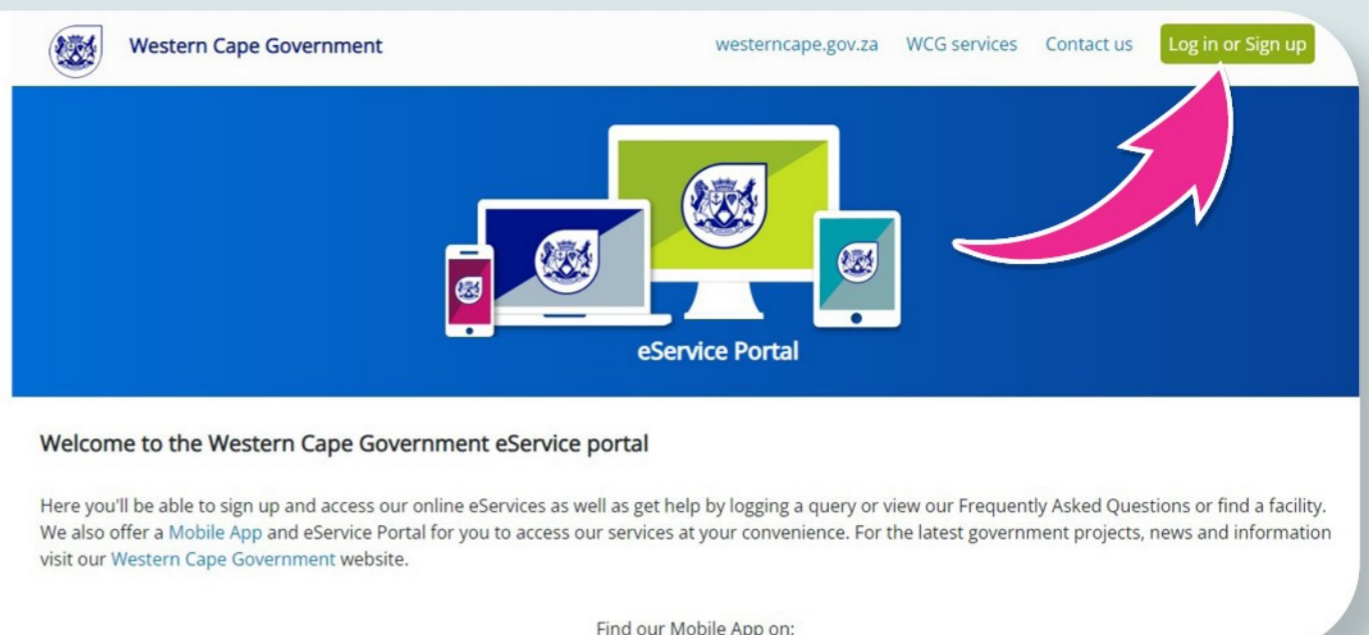


How to create an online user account on the Western Cape Government customer service portal and to submit a Tourist Guide permit application.

