

COMMUNICATION TO STAKEHOLDERS

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Digital Variations Portal (DVP) User changes

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Dear applicant,

We have in the past few weeks assisted several applicants that reached out to us, to retrieve old variations records attached to users that have been de-activated at organizational level and we thought it best to issue the following advice.

We would like to request/recommend that you notify SAHPRA ICT via our Service Desk email address of these change requests for the ICT team to assist you to de-activate users that leave your organization, so that we can ensure that the old data records are still accessible to you as there is a specific sequence to de-activate and re-allocate records.

For any applicant that still have unresolved issues with retrieving or re-allocating old records from de-activated users, please log a request for assistance so we can resolve this for you.

Tickets can be logged by sending an email to applicationsupport@sahpra.org.za

Thank you.

Dr Boitumelo Semete-Makokotlela
SAHPRA: Chief Executive Officer (CEO)