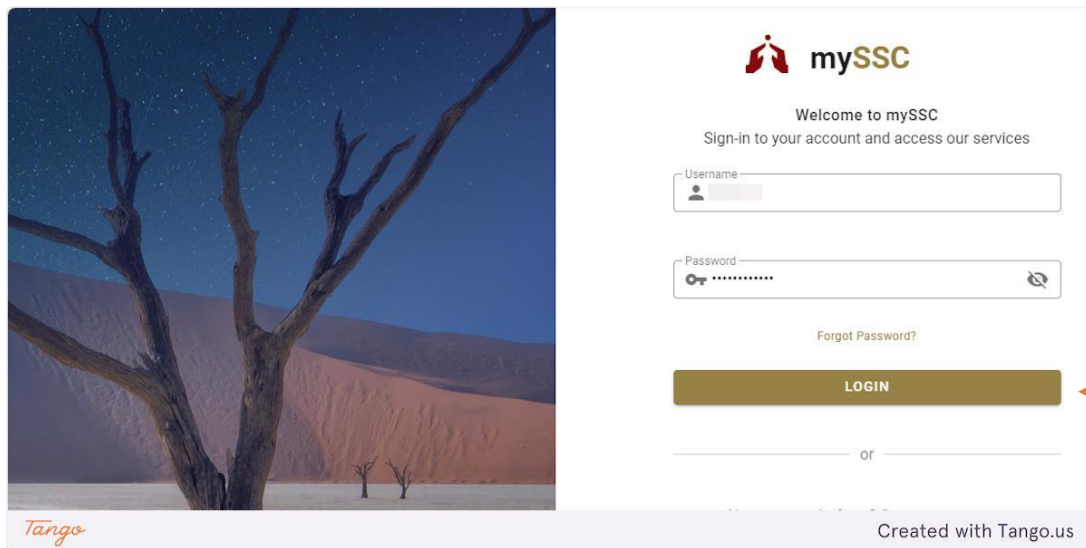
## Login, Link Employer to Profile and Log Out of mySSC

1. Login to mySSC Portal

*Username:* Enter your username.

*Password:* Enter the password.

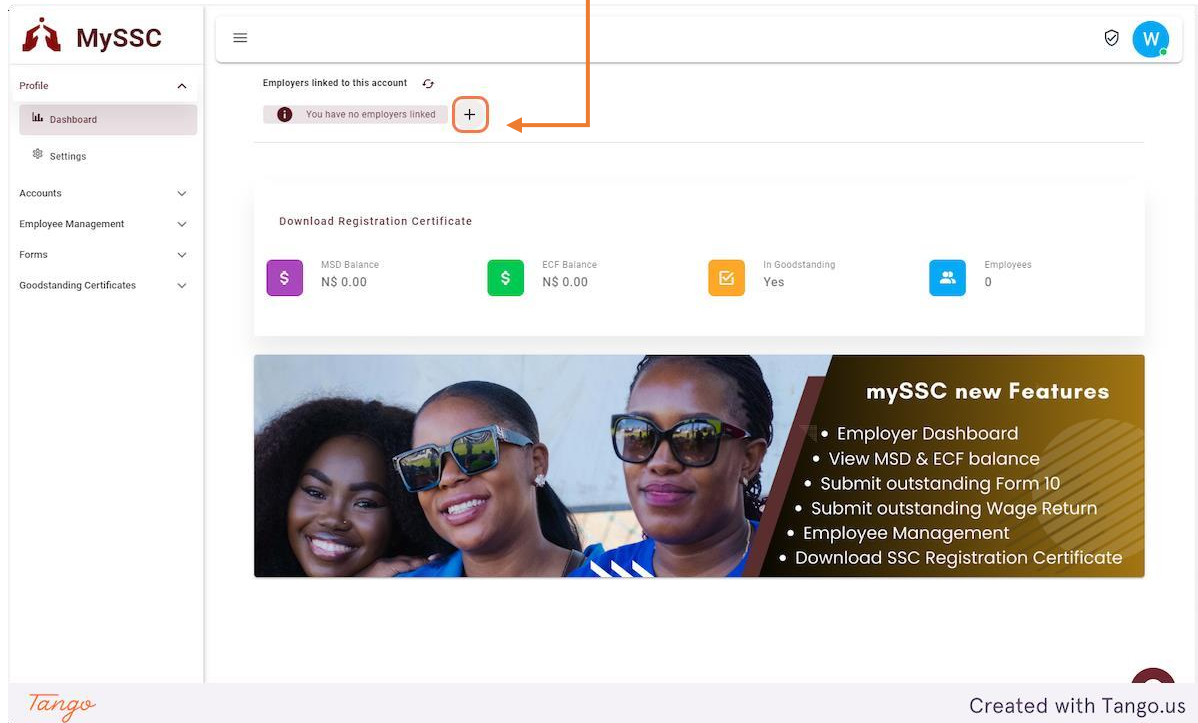
Click on **LOGIN**



 Use the username and password that was used to create the account.

2. Link Employer to profile

Click on + button. 

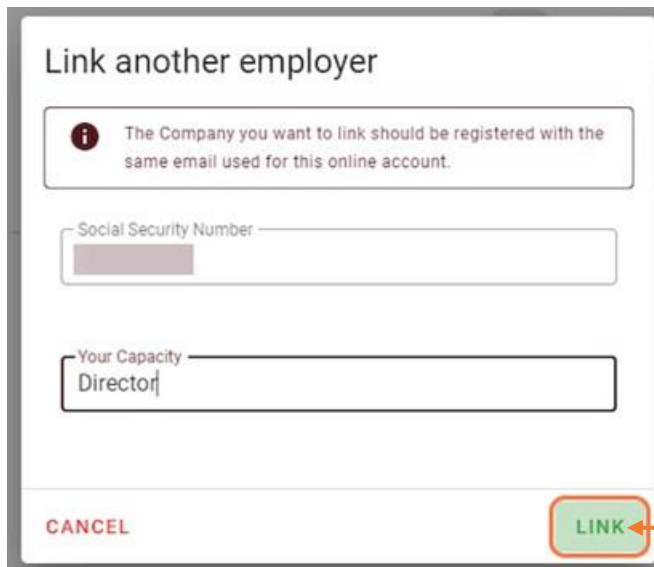


## Complete employer information

*Social Security Number:* Please enter the employer number.

*Your Capacity:* State your capacity.

Click on **LINK** ←



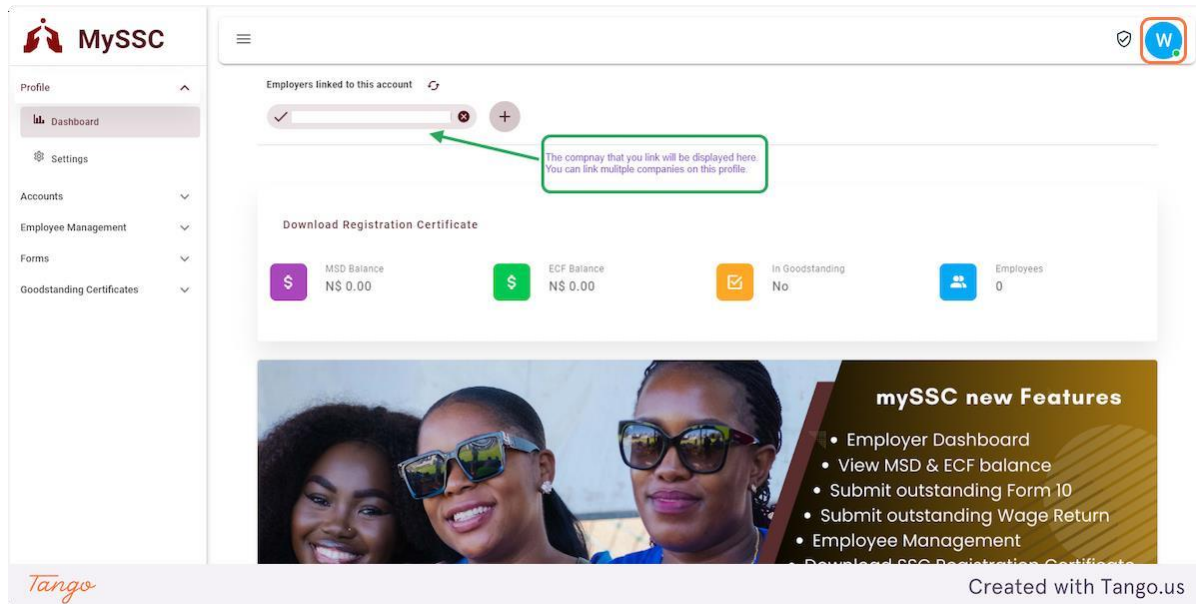
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**■** You can link employers to the mySSC profile; however, employers must have the same email address as this profile. You may also receive a notification stating that your employer is associated with another profile or account. Contacting the Social Security Commission is requested in this situation.

