

# EOS Online

## NEHAWU Membership Onboarding



29/09/2023

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## 1. Introduction

Welcome to the EOS Online user manual.

The user manual **contains all the essential information for a user to make full use of EOS.** This manual includes a description of the system functions and capabilities, contingencies and alternate modes of operation, and step-by-step procedures for system access and use.

### EOS online link:

You can access the EOS app at: <https://nehawu.eos.mhasa.co.za>

### SMS

*“Welcome, you are now an official EOS user for NEHAWU onboarding. Click <https://nehawu.eos.mhasa.co.za/forgot> and enter your Username to reset your password. Start onboarding! Issues? Call us {SupportLine}. MHA”*

## 2. Create a password

- First time users will receive an SMS of EOS Online link which will auto populate the “username”.
- Once the user clicks on the link, system will be on “Reset Password” page.
- This will now require the user to create their own password.

### Step 1

- Username will be auto populated by the system.
- Select "Request Details".

A screenshot of a web form titled "Reset Password". The form asks for a username, which is pre-filled with "alebop". Below the input field is a green button labeled "REQUEST DETAILS" with a red border. At the bottom, there is a link that says "← BACK TO LOGIN".

Step 2

- OTP will be sent to your registered email address and phone number (via SMS).
- Enter OTP and select "Next".



## Reset Password

Please enter the OTP we've sent you below

OTP

An OTP has been sent to \*\*\*\*\*3156 and m\*\*\*\*p@nhb.co.za

NEXT

← BACK TO LOGIN

Step 3

- Once OTP is validated, user may create a new password.
- User must follow all criteria of creating a password which are marked in "red" or if the password does not meet this.



## Reset Password

Please type a new password

Password \*

.....

Invalid Password. The Password must contain at least 8 characters, including: 1 uppercase letter, lowercase letters, a number or symbol

CHANGE PASSWORD

← BACK TO LOGIN

Step 4

- Once password is entered, select "Change Password".

### 3. Login

#### Step 1


- User will enter username which was sent via SMS.
- User will enter password created. ([Refer to outlined steps of created password.](#))
- Select “Sign In”.



## Login

Let's get started

Username \*

Password \* 

**Sign In**

[FORGOT / RESET PASSWORD](#)

Version: 1.1

#### Step 2

- OTP will be sent to your registered email address and phone number (via SMS).
- Enter “OTP”.
- Select “Sign In”.



## OTP Validation

We've sent you an OTP

OTP \*

**Sign in**

## 4. Forgot/Reset Password

- User will use “Forgot/Reset Password” functionality in a case where they don’t remember password they created.
- Or it will be used by first time users who do not have a password.

### Step 1

- Select “Forgot/Reset Password?”

A screenshot of a login page. At the top, the word 'Login' is written in a large, green, sans-serif font, followed by the subtitle 'Let's get started' in a smaller green font. Below this are two input fields: 'Username \*' and 'Password \*'. The password field has a small eye icon to its right. Underneath the fields is a green button labeled 'Sign In'. Below the 'Sign In' button is a red-bordered box containing the text 'FORGOT / RESET PASSWORD'. At the bottom of the form area, it says 'Version: 1.1'.

### Step 2

- Enter your username and select “Request details”.

A screenshot of a 'Reset Password' page. The title 'Reset Password' is in a large, green, sans-serif font. Below it is the subtitle 'Provide your username to get started' in a smaller green font. There is a 'Username' label above an input field containing the text 'n...@...'. To the right of the input field is a small person icon. Below the input field is a green button labeled 'REQUEST DETAILS'. Below the button is a link that says '← BACK TO LOGIN'.

Step 3

- OTP will be sent to your registered email address and phone number (via SMS).
- Enter "OTP".
- Select "Next".



## Reset Password

Please enter the OTP we've sent you below

OTP

An OTP has been sent to \*\*\*\*\*3156 and m\*\*\*\*p@nhb.co.za

NEXT

← BACK TO LOGIN

Step 4

- Once OTP is validated, user may create a new password.
- User must follow all criteria of creating a password which are marked in "red".



## Reset Password

Please type a new password

Password \*

...

Invalid Password: The Password must contain at least 8 characters, including: 1 uppercase letter, lowercase letters, a number or symbol

CHANGE PASSWORD

← BACK TO LOGIN

Step 5

- Once password is entered, select “Change Password”.



