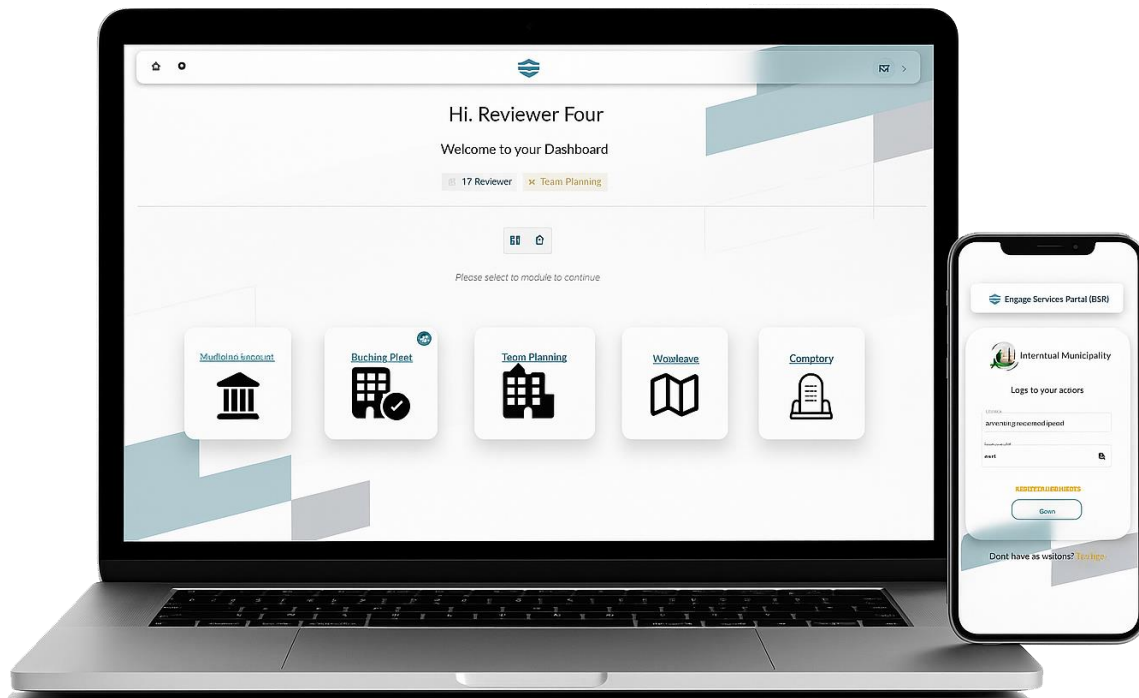


Engage Services Portal (ESP)



System Documentation (User Creation/Town Planning Application Flow)

Version: 2.0

Author: Cyberfox

Date: 12/09/2025

ESP Link: <https://services.msunduzi.gov.za/>

Table of Contents

1. Profile Creation
2. Login After Profile Creation
3. System Overview
 - 3.1 Home Screen
 - 3.2 Capturing a Town Planning Application
4. View Project

1. Profile Creation

To create a new user you will need to click on the sign up link.



Engage Services Portal (ESP)



Msunduzi Municipality

Login to your account

Login *

Password *

vis

[Forgot your password?](#)

Login

Don't have an account? [Sign up](#)

You will then be redirected to enter your new user information. Once all fields are filled in correctly it will allow for the validate and send OTP button to be clicked.

 Engage Services Portal (ESP)

 **Msunduzi Municipality**

Create your account

Name & Surname *

Email * ca

Password * ca

Re-enter Password *

[VALIDATE AND SEND OTP](#)

Click to go back to [Login](#)

 Engage Services Portal (ESP)

