

GMA Automated Tender Management (TendaSwift) System Manual

Version 2

October 2023

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1. Introduction

The GMA tender management system (TendaSwift) is a secure and easy-to-use platform that helps potential suppliers submit bids online. It has a Supplier Registration feature which serves as a gateway to RFP documents and bid submissions.

2. Purpose

The purpose and scope of this procedure manual is to take the User through the procedure to perform the following:

- User Registration Process
- Unpaid User Access Process
- Paid User Access Process
- Access the Payment Details
- Password Reset Process
- Adding a Collaborator Process
- Bid Submission Process
- Optimisation Process
- Tender Questions and Answers process
- Contact Us process

3. Business Process

1. Payment and after-the-payment processes

1.1. Step 1: User Registration and Payment Details

Registration: Users, or the main company contact person must register on the portal for access to the payment details. The user must provide the following details :- , i) company details, ii) contact information, and iii) a valid email address.

Payment Details Access: Upon successful registration, users gain access to the payment details section of the portal where they can view payment instructions, including the specified bank account information.

1.2. Step 2: Making Payment

Bidders should transfer the specified amount to the provided bank account details using their unique Company Name as the payment reference for proper payment tracking.

1.3. Step 3: Document Completion and Submission

Bidders must complete, sign and submit a Confidentiality and Non-Disclosure Agreement (CNDA) as part of the verification requirements . The CNDA can be downloaded from the portal.

Form Completion: Complete and sign the CNDA, providing accurate and complete information as required.

- 1.4. Submission via Email: Submit the POP and signed CNDA via the dedicated email address (tenderdocumentspop@gautrain.co.za). Include the User's Company Name and Tender Number in the email subject for ease of identification.

1.5. Step 4: Verification and Access Granting

Document Verification: After you have made your payment and we have received it, we still need to review and verify the [documents](#) you submitted with the POP.

Typically, the document verification process takes up to 3 business days. Once this process is complete, a notification email will be sent to confirm that the funds have been received, verified and grant you full access to the TendaSwift system. Please note, we DO NOT verify payments on weekends or public holidays.

If there is no issue with the document verification, the entire payment processing time (from when you transfer the funds until we receive your funds) will take 2-3 [business days](#). Any clarification or additional information required is communicated to the user promptly.

1.5.1. Access Granting: Upon successful payment verification, the user is granted full access to the tender system via an email notification.

2. Refunds on the Tender Documents

The tender document fee is non-refundable under no circumstances. Therefore, users will not be eligible for refunds if they pay the tender document fee.

3. Adding a collaborator to upload bid response documents

A collaborator is a person who is employed and/or contracted by a Bidder and is invited by the primary user to assist them in uploading documents on the TendaSwift. The invitation to collaborate is via an access link. The invited persons are restricted from resharing the access link provided to them. A collaborator will have access to the TendaSwift system, therefore the Bidder shall be liable for any unauthorised access to the TendaSwift, arising as a result of resharing the link, which may cause harm or loss to the GMA and/or its data.

Note: Please be aware that the collaborator has the ability to remove the documents they have submitted. However, the main bidder will not receive any notifications when this action takes place.

4. Removing/ Moving a collaborator from a Bidder

A collaborator can move from one Bidder to another within the GMA TendaSwift system. However, the movement can be done only after they have been officially removed from their current affiliation / Company. Access to the current Bidder will be terminated, and granted to the new Bidder.

5. Moving/removing the primary User from a Bidder

The primary user is responsible for inviting and removing collaborators. When transferring or removing the primary user from one Bidder to another, it is important to note that the Bidder will be without a primary user during this transition. Therefore, this functionality can only be done by GMA at the request of the Bidder. A new replacement primary user must be provided when there is a request to remove the primary user.

6. Uploading of Documents

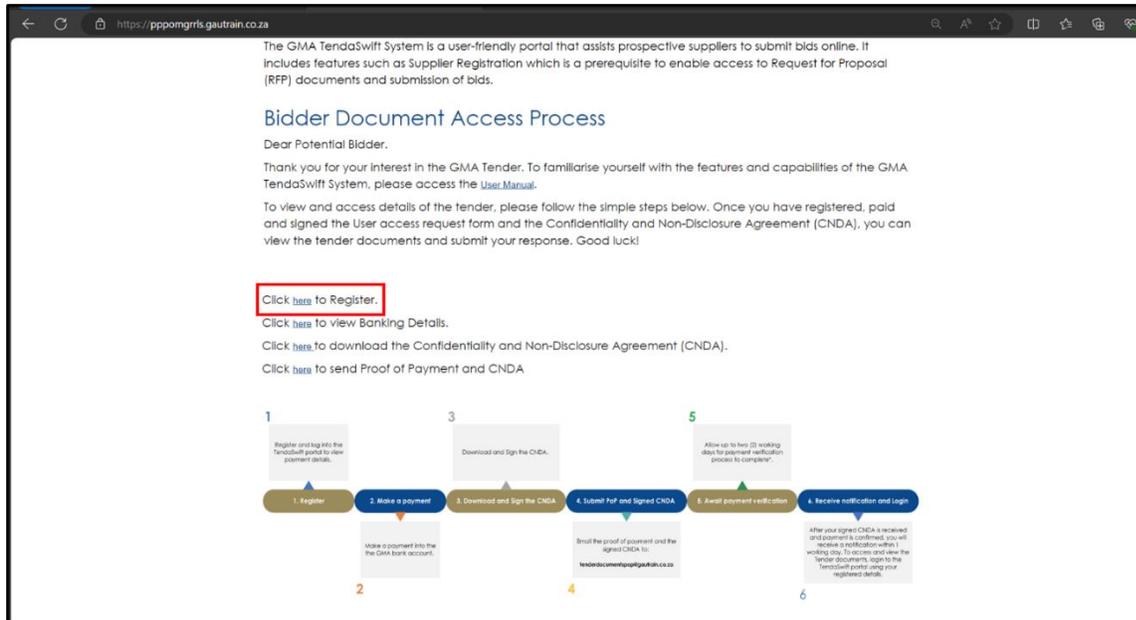
The primary user and collaborators can upload documents. Collaborators / Co authors within the same Bidding company can view documents uploaded by their counterparts, only the Primary user can manage the documents belonging to a removed collaborator. The Primary User cannot manage documents belonging to a collaborator who has not been removed from their company.

4. The User Registration Process

To sign up for the TendaSwift Portal, please follow these steps:

- A. Access the GMA tender management system using the provided web address:
<https://pppomgrls.gautrain.co.za/>
- B. Once you land on the home page, navigate to the bottom of the page and go through the outlined steps for your understanding of the expected process leading to registration.

C. Click on the "Click Here to Register" link to begin the registration process.



The GMA TendaSwift System is a user-friendly portal that assists prospective suppliers to submit bids online. It includes features such as Supplier Registration which is a prerequisite to enable access to Request for Proposal (RFP) documents and submission of bids.

Bidder Document Access Process

Dear Potential Bidder,

Thank you for your interest in the GMA Tender. To familiarise yourself with the features and capabilities of the GMA TendaSwift System, please access the [User Manual](#).

To view and access details of the tender, please follow the simple steps below. Once you have registered, paid and signed the User access request form and the Confidentiality and Non-Disclosure Agreement (CNDA), you can view the tender documents and submit your response. Good luck!

[Click here to Register.](#)

[Click here](#) to view Banking Details.