## Reset Password

Please type a new password

Password \*

.....



CHANGE PASSWORD

← BACK TO LOGIN

## 5. Homepage

You will see the following screens:

- “Onboard a Member” – select “Click to onboard” button to start capturing members joining NEHAWU membership.
- “Document library” – select “Get documents” button to access this document and FAQ’s if you are stuck.

HOME

Support: 010 020 0744 MALEBO PAKO

### Home

Pick an option to get started

Onboard a Member



CLICK TO ONBOARD

Document Library



GET DOCUMENTS



## 6. Onboard a member

Below are the guidelines on how to capture membership.

### Step 1

- Select “Click to onboard”.

### 6.1. Member details

#### Step 1

- Capture details of member.
- Once the user has captured ID number of member, search indicator will be shown to indicate membership status is being queried with QLINK.
- If ID number is for an existing member, user will not be able to select “Next”, to capture the next page.

**Policyholder Details**  
Enter main member details here

Name * Malebo	Surname * Pako
ID Number * 8[REDACTED]2	
<input type="checkbox"/> PASSPORT NUMBER?	

#### Step 2

- Select “Passport number,” if a member is not a South African National, capture passport number.
- This function applies to members who do not have South African citizenship or permanent residence.

**Policyholder Details**  
Enter main member details here


Name * Malebo	Surname * Pako
ID Number * 8[REDACTED]2	
<input checked="" type="checkbox"/> PASSPORT NUMBER?	
Cell Number *	
Email Address	
<input type="checkbox"/> Do you give us and our associates permission to contact you regarding additional products?	
<input type="checkbox"/> Would you like to join NEHAWU?	

Step 1 of 2 Next

### Step 3

- Capture “Passport number”.
- Select the calendar icon to capture “Date of birth”.

**Policyholder Details**  
Enter main member details here

Name * Malebo	Surname * Pako
Passport No * F2h525q	
Date of Birth * ID NUMBER ?	
Cell Number *	
Email Address	
<input type="checkbox"/> Do you give us and our associates permission to contact you regarding additional products?	
<input type="checkbox"/> Would you like to join NEHAWU?	

Step 1 of 2 Next

### Step 4


- Scroll up and down and select the “year”.

.....

**1979**

1980

1981

1982 

1983

1984

1985

### Step 5

- Select the “month”.

< 1982 >

Jan	<b>Feb</b>	Mar
Apr	May	Jun
Jul	Aug	Sep
Oct	Nov	Dec

|

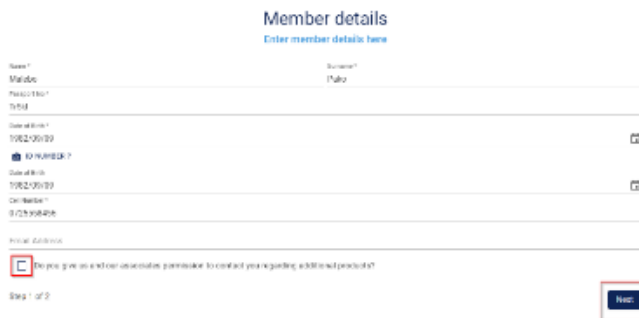
### Step 6

- Select the “day”.



### Step 7


- User will be prompted to ask a client if they give permission for the company to market to them.
- Tick the tick box if the member gives consent for marketing. If the client does not consent to additional marketing, do not select the tick box.
- Select “Next”.



## 7. NEHAWU Membership

### Step 1

- Capture membership details, i.e., “Employer name, Occupation.”
- Select “Salary cycle”, how often does the member receive salary.
- Input the "Workplace" information. It will ideally auto-fill from the dropdown list. However, if it doesn't appear, leaving it blank won't hinder you from finishing the membership form.

 Membership Details

Employer Name \*  
Baragwanath Hospital

Occupation \*  
Nurse

Monthly Salary \*  
15

Salary Cycle \*  
Monthly


Workplace  
Bal

- NHLS ST BARNABAS HOSPITAL
- SANBS CHRIS HANI BARA BLOOD BANK
- NETCARE CHRIS BARNARD MEMORIAL HOSPITAL
- SARS BARBERTON
- NETCARE MULBARTON HOSPITAL
- SARS MULBARTON


### Step 2

- Select the “Calendar icon” ([using calendar is outlined on member details](#)) and scroll up and down to select “Position of commencement”.

