

mySSC Guide

Version 3



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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 Services 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:

- 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.
- Need a good standing certificate? Skip the waiting part! Request and download it instantly with mySSC.
- Stay on top of your statement. View your outstanding balances for the Maternity leave, sick leave and Death benefits (MSD) Fund and Employees Compensation (ECF) Fund, and make secure online payments anytime, anywhere.
- Difficult processes are easier. Manage employee onboarding and terminations seamlessly through mySSC.

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

- Save time and money. Eliminate unnecessary trips and office hours.
- Boost efficiency. Manage your SSC tasks quickly and easily.
- Stay organised. Access and update your information anytime, anywhere.
- 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!



Streamline your Business Administration

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 try it.

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 to continue making our online services user-friendly and safe.

No more cumbersome paperwork!

mySSC is your one-stop shop for:

- Employee registrations and terminations.
- Form10 Submission.
- Good standing request, download and authentication.
- Make online payments.

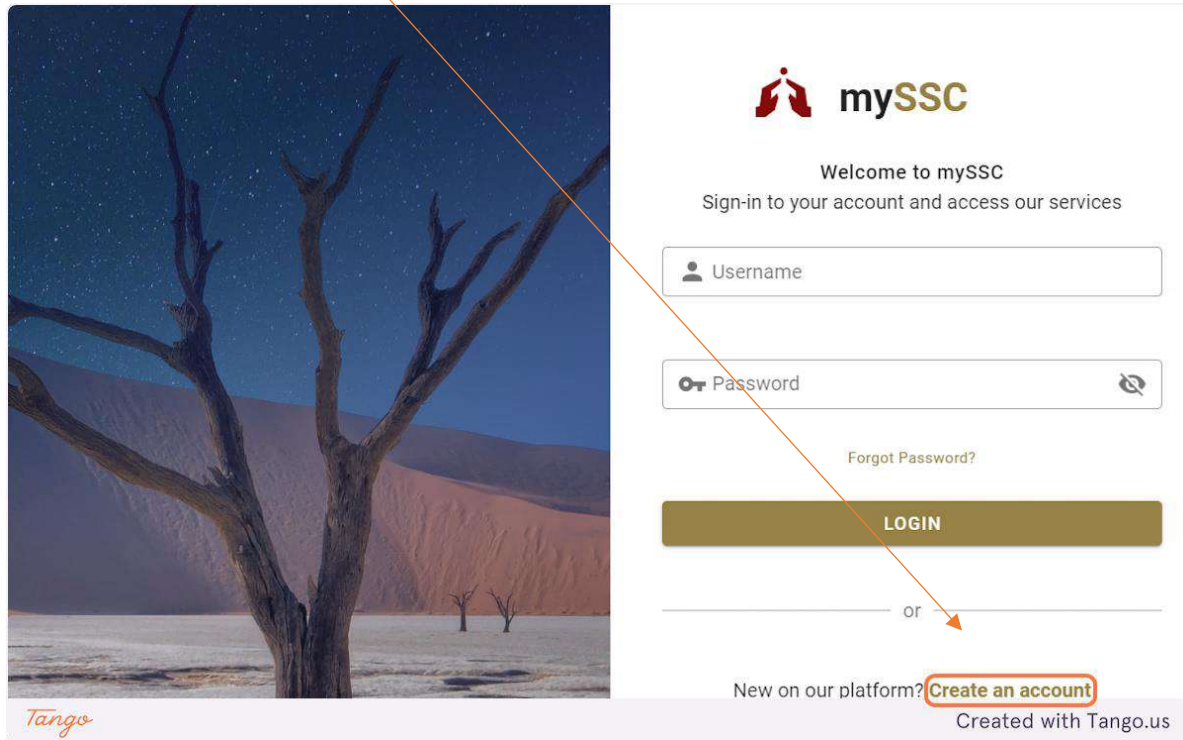
To use mySSC, you just need to:

- Complete an employer form to update your email and mobile number.
- Visit our website and click on mySSC.
- Create an account and link the employer/s.

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

How to Create mySSC Account:

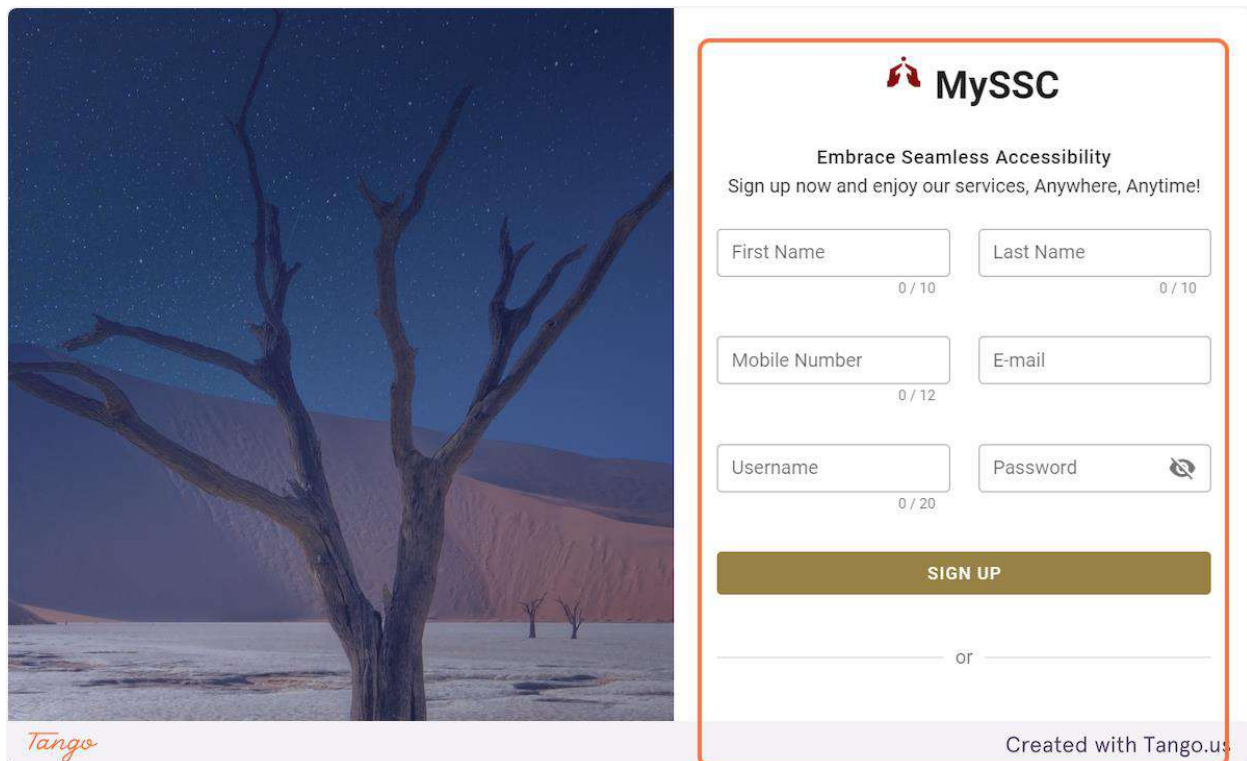
Click on the **"Create an Account"** button and you will be directed to a signup screen where you can enter your details to create a new account.



Create mySSC Account.

To register for a mySSC account, you'll need to provide some basic information:

- **Full Name:** Enter the first and last name of an authorized person to register the profile, such as a company director or someone designated to manage your SSC interactions.
- **Mobile Number and Email Address:** Use the valid mobile number and email address of the authorized representative. This should ideally match the contact information used when registering your business with the Social Security Commission (SSC). You can manage multiple companies with a single profile.
- **Username and Password:** Choose a username and password that you can easily remember. Remember, these credentials will be used to log in to your mySSC account in the future, so select something secure yet accessible.

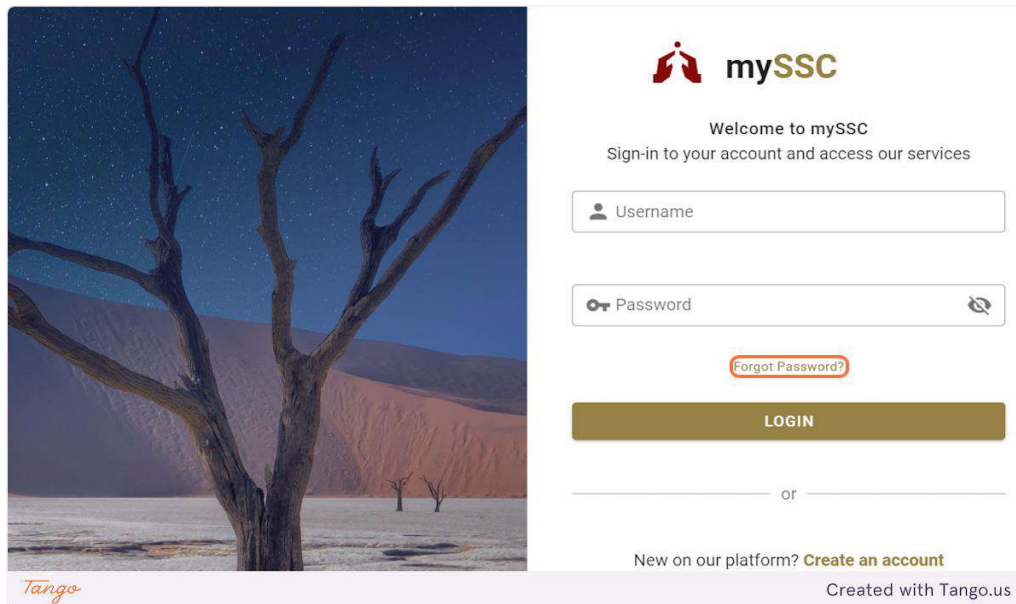


The image shows a registration form for mySSC. The form is titled "MySSC" and includes the tagline "Embrace Seamless Accessibility" and the text "Sign up now and enjoy our services, Anywhere, Anytime!". The form contains several input fields: "First Name" (0/10), "Last Name" (0/10), "Mobile Number" (0/12), "E-mail", "Username" (0/20), and "Password" (with a visibility icon). A prominent "SIGN UP" button is located below the fields. The form is set against a background image of a desert landscape with a large tree and sand dunes. The word "Tango" is visible in the bottom left corner of the image, and "Created with Tango.us" is in the bottom right corner.