**1**

### Navigate to the Western Cape Government eService Portal

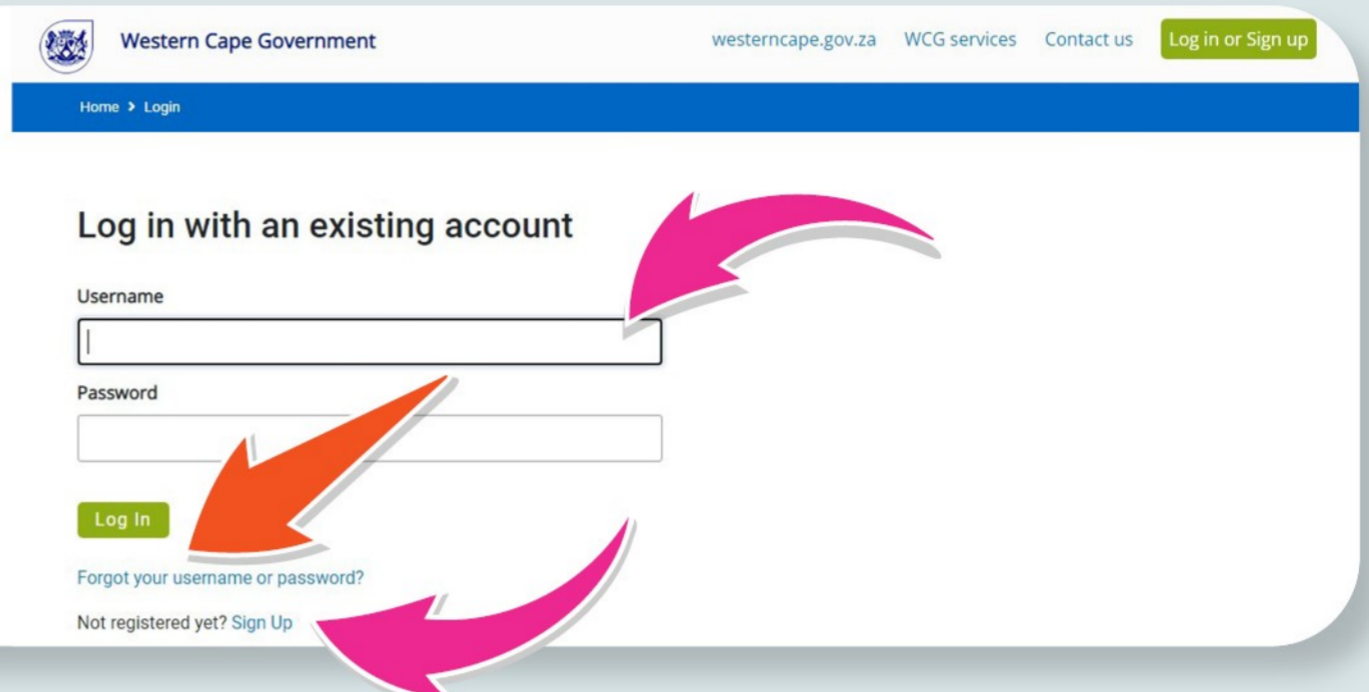
[www.westerncape.gov.custhelp.com/](http://www.westerncape.gov.custhelp.com/)  
Select log in or sign up.



**2**

### Log in or register

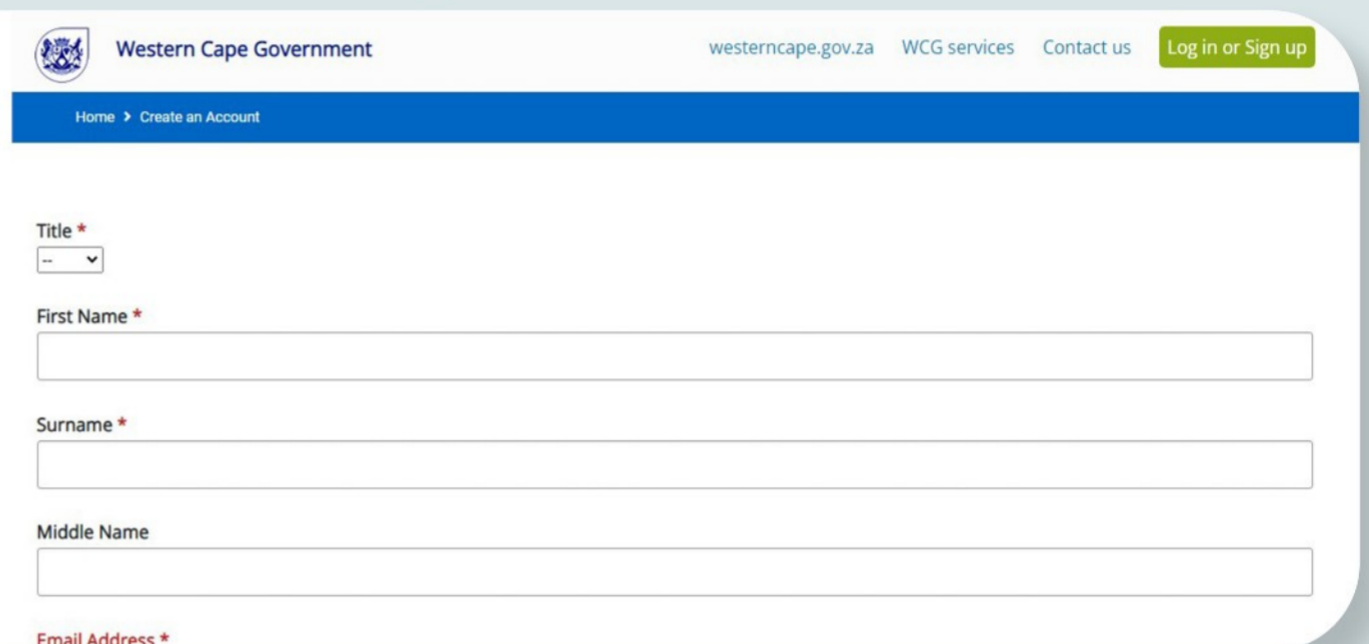
- ▶ If already registered, enter your username and password.
- ▶ If you have forgotten your password, select "Forgot your username or password?".
- ▶ If not registered, select "Sign Up".



