



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

RESEARCH REQUEST PORTAL

Training Manual

Future Planning and Resilience

Policy and Strategy: Research Branch - Organisational Research Unit

External portal: <https://web1dev.capetown.gov.za/orp>

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Introduction

This user manual provides step-by-step instructions on how applicants can register their request for permission to conduct research within the City of Cape Town. The process allows researchers to log, review, monitor, and close their research request.

The following are broad categories of research requests received by the City:

- Research undertaken by external parties within Cape Town and South Africa (including other spheres of government, service providers and private sector organisations)
- Research of an individual, organisational or corporate nature
- Research undertaken by City employees for personal academic purposes
- Requests from international researchers
- Research requests by external parties for study and degree purposes

The research request workflow allows the research request coordinator and the reviewers to process incoming requests, track progress and refer queries to City line departments for review or inputs. In addition, the research request approval and rejection process is tracked, along with any conditions that may apply.

This guide is intended as a reference to be used during training or as a business process manual.

Research Request Portal – external

Accessing the portal

To access the Research Request Portal externally, you will need internet access and a standard web browser. **Edge Chromium** is the recommended web browser for accessing the Research Request Portal.

To access the portal, enter the following URL into your web browser's address bar: [Log in - Research Request Portal \(capetown.gov.za\)](https://web1dev.capetown.gov.za/orp/Account/Login). Read the user guidelines that display, and click 'Accept' to proceed.

https://web1dev.capetown.gov.za/orp/Account/Login

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Research Request Portal

Home User Documents POPIA

Log in

Welcome to the Research Request Portal site.
This site allows users to register their request for permission to conduct research within the City of Cape Town.

Email

Password

[LOG IN](#) [REGISTER](#)

[Forgot your password?](#)

Not registered yet? [Register now](#)

Login screen / Site landing page

Below is a summary of the navigation links that can be accessed from the Research Request Portal's Log in screen.

https://web1dev.capetown.gov.za/orp/Account/Login

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[Forgot your password?](#)

Not registered yet? [Register now](#)

8 USER GUIDE | 9 TERMS OF USE | 10 PRIVACY

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No	Description
1	Link to the Research Request Portal's landing page.
2	Guidelines explaining what is required for submitting a research request.
3	Portal log in button. You will only be allowed to log in if you have previously registered.
4	Registration button. New users need to register before they will be able to log in to the portal.
5	Forgotten password link.
6	Alternative registration link.
7	Link to the POPIA declaration.
8	Link to the Researcher's Guidelines PDF document.
9	Link to the City's website terms and conditions.
10	Link to the City's privacy policy.

Registering to use the Research Request Portal

The researcher needs a registered account before a research request can be submitted. To register, click the 'Register' or 'Register now' button (see below).

Log in

Welcome to the Research Request Portal site.
This site allows users to register their request for permission to conduct research within the City of Cape Town.

Email

Password

[Forgot your password?](#)
 Not registered yet? [Register now](#)

Trouble shooting 1



Q: When logging onto the system, an ERROR message appears

A: Check if an appropriate browser is used.

Q: When logging onto the system, it says that I am already registered.

A: The City follows a Zero Point Model. If you have registered on any City portal previously, that information will pull through and you should use the same information to log on to this portal. **Edge Chromium** is the best browser for this portal.

Once the 'Register' link is clicked, you will be taken to the **User Profile: Register** page:

User Profile: Register

If you are a first time Research Request Portal User, please complete the online registration form below.

Email

Please retype the random generated security code without spaces.
If you have difficulty deciphering the captcha, click on the image to generate a new code

Captcha code



Enter code without spaces:

REGISTER

Complete the fields below to complete your registration.

User Profile: Register

If you are a first time Research Request Portal User, please complete the online registration form below.

Email

Password

Confirm Password

Password must be at least eight characters in length

First Name

Last Name

SA ID Number

Passport Number

Mobile Number

Telephone Number

Fax Number

Step 1	Enter and confirm password: This password will be used for login access to the application
Step 2	Enter First Name and Surname
Step 3	Enter an SA ID or Passport Number: This number will be used as a unique identifier when searching for a researcher and their details. *NB: If the SA ID or Passport Number is already registered, you will not be allowed to register the account.
Step 4	Enter a mobile, telephone or fax number: This will be the primary contact number when Research Request Portal staff need to contact the researcher. It can be a mobile, telephone or fax number, or a combination of all three. *NB: A fax number on its own cannot be the primary contact number.
Step 5	Insert CAPTCHA code.
Step 6	Click Register: On successful completion, you will see a message explaining how to proceed.
<p>Register</p> <p>Thank you for registering. Your account is not yet active. An email with further instructions to complete the registration process was sent to the email address provided.</p>	

Please note: The email address that you enter will be used for all system notifications, and for the login process. If the email address is already registered, you will need to enter a new email address or recover your account via the **Forgot your password** process.