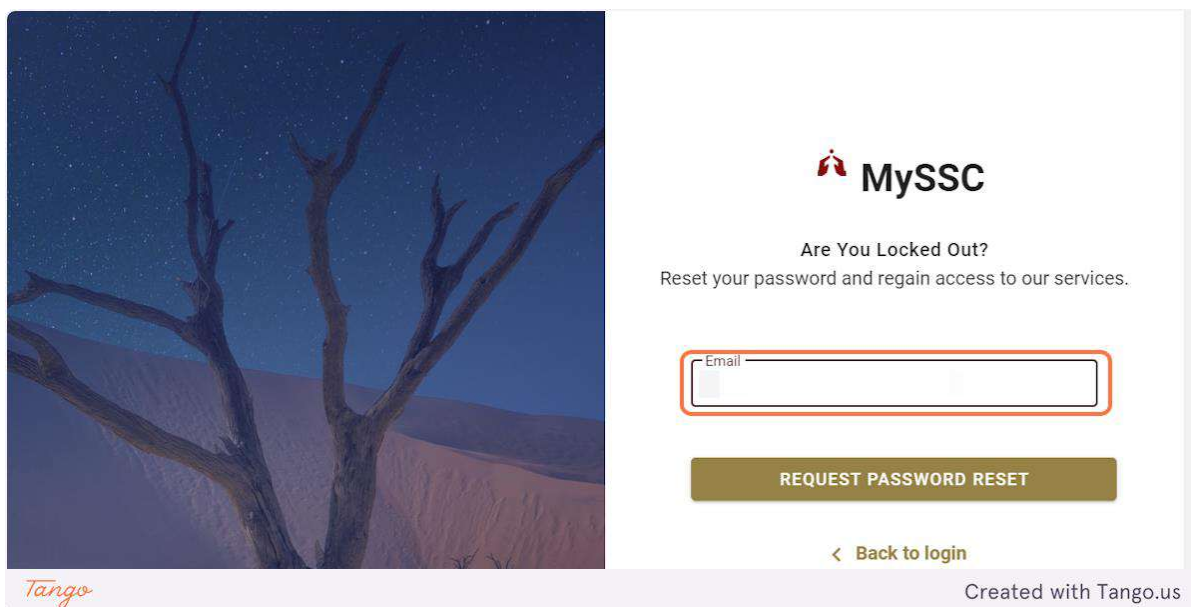
Click the **"Sign Up"** button to complete your registration. Check your inbox for an activation email. You will need to click the link in the email to activate your account.

Step-by-step guide to recover your password.

- Forgot your password? Don't worry! On the mySSC login screen, you will see a link labelled "**Forgot Password.**" Click on this link to begin the password recovery process.

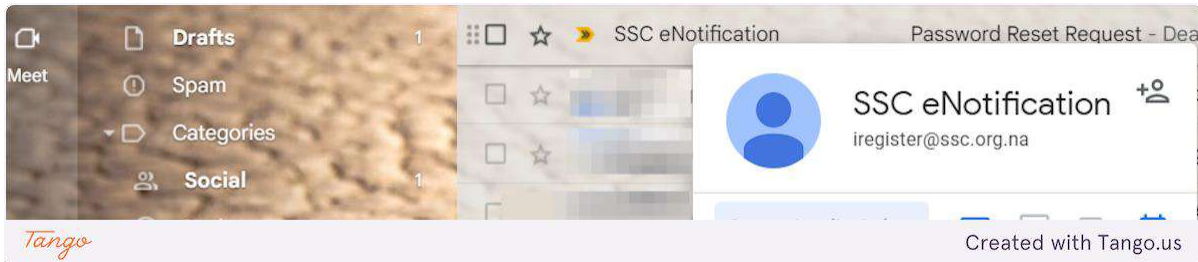


- Type the **email address** used to create your account in the **email address field**. Then, click the "**Request Password Reset**" button to get started.

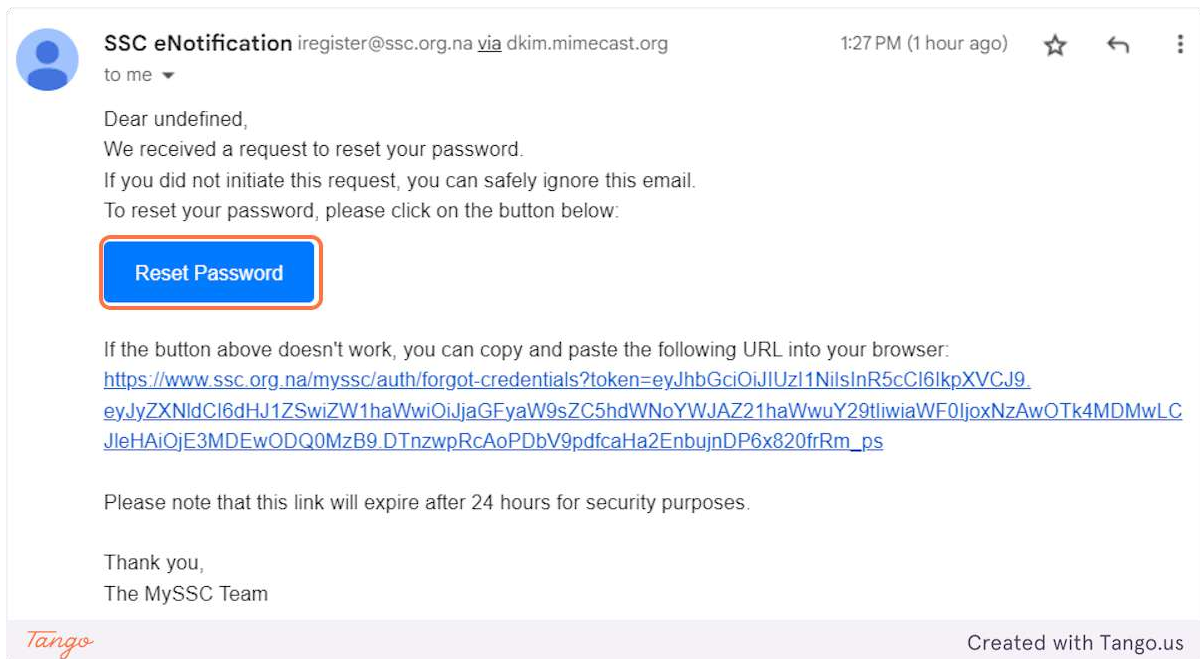


Email Notification – Reset Process:

- Check your inbox for an email titled **"SSC eNotification"** from **iregister@ssc.org.na**. The email might land in your spam folder, so be sure to check there if you don't see it in your main inbox right away. Click on the email titled **"SSC eNotification"** to proceed with resetting your password.



- Click the **"Reset Password"** button.



- Follow the **"Reset Password"** instructions.

Login, Link Employer and Log Out

Login to mySSC Portal

Navigate to the mySSC Portal login page. You can find the login page on the Social Security Commission of Namibia website <https://www.ssc.org.na/myssc/auth/login>

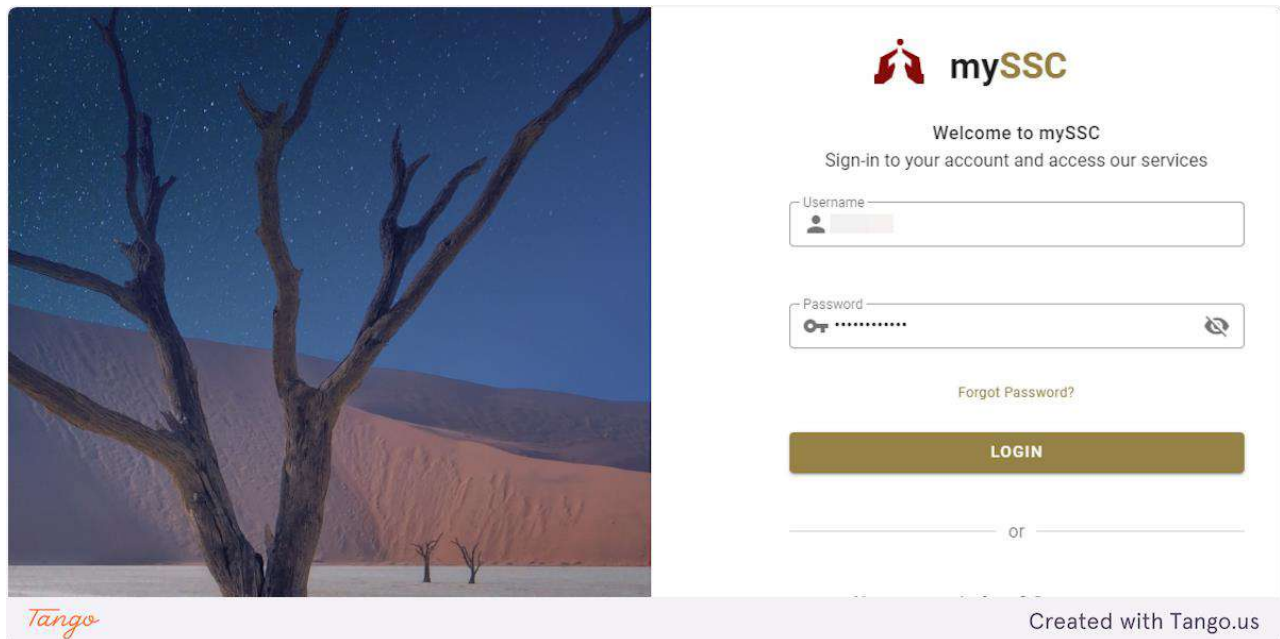
Entering your username and password:

Your username is the one you used when you created your account.