 **Msunduzi Municipality**

Create your account

Name & Surname *
Mikey Lonsdale ch

Email *
mikeylonsdale@gmail.com ch

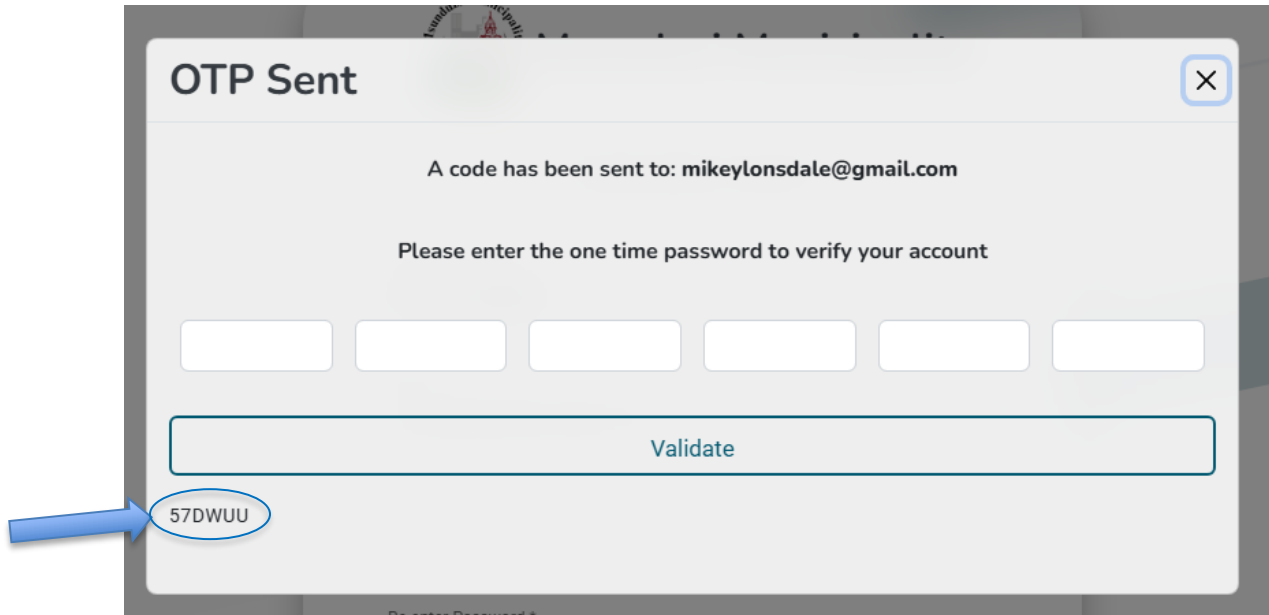
Password *
..... ch

Re-enter Password *
..... ch

[VALIDATE AND SEND OTP](#)

Click to go back to [Login](#)

You will then see an OTP window pop up which will reveal an OTP at the bottom of that window. Note: we are still working on the OTP functionality which will be sent to you via email. After entering the OTP the validate button will become available to you which will then move you to capture all necessary details.



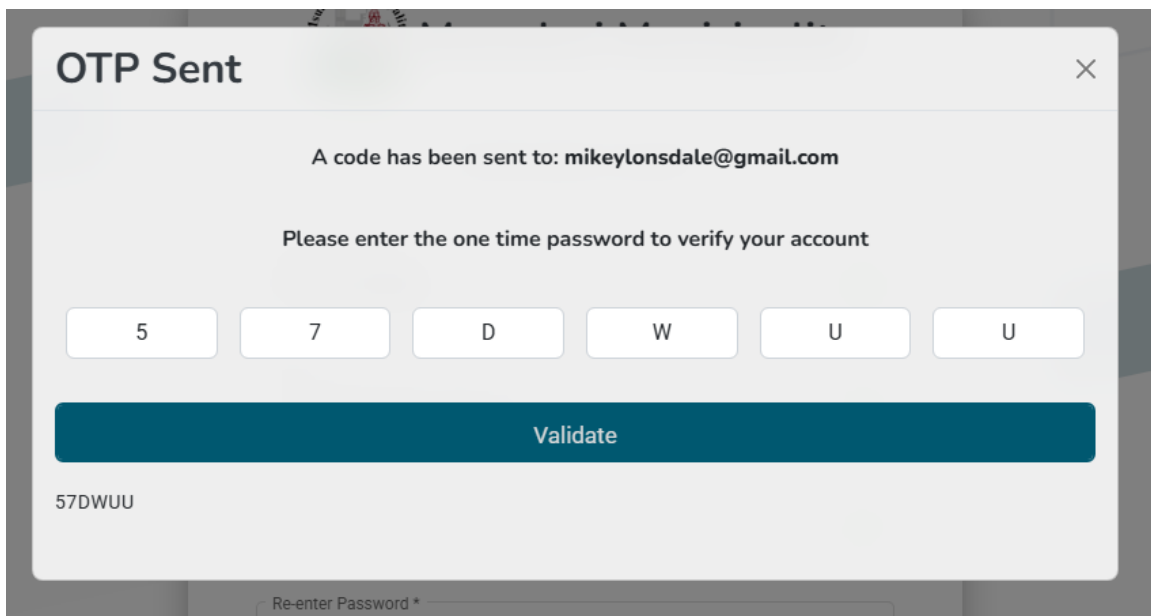
OTP Sent

A code has been sent to: **mikeylonsdale@gmail.com**

Please enter the one time password to verify your account

57DWUU

The image shows a light gray dialog box titled "OTP Sent" with a close button (X) in the top right corner. Inside the dialog, it says "A code has been sent to: mikeylonsdale@gmail.com" and "Please enter the one time password to verify your account". Below this is a row of six empty text input boxes. Underneath the input boxes is a light gray button labeled "Validate". At the bottom of the dialog, the code "57DWUU" is displayed. A blue arrow points from the left towards the code "57DWUU", which is circled in blue.



OTP Sent

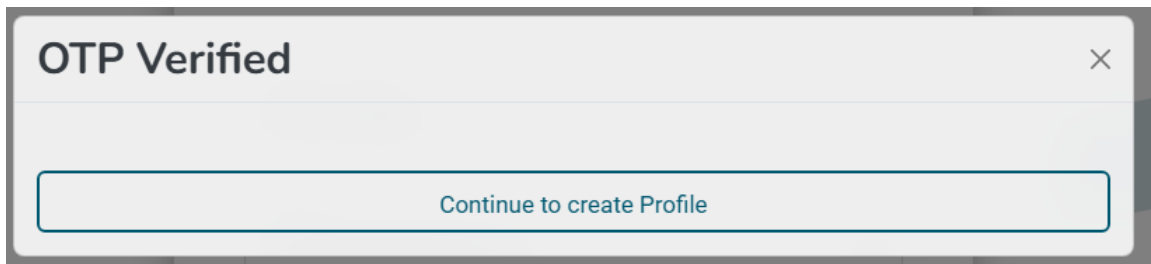
A code has been sent to: **mikeylonsdale@gmail.com**

Please enter the one time password to verify your account

57DWUU

The image shows the same "OTP Sent" dialog box. The six input boxes now contain the characters "5", "7", "D", "W", "U", and "U" respectively. The "Validate" button is now a solid dark teal color. The code "57DWUU" is still displayed at the bottom of the dialog. Below the dialog box, the text "Re-enter Password *" is partially visible.

