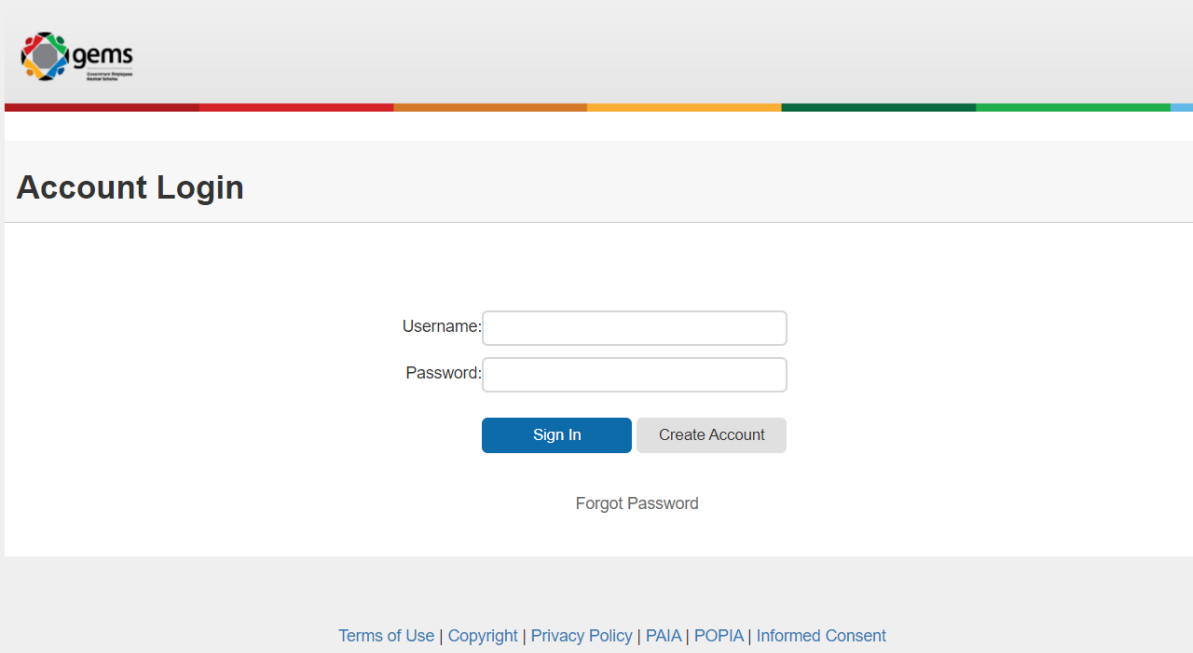


## The process to register a web user account on the GEMS HCP Portal

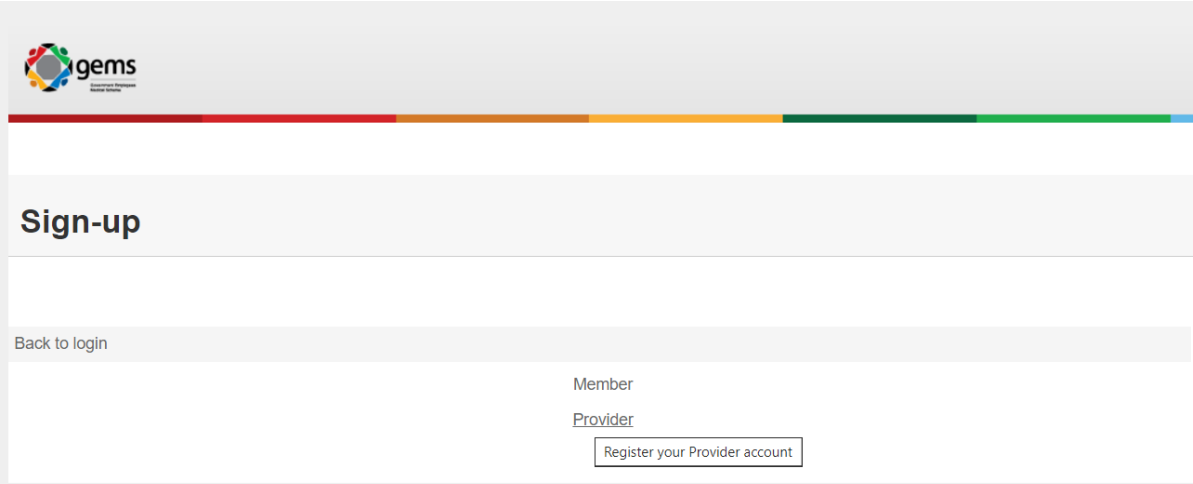
Please click onto the following link to Register a Practice/Web user account:

