INTERGIS MODERNISED SYSTEM

Your First Steps as a New user

A short checklist to work through as a new user

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Contents

Contents 2
1. Before you start 3
2. Getting in 3
3. Check your own details 3
4. Check what you can see 3
6. Know where to go for help 4
7. If something is wrong 4

1. Before you start

Work through this checklist once, at the start of your first session on the modernised INTERGIS system. It takes a few minutes and it catches the small problems — a wrong bookmark, an out-of-date email address, a missing permission — that otherwise turn into a support call later in the week.

Do this first, not after a problem

Most first time user issues are access and permission issues

2. Getting in

- ☐ Go to https://intergis-app.agric.za/ — type it in or use a bookmark you have just created, not an old INTERGIS 2000 bookmark or a link from an email you cannot verify.
- ☐ Update or delete any saved bookmark that still points at the legacy INTERGIS 2000 portal.
- ☐ Sign in with the username or email address and password provided to you by your Business Superuser or IT Service Agent.
- ☐ If you have forgotten your password, use “Forgot Password” and enter the OTP sent to your registered email address. Do not repeatedly attempt to log in.
- ☐ Confirm you can see the INTERGIS home screen and that your name or member details appear correctly.

3. Check your own details

- ☐ Check that your registered email address is correct and current. It is used for OTPs, password recovery and service communications — if it is incorrect you will not be able to reset your own password.
- ☐ Check that your registered cellphone number is correct.
- ☐ If either is out of date, contact INTERGIS Registration Services to have it updated.

INTERGIS Registration Services	Telephone (051) 447 5629 · Email vanwyks@arc.agric.za

4. Check what you can see

INTERGIS access is role-based, so you only see the functions and information you are authorised to access. Confirm that what you can see matches what you need to do your job.

- ☐ Confirm you can see the functions you use regularly — for example animal registration, member and farm administration, performance recording or reporting.

- ☐ If the function should be there and is not, report it

5. Spot-check your data

Your historical records have been migrated from the legacy system. A quick spot-check gives you confidence, and gives the support team early warning if anything needs attention.

- ☐ Look up two or three animals or members you know well and confirm the details look right.
- ☐ Check a recent registration or transfer you completed in the legacy system and confirm it is present.
- ☐ Open one of the standard reports you use — participant list, KYD, beef performance, milk performance or reproduction — and confirm it runs.

If a record is missing — report it, do not re-capture it

Re-capturing a record that has actually migrated, creates a duplicate, which is far more work to unpick than the original problem. Report it to INTERGIS Registration Services with the animal, herd, registration or transaction reference and let the support team confirm.

6. Know where to go for help

- ☐ Save the INTERGIS Registration Services telephone number and email address where you can find them — or keep the Support 1-Pager to hand.
- ☐ Find the user guides and training videos and note where they are, so you can check them before logging a request.
- ☐ Read the Temporary Workarounds document <<Insert a link>> so you know which known issues already have a workaround.

7. If something is wrong

Report it to INTERGIS Registration Services. Email is preferred for standard requests; telephone for anything urgent or affecting multiple users. Include your member number, what you were trying to do, the exact error message — a screenshot is best — and the reference of the record affected. Full detail is in the Support Information Document.

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