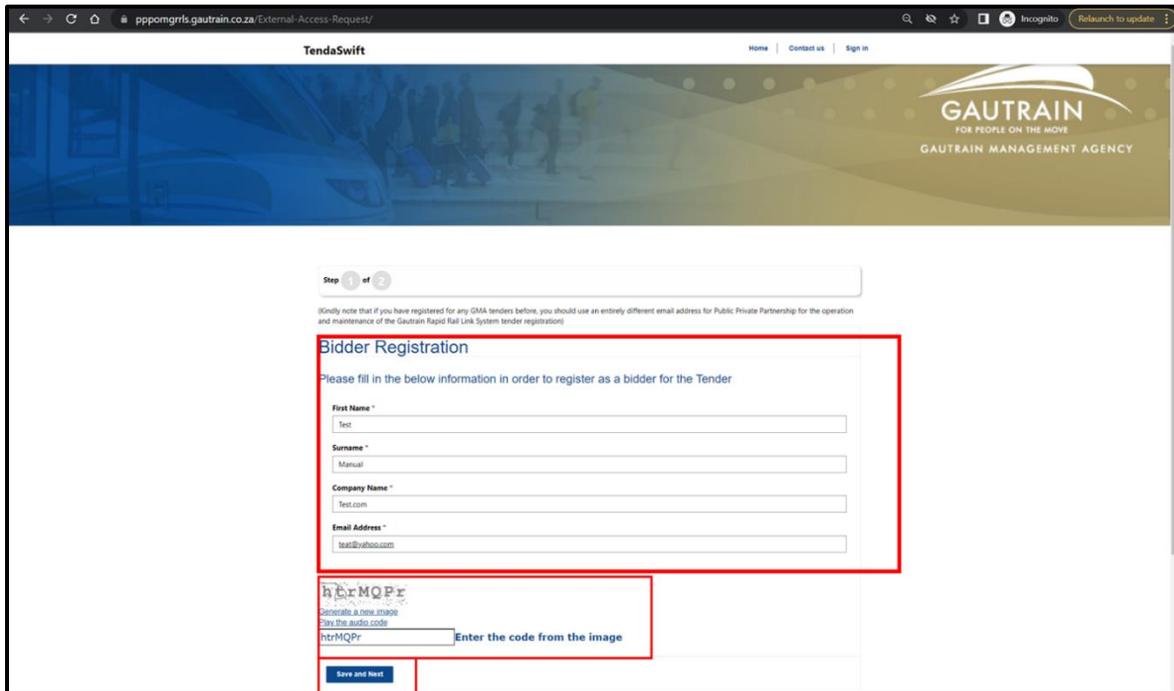
[Click here](#) to download the Confidentiality and Non-Disclosure Agreement (CNDA).

[Click here](#) to send Proof of Payment and CNDA

1. Register
Register and log into the TendaSwift portal to view payment details.
2. Make a payment
Make a payment into the the GMA bank account.
3. Download and sign the CNDA
Download and sign the CNDA.
4. Submit POP and Signed CNDA
Email the proof of payment and the signed CNDA to: tenders@ppomgrfs.gautrain.co.za
5. Awaiting payment verification
Allow up to two (2) working days for payment verification process to complete.
6. Receive notification and login
After your signed CNDA is received and payment is confirmed, you will receive a notification when it's working. To access and view the tender documents login to the TendaSwift portal using your registered details.



D. Capture all the information in the required fields and then click the "Save and Next" button.



The screenshot shows a web browser window with the URL `pppomgrfs.gautrain.co.za/External-Access-Request/`. The page title is "TendaSwift". The header includes navigation links for "Home", "Contact us", and "Sign in". The main content area is titled "Bidder Registration" and is part of a two-step process (Step 1 of 2). A note states: "Kindly note that if you have registered for any (GMA tenders before, you should use an entirely different email address for Public Private Partnership for the operation and maintenance of the Gautrain Rapid Rail Link System tender registration)". The form contains the following fields:

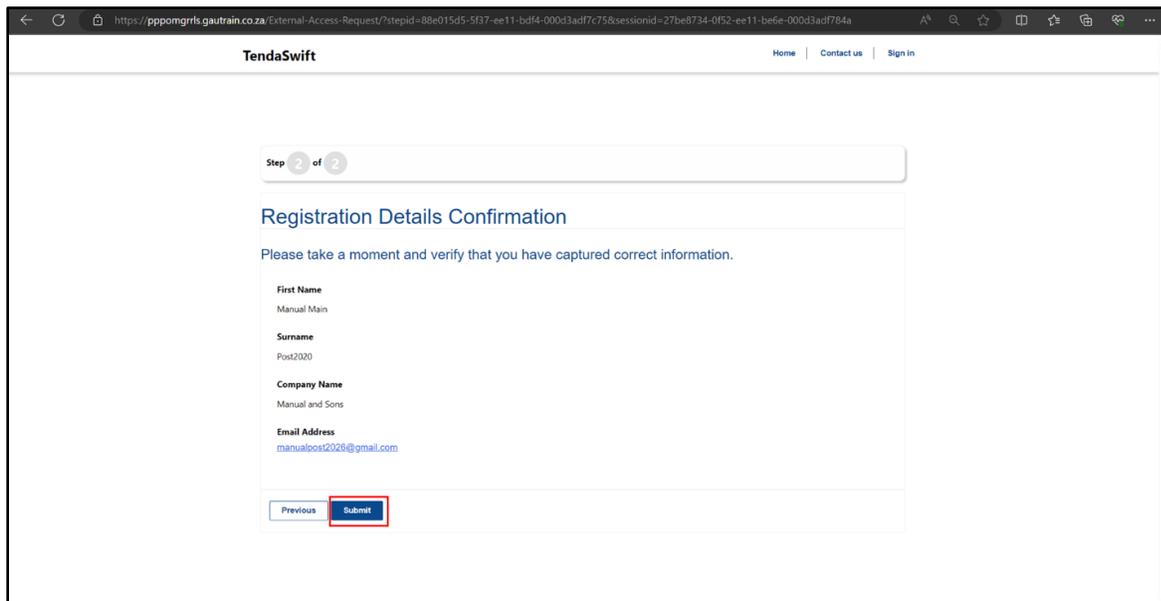
- First Name ***: Text input field with "Text" as the placeholder.
- Surname ***: Text input field with "Manual" as the placeholder.
- Company Name ***: Text input field with "Text.com" as the placeholder.
- Email Address ***: Text input field with "text@yaho.com" as the placeholder.

Below the form is a CAPTCHA image with the code "htrMQPPr". A text input field contains the code, and a label "Enter the code from the image" is positioned to its right. A "Save and Next" button is located at the bottom left of the form area.

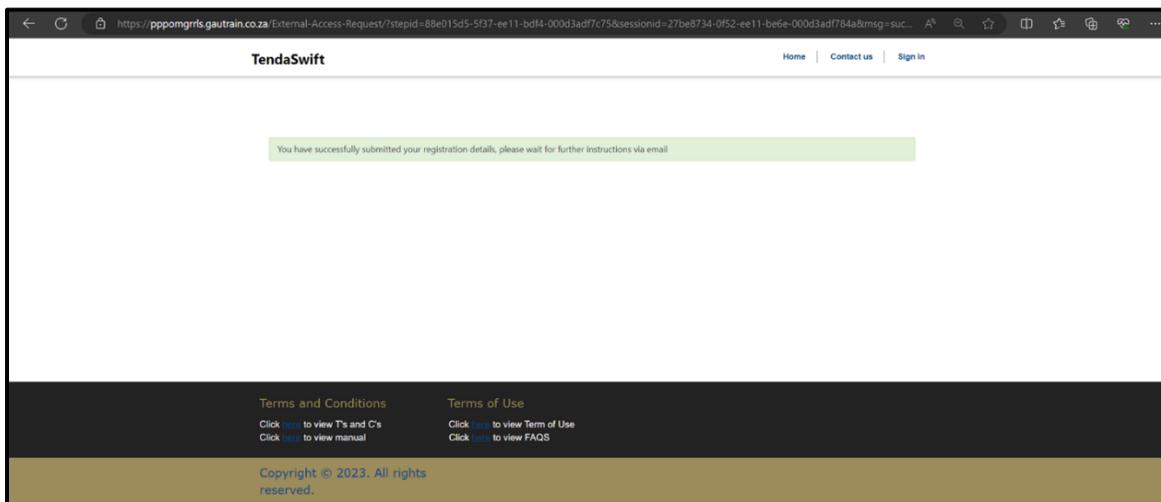
E. Verify the information you have entered in the captured fields

E.1. Should you need to update the information, click on "Previous" and follow step 4 above.