<https://admin.medscheme.co.za/2013/GEMS/>



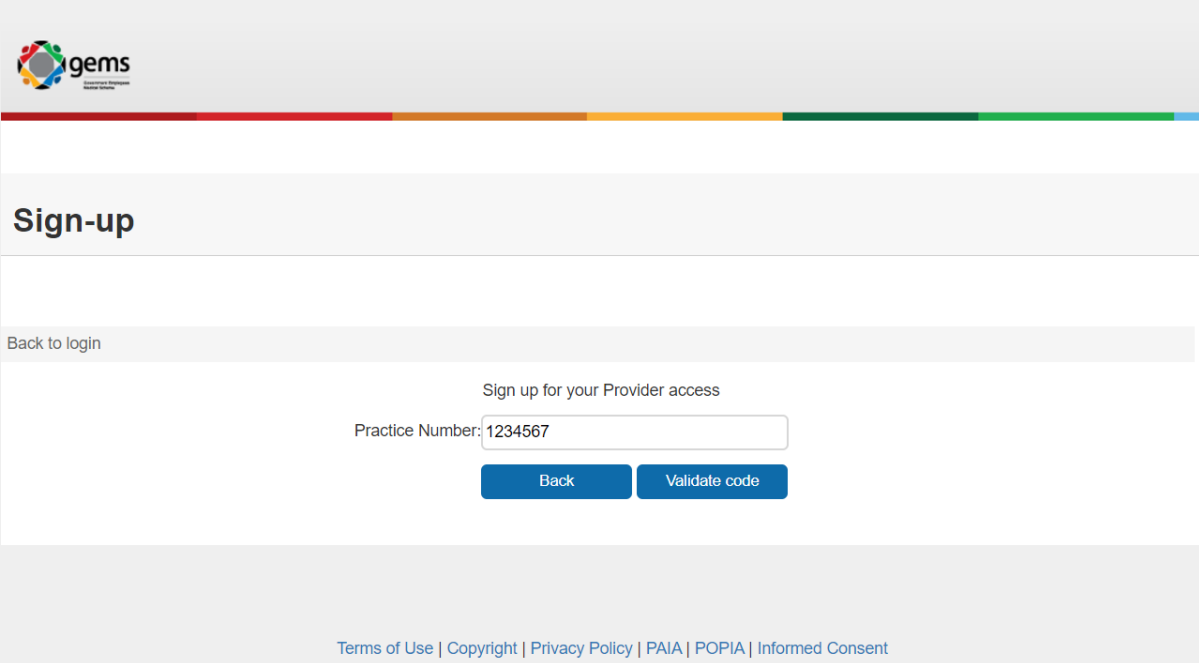
The screenshot shows the 'Account Login' page of the GEMS HCP Portal. At the top left is the GEMS logo. Below it is a horizontal bar with segments of red, orange, yellow, green, and blue. The main heading is 'Account Login'. In the center, there are two input fields: 'Username:' and 'Password:'. Below these fields are two buttons: 'Sign In' (blue) and 'Create Account' (grey). Below the buttons is a link for 'Forgot Password'. At the bottom of the page, there is a footer with links: 'Terms of Use | Copyright | Privacy Policy | PAIA | POPIA | Informed Consent'.