On successful OTP you will see the OTP verified window which you then can click on the continue to create profile.



You will then be greeted by the create new user profile window. This is a stepper style capture so be sure to go through all 3 steps before saving the user information.

Complete Your New User Profile

Last few steps Mikey we promise, Just fill out the rest of your profile information and click save to complete your profile.

1

Personal Information

2

Company Information

3

Finalize

Name *

Mikey

Surname *

Lonsdale

Cell No. *

Email *

mikeylonsdale@gmail.com

Physical Address *

Back

Next

CANCEL

SAVE

Once all the information is entered proceed by clicking the next button.

Complete Your New User Profile

Last few steps Mikey we promise, Just fill out the rest of your profile information and click save to complete your profile.

1 Personal Information 2 Company Information 3 Finalize

Name *
Mikey

Surname *
Lonsdale

Cell No. *
0872562155

Email *
mikeylonsdale@gmail.com

Physical Address *
10 Stella Road

Back

Next

CANCEL

SAVE

If you are not part of a company you may leave this step out and proceed to the final step.

Complete Your New User Profile

Last few steps Mikey we promise, Just fill out the rest of your profile information and click save to complete your profile.

1 Personal Information 2 Company Information 3 Finalize

Company Name
Cyberfox

Company Reg No.
000000000

Company Type
Private Company

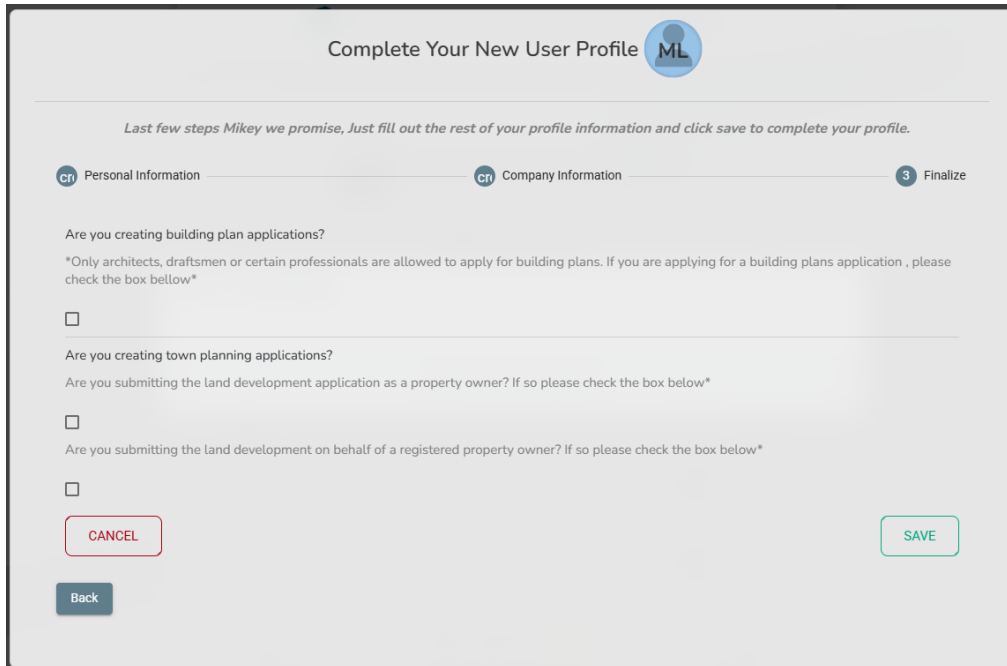
Back

Next

CANCEL

SAVE

For the final step, by leaving the checkbox unchecked you will NOT be able to create a building plan application.



Complete Your New User Profile 

Last few steps Mikey we promise, Just fill out the rest of your profile information and click save to complete your profile.

1 Personal Information **2** Company Information **3** Finalize

Are you creating building plan applications?

Only architects, draftsmen or certain professionals are allowed to apply for building plans. If you are applying for a building plans application , please check the box bellow

☐

Are you creating town planning applications?