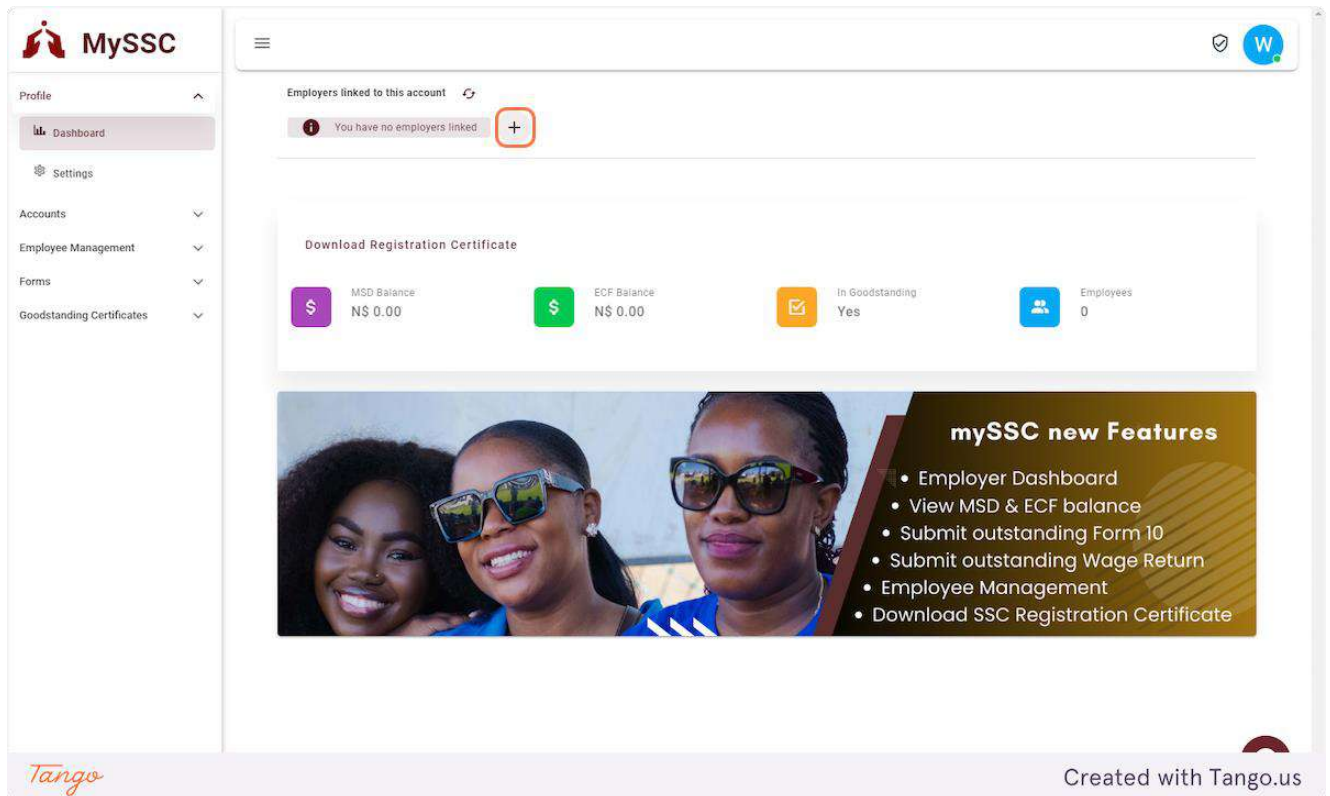
Be sure to enter the corresponding password for your username.

Click the "LOGIN" button.

NB: Ensure you are using the correct username and password associated with your mySSC Portal account.



Link Profile to Employer



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 message 'You have no employers linked' and a '+' button circled in orange. Below this is a 'Download Registration Certificate' section and a summary of account balances: MSD Balance (N\$ 0.00), ECF Balance (N\$ 0.00), In Goodstanding (Yes), and Employees (0). A banner at the bottom features a photo of three women and a list of 'mySSC new Features' including Employer Dashboard, View MSD & ECF balance, Submit outstanding Form 10, Submit outstanding Wage Return, Employee Management, and Download SSC Registration Certificate. The footer includes the Tango logo and 'Created with Tango.us'.

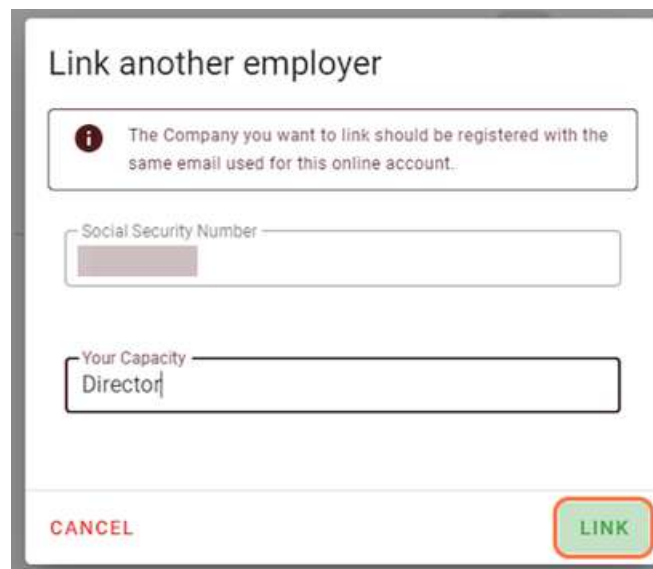
Click the "+" button to add an employer to the profile.

You can manage multiple employers on the same profile.

Completing employer information

Here is how to add employer's information to the mySSC profile.

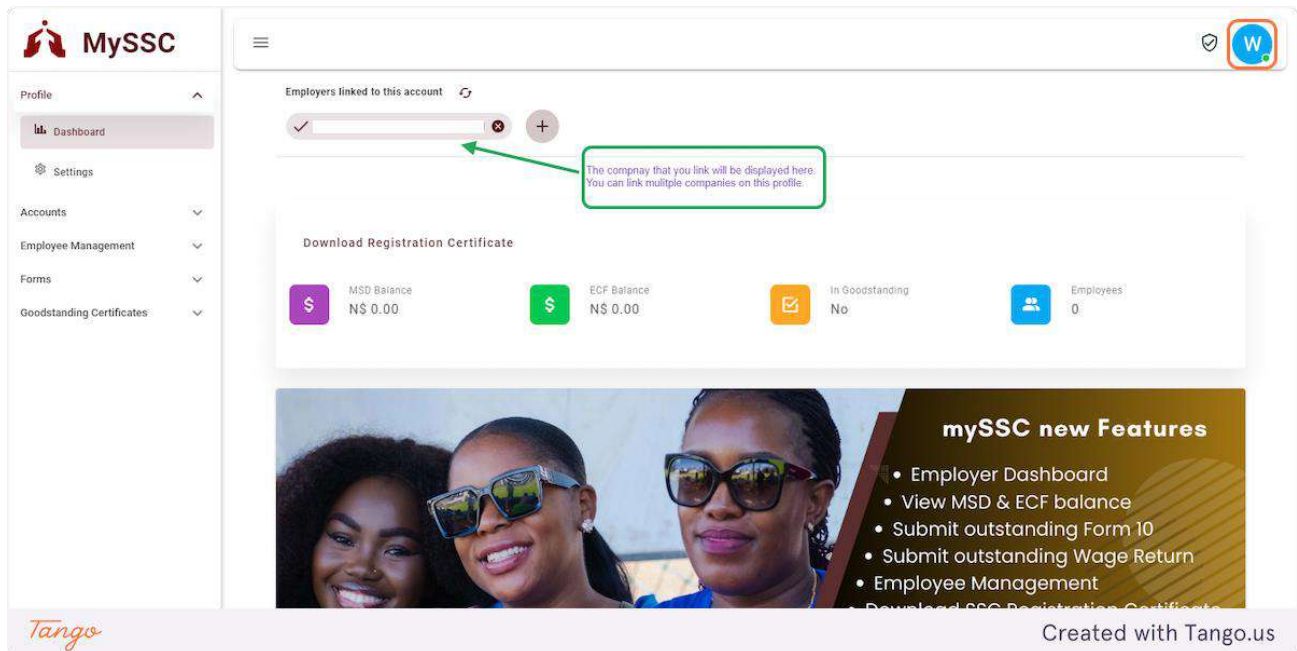
- **Social Security Number:** Enter your employer's Social Security number in this field.
- **Your Capacity:** Select your employment role (e.g., Director, Consultant) from the drop-down menu.
- Click **"LINK"**: Once you've entered the information above, click the **"LINK"** button to finalize the connection.



The screenshot shows a web form titled "Link another employer". At the top, there is an information icon and a message: "The Company you want to link should be registered with the same email used for this online account." Below this, there are two input fields. The first is labeled "Social Security Number" and contains a blurred grey box. The second is labeled "Your Capacity" and has "Director" selected in a dropdown menu. At the bottom of the form, there are two buttons: "CANCEL" on the left and "LINK" on the right, which is highlighted with a red border.

Company is Now Linked

As seen in the image below, any company that has its link to the profile will be displayed.