Membership

 Products

NEHAWU Membership

 Membership Details

Employer Name *	Baragwanath Hospital	Education Level *	[NONE]
Occupation *	Nurse	Household Income *	[NONE]
Monthly Salary *	15	Marital Status *	[NONE]
Salary Cycle *	Monthly	Language *	[NONE]
Position of commencement *	2008/08/20	Number of dependants *	0

### Step 3

- Select the “Education level” of member.

Membership

The screenshot shows the 'Membership Details' section of the NEHAWU Membership form. The 'Education Level' dropdown menu is open, displaying options: [NONE], Degree, Diploma, Gr 10 or Std 8, Matric, and Other. The 'Education Level' field is highlighted with a red box, and the dropdown menu is also highlighted with a red box.

### Step 4

- Select “Household income”.
- Open the dropdown list for "Household Income" and select a choice. This is optional and not necessary to complete the membership form.

Membership

The screenshot shows the 'Membership Details' section of the NEHAWU Membership form. The 'Household Income' dropdown menu is open, displaying options: [NONE], R3000 - R6001, R6002 - R1 0001, R1 0002 - R1 6001, R1 6002 - R2 5001, and R2 5002+. The 'Household Income' field is highlighted with a red box, and the dropdown menu is also highlighted with a red box.

### Step 5

- Select “Marital status”.

Membership

The screenshot shows the 'Membership Details' section of the NEHAWU Membership form. The 'Marital Status' dropdown menu is open, displaying options: [NONE], Divorced, Married, Single, and Widowed. The 'Marital Status' field is highlighted with a red box, and the dropdown menu is also highlighted with a red box.

Step 6

- Select “Language”.

Membership

Products

NEHAWU Membership

---

Membership Details

Employee Name *	Education Level *
Baragwanath Hospital	Degree
Occupation *	Provincial Income *
Nurse	R16002 - R25001
Monthly Salary *	Marital Status *
15	Married
Salary Cycle *	Language *
Monthly	[NONE]
Position of commencement *	[NONE]
2008/08/20	

Contact

We will send all your important membership documentation to 0725558456.

Payment Method

We don't have any deduction details yet

Step 7

- Open “Race” dropdown list and select.

Marital Status \*

[NONE]

Language \*

[NONE]

Race \*

[NONE]

Number of dependants \*

0

Step 8

- Capture “Number of dependants”.

Membership

Products

NEHAWU Membership

---

Membership Details

Employee Name *	Education Level *
Baragwanath Hospital	Degree
Occupation *	Provincial Income *
Nurse	R16002 - R25001
Monthly Salary *	Marital Status *
15	Married
Salary Cycle *	Language *
Monthly	Setswana
Position of commencement *	Number of dependants *
2008/08/20	2

Step 9

- Select “Sector”.

Membership Details

Employer Name \*

Baragwanath Hospital

Occupation \*

Nurse

Monthly Salary \*

15

Salary Cycle \*

Monthly

Workplace

NHLS CHRIS HANI BARAGWANATH HOSPITAL

Position of commencement \*

2000/05/10

PRIVATE HEALTH

PRIVATE SCHOOLS

PRIVATE SOCIAL DEVELOPMENT

PUBLIC HEALTH

PUBLIC SOCIAL DEVELOPMENT

STATE ADMINISTRATION

Sector \*

PUBLIC HEALTH

## 8. Contact Information

Contact details will automatically be completed based on what the user entered on the first page of “Member details”. [\(refer to outlined page of member details\)](#)

### 8.1. Changing contact details

Step 1

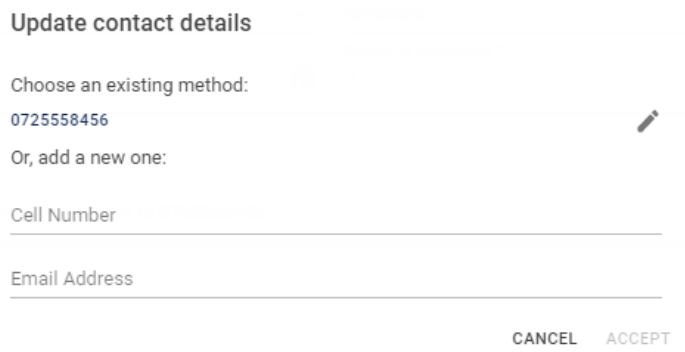
- Select “Change”.