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## Employer is Now Linked

As seen in the image below, any employer that is linked to the profile will be displayed.

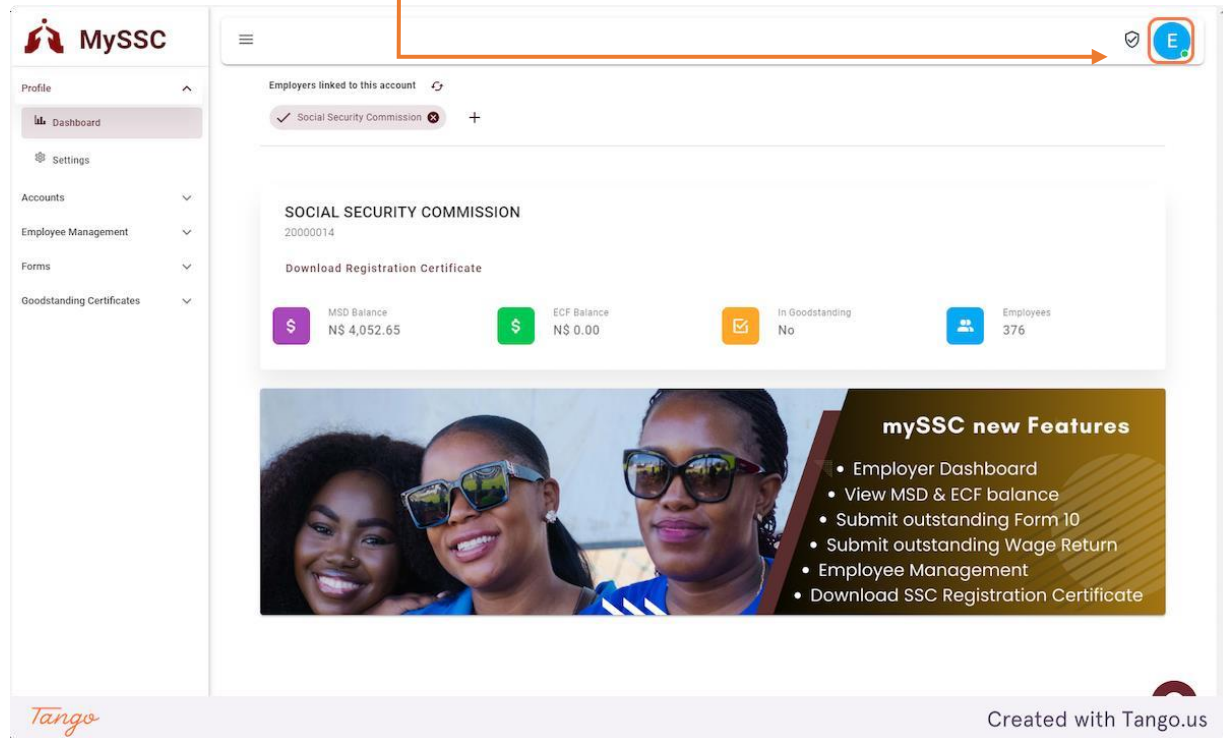


The screenshot displays the MySSC user interface. On the left is a navigation menu with options: Profile, Dashboard, Settings, Accounts, Employee Management, Forms, and Goodstanding Certificates. The main content area shows 'Employers linked to this account' with a single entry that has a checkmark and a plus sign. A green callout box points to this entry with the text: 'The company that you link will be displayed here. You can link multiple companies on this profile.' Below this, there is a 'Download Registration Certificate' button. A summary row shows: MSD Balance N\$ 0.00, ECF Balance N\$ 0.00, In Goodstanding No, and Employees 0. At the bottom, there is a banner for 'mySSC new Features' with a list of features: Employer Dashboard, View MSD & ECF balance, Submit outstanding Form 10, Submit outstanding Wage Return, and Employee Management. The footer includes the 'Tango' logo and the text 'Created with Tango.us'.

### 3. Logout of mySSC Account

The following steps describe how to log out of mySSC Account.

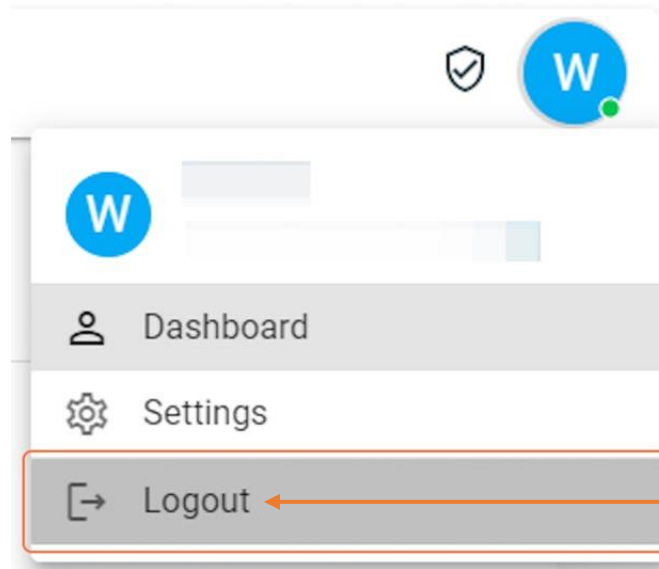
Click the **CIRCLE WITH A LETTER** from the alphabet in the right corner. Your username's first letter will appear as the letter in the circle.



Click on the settings button.

Click on **LOGOUT**

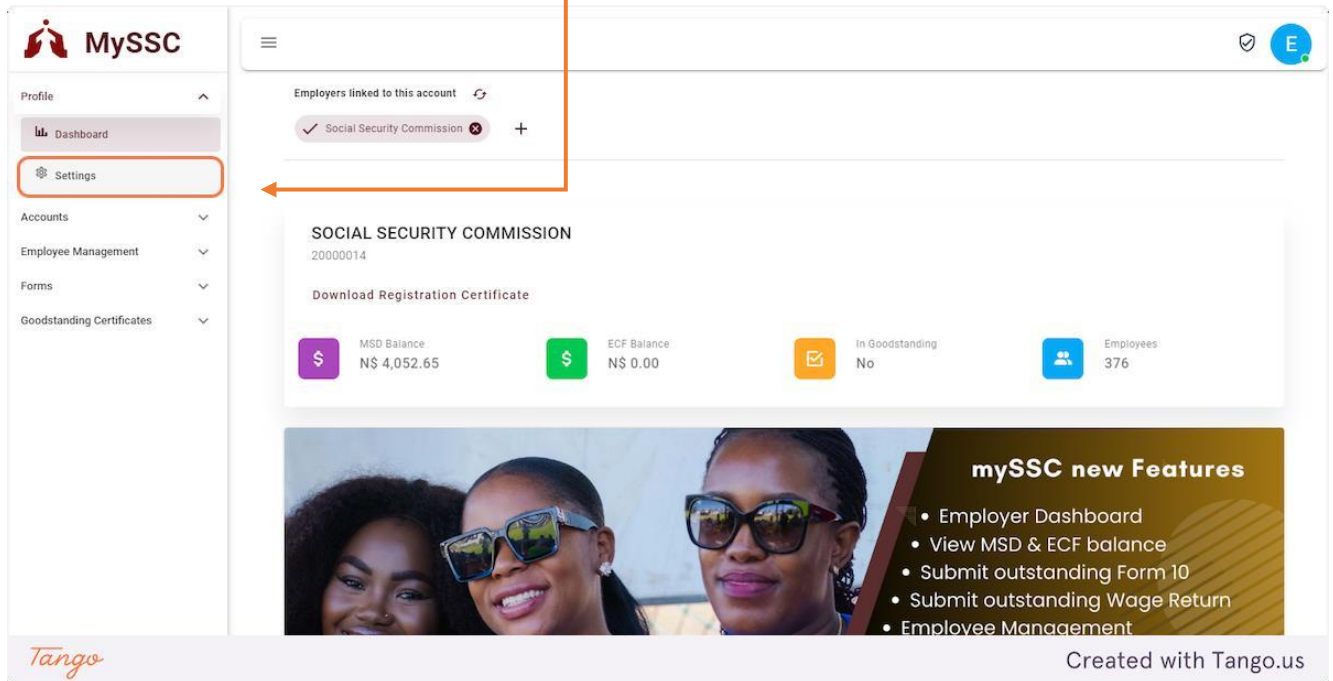
Upon selecting "Logout," you will be taken to the mySSC login screen.