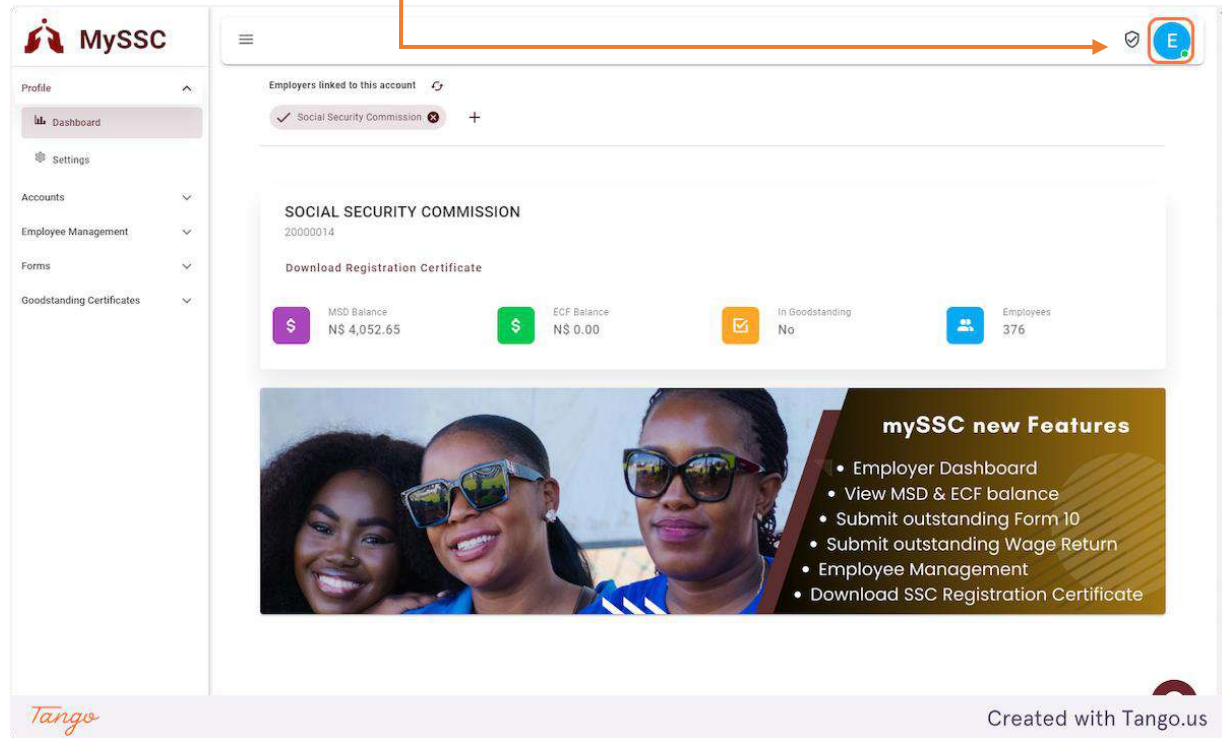


The screenshot displays the MySSC user interface. On the left is a navigation menu with options: Profile, Dashboard, Settings, Accounts, Employee Management, Forms, and Goodstanding Certificates. The main content area is titled "Employers linked to this account" and features a search bar with a checkmark, a close button (X), and an add button (+). A green callout box points to the search bar 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" section. A summary row shows: MSD Balance (N\$ 0.00), ECF Balance (N\$ 0.00), In Goodstanding (No.), and Employees (0). At the bottom, a banner for "mySSC new Features" lists: 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".

Logout of mySSC Account

To log out of mySSC Account, please follow the steps below:

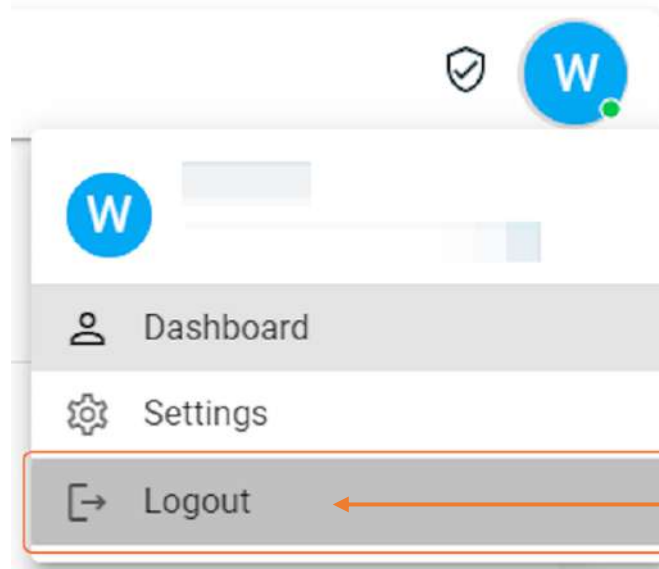
Click the **CIRCLE WITH A LETTER** from the alphabet in the right corner. Your username's first letter will appear as the letter in the circle.



The screenshot shows the mySSC dashboard interface. On the left is a navigation menu with options: Profile, Dashboard (selected), Settings, Accounts, Employee Management, Forms, and Goodstanding Certificates. The main content area displays 'Employers linked to this account' with 'Social Security Commission' listed. Below this, it shows 'SOCIAL SECURITY COMMISSION' with ID '20000014' and a 'Download Registration Certificate' button. A summary row includes: MSD Balance (N\$ 4,052.65), ECF Balance (N\$ 0.00), In Goodstanding (No), and Employees (376). A banner for 'mySSC new Features' lists: Employer Dashboard, View MSD & ECF balance, Submit outstanding Form 10, Submit outstanding Wage Return, Employee Management, and Download SSC Registration Certificate. The footer contains the 'Tango' logo and 'Created with Tango.us'.

Click on **LOGOUT** ←

Clicking "Logout" will sign out and return you to the mySSC login screen.

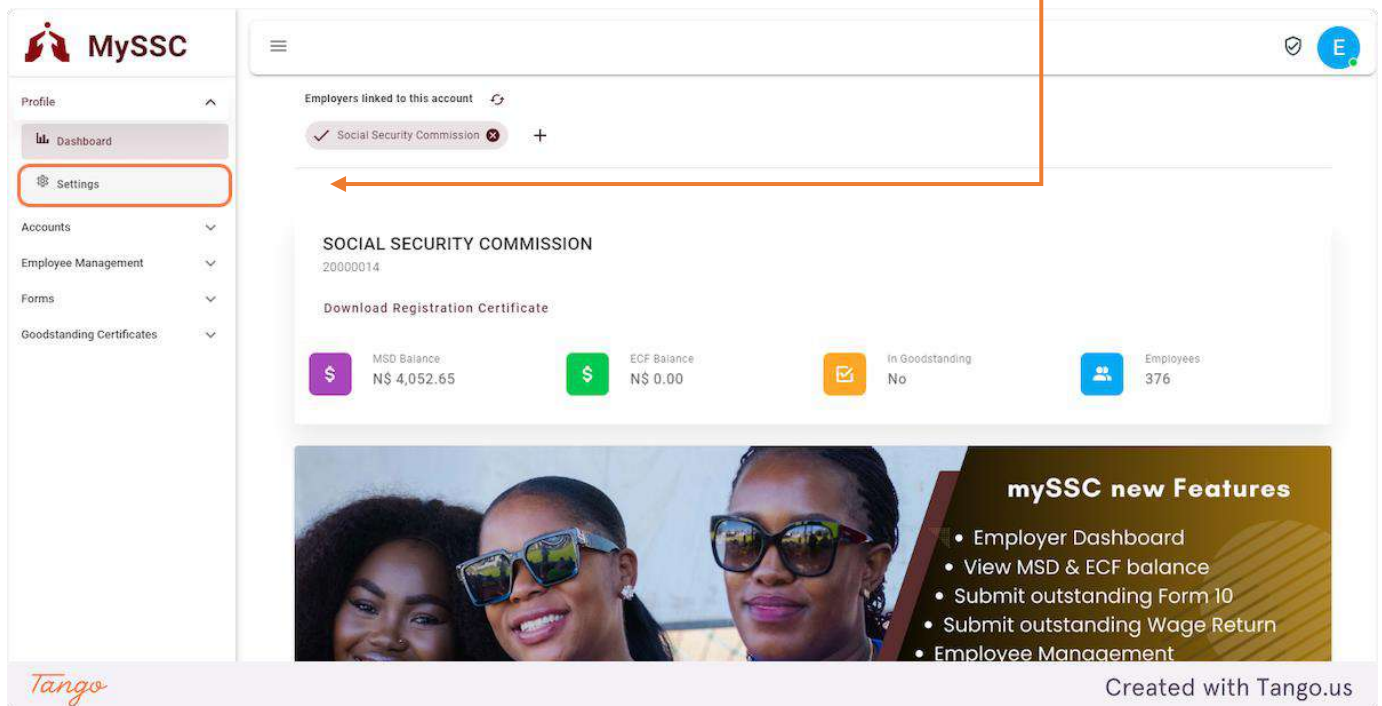


Home and Profile Settings

For enhanced security, you can change your password within the account settings.

To modify your login credentials, access the password change option in “settings” under “profile”.

Click on **SETTINGS**



The screenshot displays the MySSC user interface. On the left, a sidebar menu is visible with the following items: Profile, Dashboard, Settings (highlighted with an orange box), Accounts, Employee Management, Forms, and Goodstanding Certificates. The main content area shows the user's profile for the Social Security Commission, including the account number 20000014 and a link to download the registration certificate. Below this, four key metrics are displayed: MSD Balance (N\$ 4,052.65), ECF Balance (N\$ 0.00), In Goodstanding (No), and Employees (376). At the bottom, a banner for 'mySSC new Features' lists: 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'. An orange arrow points from the 'SETTINGS' text above to the 'Settings' menu item in the sidebar.

Change Your Password

To ensure the security of your account, it's recommended to update your password regularly. Here is how to do it:

- 1) **Current Password:** Enter the password you currently use to log in to your account.
- 2) **New Password:** Create a strong password that meets the following requirements: [One special character, minimum 6 characters, one uppercase, and 1 number (However SSC recommends 2 numbers)].
- 3) **Confirm New Password:** Re-enter the new password you created in step 2. This ensures you typed it correctly.

Update Password: Once you have entered all the information, locate the **"Update Password"** button and click it to finalize the process.

Remember: Choose a password you can remember but is difficult for others to guess. Don't reuse passwords across different accounts.

