

USER MANUAL & ROLE GUIDE

BBF iLembe Portal

Registration Update

Business registration walkthrough and portal guidance

October 2026

Black Business Federation — iLembe District

Portal: https://bbfafrica.com

User Manual & Role Guide

Version: 1.1 (Illustrated Edition)
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1. INTRODUCTION

What is the BBF Ilembe Portal?

A secure online platform for members of the Black Business Federation — Ilembe District to:

- Register their business in a centralized directory
- Maintain up-to-date company information (CIPC, CIDB, B-BBEE)
- Receive official announcements from BBF leadership
- Connect with other members and admins via chat
- Access the Business Directory for procurement opportunities

What admins can do:

- Review and approve new business registrations
- Manage members and their scope (Province, District, Municipality)
- Post announcements to specific geographic areas

- Communicate with other admins in real time

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2. GETTING STARTED

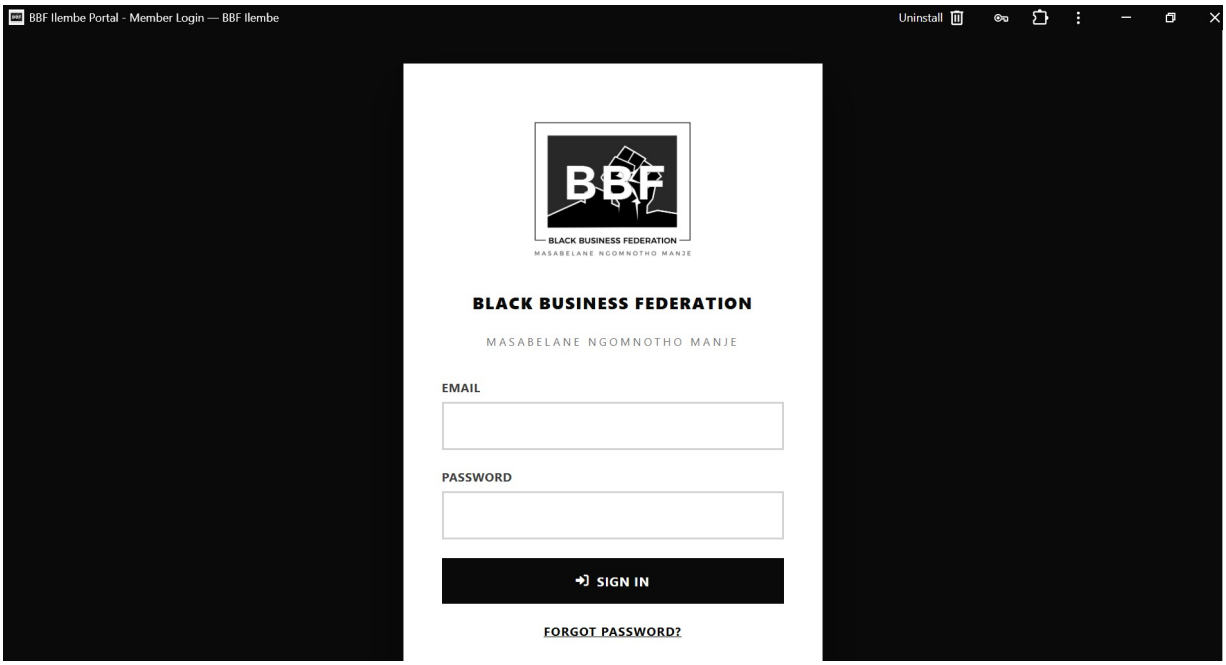
2.1 First-Time Login

Open the portal:

text
https://bbfafrica.com/portal/

You will see the login screen:

Figure 1 — BBF Portal Login Page



The BBF logo, "Black Business Federation" heading, and Email + Password fields with a black "SIGN IN" button.

Enter your credentials:

- **Email:** the email you registered with
- **Password:** your chosen password

Click **SIGN IN**.

2.2 Forgot Password?

Click **FORGOT PASSWORD?** below the Sign In button.

1. Enter your registered email
2. Check your inbox for a reset link
3. Click the link → set a new password
4. Return to login and sign in

2.3 Install as a Mobile App (PWA)

The BBF Portal can be installed on your phone or desktop like a native app.

On Android (Chrome):

1. Open `https://bbfafrica.com/portal/`
2. Look for the **"Add BBF Portal to Home screen"** banner
3. Tap **Install**
4. The BBF icon appears on your home screen

On iPhone (Safari):

1. Open `https://bbfafrica.com/portal/` in Safari
2. Tap the **Share** button (square with up-arrow)
3. Scroll down → **Add to Home Screen**
4. Name it "BBF Portal" → tap **Add**
5. **Important:** Enable **"Open as Web App"** if prompted

On Desktop (Chrome/Edge):

1. Open `https://bbfafrica.com/portal/`
2. Click the **install icon** in the address bar
3. Click **Install**

Once installed, the app opens **fullscreen** without a browser bar — just like a native app.

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3. THE FOUR ROLES

The BBF Portal has **four access levels**, each with a different scope:

Role	Scope	Can See	Can Do
Member	Own company only	My Company, Announcements	Update own profile
District Admin	Their district only	All members in district	Approve, reject, delete registrations; post district announcements; use chat
Provincial Admin	Their province only	All districts & members in province	Same as District + create District Admins; post to any district in province
National Admin	Everything	All 9 provinces, all districts, all members	Full control; create any admin; post national announcements

Geographic hierarchy:

text

```
National
  └── Province (9 in South Africa)
    └── District Municipality (52 total)
      └── Local Municipality (216 total)
        └── Member Company (225+)
```

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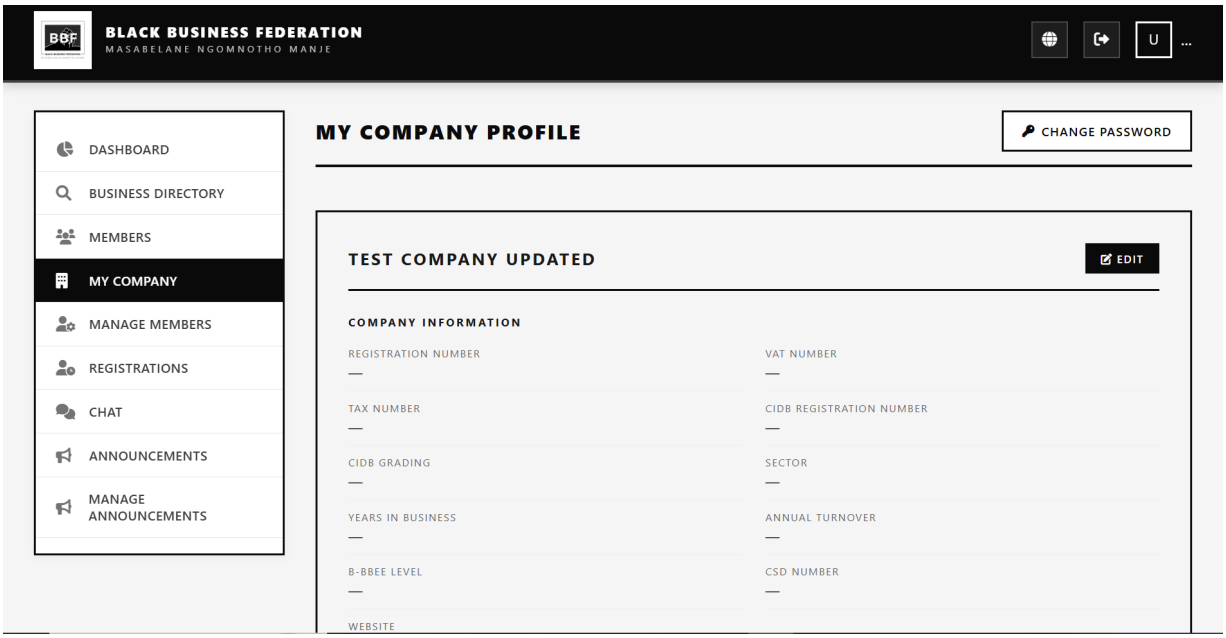
4. MEMBER GUIDE

Members see only two menu items: My Company and Announcements.