## Home and Profile Settings

You can change your password in settings.

Click on **SETTINGS**



The screenshot shows the mySSC user interface. On the left is a navigation sidebar with the following items: Profile, Dashboard, Settings (highlighted with an orange box), Accounts, Employee Management, Forms, and Goodstanding Certificates. The main content area displays 'Employers linked to this account' with a list containing 'Social Security Commission'. Below this, there is a section for 'SOCIAL SECURITY COMMISSION' with ID '20000014' and a 'Download Registration Certificate' link. A summary row shows: MSD Balance (N\$ 4,052.65), ECF Balance (N\$ 0.00), In Goodstanding (No), and Employees (376). At the bottom, there is a banner for 'mySSC new Features' with a list of features: Employer Dashboard, View MSD & ECF balance, Submit outstanding Form 10, Submit outstanding Wage Return, and Employee Management. The footer includes the 'Tango' logo and the text 'Created with Tango.us'.

## Change Password

*Current Password:* Enter your current password.

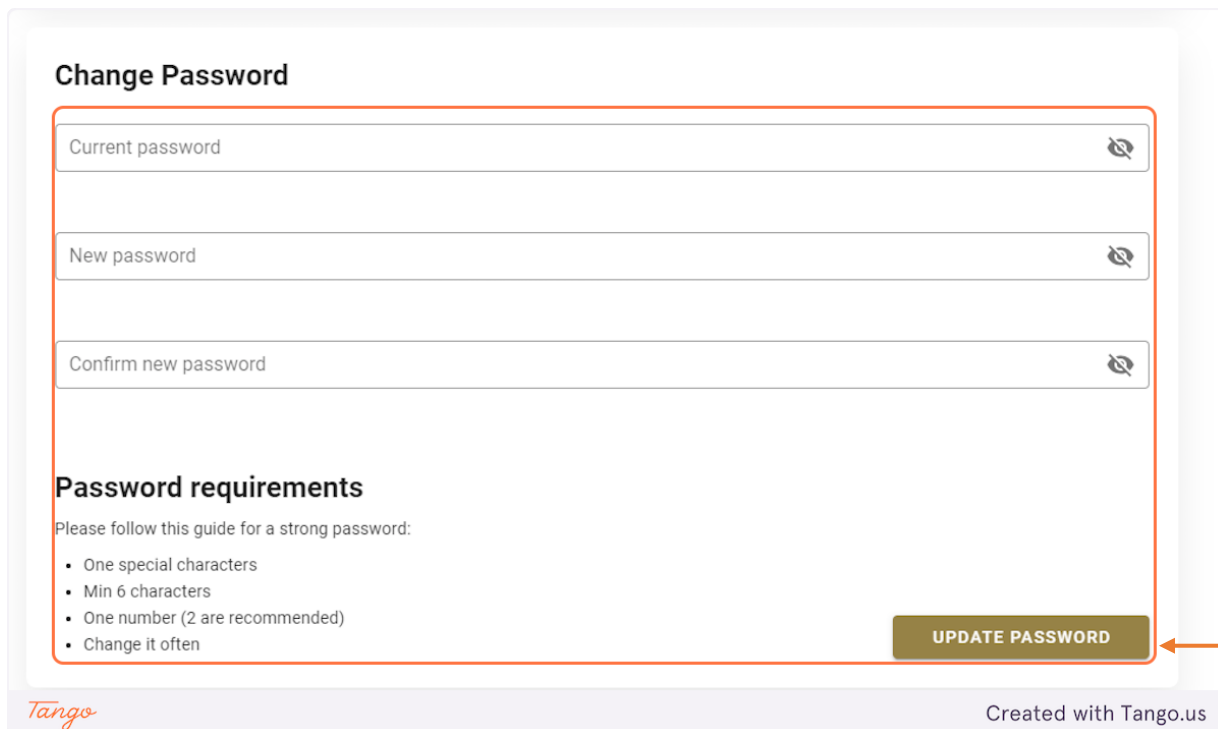
*New Password:* Enter the new password.

*Confirm new password:* Enter the new password again.


### \*Password Requirements


Make sure you follow the guidelines when you create a new password.


Click on **UPDATE PASSWORD** ←



**Change Password**

Current password 

New password 

Confirm new password 

**Password requirements**

Please follow this guide for a strong password:

- One special characters
- Min 6 characters
- One number (2 are recommended)
- Change it often

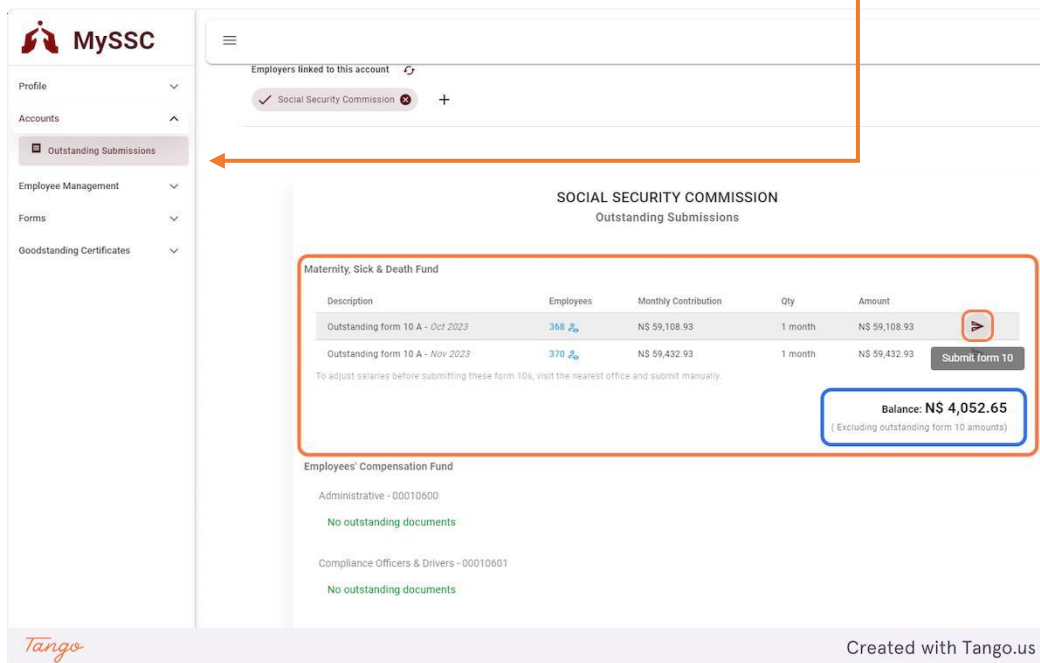
**UPDATE PASSWORD**

*Tango* Created with Tango.us

## Accounts

1. Outstanding Submissions  
You can submit Outstanding Forms 10.

- a) Click on **ACCOUNTS**
- b) Next, click on **OUTSTANDING SUBMISSION** on the menu.



