

Frequently asked questions

1. How do I log in?

To log into your profile, [CLICK HERE](#) and use the unique username and password sent to you via email.

2. Why does the log in page look different to the log in widget on the current website?

We have moved to a new member management provider. This means we have a new look and feel for our member self-serve portal, together with a new log in page. Our new website is in progress. Watch out for communications regarding the update of our website which will include the new log in page link.

Helpful tip: we suggest saving the new log in page as a bookmark on your internet browser for easy access and future reference.

3. My username or password is incorrect, how do I retrieve my log in details?

Usernames and passwords are case sensitive. Make sure you are copying and pasting the username and password correctly. Watch out for characters that may look similar such as 0 (zero) and O (the letter O). Make sure you are trying to log into the correct log in page ([CLICK HERE](#)).

If you are still unable to log in, [CLICK HERE](#) and enter the email address you received your original username and password to. Remember to check your junk or spam folder for the forgot password communication.

4. How do I reset my password?

To reset your password, log into your new SABPP profile.
From the dashboard > under my profile > click change my password > then click reset password.

Copy and paste the existing password sent to you via email and then enter your new password. Kindly note the following when creating a new password:

- Minimum of eight (8) characters in length.
- Contain at least one (1) Uppercase letter (A-Z)
- Contain at least one (1) Lowercase letter (a-z)
- Contain at least one (1) Number (0-9)
- Contain at least one (1) Special character example: !@#\$%*()?/()

5. How do I update the details on my profile?

We encourage all members to ensure the information contained on their profile is correct and up to date. To update your profile details, log into your new SABPP profile.

From the dashboard > under my profile > click view my profile. You can navigate using the profile tabs to view and update your biographical and communication information.

6. Why is my financial tab on my profile blank?

We have moved to a new member management system. This means a new way of conducting our financial processes internally as well as the way we transact with members. Further communications will be sent regarding payment for renewals and new applications.

7. What does the credentials tab do?

The new SABPP membership certificate has an expiry date as well as a QR code which provides a more sustainable and efficient method of verifying current membership with us. Once the QR code on a certificate is scanned, it will bring up information regarding a members status with SABPP.

From the credentials tab, click view to bring up the profile information that will be displayed when a person scans the QR code on your membership certificate.

Helpful hint: why not add a profile picture to this link for a more professional and complete profile. To do this, log in to your SABPP profile, click on view my profile > click on the biographical tab > under profile picture click choose file. You can chose a JPEG or PNG picture from your desktop.

8. Where do I find my recent membership certificate?

Existing members can [CLICK HERE](#) to login to the member self-serve platform and download their QR coded membership certificate.

Once logged in please click view my profile > click on the certificates tab > click download membership certificate.

9. Why is my CPD statement blank?

We have moved to a new member management system and are in the process of moving certain information over. Don't worry we still have a complete record of your CPD history, and this will be uploaded and available for you to view in the coming weeks. Look out for more information about the new CPD functionality that will be communicated over the next coming weeks.

10. Why are the events I registered for not showing in my registered events?

We have moved to a new member management system and are in the process of moving certain information over. Don't worry we still have a complete record of your registration history for upcoming events. You do not need to re-register for an upcoming event if you have already registered.