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

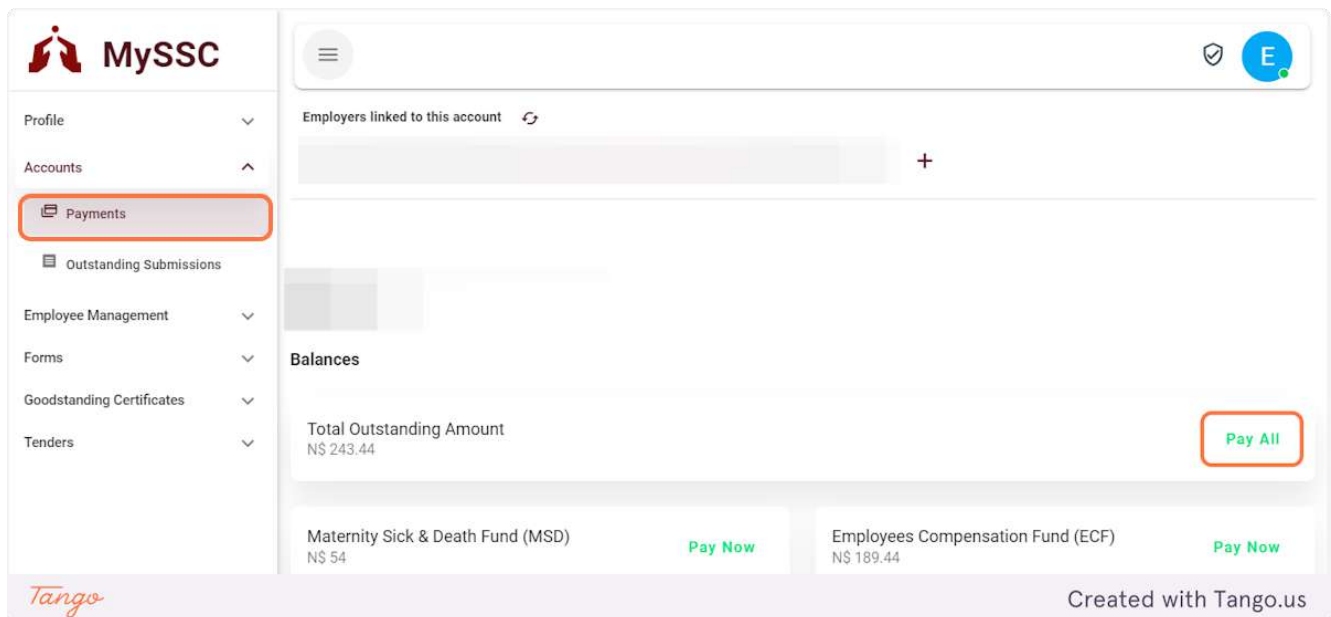
UPDATE PASSWORD

Tango Created with Tango.us

Accounts Management

Online Payments (MSD & ECF)

Log in to mySSC portal account. Once you're logged in, navigate to **"Accounts"** section on the menu, and locate the **"Payments"** option. Clicking on **Payments** will display a breakdown of your current Maternity, Sick and Disability (Death) Fund (MSD) and Employers Compensation Fund (ECF) balances.



The screenshot displays the MySSC portal interface. On the left, a navigation menu includes 'Profile', 'Accounts', 'Payments' (highlighted with an orange border), 'Outstanding Submissions', 'Employee Management', 'Forms', 'Goodstanding Certificates', and 'Tenders'. The main content area shows 'Employers linked to this account' with a refresh icon and a plus sign. Below this, the 'Balances' section displays a 'Total Outstanding Amount' of N\$ 243.44 and a 'Pay All' button (highlighted with an orange border). At the bottom, two rows of payment options are shown: 'Maternity Sick & Death Fund (MSD)' with a balance of N\$ 54 and a 'Pay Now' button, and 'Employees Compensation Fund (ECF)' with a balance of N\$ 189.44 and a 'Pay Now' button. The footer includes the 'Tango' logo and the text 'Created with Tango.us'.

Selecting Payment Option:

The system offers you the option to pay both MSD and ECF balances at once (**"Pay All"**) or choose to pay them separately. This guide will demonstrate the **"Pay All"** option for a full payment.

Initiating Payment:

Click on the **"Pay All"** button. This will redirect you to a secure payment gateway. The payment gateway will provide step-by-step instructions for completing your payment. Follow the on-screen prompts carefully to ensure a successful transaction.

Payment Gateway and Order Overview

The payment process will take place through a secure payment gateway. While we cannot disclose specific details due to security and intellectual property reasons, be assured that the gateway provides:

- **A Clear Order Overview:** You will be able to see a summary of your payment details, including the amount and purpose of the payment, before finalising the transaction.
- **A Simple and Easy-to-Follow Instructions:** The payment gateway guides you through each step clearly, ensuring a smooth experience.

Item Name	Qty	Amount
MSD contribution	1	54
ECF contribution	1	189.44

Download Receipt

You can download the payment receipt from mySSC portal for your records.

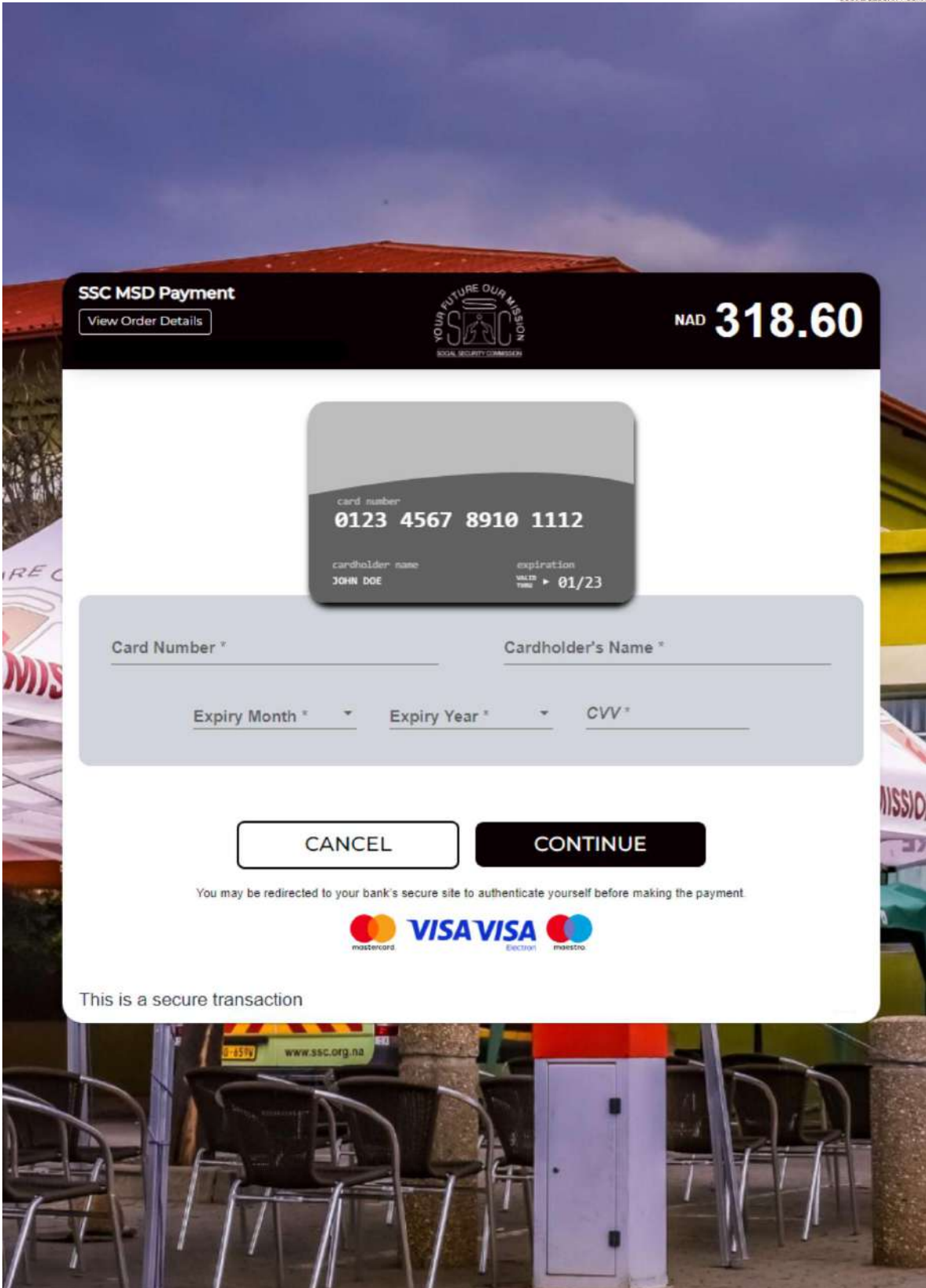
Payment completed successfully ✓

Your payment of N\$ 243.44 was processed and completed successfully

Reference Number: 30125605_1712218003799

[Download receipt](#)

[See balance](#)



Employee Management

Registering New Employees in mySSC Portal

The mySSC portal allows you to register new employees electronically. The processing time depends on whether the employee is already registered with the Social Security Commission (SSC) or not.

Employee Already Registered with SSC:

If the employee's Social Security Commission (SSC) number, date of birth, and ID match our system records, their registration will be immediate.

New Employee Not Registered with SSC:

If the employee is new and not registered with the SSC, the registration process may take up to seven (7) working days.

Additional Information:

Ensure you have accurate information for the new employee, including their SSC number, date of birth, and ID number.

Benefits of Online Employee Registration:

Saves time compared to manual registration processes.

Improves efficiency and accuracy in employee data management.

Employee Registration (SSC Number)

Steps to Register a New Employee:

- Navigate to the **'EMPLOYEE MANAGEMENT'** section on the **MENU**. This section is typically used to manage employee information within the mySSC portal.
- Click on **'ADD EMPLOYEE'**. This button will initiate the employee registration process.

Complete Employee Details

Complete all fields on the screen, which is FirstName, Surname, ID Number (Namibian Nationals) or Passport Number (Foreign Nationals), Date of Birth (DoB), Sex (only Male or Female, as per Namibian constitution), Marital Status, Email address of the employee, and Mobile Number (Mobile number needed to communicate with employee).