**MySSC**

Profile

Accounts

Outstanding Submissions

Employee Management

Forms

Goodstanding Certificates

Employers linked to this account

✓ Social Security Commission

**SOCIAL SECURITY COMMISSION**  
Outstanding Submissions

Maternity, Sick & Death Fund

Description	Employees	Monthly Contribution	Qty	Amount
Outstanding form 10 A - Oct 2023	368	N\$ 59,108.93	1 month	N\$ 59,108.93
Outstanding form 10 A - Nov 2023	370	N\$ 59,432.93	1 month	N\$ 59,432.93

To adjust salaries before submitting these form 10s, visit the nearest office and submit manually.

**Balance: N\$ 4,052.65**  
(Excluding outstanding form 10 amounts)

Submit form 10

Employees' Compensation Fund

Administrative - 00010600  
No outstanding documents

Compliance Officers & Drivers - 00010601  
No outstanding documents

Tango

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### Note:

- All outstanding Form 10 will be displayed in a list.
- You are not allowed to change any details; you can only submit the information.
- When you have verified the employees on the list, click on the arrow to submit the outstanding returns.

Remember to always confirm employee details and their salary by viewing the employee list on Employee management.

## 2. Balance Change

The balance will change after submitting the document, and the submitted row will disappear.

**MySSC**

Employers linked to this account

- ✓ Social Security Commission

**SOCIAL SECURITY COMMISSION**  
Outstanding Submissions

**Maternity, Sick & Death Fund**

Description	Employees	Monthly Contribution	Qty	Amount
Outstanding form 10 A - Oct 2023	368	N\$ 59,108.93	1 month	N\$ 59,108.93
Outstanding form 10 A - Nov 2023	370	N\$ 59,432.93	1 month	N\$ 59,432.93

To adjust salaries before submitting these form 10s, visit the nearest office and submit manually.

**Balance: N\$ 4,052.65**  
( Excluding outstanding form 10 amounts)

**Employees' Compensation Fund**

- Administrative - 00010600  
No outstanding documents
- Compliance Officers & Drivers - 00010601  
No outstanding documents

Tango Created with Tango.us

You can now view the dashboard for the new balance.

**SOCIAL SECURITY COMMISSION**  
20000014

Download Registration Certificate

- MSD Balance**: N\$ 63,161.58
- ECF Balance**: N\$ 3,850.64
- In Goodstanding**: No
- Employees**: 375

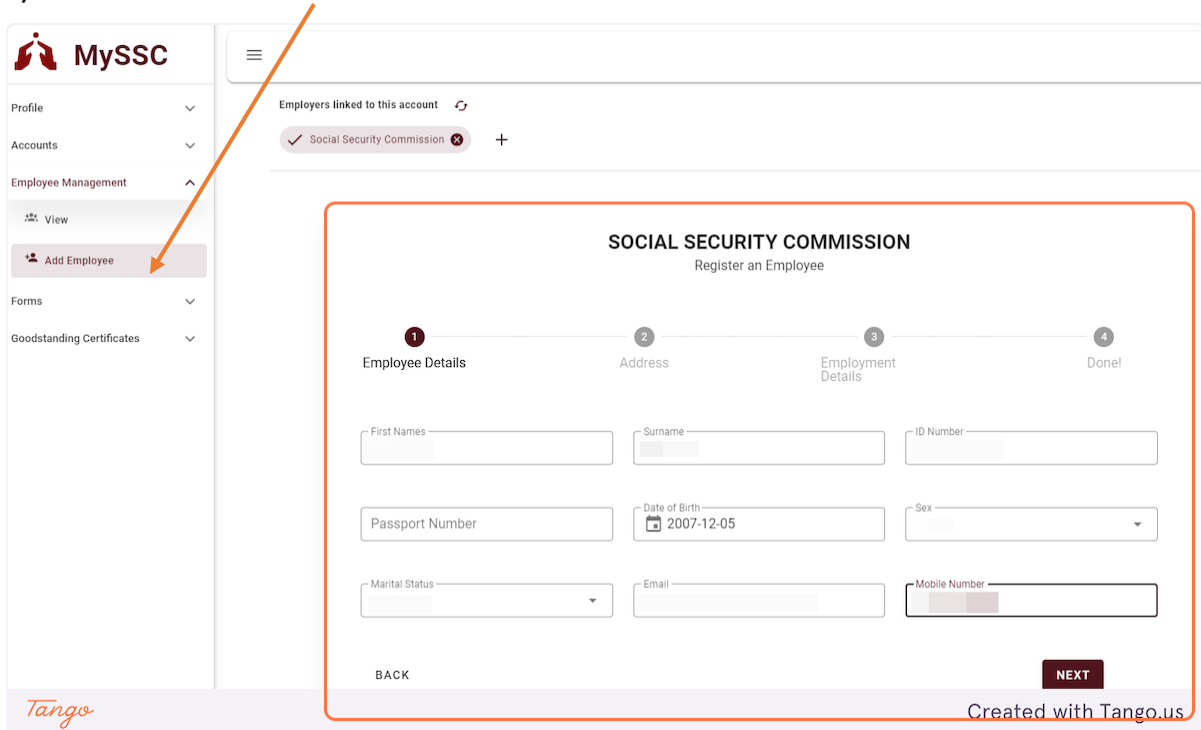
Tango Created with Tango.us

## Employee Management

### 1. Employee Registration (SSC Number)

You can register new employees online. If you have the SSC number of the employee, the registration has a turnaround time of one(1) working day. If you have a totally new employee that is not registered with SSC, the turnaround time is five (5) working days.