**3**

### To register, fill in your details

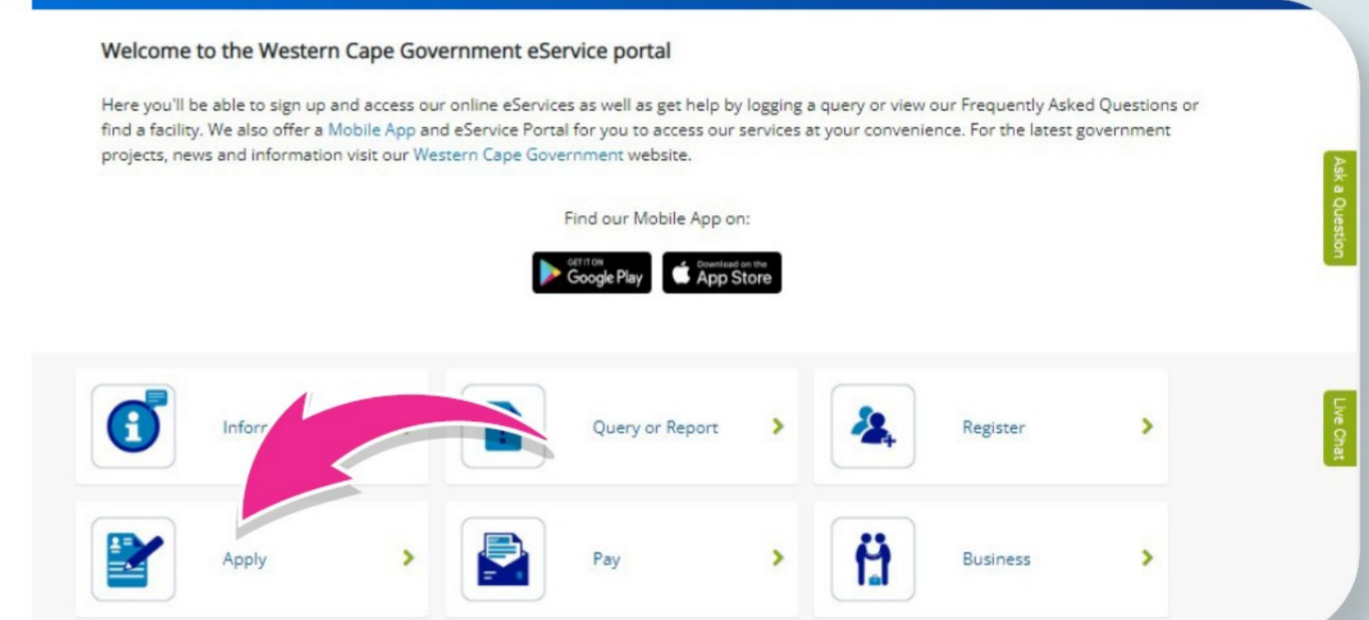
Complete all the required information and click on the **Create Account** button.  
When the account has been created successfully, you will receive a confirmation email. Click on "My Profile" in the email. This will take you back to the Log In window.