Select 'Create Account' on the GEMS HCP Login Page



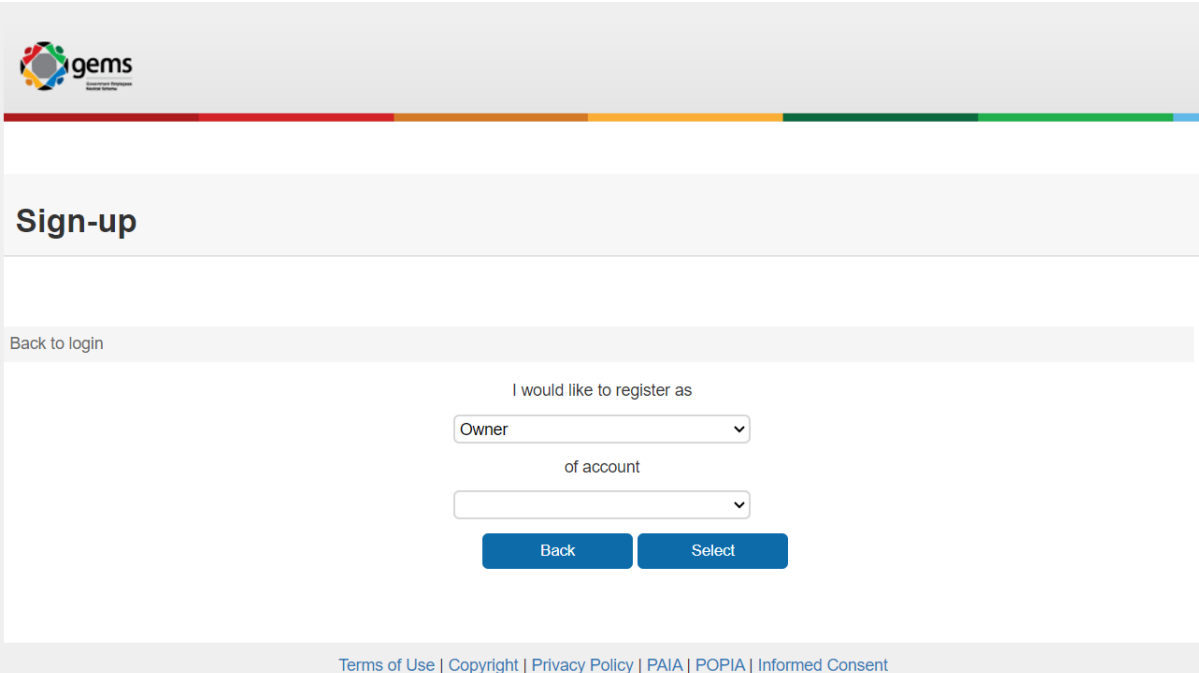
The screenshot shows the 'Sign-up' page of the GEMS HCP Portal. At the top left is the GEMS logo. Below it is a horizontal bar with segments of red, orange, yellow, green, and blue. The main heading is 'Sign-up'. Below the heading is a link for 'Back to login'. In the center, there are two radio buttons: 'Member' and 'Provider'. Below the 'Provider' radio button is a button labeled 'Register your Provider account'.

Select 'Provider'