- a) Click on **EMPLOYMENT MANAGEMENT**
- b) Click on **ADD EMPLOYEE**

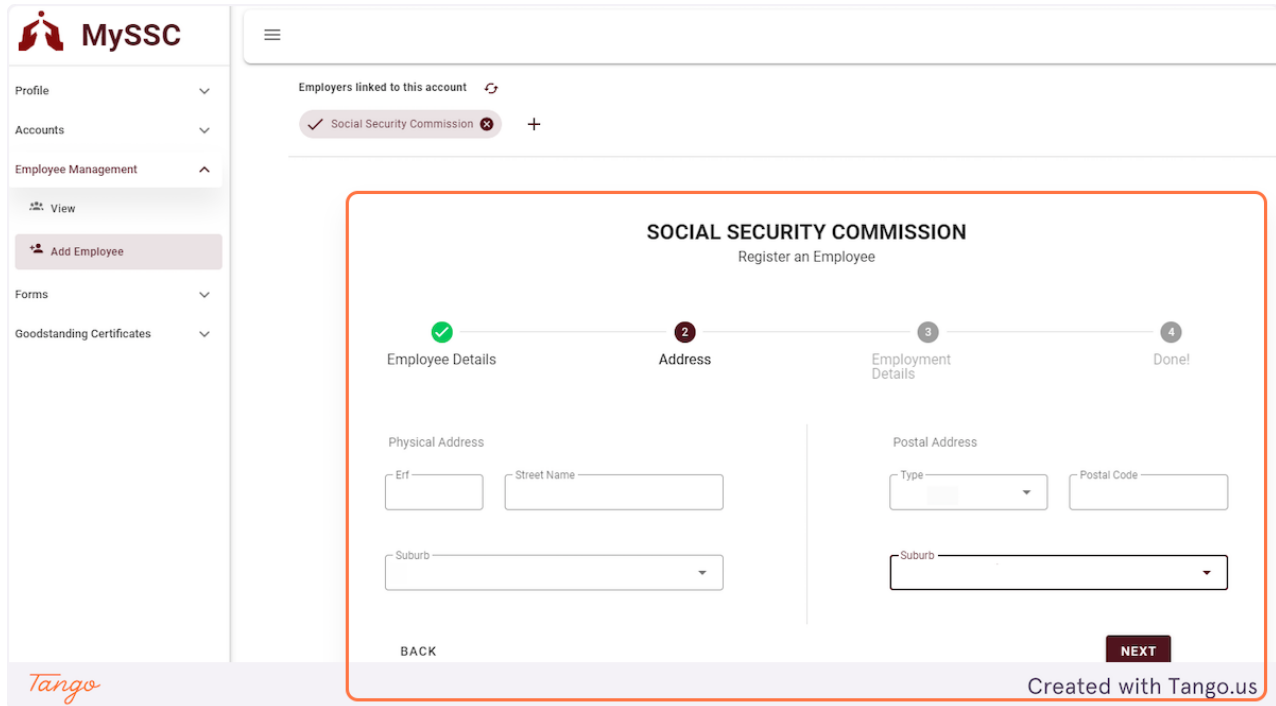


### 2. Complete Employee Details

Complete all fields, the fields. The fields shown in red below are compulsory, and the fields in blue are alternative, either complete the ID number (Namibians and Permanent residence) or Passport Number (Foreign Nationals).

<b>First Name</b>	<b>Surname</b>	<b>ID Number</b>
<b>Passport Number</b>	<b>DOB</b>	<b>Sex</b>
<b>Marital Status</b>	<b>Email</b>	<b>Mobile Number</b>

### 3. Address



**SOCIAL SECURITY COMMISSION**  
Register an Employee

Employee Details **2** Address Employment Details Done!

Physical Address

Erf  Street Name

Suburb

Postal Address

Type  Postal Code

Suburb

BACK **NEXT**

Tango Created with Tango.us

\*Complete all fields. The fields shown in red below are compulsory.

Physical Address

<b>Erf</b>	<b>Street Name</b>
<b>Suburb</b>	

Postal Address

<b>Type</b>	<b>Postal Code</b>
<b>Suburb</b>	

## 4. Employment Details

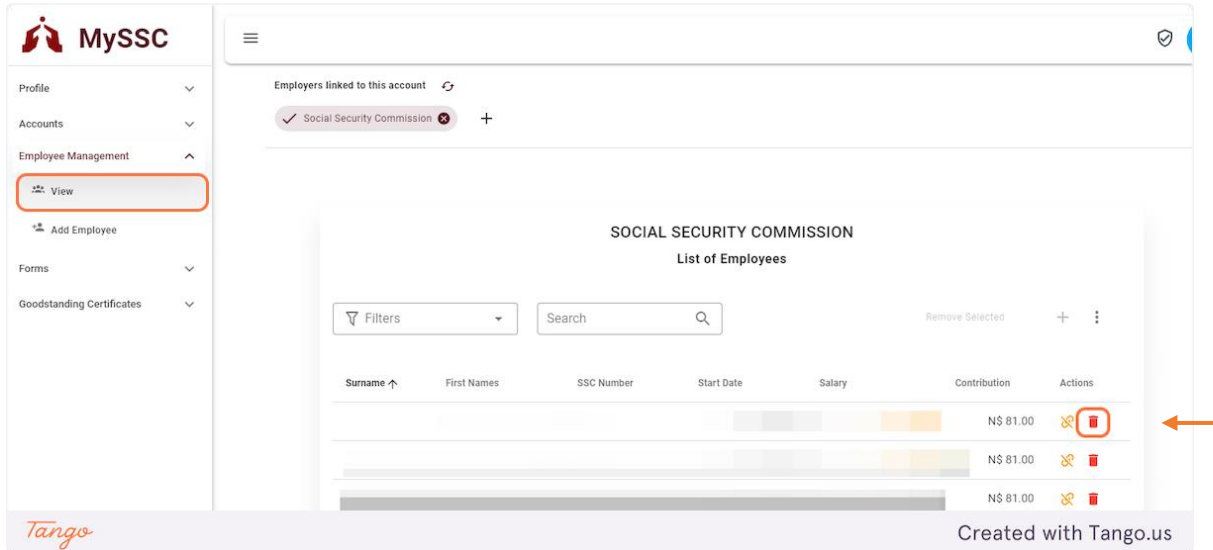
\*Complete all fields. The fields shown in red below are **compulsory**, and the fields in blue are **alternative**, i.e., only if the person was never registered with SSC).

Social Security No.	Occupation
Monthly Income	Region of Employment
Commence Date	ID Type

Click on **REGISTER**

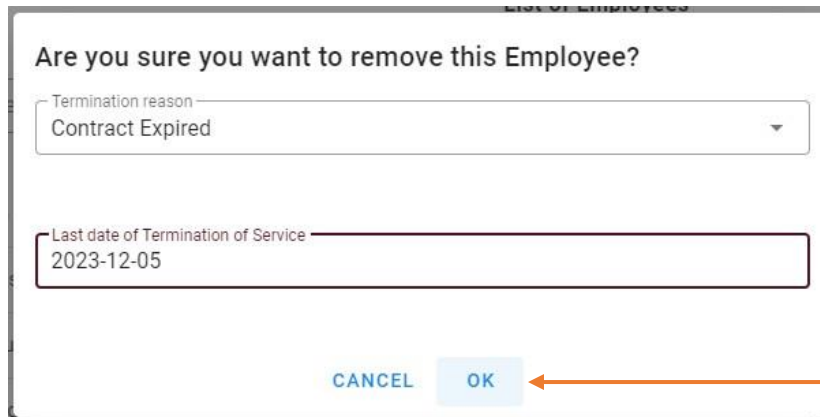
## Terminate Employee Record

1. You can terminate the service of the employees.
  - a) Click on the **VIEW**
  - b) You can use **SEARCH** to find employee records.
  - c) If you want to terminate the employee record, select the employee and click on the **RED BIN**.



The screenshot shows the MySSC interface. On the left, the 'View' button under 'Employee Management' is highlighted. The main area displays a table of employees for the 'SOCIAL SECURITY COMMISSION'. The first row in the table has a red bin icon in the 'Actions' column, which is also highlighted. Orange arrows indicate the flow from the instructions to the corresponding UI elements.

2. Termination Reason
  - a) Select the termination reason from the dropdown list.
  - b) Select the termination date.
  - c) Click on **OK**



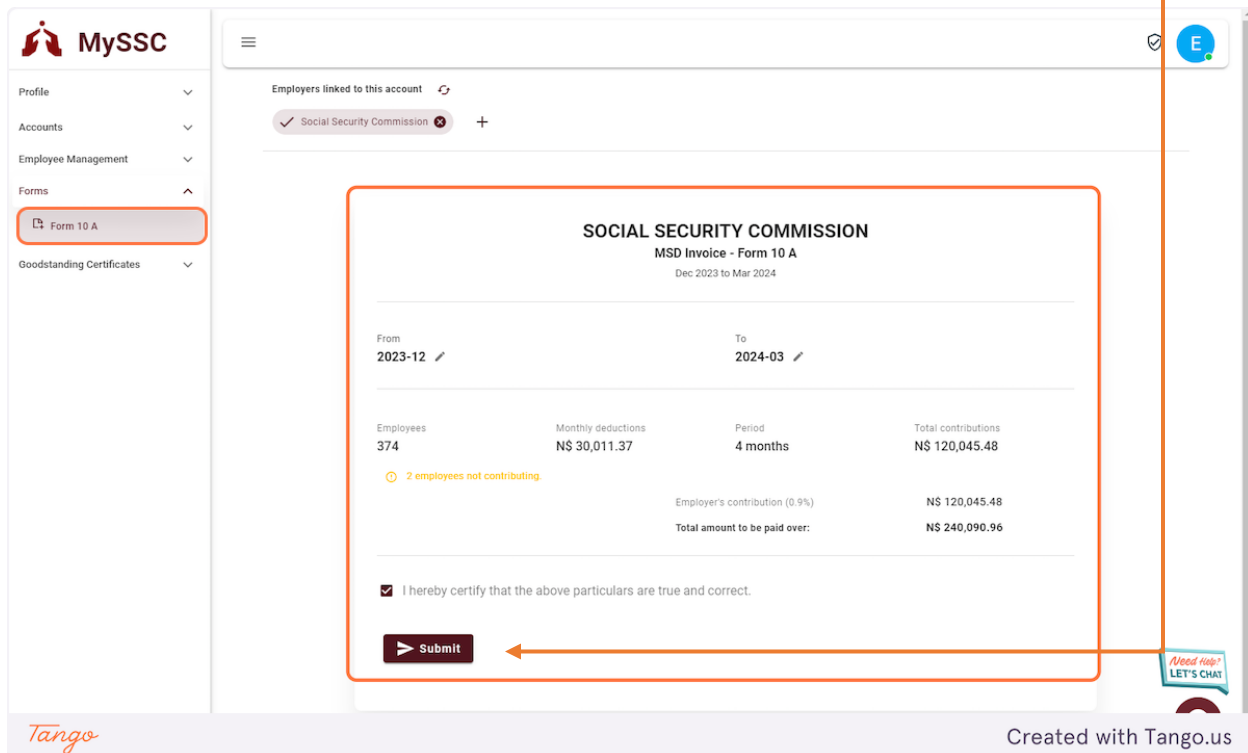
The dialog box asks for confirmation to remove an employee. It includes a dropdown for the termination reason (set to 'Contract Expired') and a date field for the last date of termination (set to '2023-12-05'). The 'OK' button is highlighted with a red box, and an orange arrow points from the instruction to it.