Figure 5 — My Company View



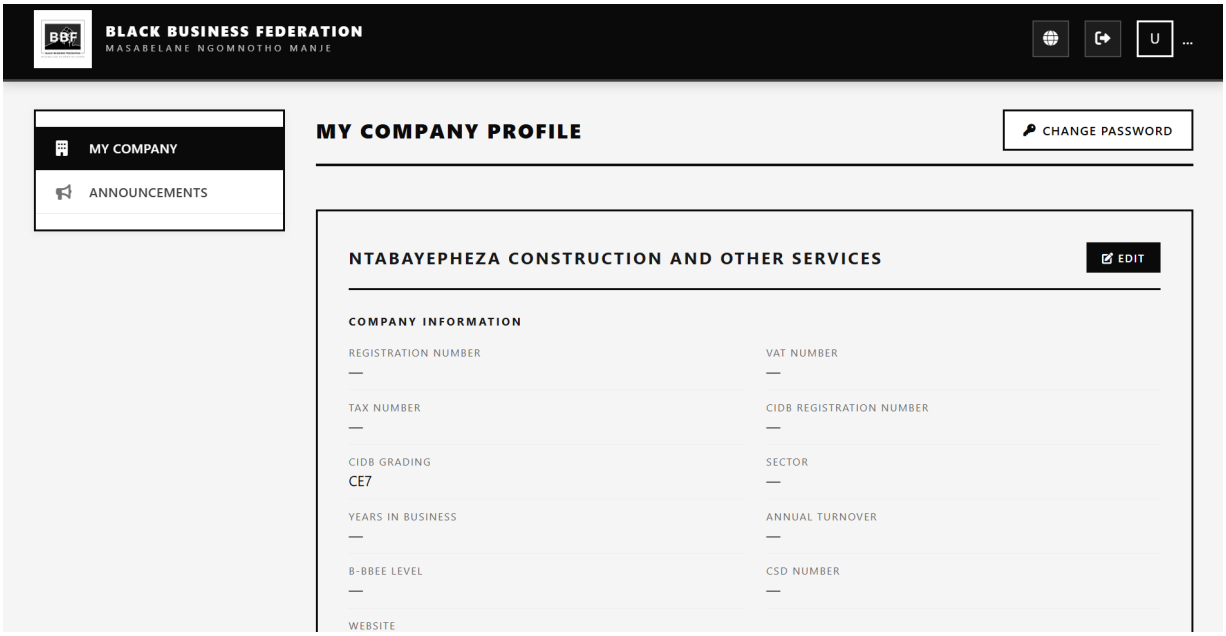
The sidebar shows only "MY COMPANY" and "ANNOUNCEMENTS". The main area displays the company profile with the Edit button.

4.1 View Your Company Profile

1. Log in as a member
2. Click **MY COMPANY** in the sidebar
3. Your company details are displayed:

- **Company Information:** Registration Number, VAT, Tax, CIDB Registration, CIDB Grading, Sector, Years in Business, Annual Turnover, B-BBEE Level, CSD Number, Website
- **Contact Information:** Company Email, Company Phone
- **Address:** Physical Address, Province, District, Local Municipality, Postal Code
- **Description**

Figure 6 — Company Profile Detail View



Shows "NTABAYEPHEZA CONSTRUCTION AND OTHER SERVICES" with the CIDB Grading displayed as "CE7".

4.2 Edit Your Company Information

1. Click the black **EDIT** button (top right)
2. A modal opens with all your company fields
3. Update any details:
   - **Company Name** (required)
   - **CIDB Registration Number** and **CIDB Grading**
   - **Province → District → Local Municipality** (cascading dropdowns)
   - Contact details
   - Documents (optional upload)
4. Click **SAVE CHANGES**

Note: Your updated information appears in the Business Directory instantly.

4.3 Change Your Password

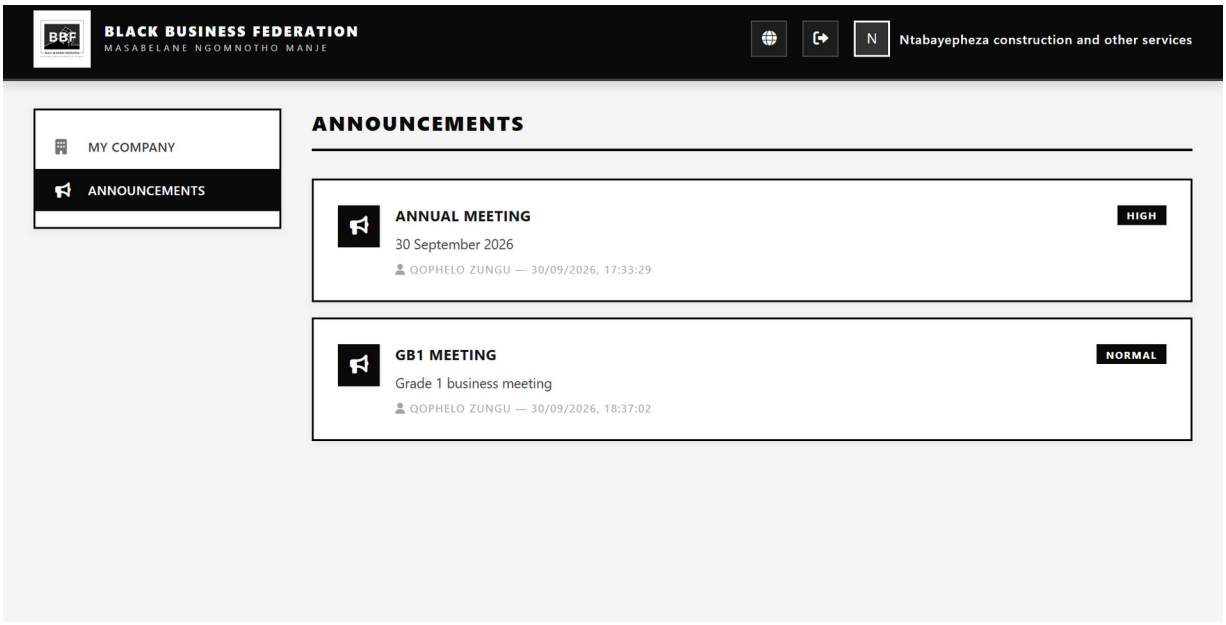
1. Click **CHANGE PASSWORD** (top right of My Company page)
2. Enter your **current password**
3. Enter your **new password** (minimum 6 characters)
4. Confirm the new password
5. Click **UPDATE PASSWORD**

4.4 View Announcements

1. Click **ANNOUNCEMENTS** in the sidebar
2. You see all announcements that apply to you:

- **National** announcements (from National Admin)
- **Provincial** announcements (from your Provincial Admin)
- **District** announcements (from your District Admin)

Figure 10 — Member Announcements



Sidebar shows only MY COMPANY and ANNOUNCEMENTS. The page displays two announcements: "ANNUAL MEETING" (HIGH priority) and "GB1 MEETING" (NORMAL priority).

Each announcement shows:

- **Title**
- **Content preview**
- **Author** (who posted it)
- **Date and time**
- **Priority badge** (HIGH / NORMAL / URGENT)

4.5 What Members CANNOT Do

- ❌ Access the Dashboard
- ❌ Access the Business Directory (only admins can)
- ❌ Access the Members list
- ❌ Access Chat or Video Calling
- ❌ Approve or reject registrations
- ❌ Post announcements

Members see only their own company and public announcements — keeping the portal simple and secure.

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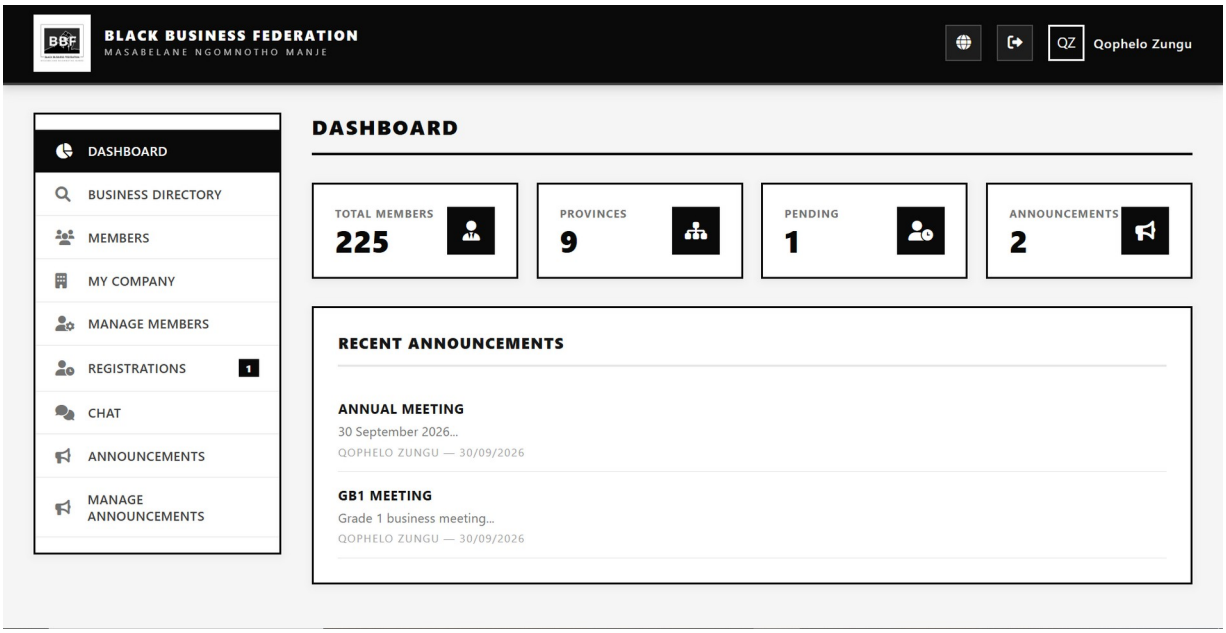
5. DISTRICT ADMIN GUIDE

District Admins have full operational control within their district. This is the **approver role** — the only role that can approve and reject registrations.