Are you submitting the land development application as a property owner? If so please check the box below*

☐

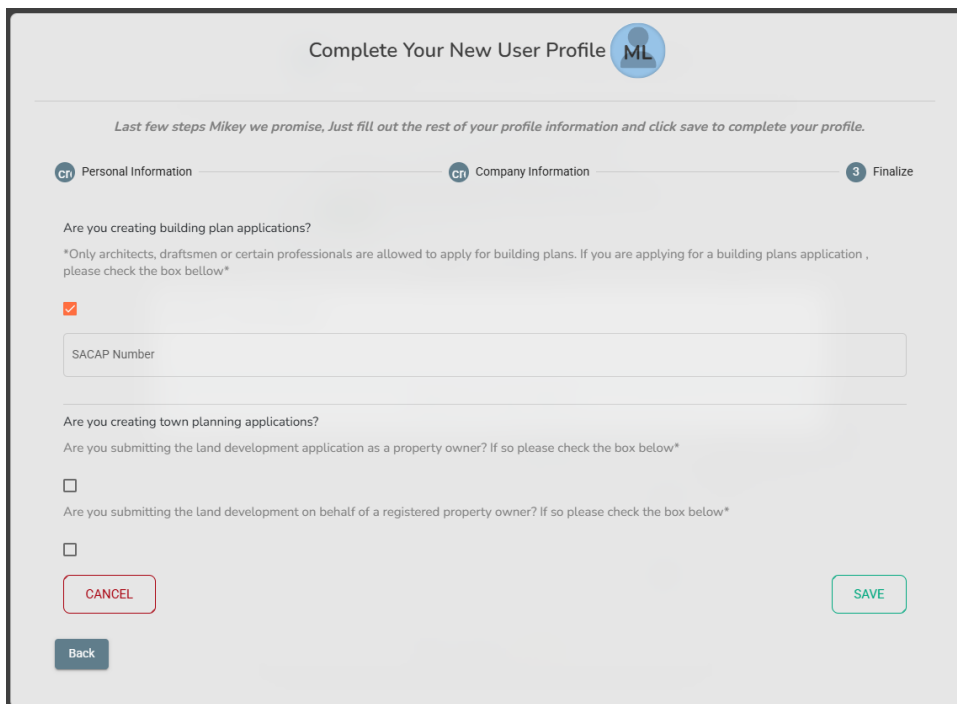
Are you submitting the land development on behalf of a registered property owner? If so please check the box below*

☐

[CANCEL](#) [SAVE](#)

[Back](#)

When the checkbox is checked, a SACAP field will appear for individuals to enter their registration number, enabling them to create building plan applications.



Complete Your New User Profile 

Last few steps Mikey we promise, Just fill out the rest of your profile information and click save to complete your profile.

1 Personal Information **2** Company Information **3** Finalize

Are you creating building plan applications?

Only architects, draftsmen or certain professionals are allowed to apply for building plans. If you are applying for a building plans application , please check the box bellow

☒

SACAP Number

Are you creating town planning applications?

Are you submitting the land development application as a property owner? If so please check the box below*

☐

Are you submitting the land development on behalf of a registered property owner? If so please check the box below*

☐

[CANCEL](#) [SAVE](#)

[Back](#)

The same applies for a Town Planning application, if you want to create an application you will choose between creating one as a property owner or the creating one on behalf of a property owner.

Complete Your New User Profile

ML

Last few steps Mikey we promise, Just fill out the rest of your profile information and click save to complete your profile.

cr Personal Information

cr Company Information

3 Finalize

Are you creating building plan applications?
Only architects, draftsmen or certain professionals are allowed to apply for building plans. If you are applying for a building plans application , please check the box below

☐

Are you creating town planning applications?
Are you submitting the land development application as a property owner? If so please check the box below*

☒

Are you submitting the land development on behalf of a registered property owner? If so please check the box below*

☐

CANCEL

SAVE

Back

Selecting to create one on behalf of the property owner will then require you to enter in a Professional Registration Number.

Complete Your New User Profile

ML

Last few steps Mikey we promise, Just fill out the rest of your profile information and click save to complete your profile.

cr Personal Information

cr Company Information

3 Finalize

Are you creating building plan applications?
Only architects, draftsmen or certain professionals are allowed to apply for building plans. If you are applying for a building plans application , please check the box below

☐

Are you creating town planning applications?
Are you submitting the land development application as a property owner? If so please check the box below*

☐

Are you submitting the land development on behalf of a registered property owner? If so please check the box below*

☒

Professional Registration Number

CANCEL

SAVE

Back

Login after profile creation

After entering the SACAP and saving all the information you will be redirected to the login page where you will have to enter the email and password used in the capturing of information.

Engage Services Portal (ESP)



Msunduzi Municipality

Login to your account

Login *

mikeylonsdale@gmail.com

Password *

.....

vis

[Forgot your password?](#)