## Forms

### 1. Form 10 A Submission

The feature below shows you how to submit forms in advance. You are allowed to submit Form 10 for 12 months in advance. Remember to always confirm employee details and their salary by viewing the employee list on Employee management.

- Select the date range.
- Tick the confirmation checkbox
- Click on the **SUBMIT BUTTON**.



The screenshot displays the MySSC Form 10 A Submission interface. The sidebar on the left contains navigation options: Profile, Accounts, Employee Management, Forms, and Goodstanding Certificates. The 'Forms' section is expanded, showing 'Form 10 A' as the selected option. The main content area displays the 'SOCIAL SECURITY COMMISSION MSD Invoice - Form 10 A' for the period 'Dec 2023 to Mar 2024'. The form includes a date range selector (From: 2023-12, To: 2024-03), a table of employee contributions, and a confirmation checkbox. The 'Submit' button is highlighted with an orange arrow pointing to it from the instructions above. A 'Need Help? LET'S CHAT' button is visible in the bottom right corner.

Employees	Monthly deductions	Period	Total contributions
374	N\$ 30,011.37	4 months	N\$ 120,045.48
2 employees not contributing.			
Employer's contribution (0.9%)			N\$ 120,045.48
Total amount to be paid over:			N\$ 240,090.96

I hereby certify that the above particulars are true and correct.

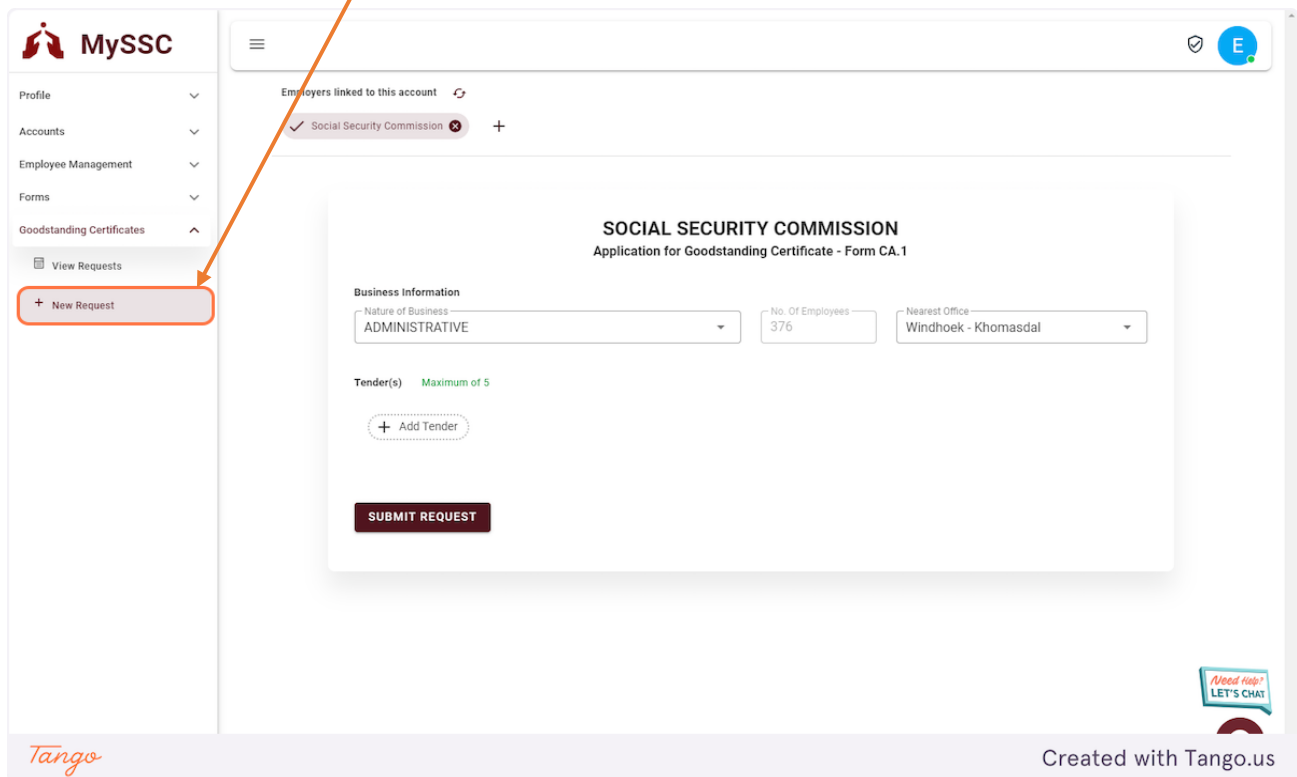
**Submit**

## Goodstanding Certificate

### 1. Good Standing Request

This feature below shows you how to request a Good Standing Certificate. You will be able to request five (5) Goodstanding Certificates at a time.

- a) Go to Goodstanding Certificates on the menu.
- b) Click on **+ NEW REQUEST**



**MySSC**

Profile  
Accounts  
Employee Management  
Forms  
Goodstanding Certificates

View Requests

**+ New Request**

Employers linked to this account

✓ Social Security Commission +

**SOCIAL SECURITY COMMISSION**  
Application for Goodstanding Certificate - Form CA.1

**Business Information**

Nature of Business: ADMINISTRATIVE  
No. Of Employees: 376  
Nearest Office: Windhoek - Khomasdal