Once registered, log in to your account and complete the research request form to submit a research request:

Personal Research Overview Research Request Details CCT Departments **Data Collection & Analysis Plan** Required Documents

Data Management

Mechanisms to share final output

Research Products

Specify Other, if selected

Data collection in City From To

Phase1 Data Collection From To

Phase2 Data Collection From To

Phase3 Data Collection From To

New account verification

Once the **New Account** registration form is completed, a verification email link will be sent to the email address captured on the registration form. You will be required to click the link in order to verify the registered account. Below is an example of the verification email you will receive.

Dear Researcher

Thank you for registering on the CCT Research Request Portal.
Please click the link below to activate your registration.
You will be transferred to the website.

[Continue to account verification](#)

Your username is: (youremail@domain.com)

[Click to verify account](#)

Regards,
Research Request Portal Administration

Once verified, you will receive the following message:

Confirm Email

Thank you for confirming your email. Please [Click here to Log in](#)

[Click to Log in](#)

Logging into the Research Request Portal

To log into the portal, enter your login details.

Subsequent use of the Research Request Portal

Registration only needs to be completed once. On your subsequent visits to the Portal, you will be required to enter your email address and password.

After logging in, you will be asked to accept the user guidelines. Click on 'Accept' to proceed.

Research Request Portal-User Guidelines

Please read the [User guidelines](#) carefully before proceeding to this portal. Please click on Accept to login to this portal

[Accept](#)

Forgotten password

If you have forgotten the password for your user account, the **Forgot your password?** Link will assist you to create a new password. The **Forgot your password?** function can be accessed via a link on the log in screen.

Log in

Welcome to the Research Request Portal site.
This site allows users to register their request for permission to conduct research within the City of Cape Town.

Email

Password

[LOG IN](#) [REGISTER](#)

[Forgot your password?](#) **Access to the "Forgot your password?" function**

Not registered yet? [Register now](#)

Once the link is clicked, you will be presented with the screen below. To reset your password, enter the email address associated with your account and the Captcha code shown on the screen.

Forgot password request

Email

Captcha code


Enter code without spaces:

[SUBMIT](#)

Once the submit button is clicked, a Forgot Password confirmation message displays:

Forgot Password Confirmation

Please check your email to reset your password.

An email will be sent to the associated email address. Below is an example of the email you will receive.

Dear Researcher

A forgot password request was initiated on 16-04-2021 08:31:47 AM with the following email address: (youremail@domain.com). If you did not initiate this, you can safely ignore this email. To proceed with the 'forgot password' request, click the link below:

[Proceed with the Forgot Password request](#)

Regards
Research Request Portal Administration

Click to reset
your password

To update your password, complete the Reset password form:

Reset password

Email

Password

Password must be at least eight characters in length

Confirm password

RESET PASSWORD

Once submitted, the Reset password confirmation message will display. Your password has now been changed to the new password that you entered. Proceed to the login screen by clicking the link:

Reset password confirmation.

Your password has been reset. Please [click here to log in](#)

Click to log in

Logging in

Enter your email and password then click on 'Log in' to access the portal:

Log in

Welcome to the Research Request Portal site.
This site allows users to register their request for permission to conduct research within the City of Cape Town.

Email

Password

LOG IN **REGISTER**

[Forgot your password?](#)
Not registered yet? [Register now](#)



Trouble shooting 2

Q: Once logging on I get an ERROR message

A: Ensure that the default browser is **Edge Chromium or a latest version browser.**

Portal navigation

Below is a summary of the navigation links which can be accessed from the Research Request Portal:

The screenshot shows the Research Request Portal interface. At the top, there are navigation links for 'User Guide' and 'Research Requests'. A user profile dropdown is visible with 'Hello, Adrienne' and options for 'My profile', 'User guide', and 'Log out'. The main content area is divided into two sections: 'Partially Saved Requests' and 'Research Requests'. The 'Partially Saved Requests' section shows a table with columns for PSRR No, Researcher, Researcher Email, Research Title, Research Status, and Submitted Date, but it is currently empty. The 'Research Requests' section includes a search bar and a 'Submit New Request' button. Below this, a table lists submitted requests with columns for PSRR No and Researcher. The first four rows are highlighted in blue, indicating they require a response. Numbered callouts (1-7) point to various UI elements: 1 and 2 point to the top navigation links; 3 points to the 'My profile' link; 4 points to the 'Log out' link; 5 points to the 'Submit New Request' button; 6 points to the 'PSRR No' column header; and 7 points to the blue highlighted rows in the 'Research Requests' table.