If a Namibian National do not have an ID Number, please apply for a National Identification document at the nearest Ministry of Home Affairs, Immigration, Safety and Security (MHAISS). Follow the MAHISS guidance for the application process. Social Security Commission strongly advise to apply for a National Identification document for all Namibian citizens, for easy access to all Social Security Commission benefits.

First Name	Surname	ID Number
Passport Number	DOB	Sex
Marital Status	Email	Mobile Number

Address

*Complete all fields. Complete all Physical Address and Postal Address fields, these fields are compulsory for registering employees.

Physical Address

Erf	Street Name
Suburb	

Postal Address

Type	Postal Code
Suburb	

Employment Details

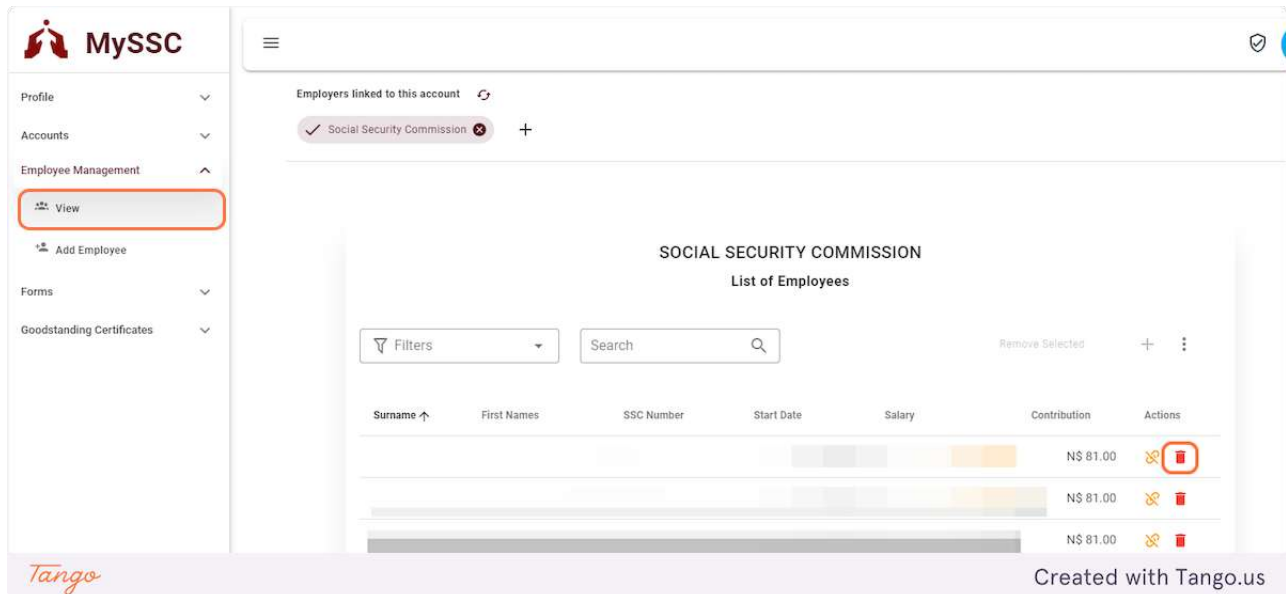
***Complete all fields.** Complete all compulsory fields which include Occupation, Monthly Income, Commence Date Region of Employment and ID Type. All documents that you upload must be in PDF format. When the employee does not have an ID, you may upload a Birth Certificate. Social Security Commission strongly advise to apply for a National Identification document for all Namibian citizens, for easy access to all Social Security Commission benefits.

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

Click on **REGISTER**

Terminate Employee Record

Important Note: Terminating an employee's service has legal implications. Ensure you follow proper procedures and consult relevant employment regulations before proceeding.



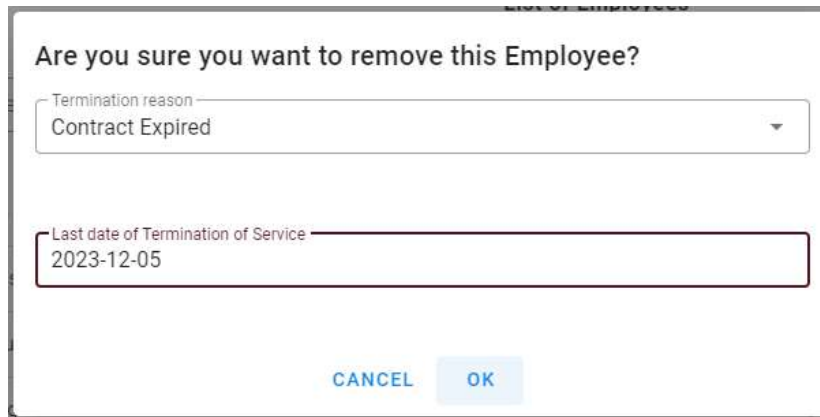
Steps:

1. Access the 'Employee Management' Section: Navigate to the section within the mySSC Portal dedicated to managing employee information.
2. View Employee Records:
 - Locate the **"View Employee"** option within the 'Employee Management' section. Clicking this will display a list of your registered and active employees.
 - You can also utilise the **"SEARCH"** function to find a specific employee record by name or other identifiers (if available).
3. Select Employee for Termination:
 - Identify the employee whose service you wish to terminate from the displayed list.
 - Click on the checkbox or row associated with that employee to select them.

4. Terminate Service:

- Look for a button or action labeled **"Terminate Service" or similar (e.g., "Red Bin" icon)**.
- Clicking the termination button will initiate the process. **Double-check** before confirming to avoid accidental termination.

Termination Reason (Finalize Termination)



Are you sure you want to remove this Employee?

Termination reason
Contract Expired

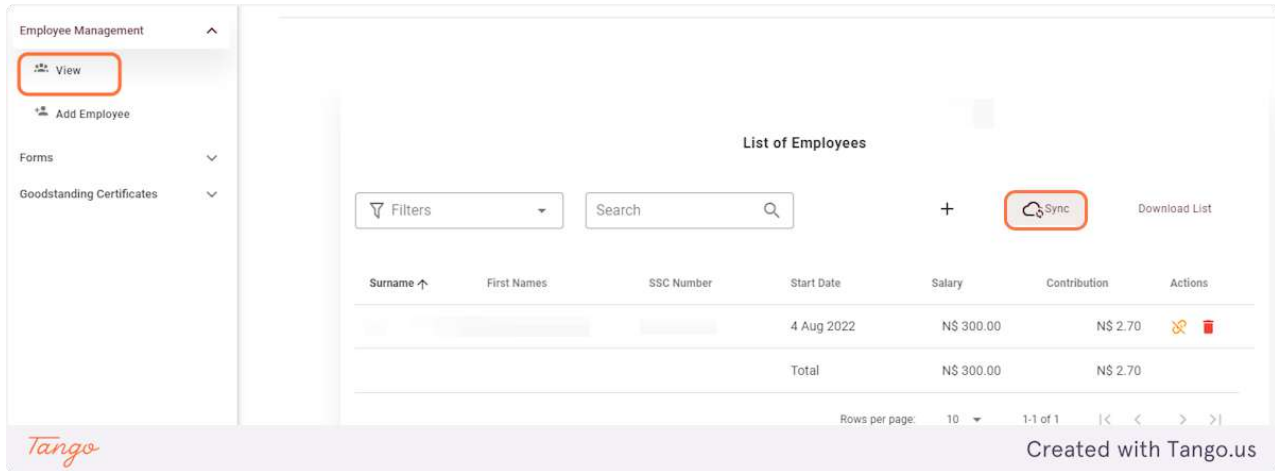
Last date of Termination of Service
2023-12-05

CANCEL OK

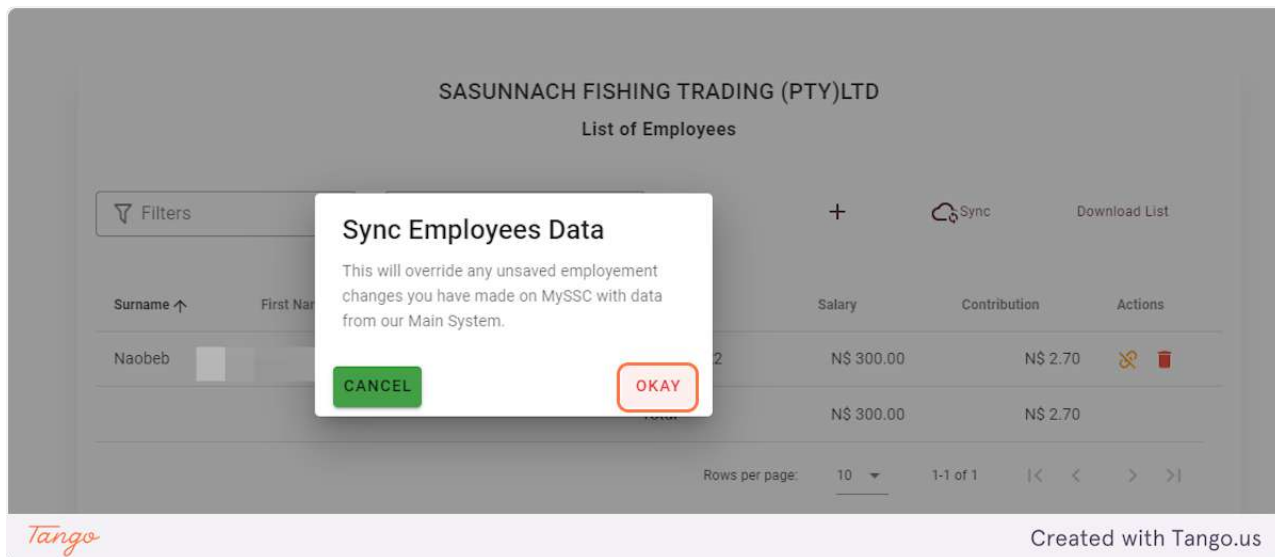
- Select Termination Reason:** Choose the reason for termination from the provided dropdown list. The options might include factors like resignation, retirement, redundancy, etc.
- Set Termination Date:** Indicate the employee's last working day by selecting a date from the calendar function.
- Confirm Termination:** Click the "OK" button (or similar action) to finalise the termination process. **Review everything carefully before confirming.**

Sync Employee

Employee List Not Appearing? If you don't see a list of employees, click the "Sync" button to refresh the data and retrieve the list.