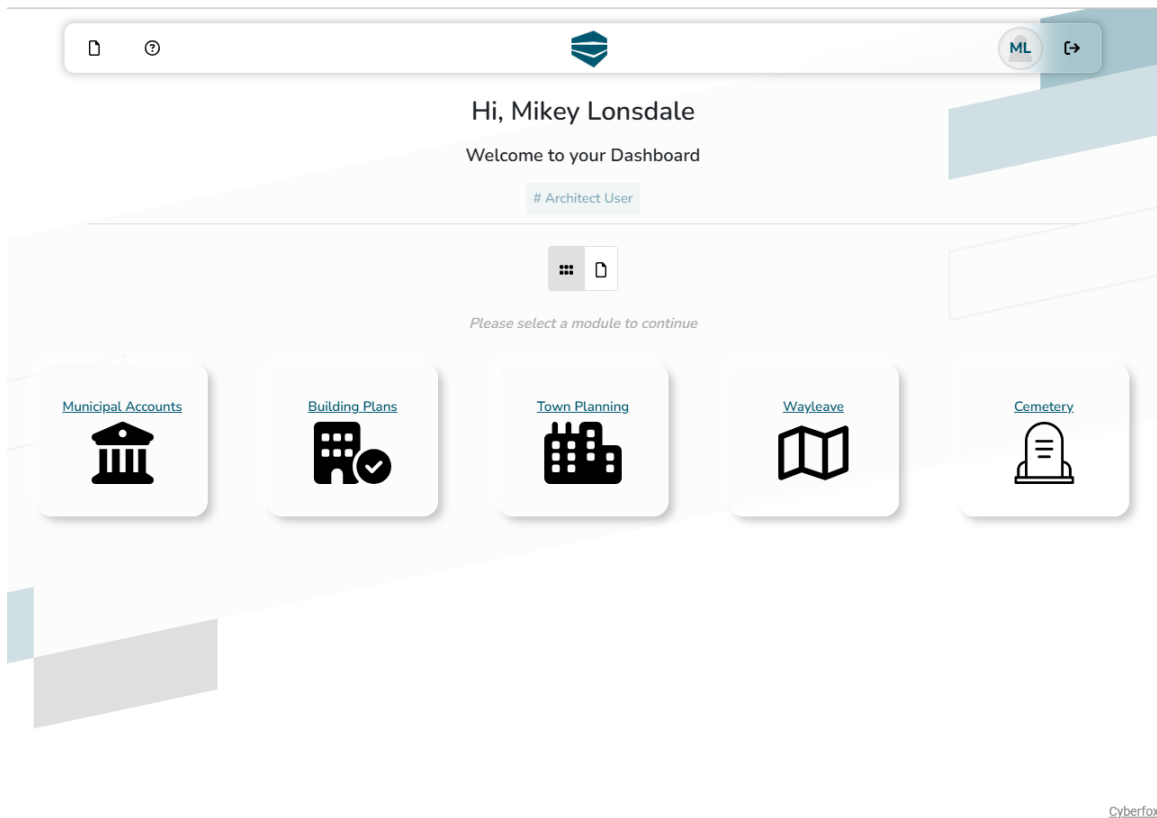
Login

Don't have an account? [Sign up](#)

3. System Overview

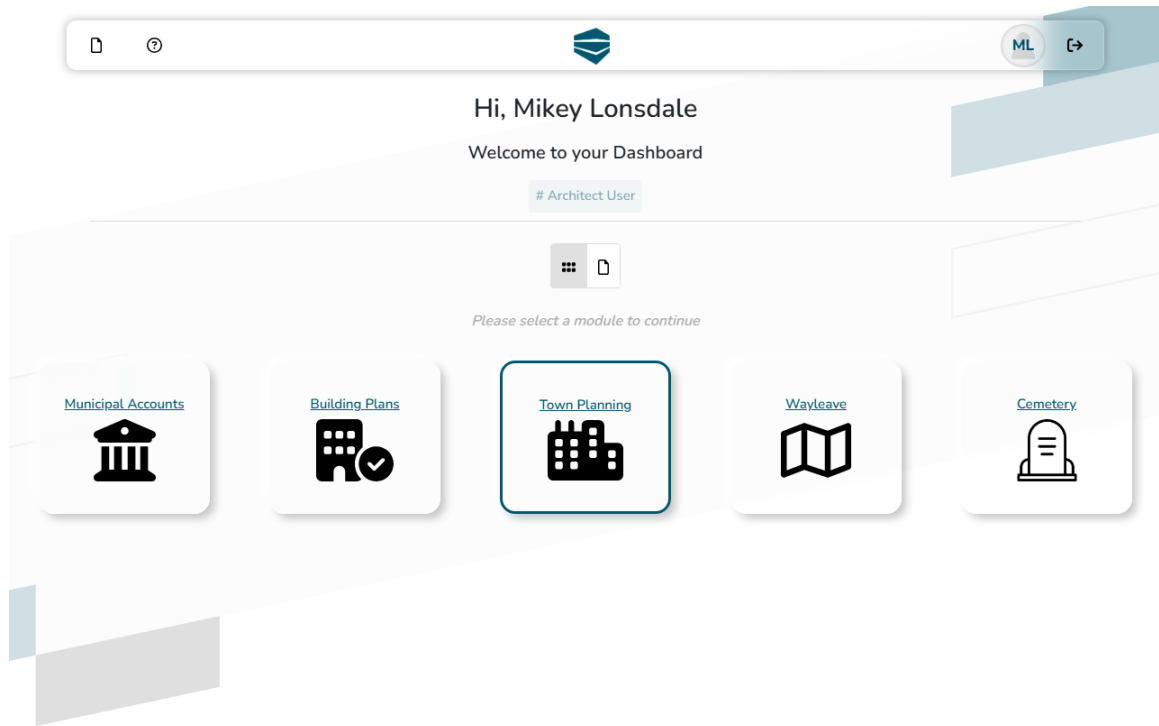
3.1. Home

You will then be greeted by the engage portal home screen with access to these following modules: Municipal Accounts, Building Plans, Town Planning, Wayleave and Cemetery.