No	Directs you to
1	User guide
2	List of Research Requests captured
3	Researcher's profile
4	Log out link (after 20 minutes of inactivity, the user will be automatically logged out automatically)
5	Submit a new research request button
6	List of research requests submitted by the researcher
7	The blue highlighted text indicates that the request requires a response

Submit a new research request

The research request form consists of six tabs that need to be completed:

The screenshot shows the research request form with six tabs: 'Personal', 'Research Overview', 'Research Request Details', 'CCT Departments', 'Data Collection & Analysis Plan', and 'Required Documents'. The 'Personal' tab is highlighted with a red box. The form fields include Name, Surname, Name of Institution, Email, For Degree Type (Masters), Non Degree (Academic), Cellphone Number, and Daytime Number. The 'Submit' button is located at the top right, and the 'Save' button is at the bottom right, both highlighted with red boxes.

It is important to click on the 'Save' button once you have completed a tab. This will ensure that the information is saved, and can be reviewed again later.

An error message will display if the user tries to proceed without filling in all mandatory fields. Ensure that all mandatory fields are completed in order to proceed to the next tab.

Validation Error

InstituteName is required.

DayTimeNumber is required.

Close

Partially Saved Requests

PSRR No	Researcher	Researcher Email	Research Title	Research Status	Submitted Date	
	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>				Proceed to Submit

When the research request form is completed and ready to be submitted, click on the 'Proceed to Submit' button. If successful, the following message will display:

✕ Submission Successful

Thank you for your request to do research in the City of Cape Town. Your request will be allocated to a research review Coordinator who will be in touch with you shortly

Ok

The request will be sent to the Research Review Coordinator along with a system generated PSRR-number which will be used as a reference number.

Once submitted, the research request will be locked for editing until additional information or approval is required.

Tab 1: Personal – Enter the researcher's personal details and academic criteria.

Research Request-Personal Submit

Personal
Research
Research Title
CCT Departments
Data Management
Documents

Name Surname

Name of Institution Email

Degree Non Degree

Cellphone Number Daytime Number

Save

Trouble shooting 3

Q: When uploading documents, a Validation ERROR message appears

A: Ensure that all document naming protocols are strictly adhered to as outlined in the Tooltip, or

A: That all required documents are uploaded, and are in PDF format.

Tab 2: Research overview – Fill in the details of the research to be conducted.

Research Request-Personal Submit

Personal | **Research Overview** | Research Request Details | CCT Departments | Data Collection & Analysis Plan | Required Documents

Researcher Type:

If CCT Staff? For Academic Purposes

International Researcher ie based outside SA

Part of Previous Research? Yes If Yes,provide PSRR-No. No

Research Request Type

Data Request
 Administrative Data Planning/Operational Data

Interviews
 Face to Face Telephonic Online/Digital Platform Workshops

Access to research location
 Observations
 Surveys

Additional Information required for Access to Research Location

Type of Access required?

How many City facility/ies?

Which City locations (names)?

How long will access be required for?



Trouble shooting 4

Q: I am allowed to save but cannot move to the next tab
A: Check if all mandatory sections are filled in and completed. Once all sections are completed it should automatically take you to the next tab

The researcher is able to select more than one option under 'Research request type'. Additionally, with each selection, the researcher is able to provide additional detailed information.

Tab 3: Research Request Details – Provide details of the research to be conducted.

How long will each engagement be? Where would the engagement take place?

Save

Tab 4: CCT departments – Select the City departments that will be required to participate in the research.

Please note: The researcher is able to select more than one line department by holding down the control button and clicking on additional departments.

For the Water and Sanitation Directorate:

- A footnote below the selection box provides a guide on which departments make up the Water and Sanitation Directorate
- A Water and Sanitation Department selection will provide a link to additional documents required for submission
- The link provided allows the researcher to download, complete and upload the documents
- The tab will not be accepted unless the Confidentiality Agreement has been uploaded