**4**

### Click on the Apply button

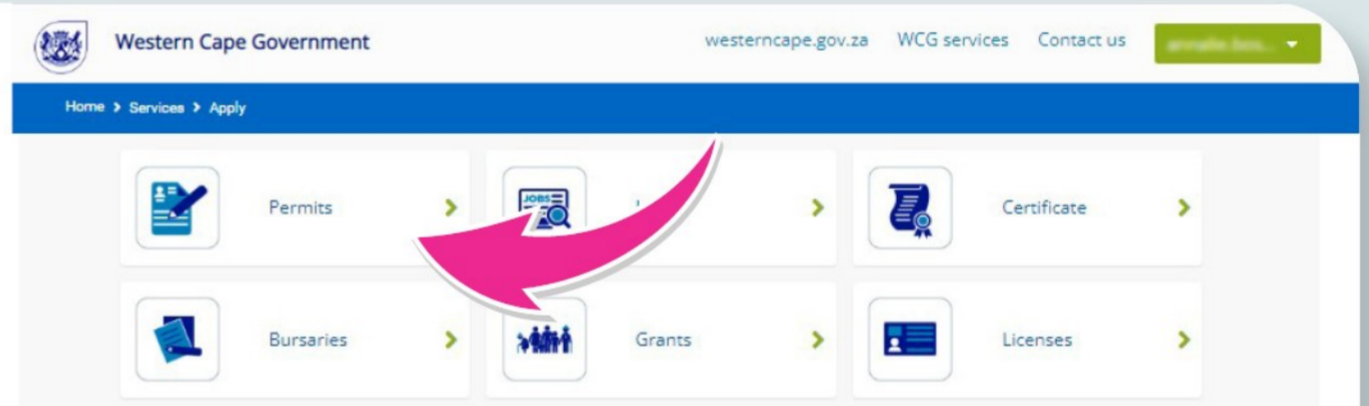
Once you have successfully logged in, click on the **Apply** button to navigate to the following window.



**5**

### Click on the Permits button

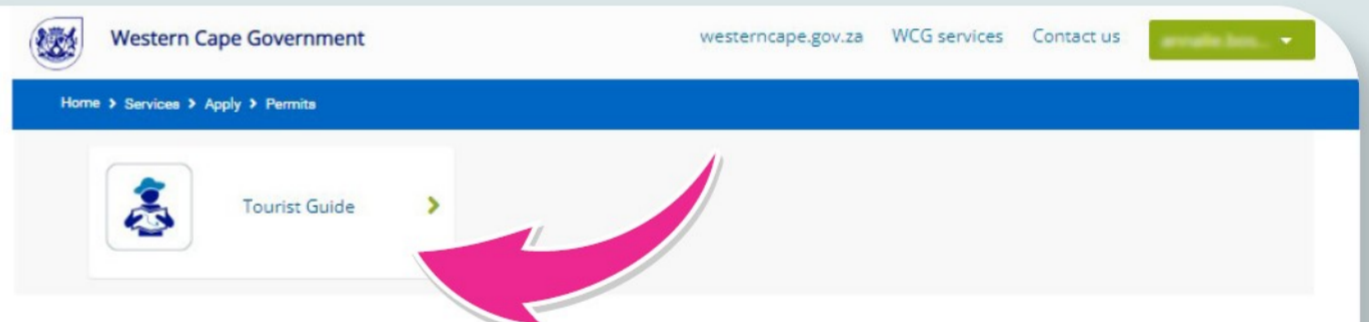
In the new window, click on the **Permits** button to navigate to the Tourist Guide Application.