The screenshot shows a header bar with a 'Contact' button on the left and a 'CHANGE' button on the right, both highlighted with red boxes. Below the header, the text reads: "We will send all your important membership documentation to 0725558456."

Step 2

- Update contact details by capturing the “Cell number” or “Email address” field.
- Select “Accept”.



The screenshot shows a dialog box titled "Update contact details". It contains the following text: "Choose an existing method:", "0725558456" (with a pencil icon to its right), "Or, add a new one:", "Cell Number" (with an input field), and "Email Address" (with an input field). At the bottom, there are "CANCEL" and "ACCEPT" buttons.

Note: Membership documentation will be sent to the recent captured contact information.



The screenshot shows the same header bar as in Step 1, but the text below now reads: "We will send all your important membership documentation to pako2@gmail.com." A red arrow points to the email address.

## 8.2. Edit contact details

### Step 1

- Select "Change".

Contact CHANGE

We will send all your important membership documentation to 0725558454.

### Step 2

- Select Edit icon.

### Update contact details

Choose an existing method:

0721883156



PAKOROSE@GMAIL.COM



Or, add a new one:

Cell Number

Email Address

CANCEL ACCEPT

### Step 3

- Edit contact details.
- Select "Accept".

### Edit contact details

Contact Number

0721883111

CANCEL ACCEPT



### Step 4

- Edited contact information will be populated.
- NOTE: Membership communication will be sent to the details listed here.

 Contact [CHANGE](#)

---


We will send all your important membership documentation to 0725558454.

## 8.3. Choose an existing contact method

Member may change an existing contact method from multiple captured contact numbers.

### Step 1

- Select “Change”.

 Contact [CHANGE](#)

---

We will send all your important membership documentation to 0725558454.

### Step 2

- Choose the preferred contact method from one of the existing contact information fields.

#### Update contact details

Choose an existing method:

0725558454 

PAKO@GMAIL.COM  

Or, add a new one:

Cell Number

Email Address

CANCEL ACCEPT

### Step 3

- Edited preferred contact method/information will be populated.
- NOTE: Membership communication will be sent to the details listed here.

 Contact [CHANGE](#)

---

We will send all your important membership documentation to 0725558454.

## 9. Payment method

- Selecting how the member will pay for the membership can be done as follows.
- Members, who are government employees, can pay their premiums through a salary deduction.

### Step 1

- Select “Add payment method”.
- Select “PERSAL”.

Payment Method

+ ADD PAYMENT METHOD

We don't have any deduction details yet

Persal

### Step 2

- Select “Department”.

#### New Persal Deduction

Department \*

[NONE]

[NONE]

SADF

SalaryOffice

SASSA

The WorkingDepartment field is required.

CANCEL ACCEPT

### Step 3

- Capture “Work department and Salary number”.
- Select “Accept”.

#### New Persal Deduction

Department \*

SalaryOffice

Working Department \*

Health

Salary Number \*

22555587

CANCEL ACCEPT

Step 4

- Select “Click here to sign”, to acknowledge the PERSAL Authorisation form.

Payment Method

+ CHANGE

We will be deducting on SalaryOffice salary number 22555587 in working department Health.

 **CLICK HERE TO SIGN**

Step 5

- Premium payer must acknowledge and sign that he/she understands the PERSAL authorisation form.
- Select “Accept”.