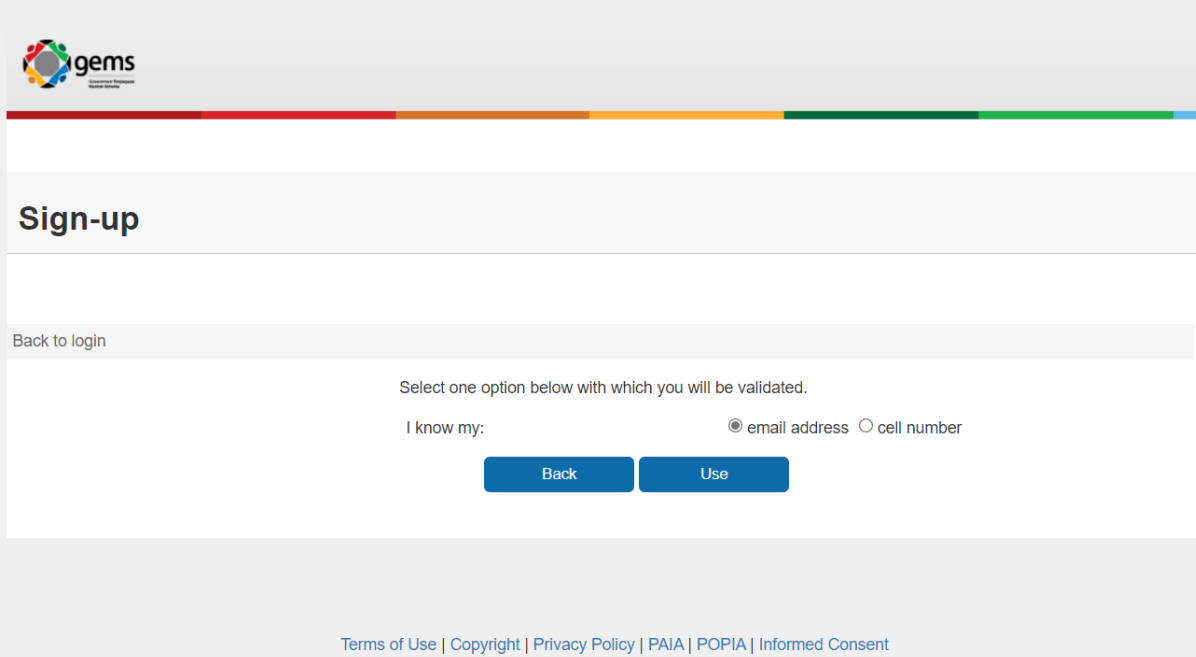
The screenshot shows the GEMS Sign-up page. At the top left is the GEMS logo. Below it is a horizontal bar with segments in red, orange, yellow, green, and blue. The main heading is "Sign-up". Below this is a link "Back to login". The main content area has the text "Sign up for your Provider access". Below this is a form field labeled "Practice Number:" with the value "1234567". Below the form field are two buttons: "Back" and "Validate code". At the bottom of the page is a footer with links: "Terms of Use | Copyright | Privacy Policy | PAIA | POPIA | Informed Consent".

Enter the HCP Practice Number and click on the 'Validate code' button



The screenshot shows the GEMS Sign-up page. At the top left is the GEMS logo. Below it is a horizontal bar with segments in red, orange, yellow, green, and blue. The main heading is "Sign-up". Below this is a link "Back to login". The main content area has the text "I would like to register as". Below this is a dropdown menu with "Owner" selected. Below the dropdown menu is the text "of account". Below this is another dropdown menu. Below the dropdown menu are two buttons: "Back" and "Select". At the bottom of the page is a footer with links: "Terms of Use | Copyright | Privacy Policy | PAIA | POPIA | Informed Consent".

Once the HCP Practice Number has been verified, the user can select 'Owner' if the owner of the practice is registering a Web User Account, or else 'Admin/Bureau' can be selected for an administrator that is registering a website account.



**Sign-up**

[Back to login](#)

Select one option below with which you will be validated.

I know my: ☒ email address ☐ cell number

[Back](#) [Use](#)

[Terms of Use](#) | [Copyright](#) | [Privacy Policy](#) | [PAIA](#) | [POPIA](#) | [Informed Consent](#)

For Owner user accounts:

The system needs to verify that the HCP Practice Number used for registering the account is registered and active on the GEXUS system.

Verification of this information can be done by choosing 'Email address' or 'Cell Number'. The user then needs to supply this information where verification of this information is done against the GEXUS system.

## Sign-up

[Back to login](#)

Providers: GEMS Providers Public

Username:

[Check](#)

Detail Validation: email address [\[change\]](#)

Email Address:

Create Password:

*8-character minimum; case sensitive; No '&' signs allowed.*

Confirm Password:

Communication: ☐ I would like to receive email communication from this website

Clicking 'Create account' means that you agree to this website's terms and conditions.