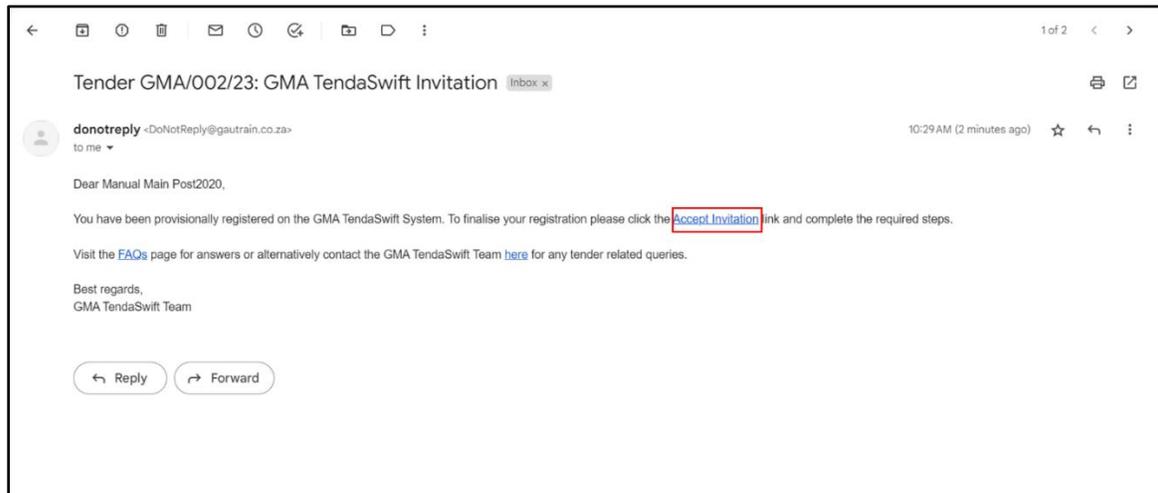
E.2. Otherwise, click the "Submit" button.



F. The registration has been successfully submitted.



- G. An invitation notification will be sent to the email address you provided on registration.
- H. Access the email inbox and click on the “*Accept Invitation*” link to accept the invitation. Please also check your junk mail if the invitation email is not in your inbox.



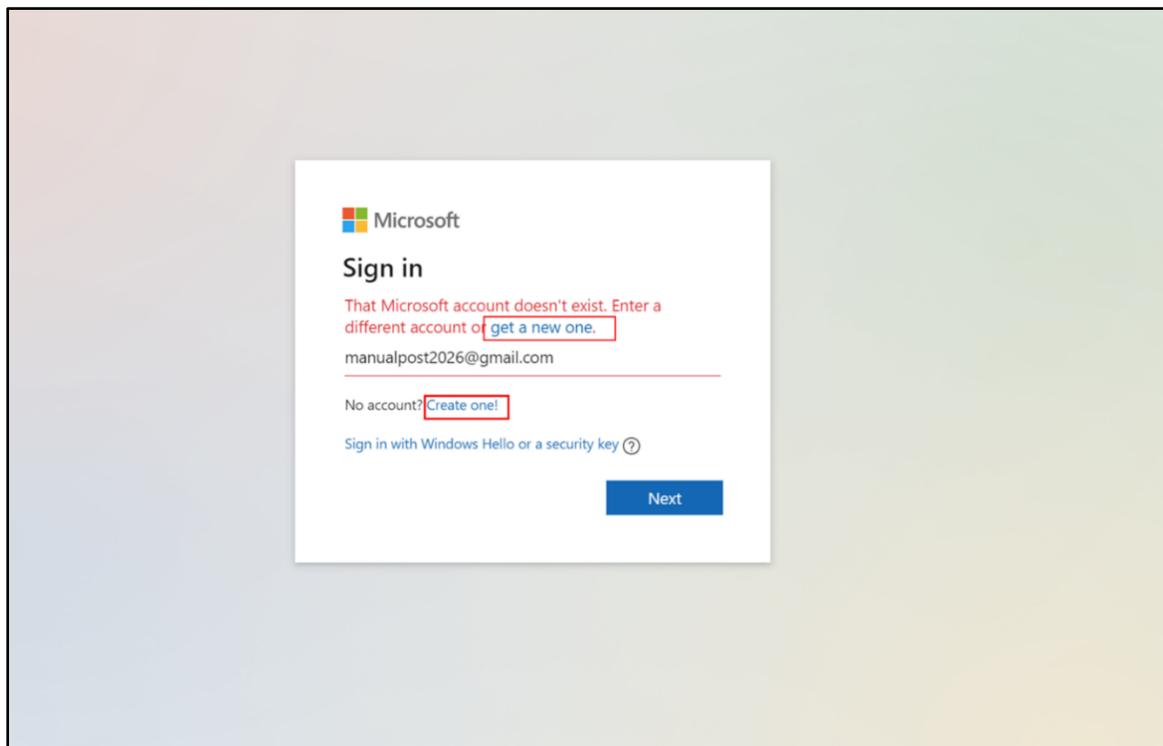
Important Note: Non-Microsoft Account holders should follow the steps outlined in Section 4.2, while Microsoft Account holders should proceed with the steps detailed in Section 4.1. Users with existing office 365 should preferably access the portal in private mode if they are using a different account from their office 365 account to prevent Microsoft from picking their office 365 account.

4.1. Non - Microsoft Accounts Procedure

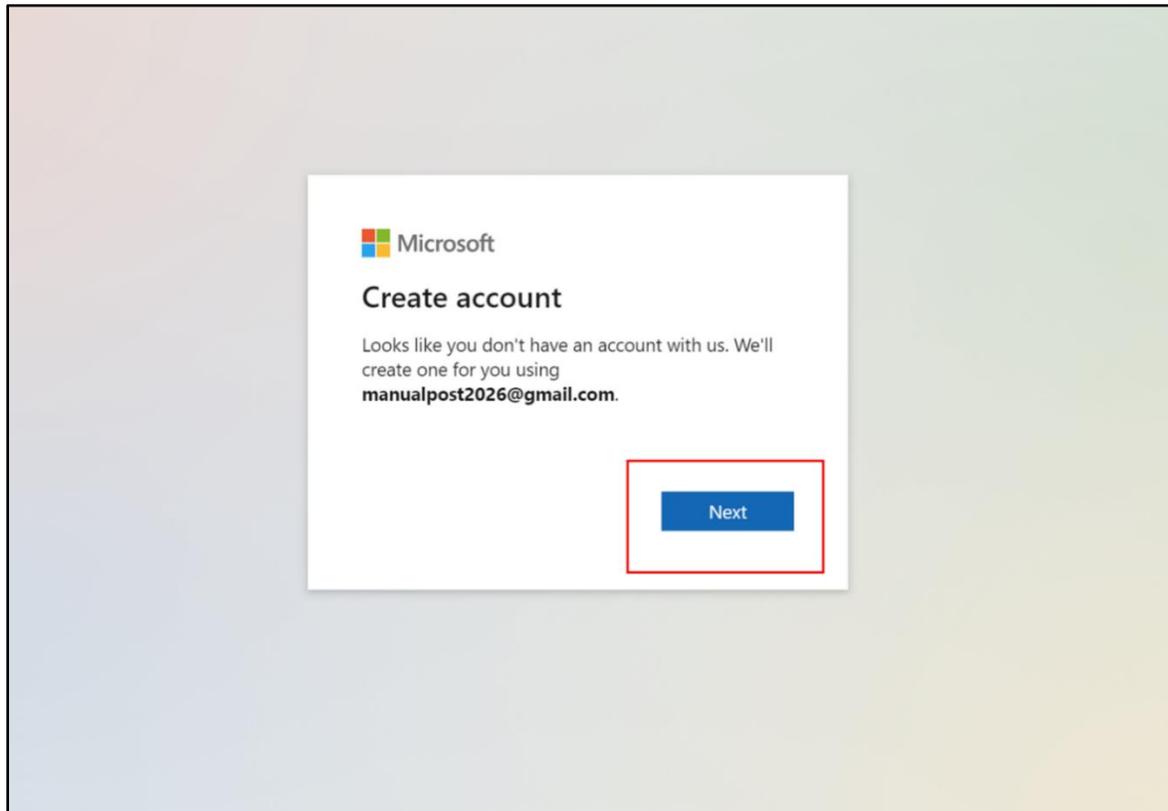
Please note that the following steps should be followed by registered users who are not using Microsoft email accounts:

Microsoft Accounts may follow the steps on Section b below.

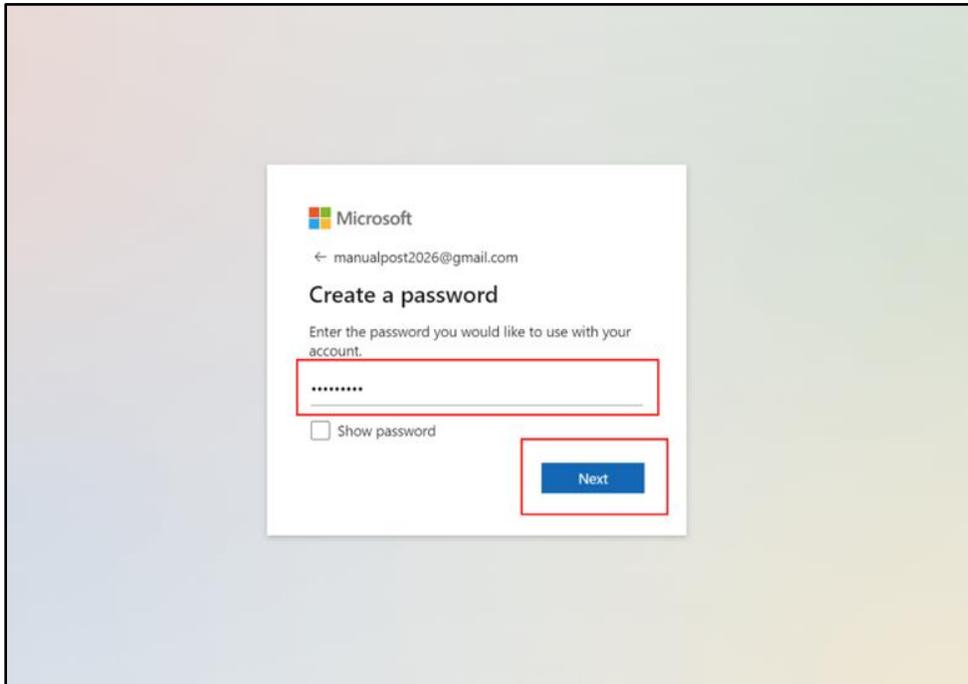
- A. To create an account, click on the "Create One" or "Get A New One!" link