Figure 2 — District Admin Dashboard



Shows the full sidebar: Dashboard, Business Directory, Members, My Company, Manage Members, Registrations (with a "1" badge), Chat, Announcements, Manage Announcements. The dashboard shows 225 Total Members, 9 Provinces, 1 Pending, 2 Announcements.

5.1 The Dashboard

After login, you land on the Dashboard.

Four stat cards:

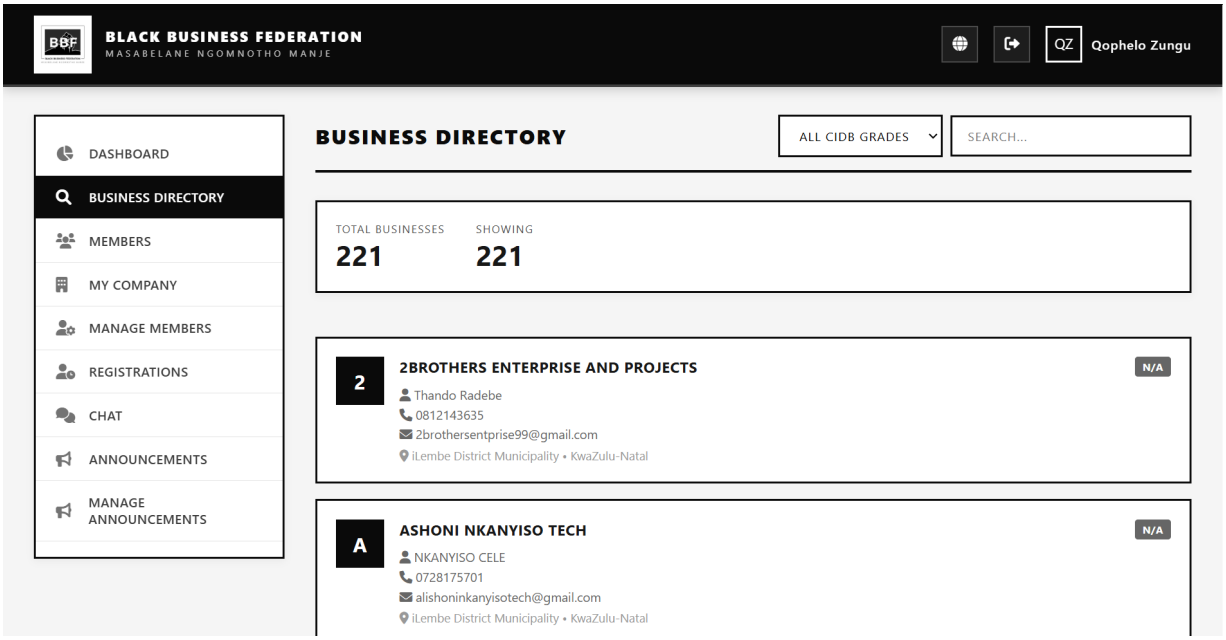
- **Total Members** — count within your scope
- **Provinces** — 9 provinces in the system
- **Pending** — number of registrations awaiting approval
- **Announcements** — active announcements in your scope

Recent Announcements — the latest 5 announcements visible to you.

5.2 Business Directory

1. Click **BUSINESS DIRECTORY** in the sidebar
2. See all companies in your district

Figure 3 — Business Directory



Shows "TOTAL BUSINESSES 221" and "SHOWING 221". Each card shows the company name, contact person, phone, email, and location. CIDB badges appear on the right.

Features:

- **Search bar** — search by name, contact person, phone, email
- **CIDB filter** — filter by grade (GB1-9, CE1-9, EB1-9, ME1-9)
- **Live counters** — Total vs Showing

Each card shows:

- Company initial (colored square)
- Company name (bold)
- Contact person with user icon
- Phone with phone icon
- Email with envelope icon
- Location (Municipality • District • Province)
- **CIDB Grading badge** (colored by type: GB=black, CE=blue, EB=red, ME=purple)

5.3 Members Directory

1. Click **MEMBERS** in the sidebar
2. See a table of all members in your district

Figure 4 — Member Directory

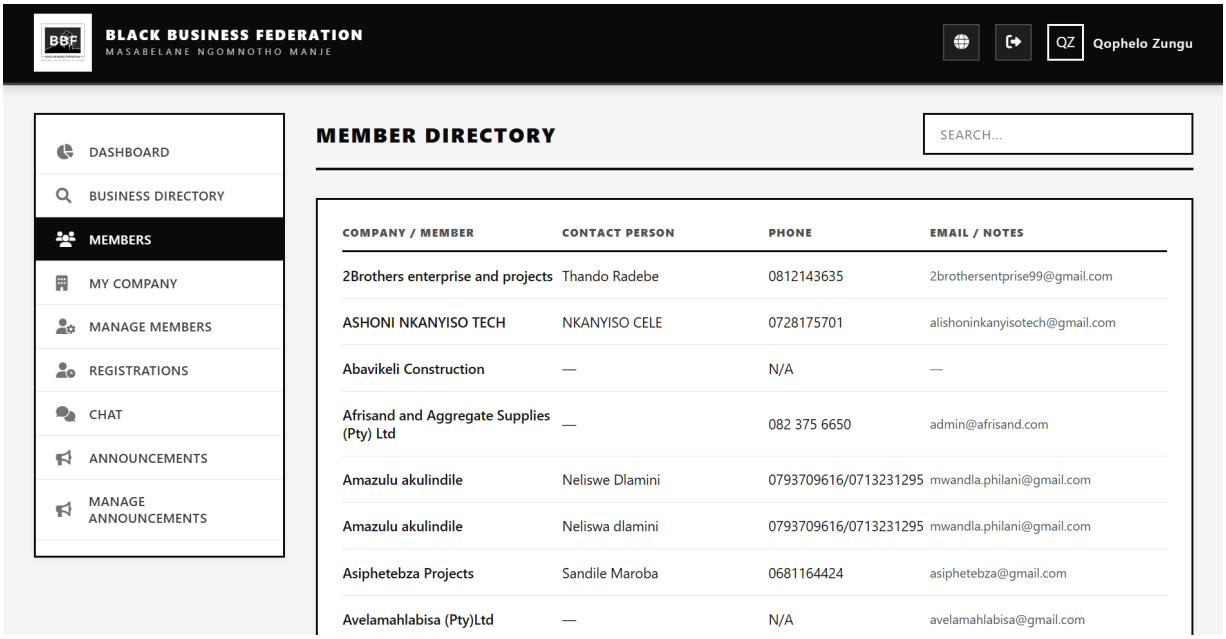


Table with columns: COMPANY/MEMBER, CONTACT PERSON, PHONE, EMAIL/NOTES.