Click **"OKAY"** to retrieve your employee data. This may take time based on the number of employees you have.



Download Employee List

You can download a list of all active employees registered with the Social Security Commission for your record keeping. Click on the “Down List” and download the employee list.

Here is how to access employee records:

- Navigate to the **'Employee Management'** Section.
- **View** Employee Records: Look for the **"View Employee"** option to display a list of your registered employees.
- **Download List:** Click on Download List button to download all active employees registered.

List of Employees *updating...*

Filters Search + Sync Download List

Surname ↑	First Names	SSC Number	Start Date	Salary	Contribution	Actions
			4 Aug 2022	N\$ 300.00	N\$ 2.70	
Total				N\$ 300.00	N\$ 2.70	

Rows per page: 10 1-1 of 1 |< < > >|

Tango Created with Tango.us

Form Submission

Outstanding Form 10A Submission

The mySSC Portal offers a convenient feature to submit all outstanding Form 10A Submission. This allows you to submit all outstanding Form 10A's.

Here is how:

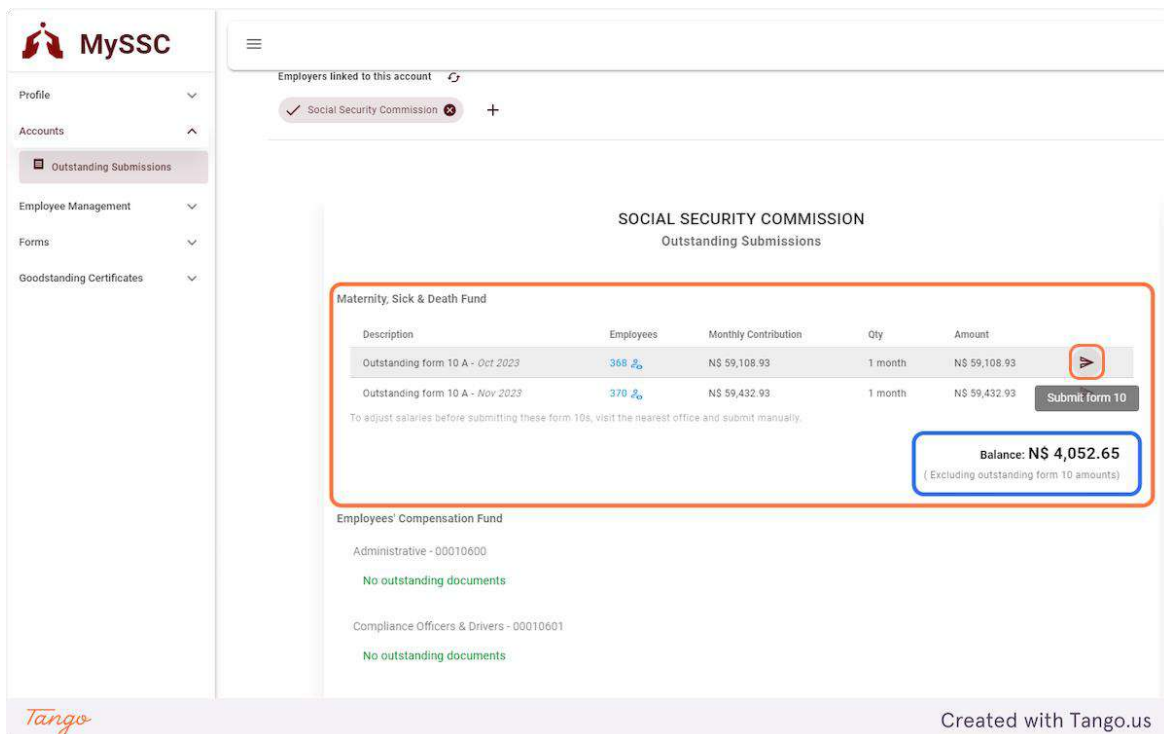
- Log into mySSC Portal account.
- Navigate to the **"ACCOUNTS"** section.
- Within **"ACCOUNTS"**, click on **"OUTSTANDING SUBMISSION."**

Review Outstanding Forms 10:

You can view a list of all pending employee Form 10s. Please note that these forms cannot be edited and must be submitted as is.

Submit Outstanding Forms:

Carefully review the information on the list of employees and their associated Form 10s. When you've **verified** everything is accurate, locate the **"Submit"** option, usually indicated by an arrow icon, next to each form. Click the **"Submit"** button for each outstanding Form 10 you want to process.



MySSC

Profile

Accounts

Outstanding Submissions

Employee Management

Forms

Goodstanding Certificates

Employers linked to this account

Social Security Commission

SOCIAL SECURITY COMMISSION
Outstanding Submissions

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

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

Balance: NS 4,052.65
(Excluding outstanding form 10 amounts)

Employees' Compensation Fund

Administrative - 00010600
No outstanding documents

Compliance Officers & Drivers - 00010601
No outstanding documents

Tango

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Balance Change

Submitting the document will process the information and update your balance. The row for the submitted outstanding F10 will then disappear from this list, indicating successful submission, and updating the balance.

Future Form 10A Submission

The mySSC Portal offers a convenient feature called Future Form 10A Submission. This allows you to submit Form 10A for the current month and up to 12 months in advance.

This feature can be a time-saver for employers with stable employee bases. However, it's important to use it cautiously:

Liability for Payments: You will still be responsible for contributions on submitted forms, even if an employee leaves your company before the designated month.

Requirements before submitting future Form 10:

- All current outstanding Form 10's (Monthly Returns) must be submitted before submitting the Future Form 10.

Before using Future Form 10A Submission, consider:

- **Employee Turnover:** If your company experiences frequent employee changes, submitting forms well in advance might not be ideal.
- **Accuracy of Information:** Ensure the employee data on submitted forms is accurate, especially when submitting months ahead of time.

It is as easy as selecting the months that you want to submit and click on the **Submit** button.

MySSC

Employers linked to this account

- ✓ Social Security Commission

SOCIAL SECURITY COMMISSION
MSD Invoice - Form 10 A
Dec 2023 to Mar 2024

From: 2023-12 To: 2024-03

Employees	Monthly deductions	Period	Total contributions
374	N\$ 30,011.37	4 months	N\$ 120,045.48
0 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

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Good Standing Certificate

Good Standing Request

The mySSC Portal allows you to request Good Standing Certificates electronically.

Batch Requests and Limitations:

- You can submit requests for up to five (5) Good Standing Certificates at a time.

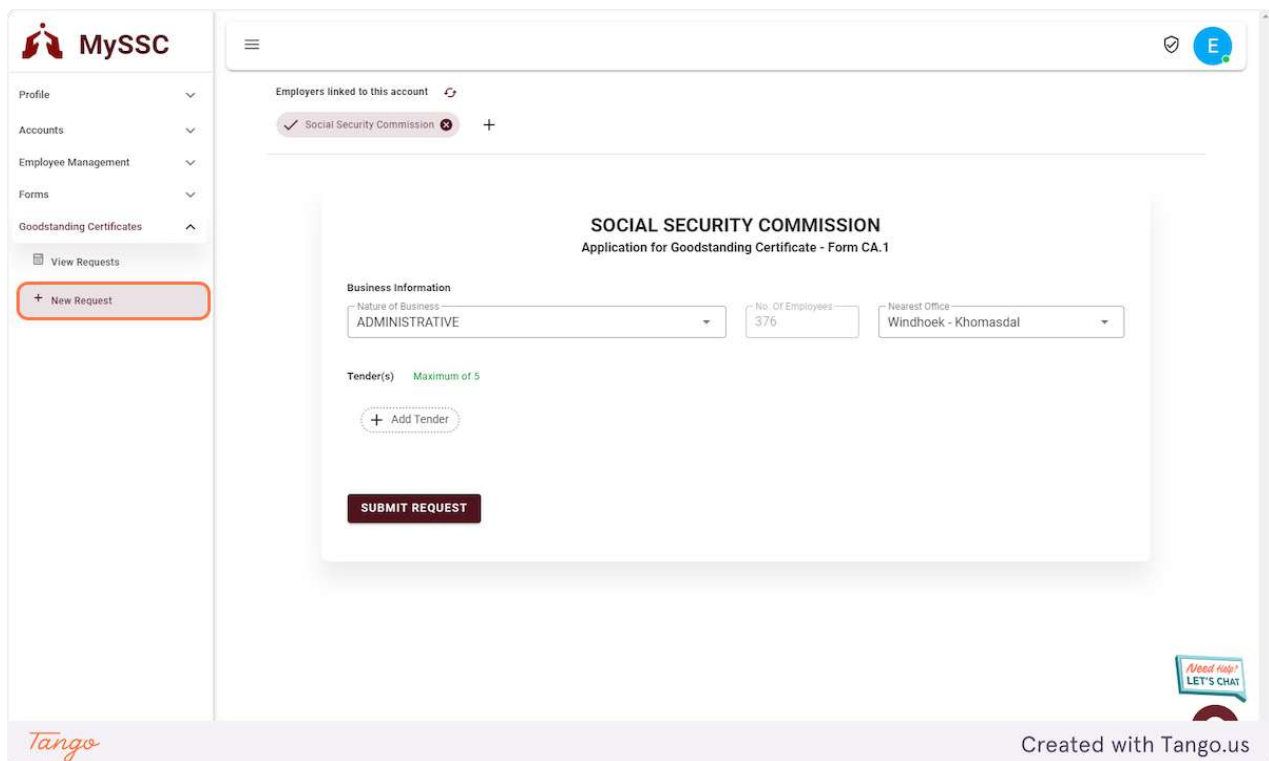
Steps to Request a Good Standing Certificate:

- Access the '**Good Standing Certificates**' Section.
- Initiate a New Request by clicking the button labeled **"+ New Request"**. This will begin the process for a new certificate.