# NEHAWU

National Education Health & Allied Workers Union  
OFFICE OF THE SECRETARIAT  
E-mail:Membership@nehawu.org.za

NEHAWU House  
33 Hoofd Street  
3rd Floor, Forum iv  
Braampark  
P.O. Box 10812  
Johannesburg, 2000

Tel: (011) 833-2902  
Fax:(011) 833-0757  
Website:www.nehawu.org.za

Name : Mslebo Pako

Id Number : 820

Date : 10-February-2023

To NEHAWU, I MSLEBO PAKO hereby authorise the trade union to deduct R85-00 or R90-00 (not exceeding R90-00) from my income each month and be credited into the Unions Account within 7 days of the beginning of each month on the following conditions:

- 1.The deductions, which are made in respect of my monthly subscriptions, will be made in accordance with the current subscription fee subject to change of which you will be duly informed.
- 2.The new subscription will now be as follows:
  - \* The current membership contributions is capped at R90-00 and as per the new decision
  - \* All employees earning less than R 25 657-50 per month or R 307 890-12 per annum will contribute R85-00 per month
  - \* All employees earning above R 25 657-50 per month or above R 307 890-12 per annum will now contribute R90-00 per month.
3. Cancellation of this authorisation is subject to provisions of the Unions constitutions and section 13 of the labour relations act as amended in 1995.
4. I hereby revoke any previous authorisation for deductions in respect of any Union or staff association.

I hereby confirm that I have voluntarily joined NEHAWU and I have read the information above and understand the contents thereof

CANCEL CLEAR **ACCEPT**

- The signed indicator will go green when PERSAL authorisation has been signed.

Payment Method

+ CHANGE

We will be deducting on SalaryOffice salary number 21554448 in working department Health.

 **Signed**

## 10. The fine print

### 10.1. Representative

#### Step 1

- The user must select “Representative signature required” to sign.

The fine print

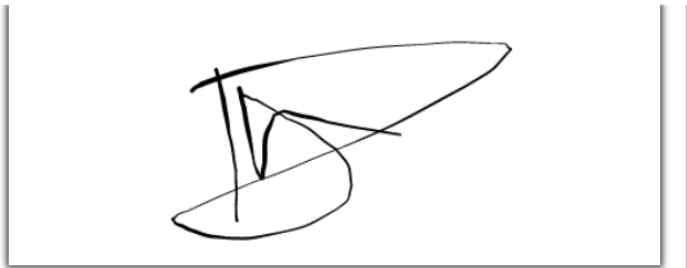
Your broker is: MALEBONEHAWU MALEBONEHAWU (REF1D), MALEBONEHAWU (REF1E), Category CAT1A (REF 1C). MALEBONEHAWU is not working under supervision.

**REPRESENTATIVE SIGNATURE REQUIRED**

#### Step 2

- User must sign in the box.
- Select “Accept”.

#### Representative Signature



Sign in the box

CANCEL CLEAR **ACCEPT**

#### Step 3

- The signed indicator will go green once the member has been signed.

The fine print

Your broker is: MALEBONEHAWU MALEBONEHAWU (REF1D), MALEBONEHAWU (REF1E), Category CAT1A (REF 1C). MALEBONEHAWU is not working under supervision.

**Representative Signed**

## 10.2. Member Ts & Cs

### Step 1

- Select “Terms and Conditions” to open the T&C’s. Let the member read these.
- Once the member has read and agreed to the Terms and Conditions, select “Click here to sign”.

 Main Member

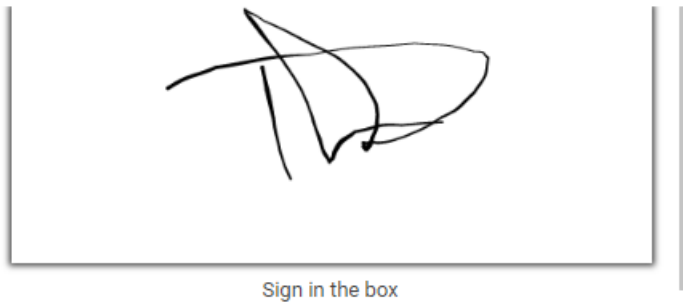
I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS

 [CLICK HERE TO SIGN](#)

### Step 2

- The member must sign in the box.
- Select “Accept”.

#### Main Member Signature



Sign in the box

CANCEL CLEAR **ACCEPT**

The signed indicator will go green once the member has been signed.

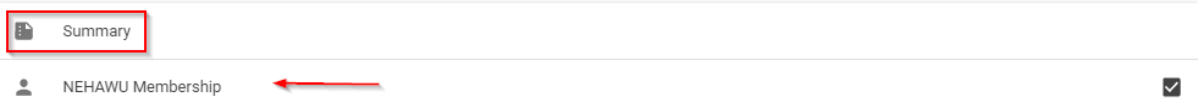
 Main Member

I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS

 Signed

## 11. The summary page

The summary page provides a detailed summary of the membership that the member has signed up for.