Each row shows:

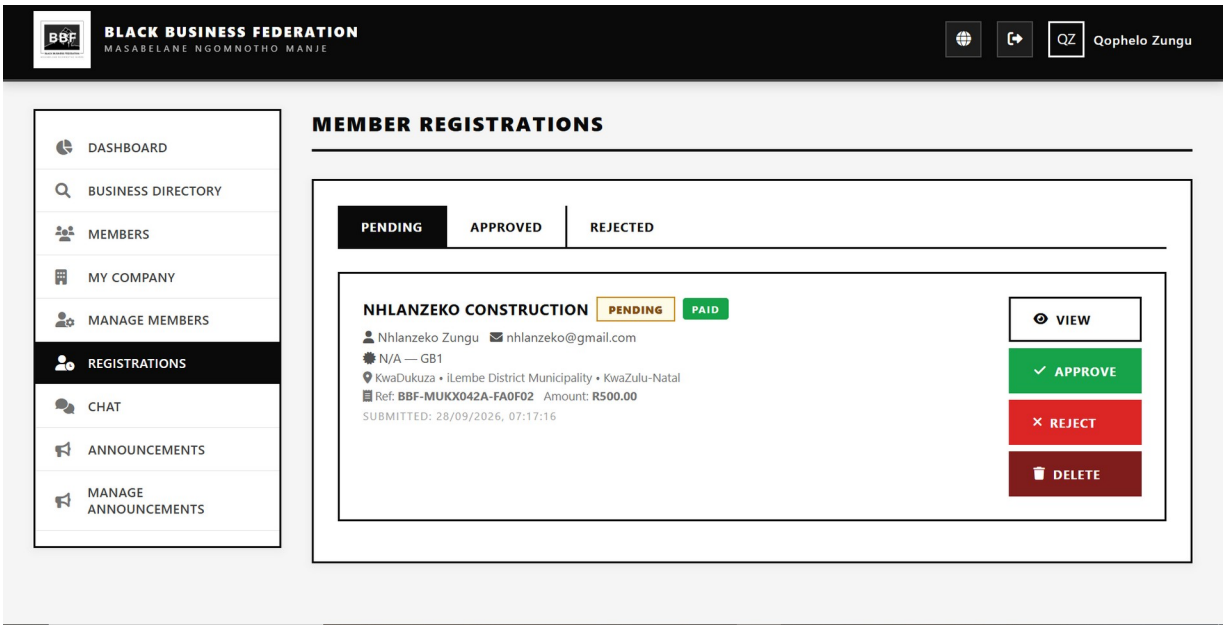
- Company name
- Contact person
- Phone number
- Email

5.4 Review & Approve Registrations

This is the most important District Admin function.

1. Click **REGISTRATIONS** in the sidebar (the "1" badge shows pending count)
2. The **PENDING** tab is selected by default

Figure 8 — Member Registrations



Shows one pending registration: "NHLANZEKO CONSTRUCTION" with PENDING and PAID badges. Four action buttons on the right: VIEW, APPROVE (green), REJECT (red), DELETE (dark red).

Each registration card shows:

- **Company Name**
- **Status badges:** PENDING (yellow), PAID (green), or AWAITING PAYMENT (orange)
- **Contact person** and **Email**
- **CIDB number and grading**
- **Location:** Local Municipality • District • Province
- **Payment reference** (e.g., BBF-MUKX042A-FA0F02)
- **Amount:** R500.00
- **Submission timestamp**

Four action buttons:

Button	Color	Action
VIEW	White outline	Open full details (documents, all fields)
APPROVE	Green	Create the member account — user can now log in
REJECT	Red	Reject with a reason (sent via email)
DELETE	Dark red	Permanently remove the registration

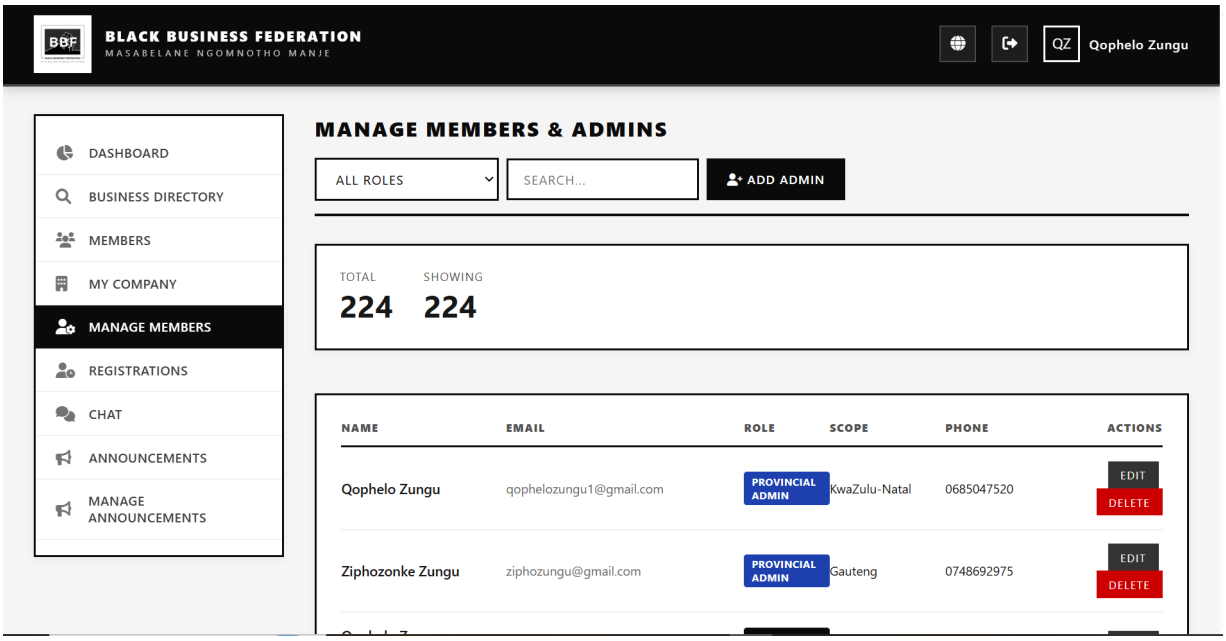
Approval workflow:

text
User submits registration
↓
Status: PENDING / AWAITING PAYMENT
↓
Admin verifies payment received
↓
Clicks MARK PAID (if needed)
↓
Status changes to PAID
↓
APPROVE button becomes active
↓
Admin clicks APPROVE
↓
Member account created
↓
User receives welcome email
↓
User can now log in

5.5 Manage Members & Admins

1. Click **MANAGE MEMBERS** in the sidebar

Figure 7 — Manage Members & Admins



Shows "TOTAL 224" and "SHOWING 224". The table lists all users with columns: NAME, EMAIL, ROLE, SCOPE, PHONE, ACTIONS. Each row shows a role badge (blue "PROVINCIAL ADMIN" or similar) and EDIT/DELETE buttons.

Features:

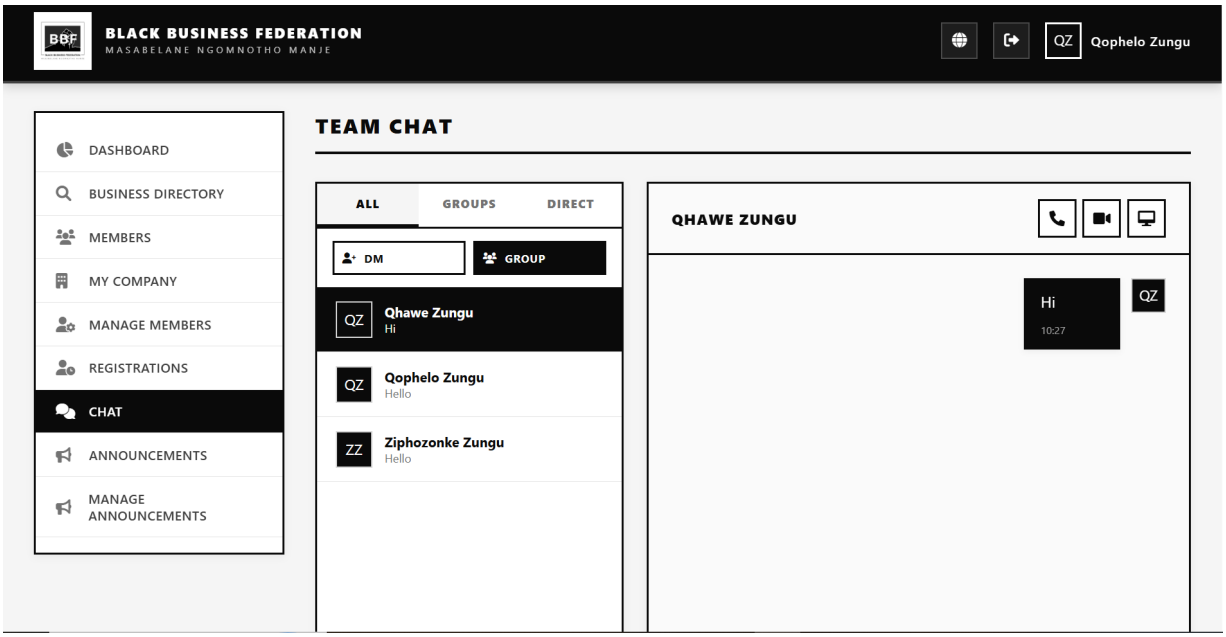
- **Role filter dropdown** — All Roles / National / Provincial / District / Member
- **Search bar** — search by name or email
- **ADD ADMIN button** — create new admins (if you have permission)
- **Table columns:** Name, Email, Role, Scope, Phone, Actions

Note: A District Admin cannot create other admins (no ADD ADMIN button). Only National and Provincial admins can.