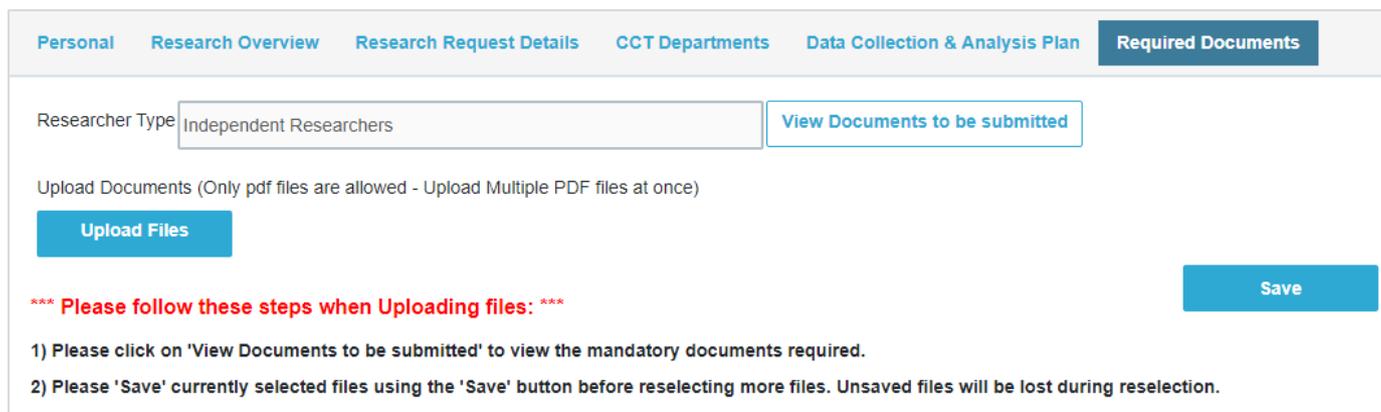
Trouble shooting 5

Q: I uploaded a research request and now the portal does not allow me to continue.
A: Ensure that the Water and Sanitation document has been completed and uploaded

Tab 5: Data Collection and Analysis Plan – Enter the details related to the planned data collection and analysis plan.

Tab 6: Required Documents

Upload all required documents using the 'Upload Files' button. Instructions on how to upload the documents are given on screen:



Personal Research Overview Research Request Details CCT Departments Data Collection & Analysis Plan **Required Documents**

Researcher Type: Independent Researchers [View Documents to be submitted](#)

Upload Documents (Only pdf files are allowed - Upload Multiple PDF files at once)

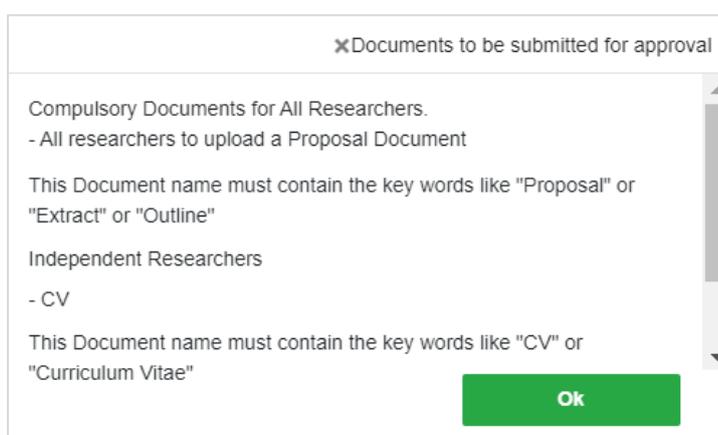
[Upload Files](#) [Save](#)

***** Please follow these steps when Uploading files: *****

1) Please click on 'View Documents to be submitted' to view the mandatory documents required.

2) Please 'Save' currently selected files using the 'Save' button before reselecting more files. Unsaved files will be lost during reselection.

Clicking on the 'View Documents to be submitted' button will provide additional detail:



✕ Documents to be submitted for approval

Compulsory Documents for All Researchers.

- All researchers to upload a Proposal Document

This Document name must contain the key words like "Proposal" or "Extract" or "Outline"

Independent Researchers

- CV

This Document name must contain the key words like "CV" or "Curriculum Vitae"

[Ok](#)

All researchers must submit the compulsory documents listed below in support of their research request:

Document	Keywords
Proposal	<ul style="list-style-type: none"> • Proposal • Extract • Outline
Ethics clearance	<ul style="list-style-type: none"> • Ethics clearance • Ethics approval • Ethics application
Line department letter	<ul style="list-style-type: none"> • Acknowledgement
Proof of registration	<ul style="list-style-type: none"> • Proof of registration • Registration
Letter from tertiary institution	<ul style="list-style-type: none"> • Letter from supervisor • Confirmation of candidate undertaking research
Independent institute CV	<ul style="list-style-type: none"> • Organisational CV/ Curriculum Vitae or Organisational Profile
Curriculum Vitae (CV)	<ul style="list-style-type: none"> • Curriculum Vitae • CV
For the Water and Sanitation Directorate	<ul style="list-style-type: none"> • Depending on the research type documents • Water and Sanitation Confidentiality Agreement