[Back](#)

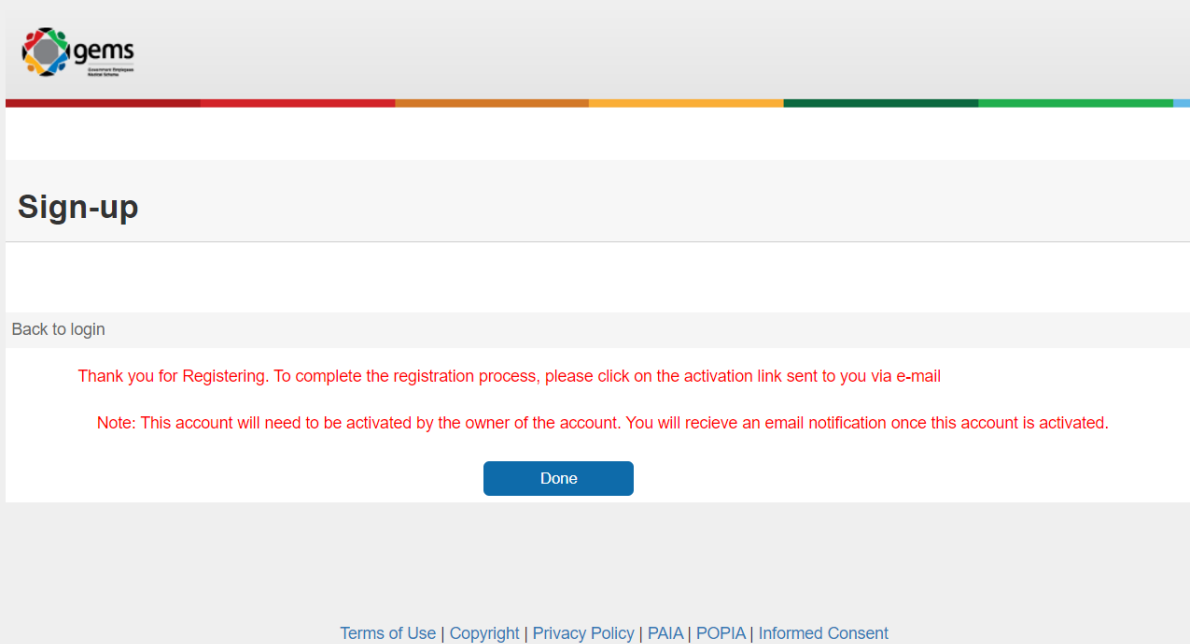
[Create account](#)

[Terms of Use](#) | [Copyright](#) | [Privacy Policy](#) | [PAIA](#) | [POPIA](#) | [Informed Consent](#)

Enter your username and password of choice.

Enter the email address as it reflects on the GEXUS system – HCP Provider information is supplied by BHF.

Click on 'Create account'



The screenshot shows the GEMS Sign-up page. At the top left is the GEMS logo. Below it is a horizontal bar with segments of red, orange, yellow, green, and blue. The main heading is "Sign-up". Below this is a "Back to login" link. A red message states: "Thank you for Registering. To complete the registration process, please click on the activation link sent to you via e-mail". Below this, another red note says: "Note: This account will need to be activated by the owner of the account. You will receive an email notification once this account is activated." At the bottom of the message area is a blue "Done" button. The footer contains links for "Terms of Use", "Copyright", "Privacy Policy", "PAIA", "POPIA", and "Informed Consent".

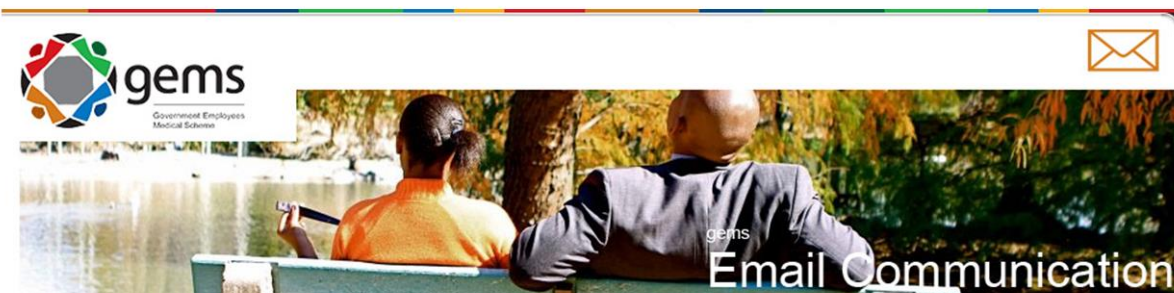
If the verification method is successful with the information supplied, the Web User account will be created – but still requires email verification.