5.6 Chat & Video Calls

1. Click **CHAT** in the sidebar
2. Chat is **admin-only** — you can only message other admins

Figure 9 — Team Chat



Left panel shows conversations list (Qhawe Zungu "Hi", Qophelo Zungu "Hello", Ziphozonke Zungu "Hello"). Right panel shows the active conversation with call buttons (phone, video, screen share) at the top.

Features:

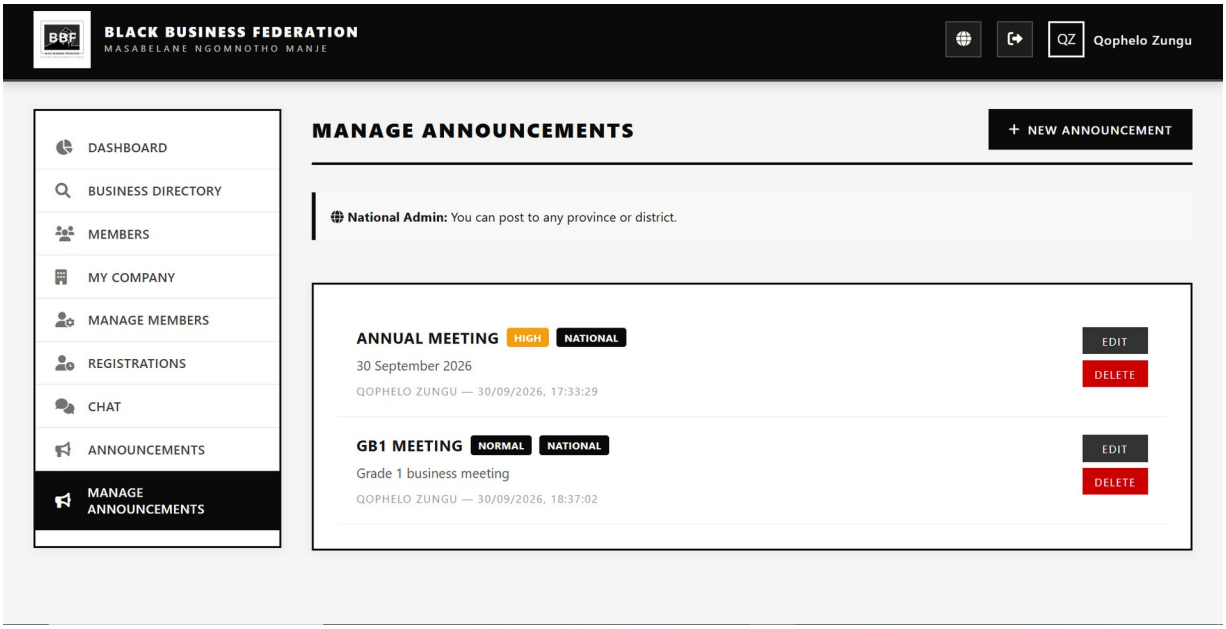
- **All / Groups / Direct tabs** — filter conversations
- **DM button** — start a direct message
- **GROUP button** — create a group chat
- **Call buttons** (top right):
  - 🎙️ **Voice call**
  - 📹 **Video call**
  - 🖥️ **Screen share**

Chat is restricted to admins only — members cannot access this feature.

5.7 Post Announcements

1. Click **MANAGE ANNOUNCEMENTS** in the sidebar
2. Click the black **+ NEW ANNOUNCEMENT** button (top right)

Figure 11 — Manage Announcements



Shows the info banner: "District Admin: You can only post to iLembe District". The announcement list shows existing announcements with priority badges (HIGH/NORMAL) and scope badges (DISTRICT).

Fill in the form:

- **Title** (required)
- **Content** (required, textarea)
- **Priority:** Low / Normal / High / Urgent
- **Scope notice:** Displays "District: [your district]" automatically

Click Publish → only members in your district see it.

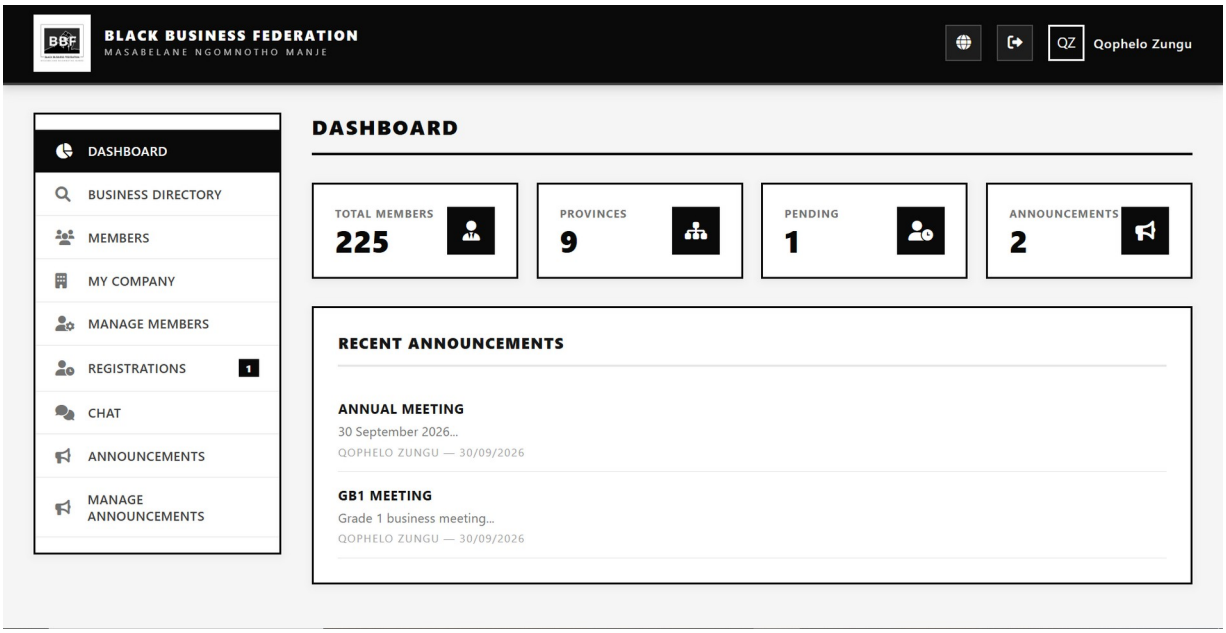
5.8 What District Admins CANNOT Do

- ❌ Create other admins
- ❌ See data outside their district
- ❌ Post announcements to other districts
- ❌ Manage National or Provincial admins

6. PROVINCIAL ADMIN GUIDE

Provincial Admins see everything a District Admin sees, **plus** they can manage multiple districts.

Figure 12 — Provincial Admin Portal View



The header shows "Qophelo Zungu" with the "QZ" avatar. The sidebar shows all admin options. The Business Directory displays 221 businesses.

6.1 Scope

You see only your province, but you can switch between districts within it.

Example: A KwaZulu-Natal Provincial Admin sees:

- All 11 KZN districts
- All members in KZN
- All KZN registrations
- All KZN announcements

But **not** Gauteng, Western Cape, etc.

6.2 Create District Admins

1. Go to **MANAGE MEMBERS**
2. Click **ADD ADMIN**

3. Fill in the form:

- **Full Name**
- **Email**
- **Password** (min 6 characters)
- **Role:** District Admin (only option available)
- **Province:** locked to your province
- **District:** choose from dropdown
- **Phone** and **Job Title** (optional)

4. Click **CREATE**

The new District Admin can now log in and manage their district.

6.3 Post Announcements to Any District

1. Go to **MANAGE ANNOUNCEMENTS → + NEW ANNOUNCEMENT**
2. Fill in Title, Content, Priority
3. **Province:** locked to your province
4. **District:** dropdown with two options:

- **Whole Province (11 districts)** — all districts see it
- **Specific district** — only that district sees it

5. Click **PUBLISH**

6.4 What Provincial Admins CANNOT Do

- ❌ See data outside their province
- ❌ Create other Provincial Admins (only National can)
- ❌ Manage the National Admin

