Alfred Duma Local Municipality is embarking further into its revenue enhancement strategic plan and in partnership with its Municipal Financial Billing service provider Munsoft, is proud to introduce the consumer portal.

This is a system by which consumers of services provided by Municipalities running on Munsoft’s FMS can select to have their statements emailed as opposed to being sent via conventional postage.

This system also provides a secure online e-services web portal where consumers can:

- Have access to electronic copies of current and historical statements and SMS notifications, and
- View or Change their contact details information.
- Please note: the ability to view your account balance and to pay online are still in development phase and should be completed before the 30th June 2017.

HOW TO REGISTER:

1. Open your preferred web browser, insert http://mymunicipality-kzn238.emunsoft.co.za into your URL and click enter (or just click on the link above)
2. Click register > insert your details > click register at the bottom of the online registration form
   (Please make sure your password matches the complexity requirements! The field will turn green😊)

3. The system will send you an activation e-mail to the e-mail entered in your online form, open the e-mail and
   click on the link to activate your account
4. At the top of the window, click on login. Enter your Username and Password to login to the portal.

5. In order to link a municipal account to the portal, you need to insert your account number and the internet PIN (You will find this on the top left hand corner of your statement – please enter the full account number including the leading 0’s)
6. In order to link additional accounts, repeat the same process as in point 5, enter the full account number and internet PIN for each additional account and click on the Link button.

7. You are now able to click on your account number to view or resend past statements and/or update your account information!

- Please remember to let the Department Finance Enquiries personnel know if you would like to receive your statement via e-mail, you may also send an e-mail request to enquiries@alfredduma.gov.za

- Please let us know how we may improve our online e-services to you by sending an e-mail to our E-Services section: e-services@alfredduma.gov.za

Yours in service,

Alfred Duma Local Municipality