Please keep a lookout for a mail sent to the email address supplied.

## Registration



premiums@gems.gov.za



Dear user,

This account needs your approval.

## Account Options

Registering person:

Registering User: MyTestUsername

Person Email: [premiums@gems.gov.za](mailto:premiums@gems.gov.za)

Please follow this link to activate this user:

[https:](https://)

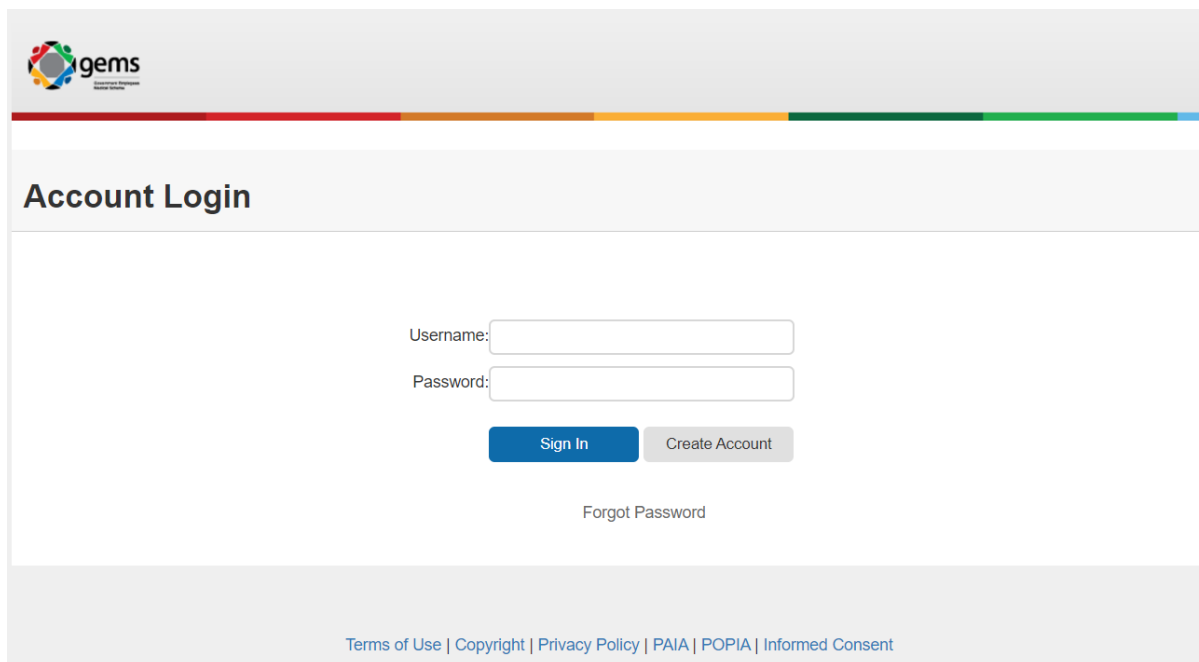
Please follow this link to deny this user access:

[https:](https://)

The user needs to click on the '**activate this user link**' supplied in the email to 'Activate' the user account'. The user will not be able to log into their GEMS HCP Portal if this step is not completed.

**Important Note:** Please check the spam/junk email folder of your email service provider as these emails might be flagged as suspicious email as it contains images and URL's to click.

The user should be able to log into the GEMS HCP Portal once the user account has been activated successfully.