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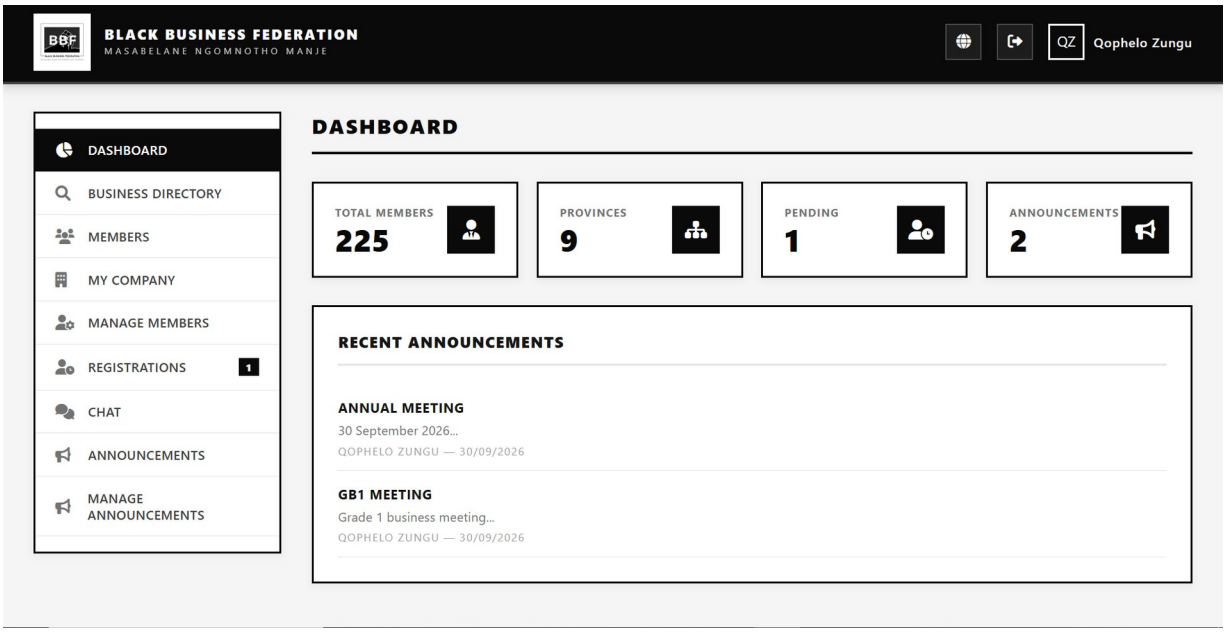
7. NATIONAL ADMIN GUIDE

The National Admin has **full control** over the entire portal.

Figure 13 — National Admin Dashboard



Shows 225 Total Members, 9 Provinces, 1 Pending, 2 Announcements. Sidebar shows all admin options.

7.1 Scope

Everything. All 9 provinces, all 52 districts, all 216 municipalities, all 225+ members.

7.2 Create Any Admin

1. Go to **MANAGE MEMBERS → ADD ADMIN**
2. Role dropdown shows **two options:**

- **Provincial Admin** — assign to any province
- **District Admin** — assign to any district

To create a Provincial Admin:

- Role: Provincial Admin
- Province: Choose from all 9 provinces

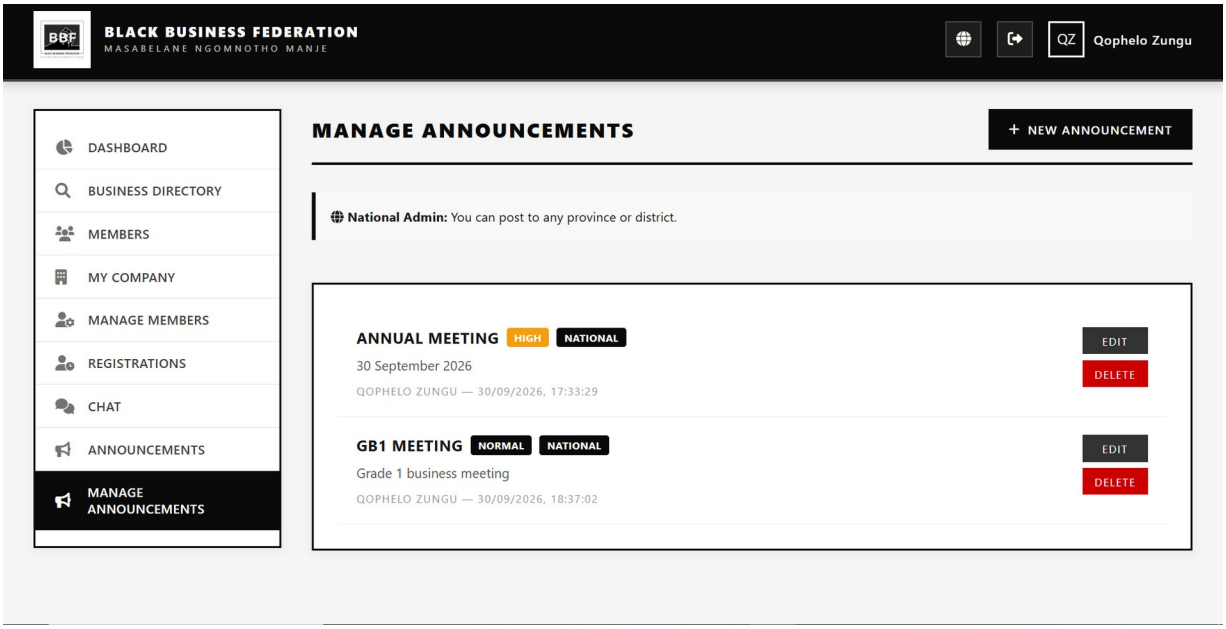
To create a District Admin:

- Role: District Admin
- Province: Choose from all 9
- District: Cascades from the chosen province

7.3 Post Anywhere

1. Go to **MANAGE ANNOUNCEMENTS → + NEW ANNOUNCEMENT**

Figure 14 — National Admin Manage Announcements



Shows the info banner: "National Admin: You can post to any province or district." The list shows announcements with HIGH/NORMAL priorities and NATIONAL scope badges.

In the modal:

- **Province:** All Provinces (National) or specific province
- **District:** All Districts in Province or specific district

Scope options:

Province	District	Result
(blank)	(blank)	**National** — all users see it
KZN	(blank)	**Provincial** — all KZN users
KZN	iLembe	**District** — only iLembe users

7.4 Assign Roles

1. Go to **MANAGE MEMBERS**
2. Find the user
3. Click **EDIT**
4. Change the **Role** dropdown
5. Save

You can promote:

- Member → District Admin
- Member → Provincial Admin
- Any admin → Any other role

7.5 Everything Else

National Admin has access to all features of District and Provincial admins, plus the ability to manage any user in the system.

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8. TEAM CHAT & CALLS

Chat is admin-only. Members do not have access.

8.1 Open Chat

1. Click **CHAT** in the sidebar
2. You see the conversations list on the left

8.2 Start a Direct Message (DM)

1. Click the **DM** button at the top of the conversation list
2. A modal opens showing all admins
3. Each admin shows:
   - Avatar, name, email
   - **Role badge:** [NATIONAL] / [PROVINCIAL] / [DISTRICT]
   - **Scope:** Province or District name
4. Click an admin to start a DM

8.3 Create a Group

1. Click the **GROUP** button
2. Enter a group name
3. Select multiple admins
4. Click **Create**

8.4 Voice & Video Calls

Within any conversation, click the icon at the top right:

- 🎙️ **Voice call** — audio only
- 📹 **Video call** — video + audio
- 🖥️ **Screen share** — share your screen

Note: Calls require HTTPS (which your site now has).

8.5 File Sharing

- Click the 📎 paperclip icon
- Select files (PDF, DOC, DOCX, JPG, PNG)
- Send with an optional message

8.6 Reactions & Replies

- Hover over any message → click the emoji icon
- Choose an emoji to react

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9. PUSH NOTIFICATIONS

Push notifications give you instant updates on your phone or desktop.

9.1 Enable Notifications

The first time you open the portal in your installed app:

1. A yellow banner appears at the top: 🔔 **Enable Notifications**
2. Click **Enable**
3. Your browser prompts: **"Allow notifications?"**
4. Click **Allow**

If you missed the prompt:

- **Chrome:** Click 🔒 padlock → Site settings → Notifications → Allow
- **iPhone:** Settings → BBF Portal → Notifications → Allow

9.2 What You'll Receive

Trigger	Who Gets Notified
New registration submitted	District Admins, Provincial Admins, National Admin in that district
New announcement posted	All users in the announcement's scope
New chat message (when you're offline)	The message recipient

9.3 Sample Notification

text

```
┌──────────────────────────────────────┐
│ 📋 New Registration                  │
│ Nhlanzeko Construction is awaiting   │
│ approval                             │
│                                      │
│ [Open BBF Portal]                    │
└──────────────────────────────────────┘
```

Tap the notification → the portal opens directly to the relevant page.

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10. TROUBLESHOOTING

Q1. I forgot my password. What do I do?

Click **FORGOT PASSWORD?** on the login page. A reset link is sent to your registered email.

Q2. The portal asks me to log in every time.

- Ensure you accepted cookies when first logging in
- Clear cookies for `bbfafrica.com` and log in fresh
- Install the PWA to your home screen for persistent login

Q3. I'm not getting notifications.

- **iPhone:** Make sure the app is **installed to the Home Screen** (not just open in Safari)
- **Android:** Check that notifications are allowed in Chrome settings
- **Desktop:** Check your OS notification settings (Focus Assist / Do Not Disturb)

Q4. Chat messages won't send.