B. Continue by clicking the "Next" button.

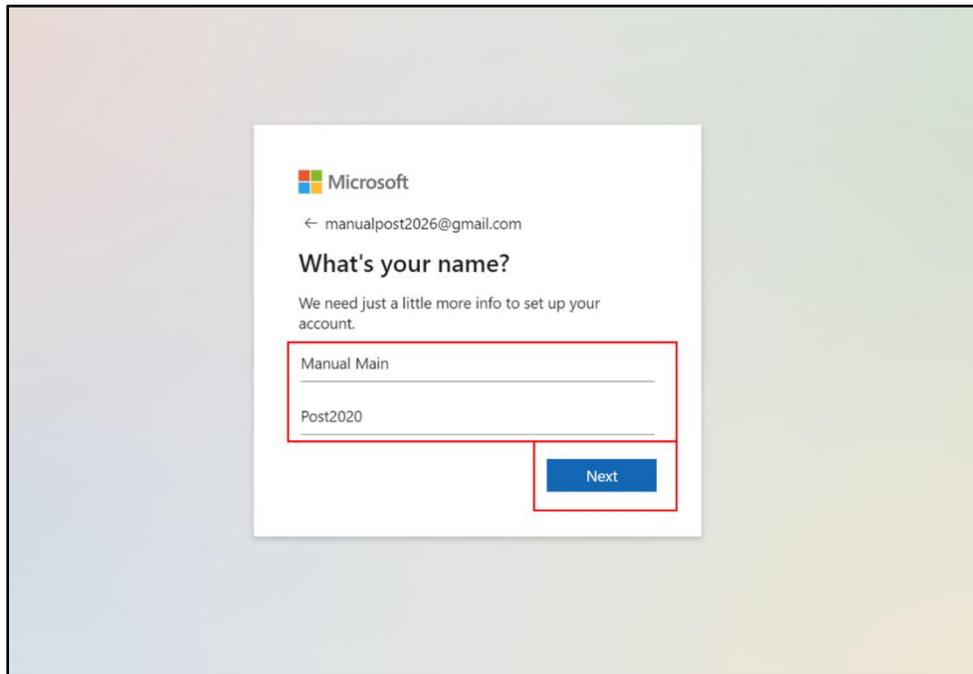


C. Create a new password, and then click "Next."

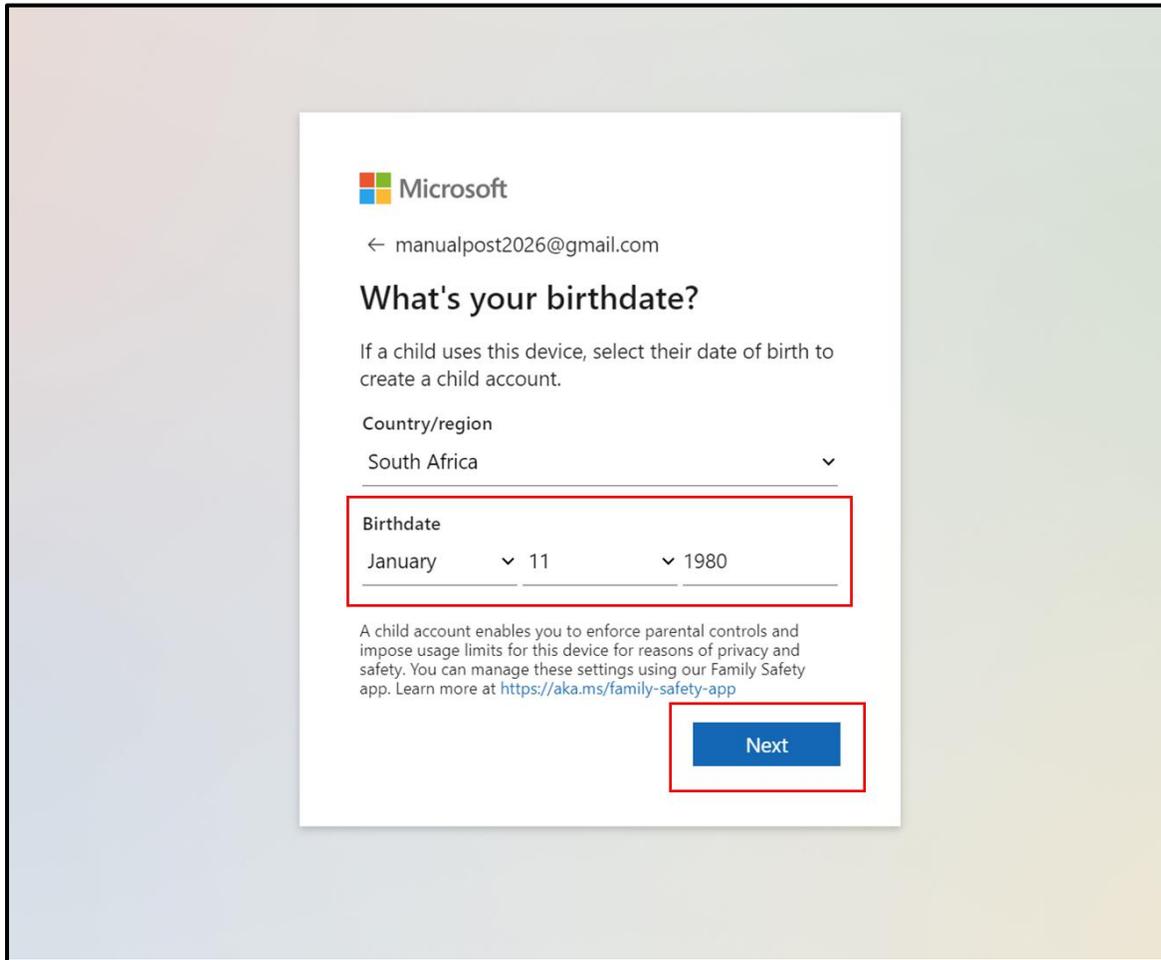


The screenshot shows a Microsoft account creation interface. At the top, it displays the Microsoft logo and the email address 'manualpost2026@gmail.com'. The main heading is 'Create a password', followed by the instruction 'Enter the password you would like to use with your account.' Below this is a password input field containing seven asterisks. To the left of the input field is a checkbox labeled 'Show password'. To the right of the input field is a blue button labeled 'Next'. Red rectangular boxes highlight the password input field and the 'Next' button.

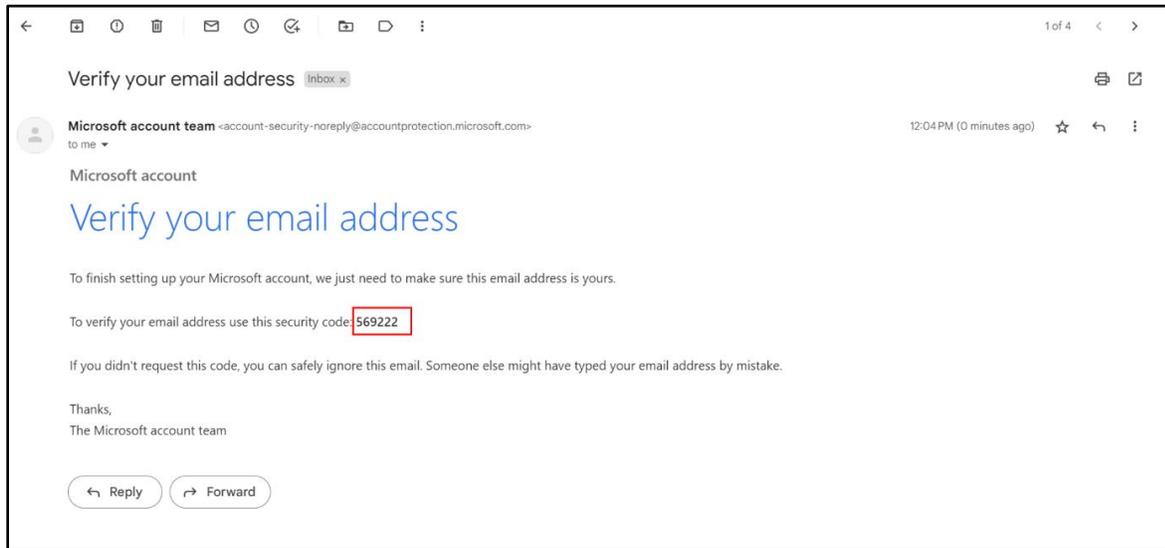
D. Enter your "First Name" and "Last Name," and then click "Next" to continue.



- E. Capture the country and birthdate details, and then click on the "Next" button to proceed.