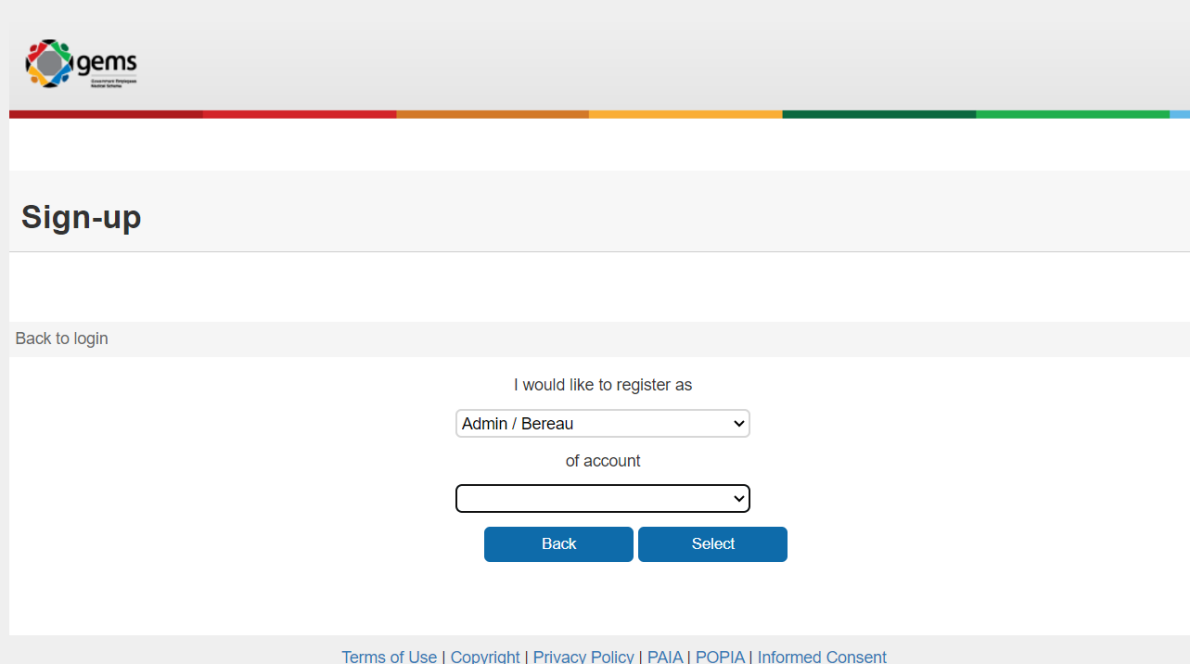


The screenshot shows the 'Account Login' page of the GEMS HCP Portal. At the top left is the GEMS logo. Below it is a horizontal bar with segments of red, orange, yellow, green, and blue. The main heading is 'Account Login'. Below this, there are two input fields: 'Username:' and 'Password:'. Below the password field are two buttons: 'Sign In' (blue) and 'Create Account' (grey). Below these buttons is a link for 'Forgot Password'. At the bottom of the page, there is a footer with links: 'Terms of Use | Copyright | Privacy Policy | PAIA | POPIA | Informed Consent'.

Enter the username and password that was used during the registration process, click on 'Sign In'.

Once the username and password has been accepted as valid, the website will take you to the Home page of the GEMS HCP Portal.


For Admin/Bureau user accounts:



The screenshot shows the GEMS Sign-up page. At the top left is the GEMS logo. Below it is a horizontal bar with segments of red, orange, yellow, green, and blue. The main heading is "Sign-up". Below this is a link "Back to login". The registration form asks "I would like to register as" with a dropdown menu showing "Admin / Bureau". Below this is the text "of account" followed by another dropdown menu. At the bottom of the form are two buttons: "Back" and "Select". The footer contains links: "Terms of Use | Copyright | Privacy Policy | PAIA | POPIA | Informed Consent".

Once 'Admin/Bureau' is selected, click on the 'Select' button to supply the user account information.





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## Sign-up

[Back to login](#)

Providers: GEMS Providers Public

Username:

Detail Validation: Dependant on owner information [change]

Email Address:

Create Password:

*8-character minimum; case sensitive; No '&' signs allowed.*

Confirm Password:


Communication: ☐ I would like to receive email communication from this website

Clicking 'Create account' means that you agree to this website's terms and conditions.