## 12. Finalising Membership

### Step 1

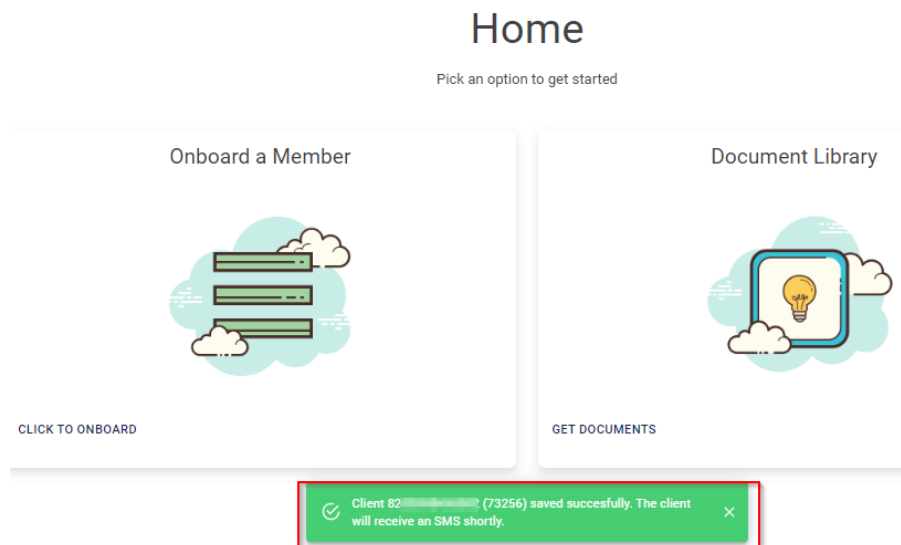
- Once a user has completed capturing membership form, select “Finish”.

Step 2 of 2



### Step 2

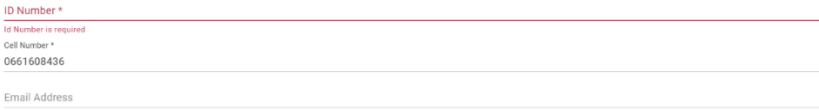
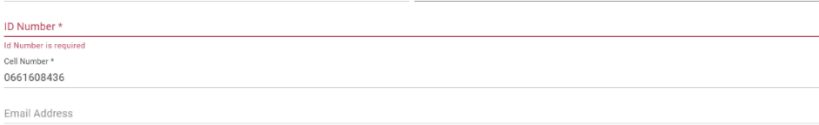
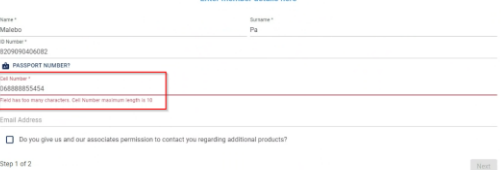

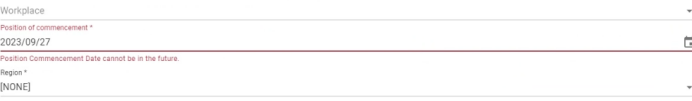
- When the membership form has synced successfully, you will see a reference number at the homepage.
- Member will receive an SMS welcoming them with their Mahala Loyalty card number and contact information.