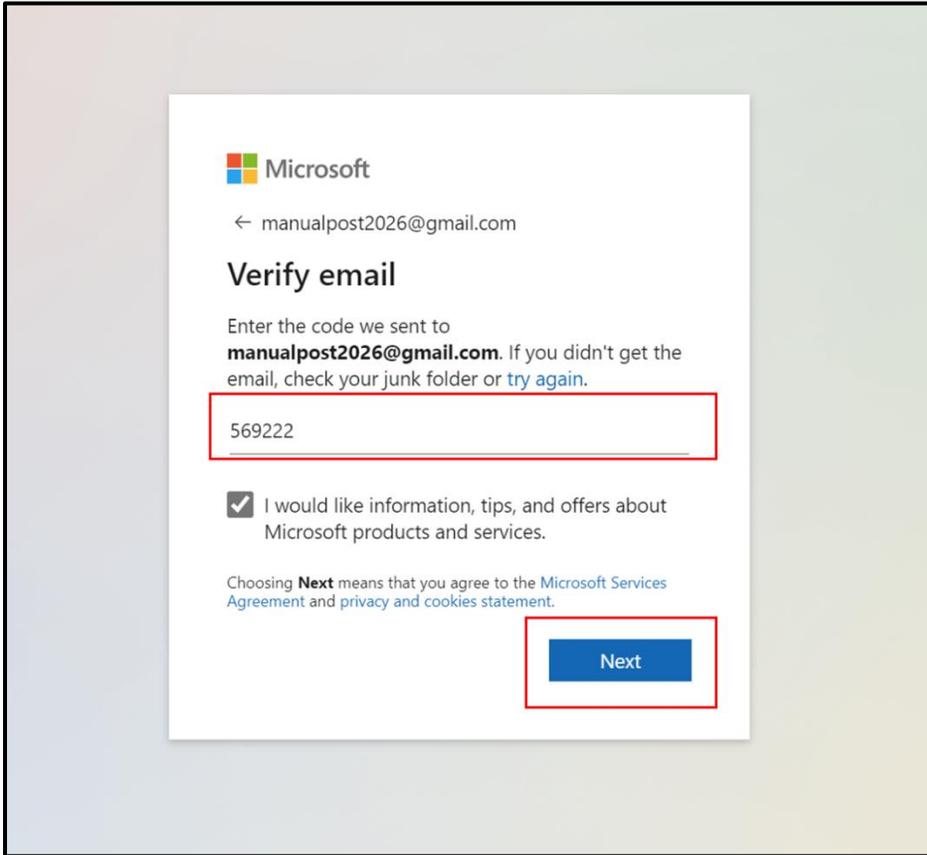


F. A verification code will be sent to the registered email address.

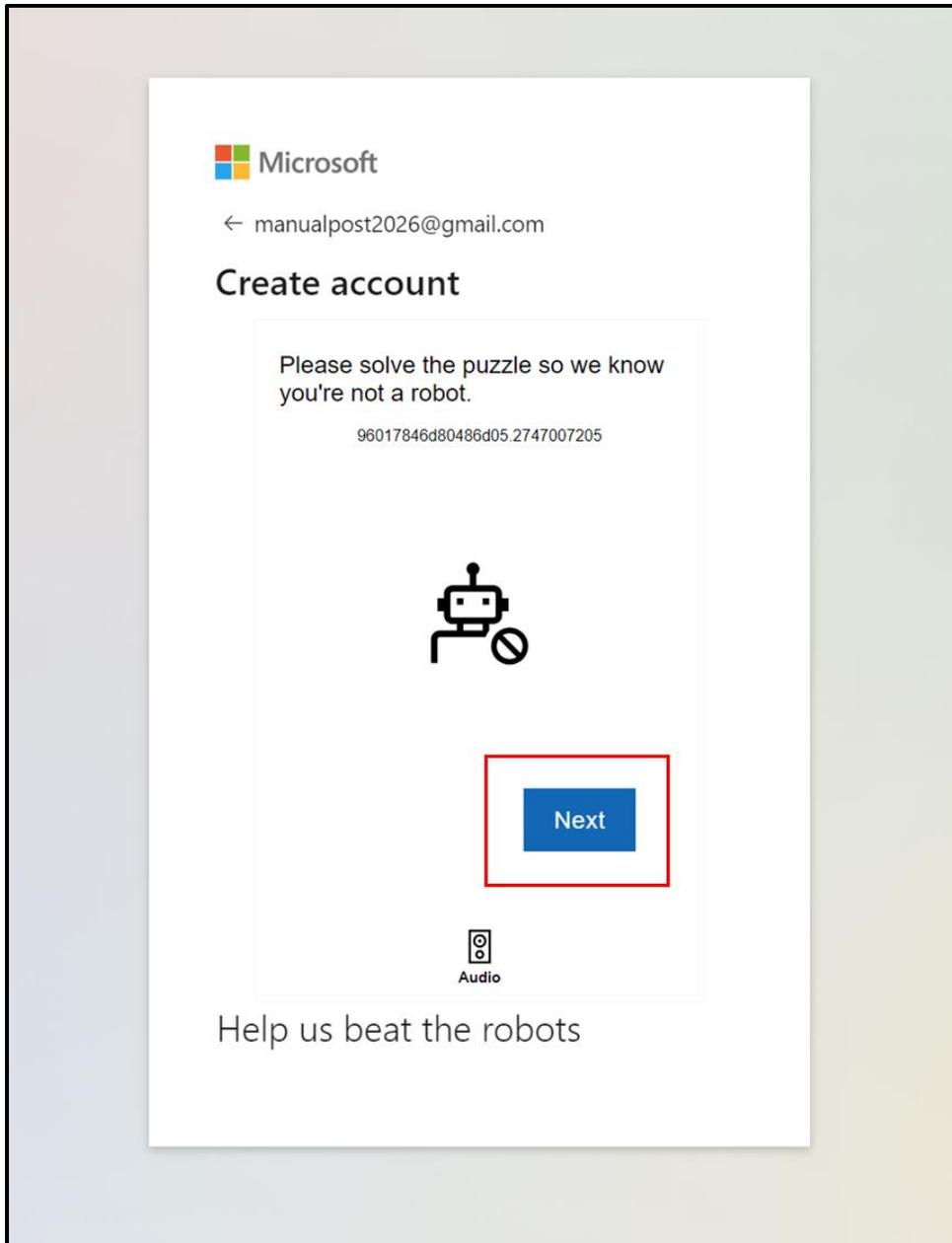


G. Capture the code and click "Next".

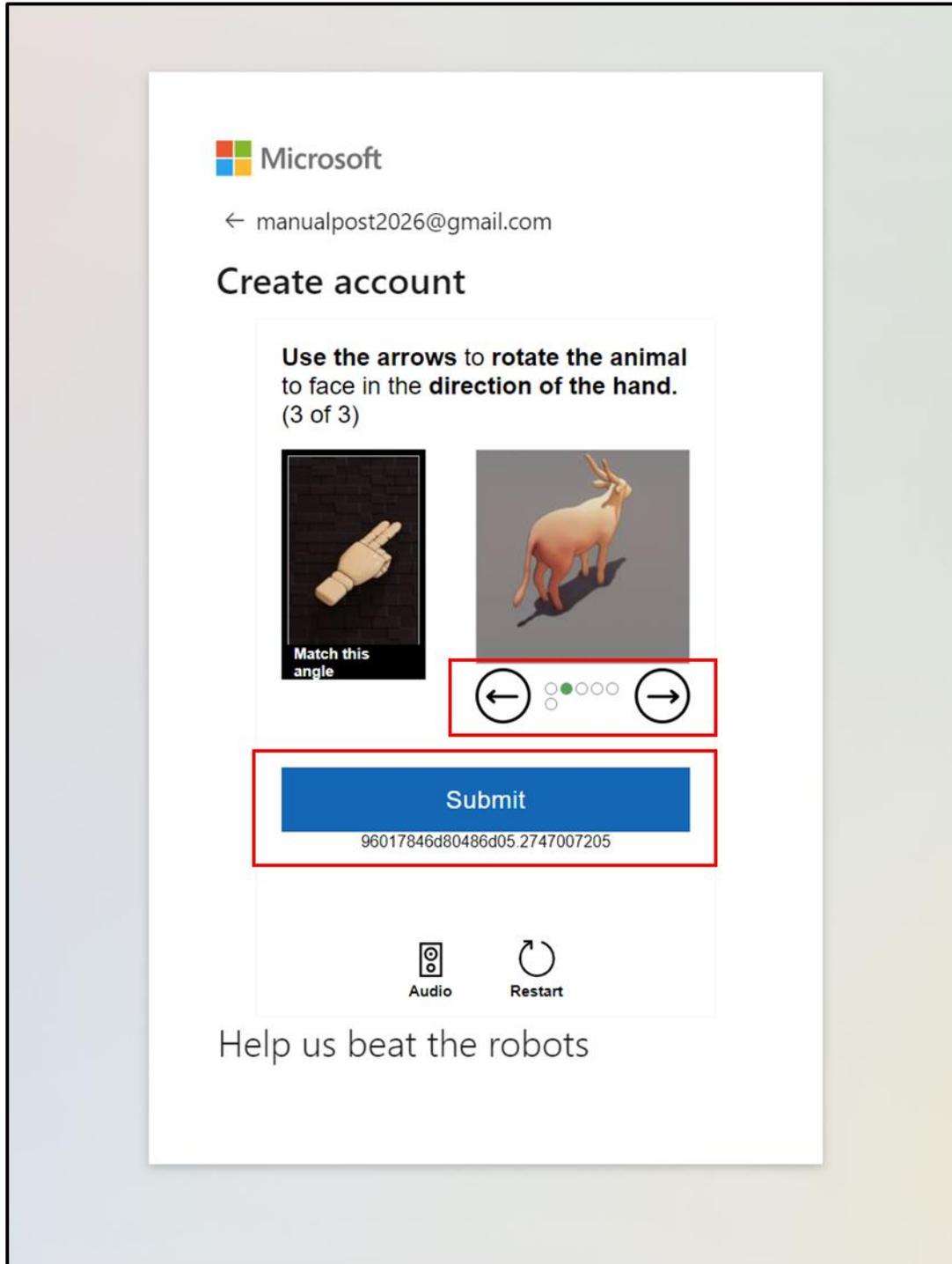




H. Click on the "Next" button to continue and complete the puzzle that verifies you are not a robot.



I. Complete all the puzzles.



Microsoft

← manualpost2026@gmail.com

Create account

Use the arrows to rotate the animal to face in the **direction of the hand**.
(3 of 3)