**6**

### Click on the Tourist Guide button

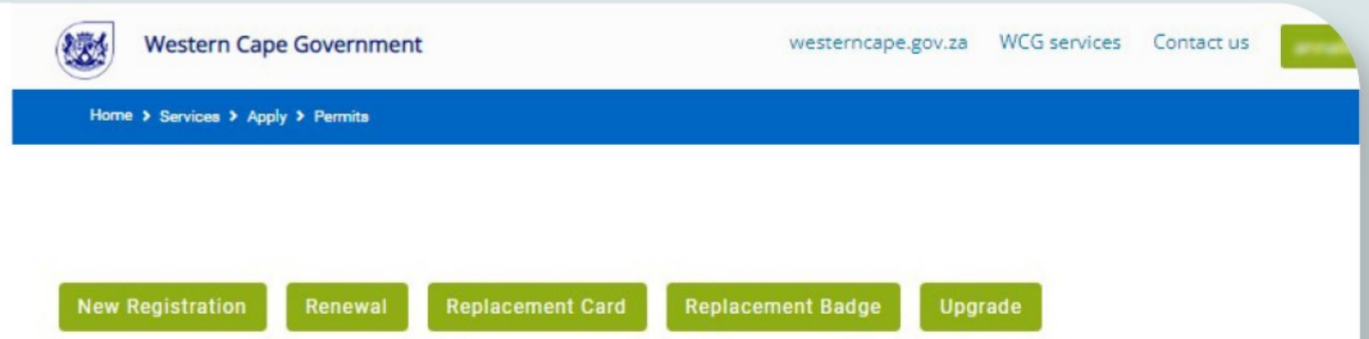
In the new window, click on the **Tourist Guide** button to navigate to the Tourist Application window.



**7**

### Select one of the options

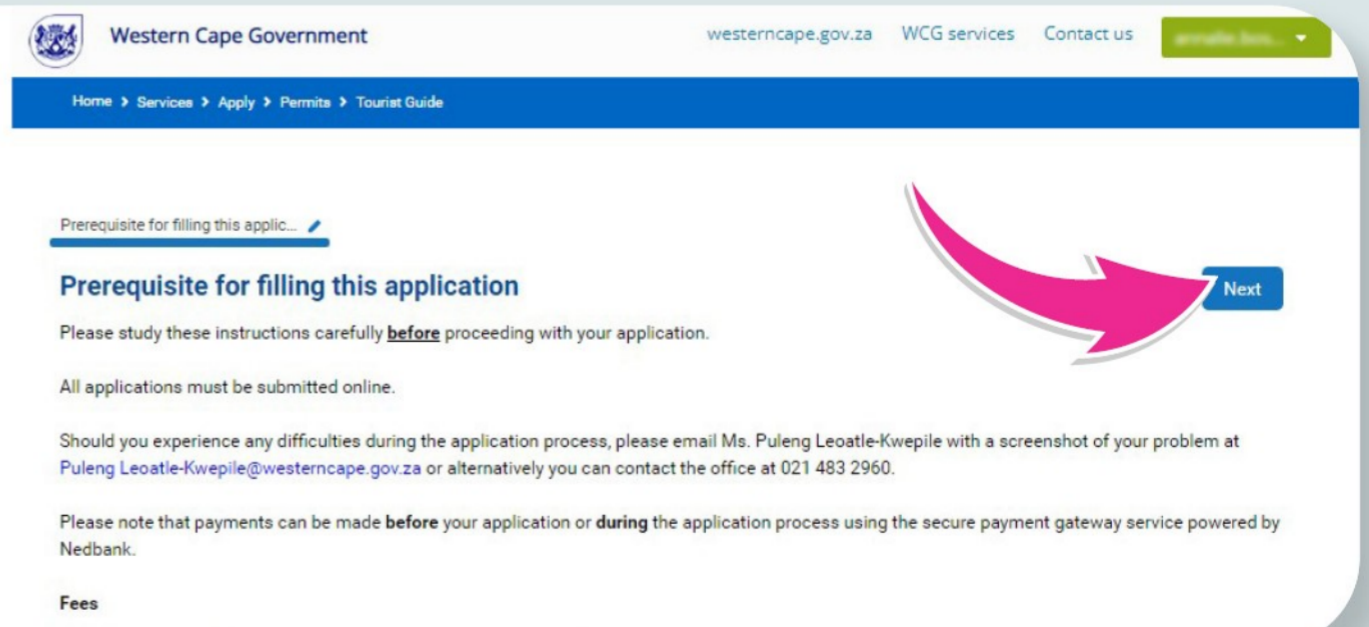
In the new window, click on the button for the option you require.