- Ensure you're connected to the internet
- Refresh the page (F5)
- Check that the WebSocket connection is active

Q5. The portal looks broken on my phone.

- Try landscape orientation
- Use the PWA version (installed to Home Screen)
- Report the issue with a screenshot

Q6. I can't see members outside my district.

This is **by design**. You only see data within your scope:

- District Admin → District only
- Provincial Admin → Province only
- National Admin → All

Q7. Someone registered but I don't see them.

- The registration may still be **PENDING** — check the Registrations page
- Ensure you're viewing the correct district/province
- If they were rejected, check the REJECTED tab

Q8. How do I delete a registration?

Only **National** and **District** admins can delete registrations. Click the red **DELETE** button on the registration card.

📞 SUPPORT

For technical issues:

- Email: qophelozungu@gmail.com
- Portal: https://bbfafrica.com

For membership queries:

- WhatsApp: available 7AM-7PM weekdays
- Phone: available 8AM-5PM weekdays

✅ QUICK REFERENCE CARD

I want to...	Role required	Where
View my company	Member	My Company
Update my details	Member	My Company → Edit
See announcements	Member	Announcements
Approve a registration	District Admin	Registrations → Approve
Post a district announcement	District Admin	Manage Announcements
Create a District Admin	Provincial Admin	Manage Members → Add Admin
Post to any district	Provincial Admin	Manage Announcements
Create any admin	National Admin	Manage Members → Add Admin
Post nationally	National Admin	Manage Announcements
Use chat	Any admin	Chat
Voice/video call	Any admin	Chat → Call buttons

END OF MANUAL

For updates to this manual, contact the National Admin.

Appendix A — Business Registration Guide

The portal registration process is completed in four stages: **Account** → **Company** → **Documents** → **Payment**. Complete each stage in order and use the navigation buttons at the bottom of the registration form to continue.

1

ACCOUNT

Create your user account with personal and login details.

2

COMPANY

Enter your company, contact and geographic information.

3

DOCUMENTS

Upload supporting registration and compliance documents.

4

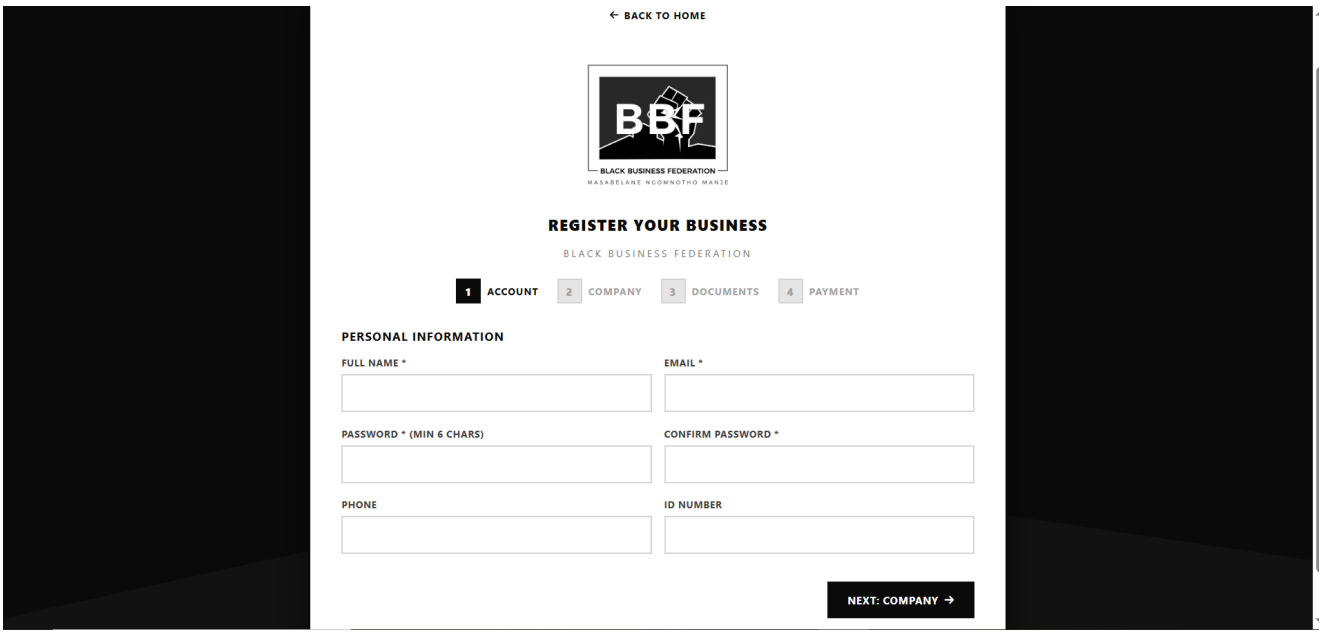
PAYMENT

Select a payment method and submit the R500 once-off admin fee.

Before you start
Have your personal details, company registration information and supporting documents available. The registration screens shown in this guide are based on the current BBF portal registration flow.

Step 1 — Account

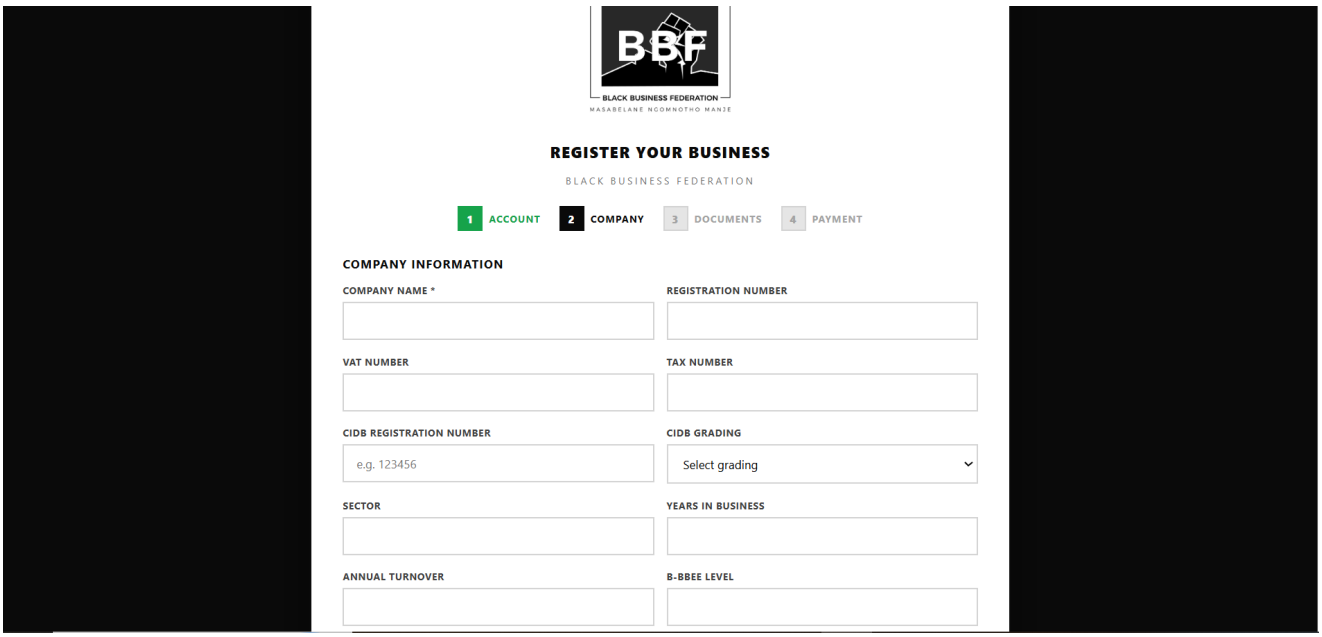
Enter your personal information.
Complete Full Name, Email, Password, Confirm Password, Phone and ID Number. The password must be at least 6 characters. Select **NEXT: COMPANY** to continue.