[Terms of Use](#) | [Copyright](#) | [Privacy Policy](#) | [PAIA](#) | [POPIA](#) | [Informed Consent](#)

Enter your chosen username, choose a password and enter your practice email address. Click on 'Create account'. Once the information is saved, the Owner of this account will be notified by email and needs to verify that it is a valid account creation request.

## Registration

 premiums@gems.gov.za



Dear user,

Thank you for your registration.

### Waiting for approval

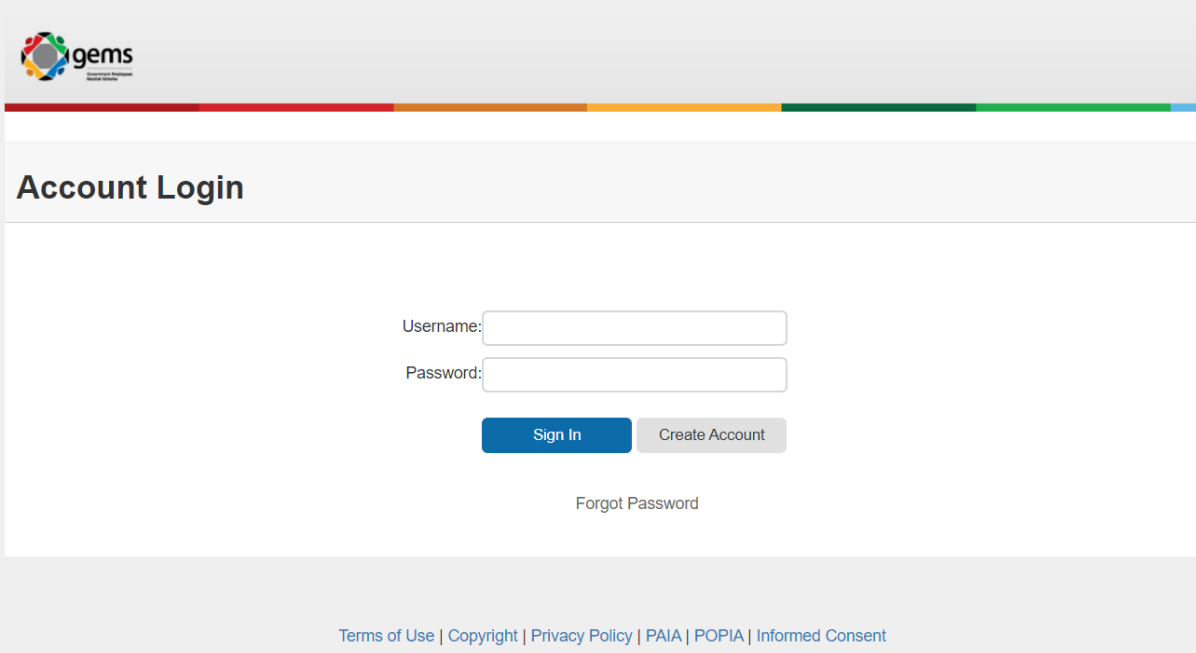
This account has not been activated yet.

We did send the account owner an email to approve your access.

Regards,  
Website Services

Website help-line: 0860 002 108  
Monday-Friday 08:30 to 17:00  
Email us: [webquery](mailto:webquery@gems.gov.za)

The user should now be able to log into the GEMS HCP Portal once the user account has been activated successfully.



The screenshot shows the 'Account Login' page of the GEMS HCP Portal. At the top left is the GEMS logo. Below it is a horizontal bar with segments of red, orange, yellow, green, and blue. The main heading is 'Account Login'. Below this, there are two input fields: 'Username:' and 'Password:'. Below the password field are two buttons: 'Sign In' (blue) and 'Create Account' (grey). Below these buttons is a link for 'Forgot Password'. At the bottom of the page, there is a footer with links: 'Terms of Use | Copyright | Privacy Policy | PAIA | POPIA | Informed Consent'.

Enter the username and password that was used during the registration process, click on 'Sign In'.

Once the username and password has been accepted as valid, the website will take you to the Home page of the GEMS HCP Portal.