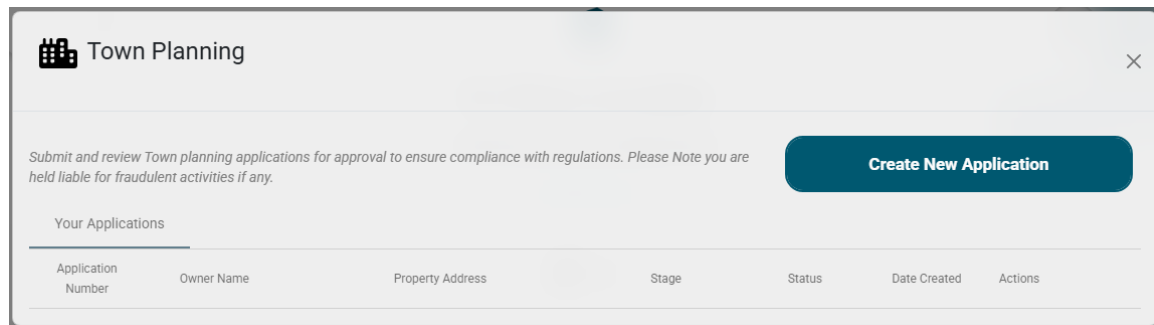
3.2 Creation of Town Planning Application

To start with creation of an application you click on the Town Planning module.



Cyberfox

This window will appear where you will have to click on create an application



Once you click on the create, you will be able to start capturing your application.

The screenshot shows the first step of a five-step process for creating a new application. The steps are: 1. Owner Details, 2. Property Details, 3. Agent Details, 4. Application Details, and 5. Document Uploads. The 'Owner Details' section is active and contains a dropdown menu labeled 'Application For' with a downward arrow. A 'Next' button is located at the bottom left of the form area. The left sidebar contains a navigation menu with icons for home, notifications, settings, and other functions. The top header is dark blue with the title 'Creating New Application - Town Planning' and a close button.

Cyberfox

This screenshot shows the same 'Owner Details' form as the previous one, but with the following information entered:

- Application For:** Individual
- Owner First Name *:** David
- Owner Surname *:** Martin
- Email Address *:** davidm@gmail.com
- Tel/Cellphone Number *:** 0823651536
- Alternate Email Address:** (empty)
- Alternate Cell Number:** (empty)

The 'Next' button is still present at the bottom left. The rest of the interface, including the sidebar and header, remains the same.

Cyberfox



Creating New Application - Town Planning

ML

1 Owner Details

2 Property Details

3 Agent Details

4 Application Details

5 Document Uploads

Property Details Of Application

Registered Description *

Title Restrictions

Extent of Property

Title Deed No

R Value of Property *

Location

Address Type*

Back

Next

Cyberfox



Creating New Application - Town Planning

ML

1 Owner Details

2 Property Details

3 Agent Details

4 Application Details

5 Document Uploads

Property Details Of Application

Registered Description *

Title Restrictions

Extent of Property

Title Deed No

Value of Property *

Location

Address Type*

Back

Next

Cyberfox



ML












Creating New Application - Town Planning

1 Owner Details

2 Property Details

3 Agent Details

4 Application Details

5 Document Uploads

Physical Address *

494 Bulwer St, Pietermaritzburg, 3201, South Africa

Latitude

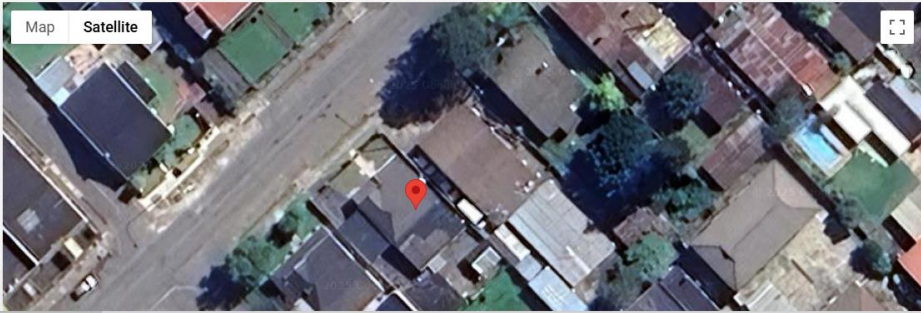
-29.5996704

Longitude

30.3939199

Map

Satellite





Back

Next

Cyberfox



ML












Creating New Application - Town Planning

1 Owner Details

2 Property Details

3 Agent Details

4 Application Details

5 Document Uploads

Agent details

Full Name

Mikey Lonsdale

Email Address

mikeylonsdale1@gmail.com

Cellphone Number

0823636363

Professional Reg Number

Back

Next

Cyberfox



CYBERFOX
INNOVATE - CREATE - INSPIRE



ML












Creating New Application - Town Planning

Owner Details

Property Details

Agent Details

4 Application Details

5 Document Uploads

Application Details

Is this a combined Application?