Portal registration screen — Step 1 — Account

Step 2 — Company Information (Part 1)

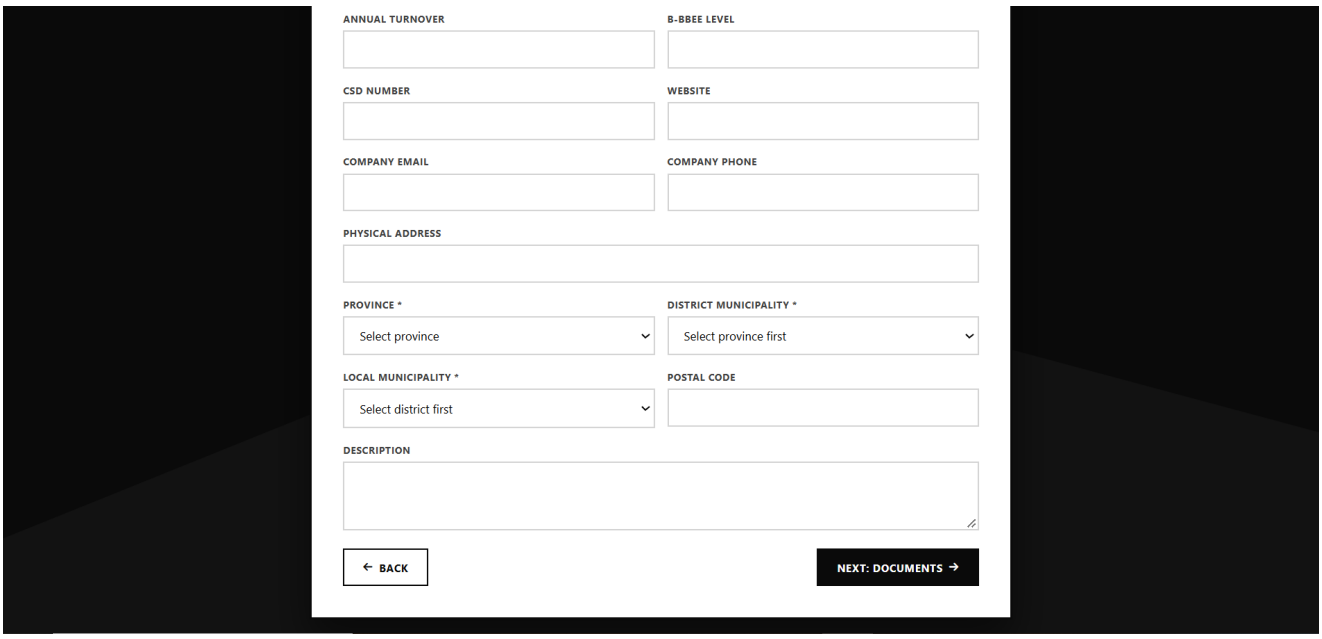
Enter the core company information.
Complete Company Name, Registration Number, VAT Number, Tax Number, CIDB Registration Number, CIDB Grading, Sector, Years in Business, Annual Turnover and B-BBEE Level.



Portal registration screen — Step 2 — Company Information (Part 1)

Step 2 — Company Information (Part 2)

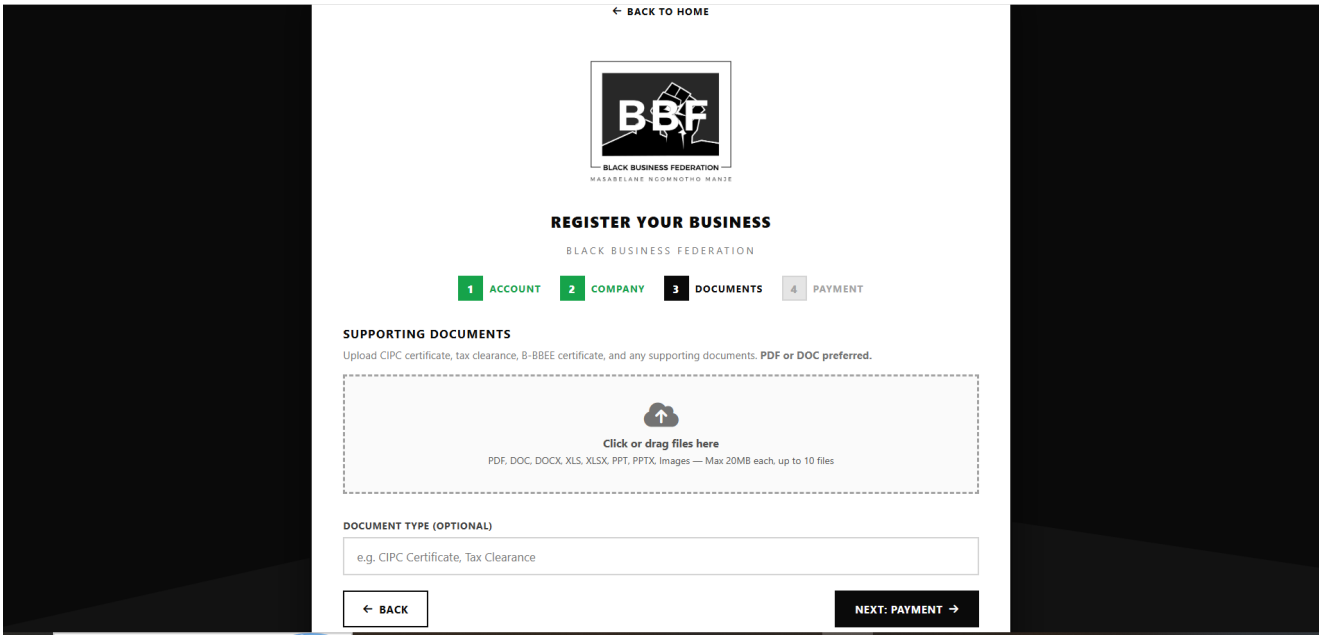
Complete the remaining company details.
Enter CSD Number, Website, Company Email, Company Phone, Physical Address, Province, District Municipality, Local Municipality, Postal Code and Description. The geographic fields use cascading selections. Select **NEXT: DOCUMENTS** to continue.



Portal registration screen — Step 2 — Company Information (Part 2)

Step 3 — Supporting Documents

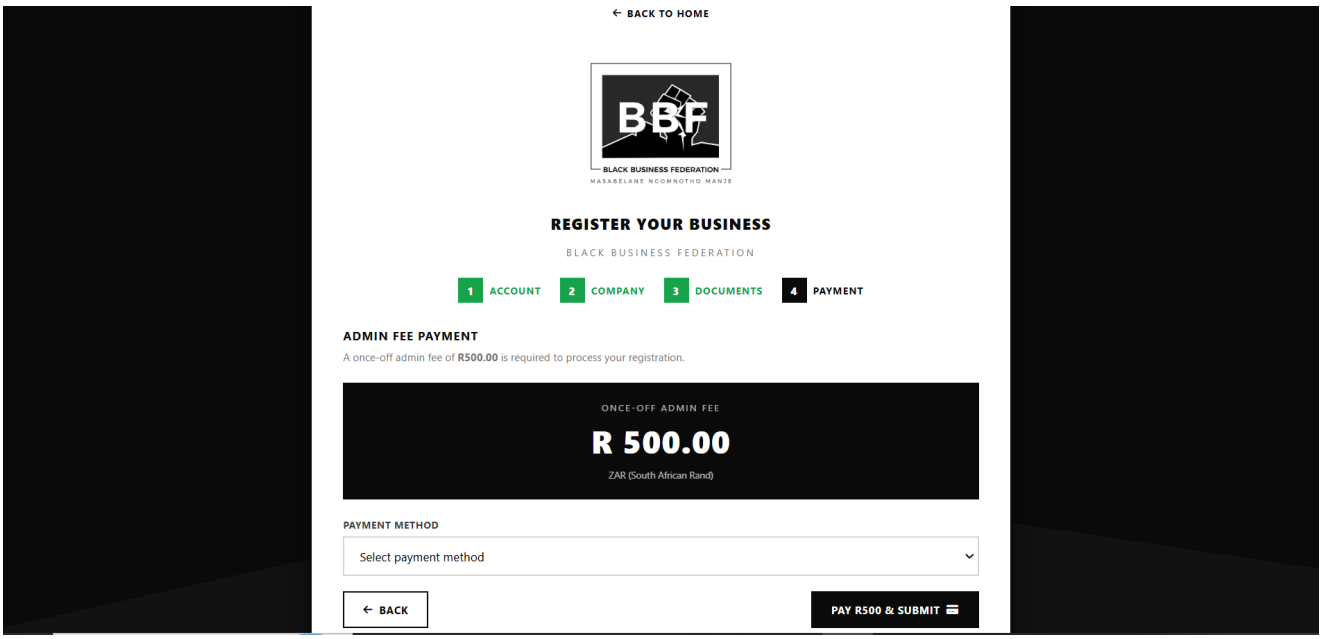
Upload supporting documents.
The registration screen provides an upload area for CIPC certificates, tax clearance, B-BBEE certificates and other supporting documents. A document type can be entered where applicable. Select **NEXT: PAYMENT** to continue.



Portal registration screen — Step 3 — Supporting Documents

Step 4 — Payment & Submission

Complete the registration payment.
The screen shows a once-off admin fee of **R500.00**. Select a payment method, then choose **PAY R500 & SUBMIT** to submit the registration.



Portal registration screen — Step 4 — Payment & Submission