Tender(s) Maximum of 5

+ Add Tender

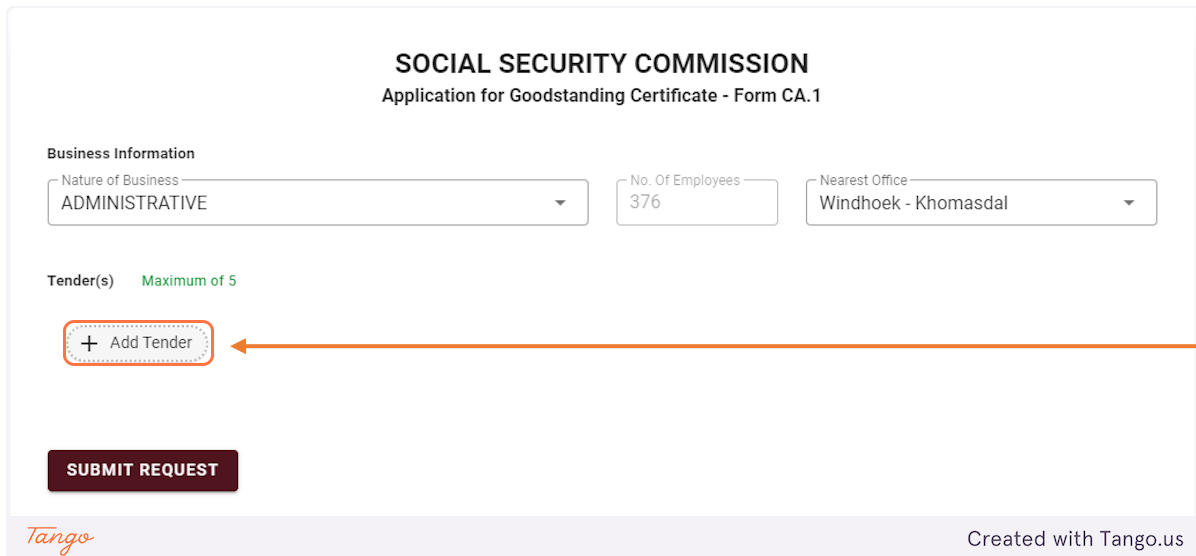
**SUBMIT REQUEST**

Need Help? LET'S CHAT

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## 2. Good Standing Application

- Choose the Nature of Business from the dropdown list.
- Select the Nearest office from the dropdown list.
- To record the Tender, click on **ADD TENDER**



**SOCIAL SECURITY COMMISSION**  
Application for Goodstanding Certificate - Form CA.1

**Business Information**

Nature of Business: ADMINISTRATIVE

No. Of Employees: 376

Nearest Office: Windhoek - Khomasdal

Tender(s) Maximum of 5

+ Add Tender

SUBMIT REQUEST

Tango Created with Tango.us

## 3. Record the Tender

- Enter the Tender Number
- Select the closing date.
- Click on **ADD**



+ Add Tender

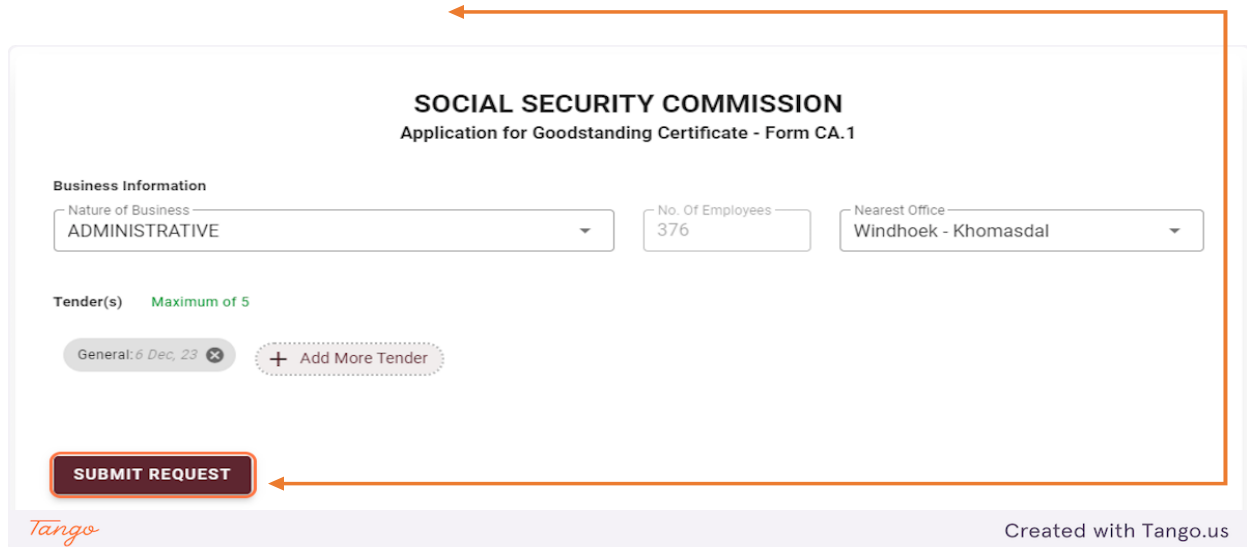
Tender Number: SSC/203-13/ONB

Closing Date: 2023-12-08

+ ADD

#### 4. Submit Request

Click on **SUBMIT REQUEST**



**SOCIAL SECURITY COMMISSION**  
Application for Goodstanding Certificate - Form CA.1

**Business Information**

Nature of Business: ADMINISTRATIVE | No. Of Employees: 376 | Nearest Office: Windhoek - Khomasdal

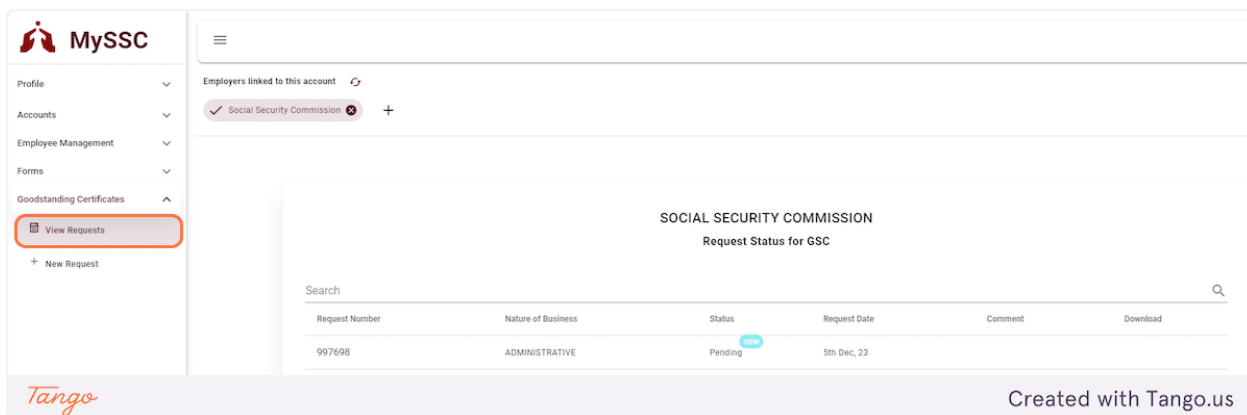
**Tender(s)** Maximum of 5

General: 6 Dec, 23 | + Add More Tender

**SUBMIT REQUEST**

*Tango* Created with Tango.us

After clicking the Submit button, you will be directed to the Good Standing View Request page.