☐ No

Type Of Application*

Consolidation of land

Type of property

Domestic

Description of project

Extending property

18/250

Back

Next

Cyberfox

Choose the necessary uploads from the drop down below and upload the documents to proceed with the creation of application.



ML












Creating New Application - Town Planning

Owner Details

Property Details

Agent Details

Application Details

5 Document Uploads

Document Uploads

Select the documents you wish to upload from the list below. You may skip this step and upload your documents later if you prefer.

Please select necessary documents

Create Application

Back

Cyberfox



 INNOVATE - CREATE - INSPIRE

Cyberfox

Cyberfox

After clicking on the create application button you will see the disclaimer window where you should abide by the laws when confirming the application.

Creating New Application - Town Planning

Please refer to Items A and B if an affirmative response is provided to question 6.1 and a negative response to question 6.5.

PLEASE NOTE BELOW:

A. Administrative penalty for failing to obtain prior municipal planning approval

According to section 110 (1) of the Msunduzi Municipality's Spatial Planning and Land Use Management Bylaw (2021), "the Municipal Planning Approval Authority may impose an administrative penalty when it grants municipal planning approval for a building that has been erected without its prior approval or the use of land without its prior approval".

* Extracted from the Msunduzi Municipality's Spatial Planning and Land Use Management Bylaws (2021)

B. Council Resolution on the Administrative Penalty Guideline

In compliance with section 110 (1) of the Bylaws, the Msunduzi Municipal Council has approved the following administrative penalty guideline in relation to the development and usage of land prior to obtaining municipal planning approval:

Value per m² (property value obtained from Valuations) x Total Area of Unlawful Use (m²) = 100% penalty to be charged.

* Msunduzi Municipal Council resolution dated 30 November 2023

***PLEASE NOTE:**

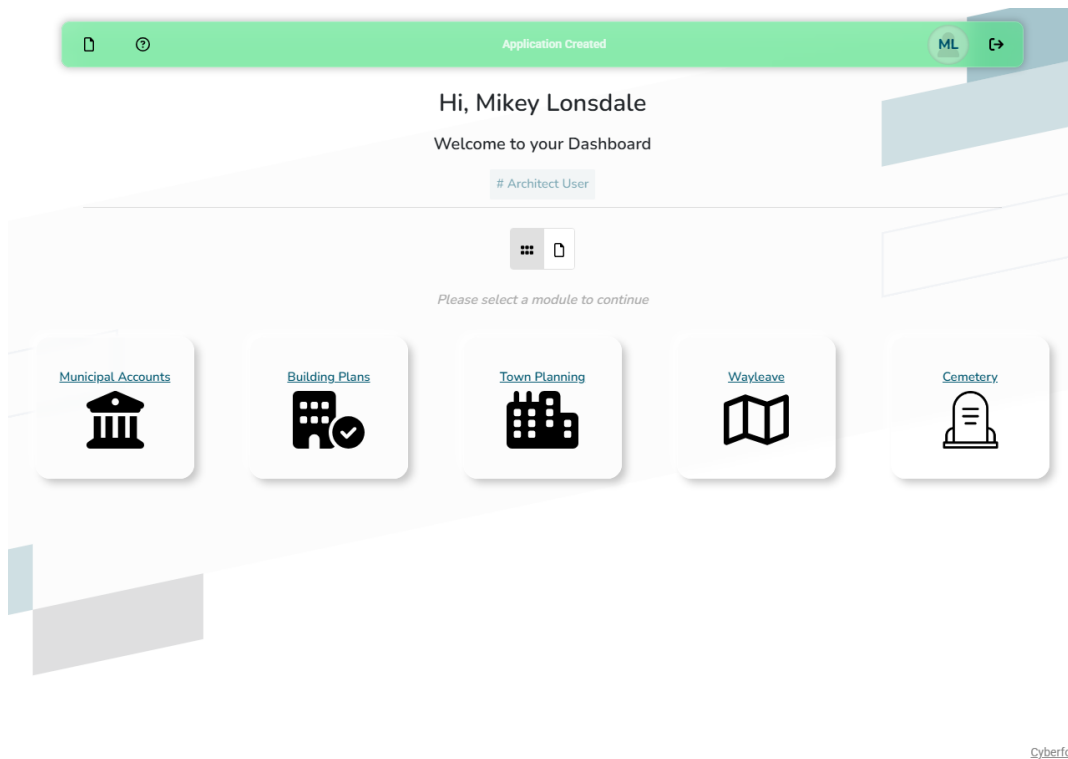
The administrative penalty highlighted above only relates to the currently existing transgression and does not constitute or guarantee any approval of the submitted application.