**8**

### Read the pre-requisite

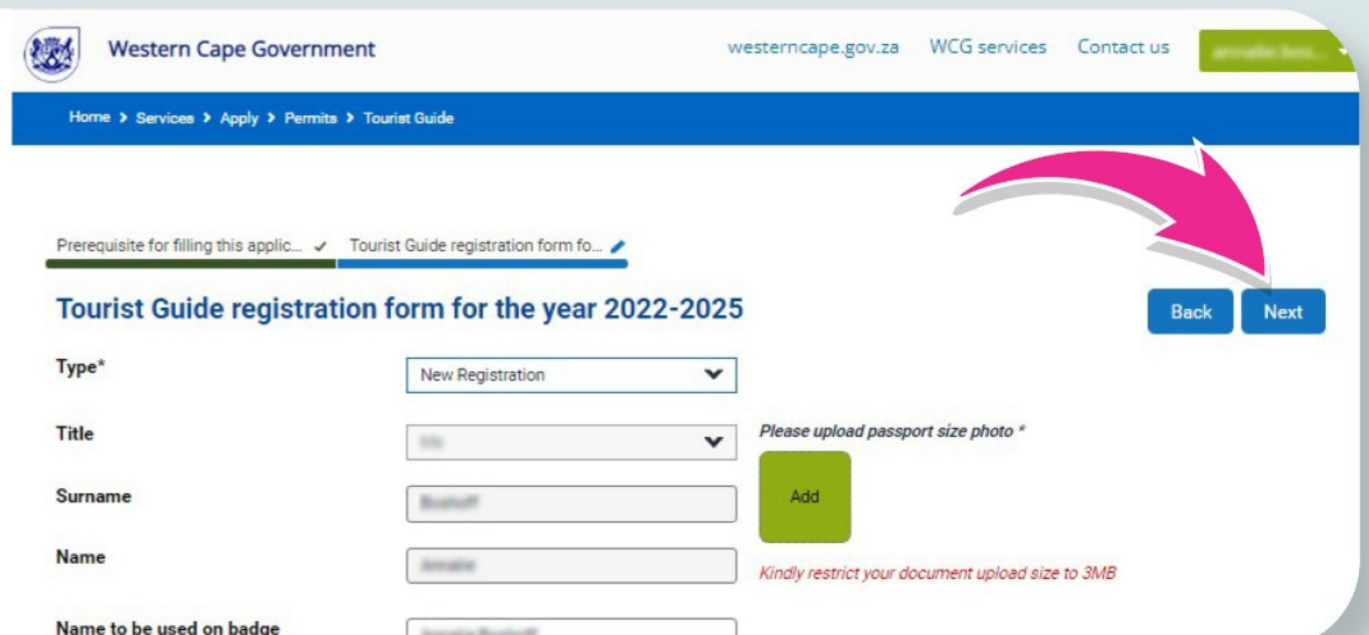
Before continuing with the application, read the pre-requisite.  
When done, select the **Next** button.



**9**

### Complete all the information

New Registration and Renewals require all details to be captured on application.  
Upload all documentation where relevant. Plus, remember to add your current permit number for renewals.  
Select the **Next** button to navigate to the following step.



**10**

### Submit application

Complete all screens as per screen prompts.  
Review the Tourist Guide Code of Ethics and then submit your application.  
The "Thank You" window will show when your application is successful.