**MySSC**

Employers linked to this account

- ✓ Social Security Commission

**SOCIAL SECURITY COMMISSION**  
Request Status for GSC

Search

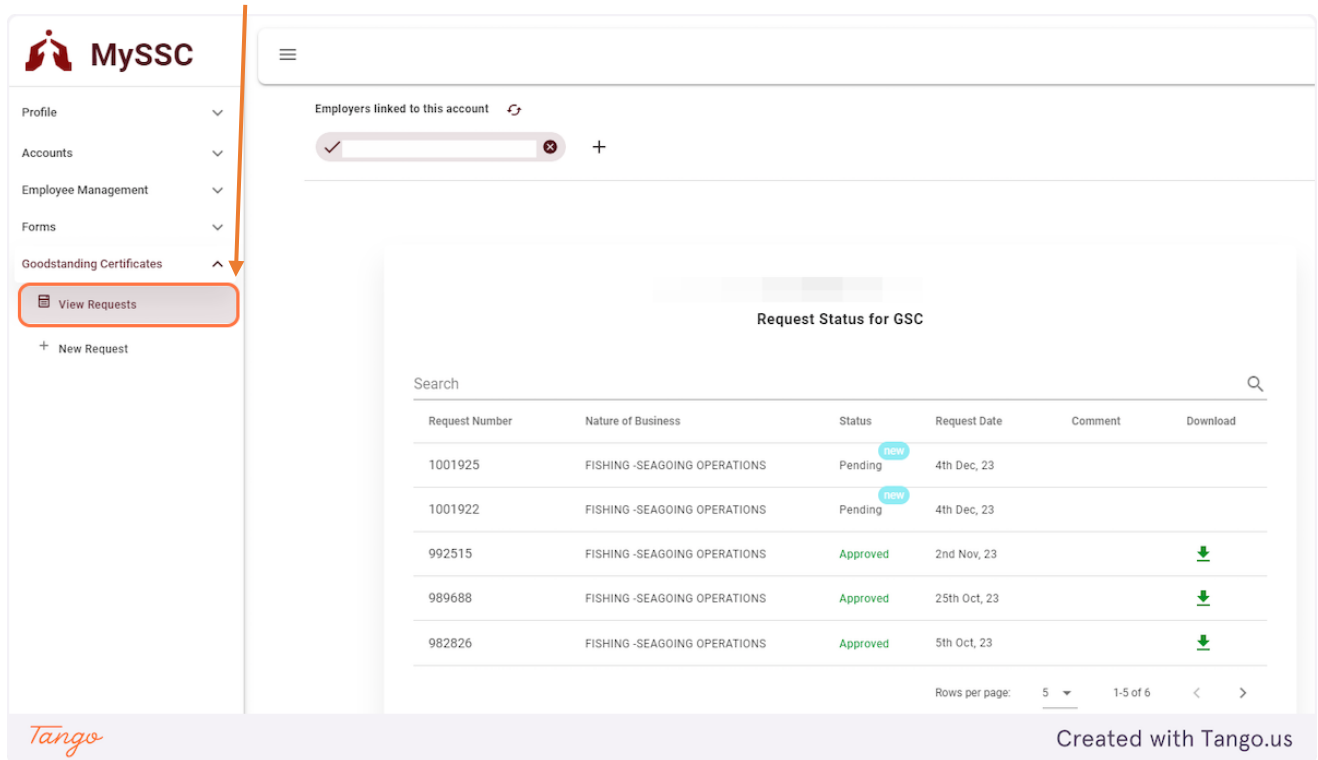
Request Number	Nature of Business	Status	Request Date	Comment	Download
997698	ADMINISTRATIVE	Pending <span style="color: cyan;">View</span>	5th Dec, 23		

*Tango* Created with Tango.us




You can only download GSC that have been approved, and it is still valid. GSC are only valid for 30 days.

## Viewing Your Goodstanding Request

- Click on the Goodstanding Certificates list.
- Click on **VIEW REQUEST**



The screenshot shows the MySSC web application interface. On the left is a sidebar with navigation options: Profile, Accounts, Employee Management, Forms, Goodstanding Certificates, and a 'View Requests' button which is highlighted with an orange box and an arrow. Below the sidebar is a '+ New Request' button. The main content area shows 'Employers linked to this account' with a search bar and a '+'. Below this is a section titled 'Request Status for GSC' with a search bar and a table of requests.

Request Number	Nature of Business	Status	Request Date	Comment	Download
1001925	FISHING -SEAGOING OPERATIONS	Pending <span>new</span>	4th Dec, 23		
1001922	FISHING -SEAGOING OPERATIONS	Pending <span>new</span>	4th Dec, 23		
992515	FISHING -SEAGOING OPERATIONS	Approved	2nd Nov, 23		
989688	FISHING -SEAGOING OPERATIONS	Approved	25th Oct, 23		
982826	FISHING -SEAGOING OPERATIONS	Approved	5th Oct, 23		

Rows per page: 5 | 1-5 of 6

Tango Created with Tango.us

## Download A Good Standing Certificate

After a Goodstanding is approved, you will be able to download it by clicking on the download arrow and select the goodstanding certificate that you want to download.

### Request Status for GSC

Request Number	Nature of Business	Status	Request Date	Comment	Download
1001925	FISHING -SEAGOING OPERATIONS	Pending <span style="color: cyan; font-weight: bold;">NEW</span>	4th Dec, 23		<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">           Choose a tender  <b>GENERAL</b> </div>
1001922	FISHING -SEAGOING OPERATIONS	Pending <span style="color: cyan; font-weight: bold;">NEW</span>	4th Dec, 23		↓
992515	FISHING -SEAGOING OPERATIONS	Approved	2nd Nov, 23		↓
989688	FISHING -SEAGOING OPERATIONS	Approved	25th Oct, 23		↓
982826	FISHING -SEAGOING OPERATIONS	Approved	5th Oct, 23		↓

Rows per page: 5 1-5 of 6 < >

*Tango*
Created with Tango.us

List of all Goodstanding Certificates will be listed. You can only download a Good Standing Certificate (GSC) that has been approved, and it is still valid. GSC are only valid for 30 days.

# Downloaded Goodstanding Certificate



Private Bag 13223, Windhoek, Namibia, Tel: +264 61 280 7999, Fax: +264 61 280 7189  
Cnr. A. Kloppers & J. Haupt Str., Khomasdal, Windhoek, E-mail: corporate@ssc.org.na, Website: www.ssc.org.na

Enquiries ..... Our Ref. mySSC ..... Your Ref. 992515

[Redacted]  
P O Box [Redacted]  
HOCHLAND PARK  
NAMIBIA

Friday, November 3 2023

Dear Sir / Madam

**GOODSTANDING CERTIFICATE: SOCIAL SECURITY COMMISSION**

It is hereby certified that [Redacted] is at present in good standing with the Social Security Commission.

Contract/Tender No.: GENERAL

Nature of Business: FISHING -SEAGOING OPERATIONS

Social Security Registration No.: [Redacted]

Employee Compensation No.: [Redacted]

Number of employees registered: 2

Validity Period: 03 November 2023 to 04 December 2023

Yours Faithfully



EXECUTIVE OFFICER



Commissioners: Dr. D.I. /Uirab (Chairman), Ms. E. Burger, Mr. H. Bruwer, Ms. P.H. Masabane, Mr. Z. Nghikundwavali, Ms. K.T.N Sihlahla, Ms. N. Shilongo, Mr. S. Shilongo, Ms. A. Titus, Ms. B.C. Van der Westhuizen

Executive Officer: Ms. M. Mungunda

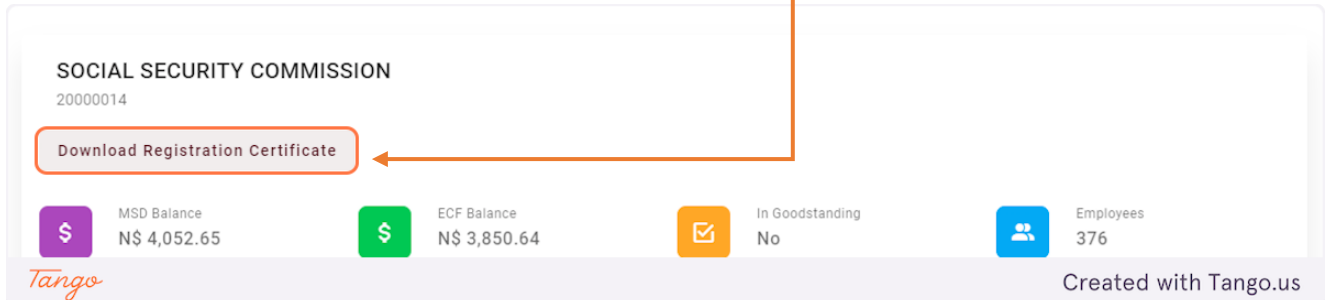
ALL OFFICIAL CORRESPONDENCE MUST BE ADDRESSED TO THE EXECUTIVE OFFICER

## Social Security Certificate

Registration Certificate





You can down the company registration certificate directly from mySSC.

- a) Click on **DOWNLOAD REGISTRATION CERTIFICATE**



**SOCIAL SECURITY COMMISSION**  
20000014

[Download Registration Certificate](#)

 MSD Balance N\$ 4,052.65	 ECF Balance N\$ 3,850.64	 In Goodstanding No	 Employees 376
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## Downloaded Registration Certificate