DECLARATION

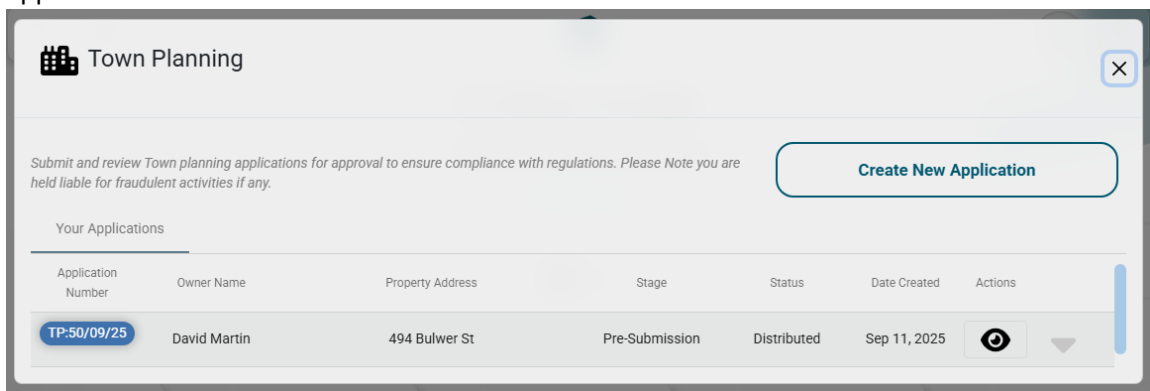
I hereby declare that I have read and understood the information provided in this application form. I also declare that the information supplied by me, including the documents attached to this application form is correct and authentic.

Confirm No, Go back

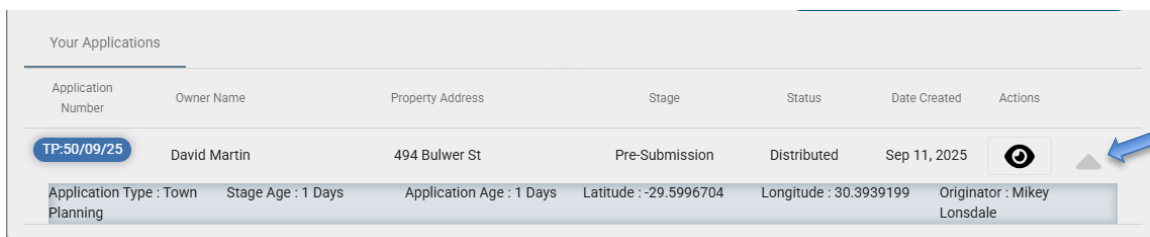
Cyberfox



When you have created the application you will find it by clicking on the respective module you have selected in this case the Town Planning module and as you can see it will appear in 'your applications' tab.



You will be able to quick view important information from this tab as well if you click on the arrow it will show extended information relating to the application



Now if we click on the 'eye' icon under the actions heading this will then open the view project.

 **Town Planning**

Submit and review Town planning applications for approval to ensure compliance with regulations. Please Note you are held liable for fraudulent activities if any.

Create New Application

Your Applications

Application Number	Owner Name	Property Address	Stage	Status	Date Created	Actions
TP:50/09/25	David Martin	494 Bulwer St	Pre-Submission	Distributed	Sep 11, 2025	 

This is the application view. You can see all the necessary information captured and more.



ML



Application Information : TP:50/09/25

Property Owner

David Martin

Agent Details

Mikey Lonsdale

Application Details:

- Application Type: Town Planning
- LS Number: TP:50/09/25

Property Details Of Development:

- Type Of Address - Household
- Number Of Units - 1
- Unit Number -
- Physical Address Of Project - 494 Bulwer St, Pietermaritzburg, 3201, South Africa
- Latitude - -29.5996704
- Longitude - 30.3939199

Plan Details:

- Type Of Development - Domestic
- Application Type - consolidation-land

Application Documents

Click to view (1)

Financial Documents

(No documents)

Pre-Submission

Admin

Chief Planner

Planner Processing

MPAA Selection

MPAA

Appeals

Main Project Tracker

Department	Indication
Transportation Planning	
Water & Sanitation	

Cyberfox

4. View Project

1. This is the applicant details container. By clicking on it you can expand and view extra details.
2. This is the application details container with all the information captured in the creation.
3. This is the documents container where you can find all upload documents for the application, progressing through the application will reveal new relevant folders. This container can be expanded by clicking on the broken square of that container.
4. This is the stages container, where the application progresses through each stage, with the active stage highlighted.
5. This is the project tracker, which displays the current progress of the application, showing both completed steps and upcoming actions. Clock means that application is awaiting assessment, thumbs up means assessment completed, thumbs down means assessment refused and a double check means manager assessment. This container can also be expanded by clicking on the broken square of its container.

Application Information : TP:50/09/25

1. Applicant Details:

- Property Owner: David Martin
- Agent Details: Mikey Lonsdale

2. Application Details:

- Application Type: Town Planning
- LS Number: TP:50/09/25

Property Details Of Development:

- Type Of Address - Household
- Number Of Units - 1
- Unit Number -
- Physical Address Of Project - 494 Bulwer St, Pietermaritzburg, 3201, South Africa
- Latitude - -29.5996704
- Longitude - 30.3939199

Plan Details:

- Type Of Development - Domestic
- Application Type - consolidation-land

3. Documents:

- Application Documents: Click to view (1)
- Financial Documents: (No documents)

4. Stages:

- Pre-Submission (Active)
- Admin
- Chief Planner
- Planner Processing
- MPAA Selection
- MPAA
- Appeals

5. Main Project Tracker:

Department	Indication
Transportation Planning	⌚
Water & Sanitation	⌚