Requirements to apply for a Good Standing Certificate:

- All outstanding Form 10's (Monthly Returns) must be submitted.
- All outstanding Wage Returns (Annual Returns) must be submitted.
- At least have one active employee.
- All MSD and ECF balances must be settled.

This will improve the turnaround times of the good standing certificate approval process.



The screenshot displays the MySSC portal interface. On the left is a navigation menu with options: Profile, Accounts, Employee Management, Forms, Goodstanding Certificates, View Requests, and a highlighted '+ New Request' button. The main content area shows the 'SOCIAL SECURITY COMMISSION Application for Goodstanding Certificate - Form CA.1'. It includes a section for 'Business Information' with fields for 'Nature of Business' (ADMINISTRATIVE), 'No. Of Employees' (376), and 'Nearest Office' (Windhoek - Khomasdal). Below this is a 'Tender(s)' section with a note 'Maximum of 5' and an '+ Add Tender' button. A 'SUBMIT REQUEST' button is at the bottom of the form. A chat widget is visible in the bottom right corner.

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

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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

Multiple Tender Applications (Limit 5): You can apply for multiple tenders at once but note that the system has a limit of 5 tenders per submission. Repeat the "Record Tender" steps for each tender within this limit (if applicable).

SUBMIT REQUEST

Once you have added all desired tenders, they will be displayed on a list. Carefully review the listed tenders to ensure accuracy.

When ready to proceed, click the **"Submit Request"** button. This action will:

- Submit your applications for the selected tenders.
- Direct you to the **"View Request"** where you can track the application statuses.

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

Viewing Good Standing Status

Access the 'Good Standing Certificates' List:

Locate the section within the mySSC Portal that displays your existing requests by clicking **View Request**.

This action will display all Good standing Certificates you applied for. We only display a three (3) months list.

MySSC

- Profile
- Accounts
- Employee Management
- Forms
- Goodstanding Certificates
 - View Requests**
 - + New Request

Employers linked to this account

Request Status for GSC

Search

Request Number	Nature of Business	Status	Request Date	Comment	Download
1001925	FISHING -SEAGOING OPERATIONS	Pending view	4th Dec, 23		
1001922	FISHING -SEAGOING OPERATIONS	Pending view	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

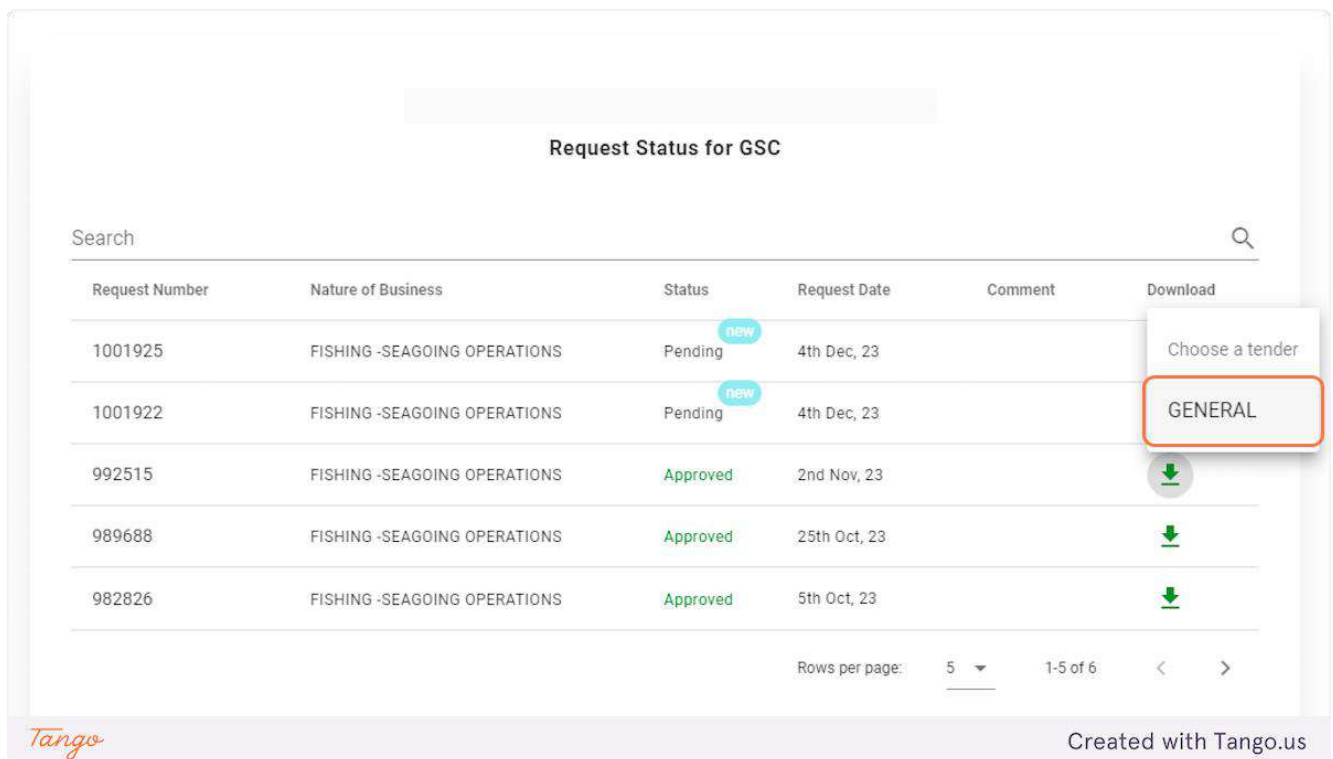
Tango Created with Tango.us

Download A Good Standing Certificate

Once your Good Standing Certificate request has been approved, you can download it.

Here is how:

- **Locate the Approved Request:** Navigate to the section within the mySSC Portal that displays your Good Standing Certificate requests. Identify the request that shows an **"Approved"** status.
- **Download the Certificate:** Look for a download icon (like an arrow pointing downwards) next to the approved request. Clicking this icon will typically display a list of available certificates (if you requested multiple ones at once).
- **Select and Download:** Choose the specific Good Standing Certificate you want to download from the list. Clicking on the chosen certificate will initiate the download process.



Request Number	Nature of Business	Status	Request Date	Comment	Download
1001925	FISHING -SEAGOING OPERATIONS	Pending new	4th Dec, 23		Choose a tender
1001922	FISHING -SEAGOING OPERATIONS	Pending new	4th Dec, 23		GENERAL
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

Important Notes:

Good Standing Certificates typically have a limited validity period (e.g., 30 days). Ensure you download and use the certificate within its valid timeframe.

You might be able to download multiple approved certificates at once, depending on the system's functionality.

Example of electronic Good Standing Certificate.



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

Enquiries: Our Ref. myssc Your Ref. 992515

[Redacted] Friday, November 3 2023
P O Box [Redacted]
HOCHLAND PARK
NAMIBIA

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

Authenticate electronic Good Standing Certificate.

Before relying on a Good Standing Certificate submitted with a tender application, it's recommended to verify its authenticity through the Social Security Commission (SSC) website. Here is how:

1. Access the Verification Page:

Visit the official Social Security Commission website: <https://www.ssc.org.na/>

2. Locate the Verification Tool:

On the website's top menu, look for an icon resembling a **shield with a checkmark** or similar verification symbol. Click on this icon.

3. Enter Verification Details:

- **Social Security Number:** The Social Security Number associated with the Good Standing Certificate.
- **Request Number:** The unique reference number printed on the Good Standing Certificate itself. This number is typically located somewhere on the certificate and might be labeled as **"Your Ref"** for reference.

4. Retrieve Verification Results:

Once you have entered both details, click the **"Validate"** button. The website will then display information related to the Good Standing Certificate.

5. Compare Information:

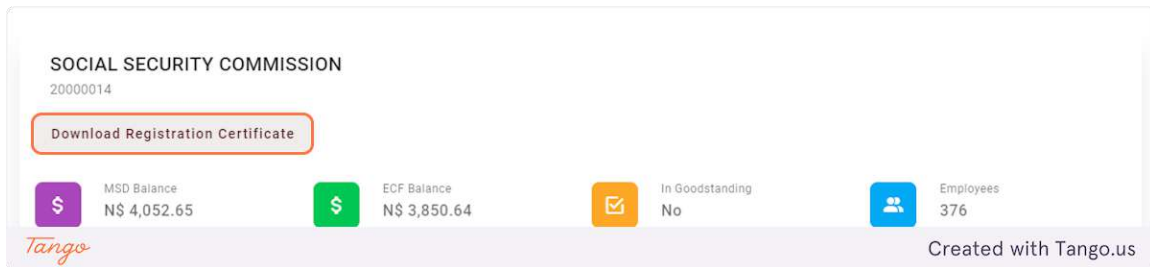
Carefully compare the information displayed on the SSC website with the details presented on the Good Standing Certificate you received. This includes the Social Security number, validity period, active employees and any other relevant details.

Matching information confirms the certificate's authenticity. If there are discrepancies, please contact any Social Security Commission office.

Social Security Certificate

Download Registration Certificate

The mySSC portal allows you to download a copy of your company registration certificate from the dashboard for free. When you request this certificate in the branch, an administration fee is associated with processing. Look for a button labeled **"Download Registration Certificate"**. Clicking this button will initiate the download process for your company's registration certificate.



Example of e-Registration Certificate



Chat with Thuso on SSC website



Thuso AI Assist

Hello there, I am Thuso, your SSC AI Assist. I am currently in testing mode, so please be patient with me if I do not get it right the first time.