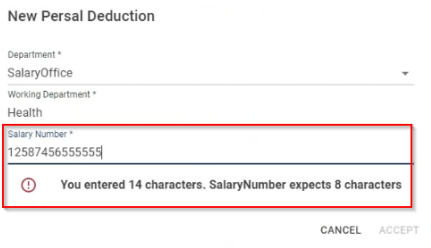

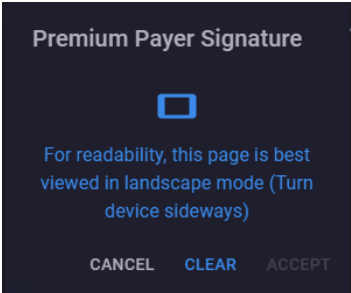


## 13. EOS online errors

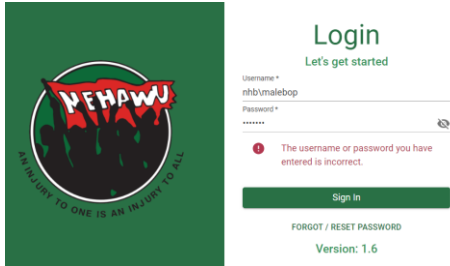
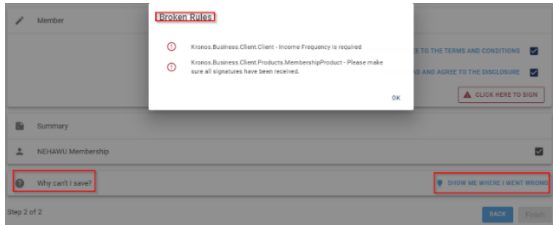
Below are guidelines to provide guidance to users on how to handle any EOS errors and to ensure they are enabled to fix them accordingly.

Users may also contact the EOS Online support team if they need further assistance on 0100200799 or send an email to [nehawuhelp@mhasa.co.za](mailto:nehawuhelp@mhasa.co.za)

Error	Resolution
<p>1) If I'm unable to select "Next" to progress to the next page or if I notice red highlights on the captured information, what does this indicate?</p> 	<p>The key principle is to ensure that you always provide information in fields marked with an asterisk (*) on the system. This indicates mandatory information that must be entered correctly and not left blank.</p>
<p>2) ID number</p> 	<p>The red highlight or inability to select "Next" might occur due to an incomplete/invalid ID number. An error will be displayed in red text below the field.</p>
<p>3) Cell number</p> 	<p>An error message will appear in red, indicating that there's a cell number issue. The error message will state: "Field has too few characters. Cell Number minimum length is 10."</p>
<p>4) Email address</p> 	<p>When entering an invalid email address, an error message will appear indicating that the email address is not valid.</p>
<p>5) Position of commencement</p> 	<p>An error message will be shown if the "Position Commencement Date" is set in the future, stating</p>

	<p>that it cannot be a date in the future. You need to select date on when member started to work and cannot be in the future.</p>
<p>6) Error on Salary number</p> 	<p>You need to enter 8 characters on salary number field</p>
<p>7) Can't complete PERSAL deduction information</p>	<p>Ensure you have captured all field with an asterisk (*) it will allow to select "Accept".</p>
<p>8) Unable to "Accept" the PERSAL authorization form after a member has signed it</p> 	<p>The member must tick the box above the signature box to acknowledge the authorization. This action will enable the user to select "Accept" at the bottom right corner of the form.</p>
<p>9) Signatures</p> 	<p>If you are using a cell phone, ensure that you have activated "Landscape mode" for screen rotation. Rotate your phone sideways to achieve better readability, and both you and the member will be able to sign accurately.</p>



<p>10) A warning page may appear when transitioning from one page to another during the capturing process</p> <p><b>Warning</b></p> <p>Navigating away from the current page could cause data loss, would you like to continue?</p> <div style="text-align: center;"> <span style="border: 1px solid red; padding: 2px;">BACK TO SAFETY</span> <span style="border: 1px solid red; padding: 2px; margin-left: 10px;">CONTINUE</span> </div>	<p>Users should be aware that selecting "Continue" will result in the loss of captured information on the current page. To avoid losing information, they can select "Back to Safety," which will keep them on the current page. It's recommended to complete the current capturing process before moving to a different page to ensure data safety</p>
<p>11) Incorrect Username/password</p> 	<p>You have entered an incorrect username or password, ensure you have entered the correct username or password to be able to login.</p>
<p>12) Why can't I save a completed membership form</p> 	<p>Click on "Show me where I went wrong," and all broken rules will be displayed, explaining in detail the missing information. Follow the instructions accordingly, and once the issues are resolved, you can select "Finish" to successfully complete the onboarding process</p>
<p>13) If you come across a technical issue that requires IT support to assist, what steps must I follow?</p>	<p>Contact the IT support team at the provided number: 0100200799, which can be found at the top right corner of the homepage. Or send an email to <a href="mailto:nehawuhelp@mhasa.co.za">nehawuhelp@mhasa.co.za</a></p>