Match this angle

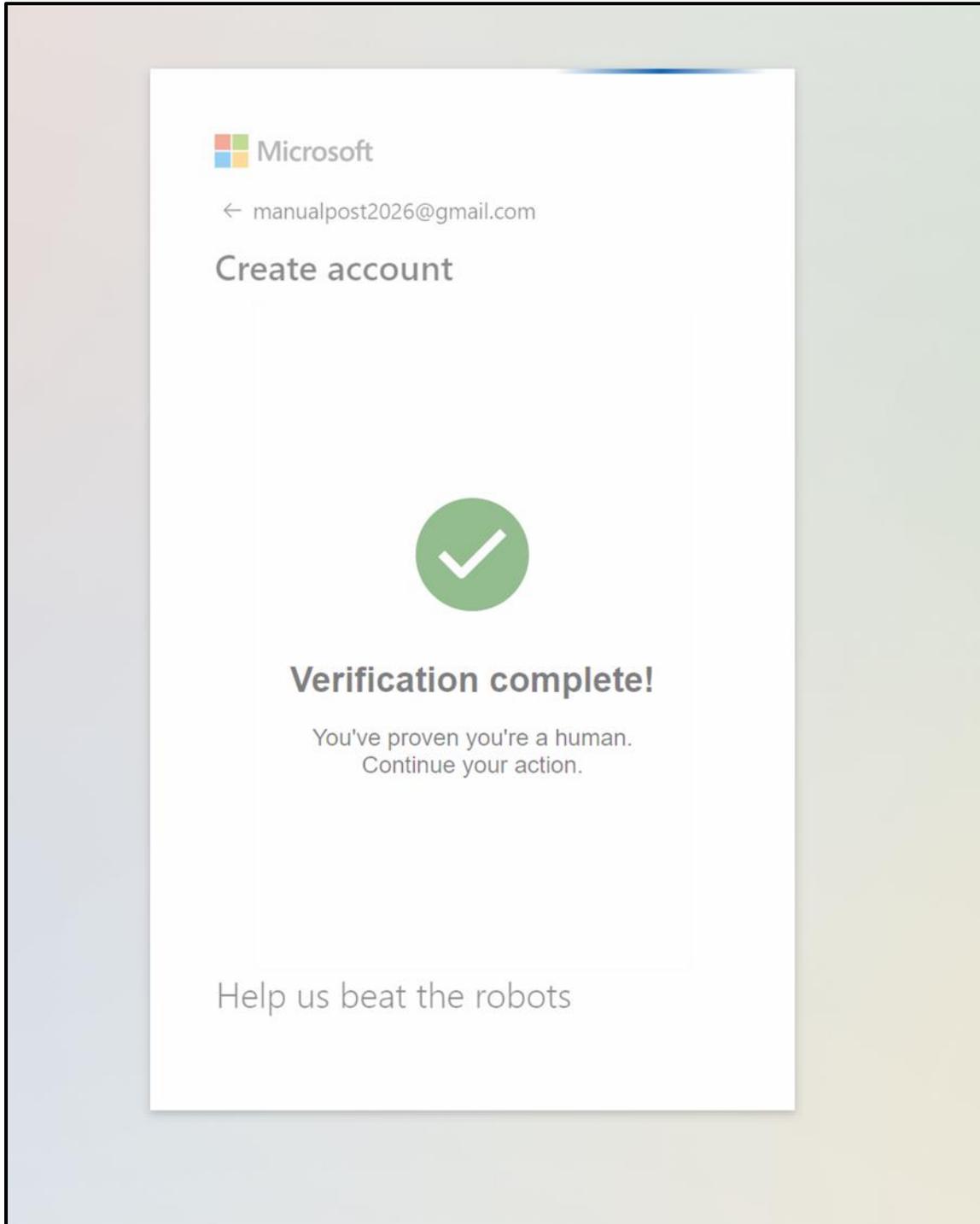
Submit

96017846d80486d05.2747007205

Audio Restart

Help us beat the robots

J. The system will confirm that verification is complete.

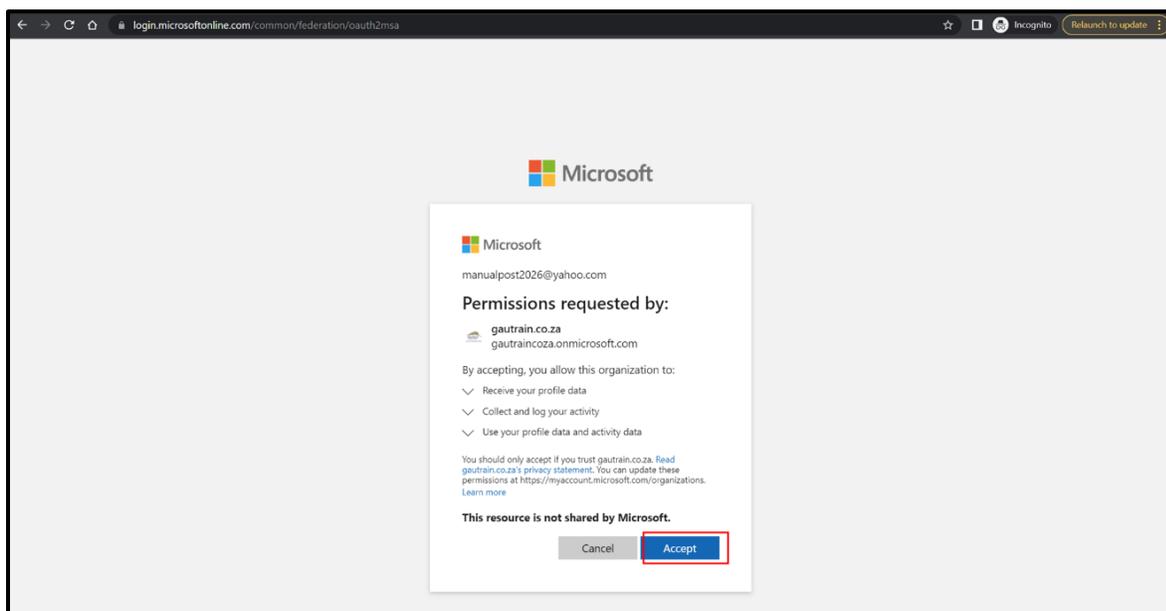


4.2. Microsoft and Non-Microsoft Accounts Procedure

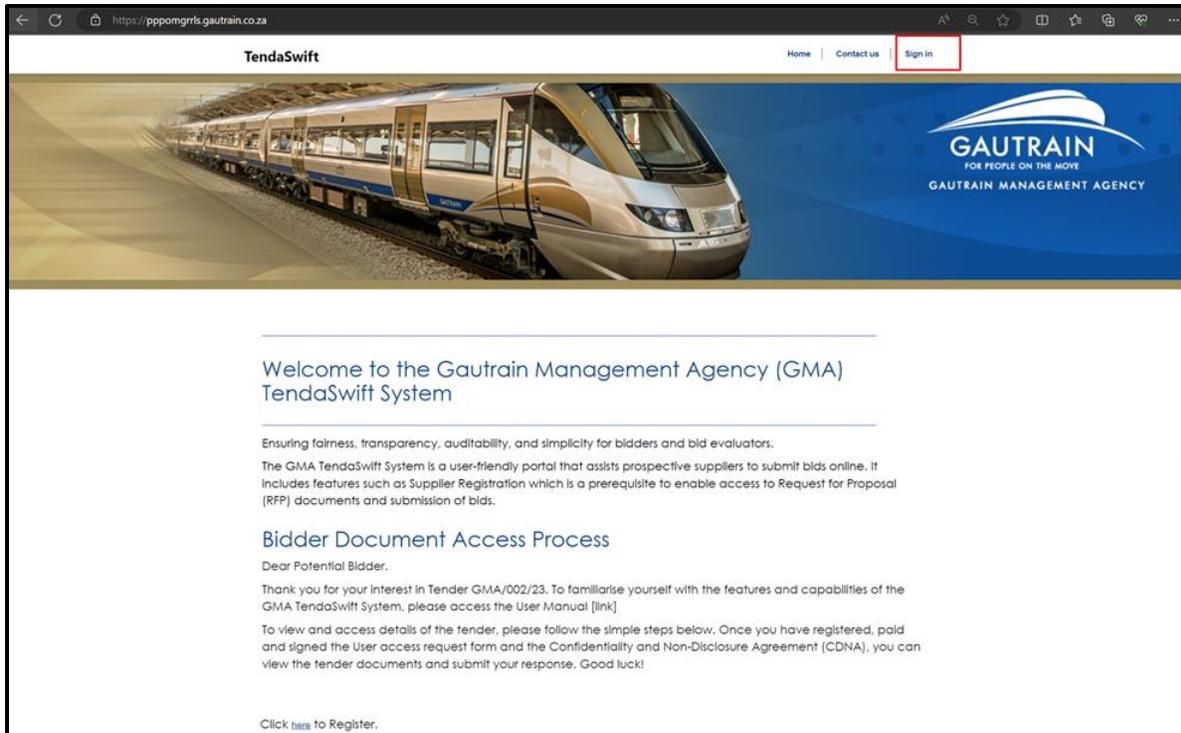
Please note that the following steps are applicable to users who are using Microsoft and non-Microsoft email accounts:

Note: For users who registered using non-Microsoft accounts, continue below, following step 10 in Section A above.

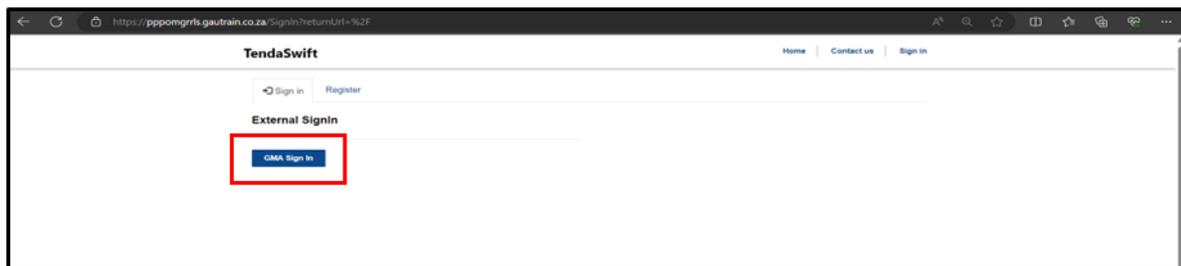
- A. Following verification/ the invite acceptance, click the "Looks good" button to confirm that the security information is accurate.



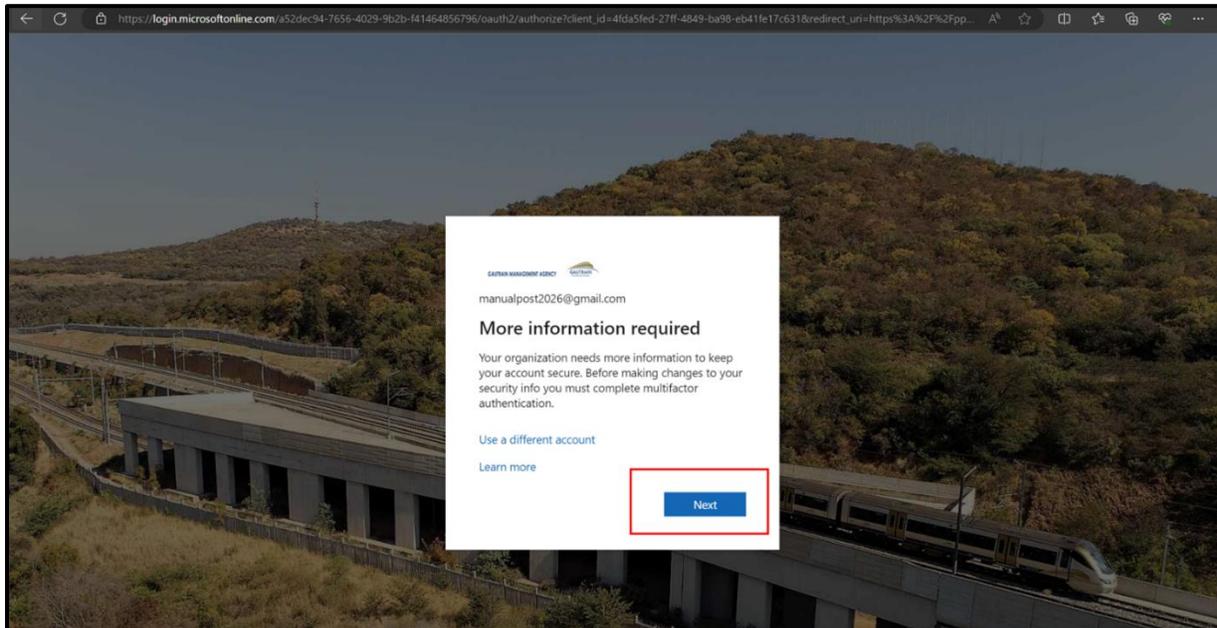
- B. After agreeing to the terms mentioned above, you will be redirected to the main homepage. Proceed by clicking on the "Sign-In" button.



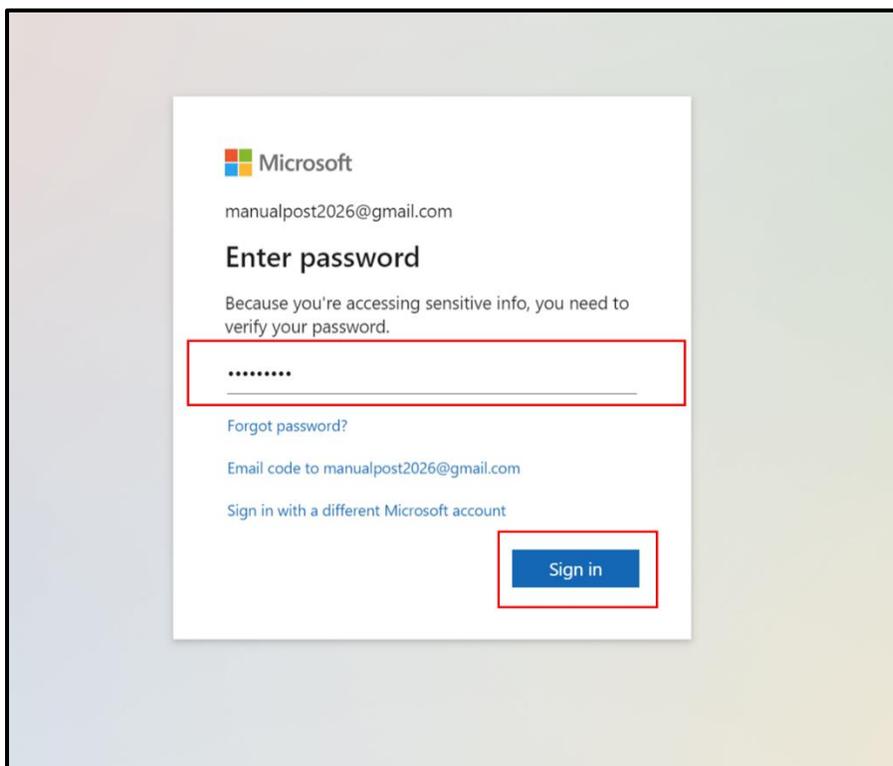
- C. Select "GMA Sign In" to log in.



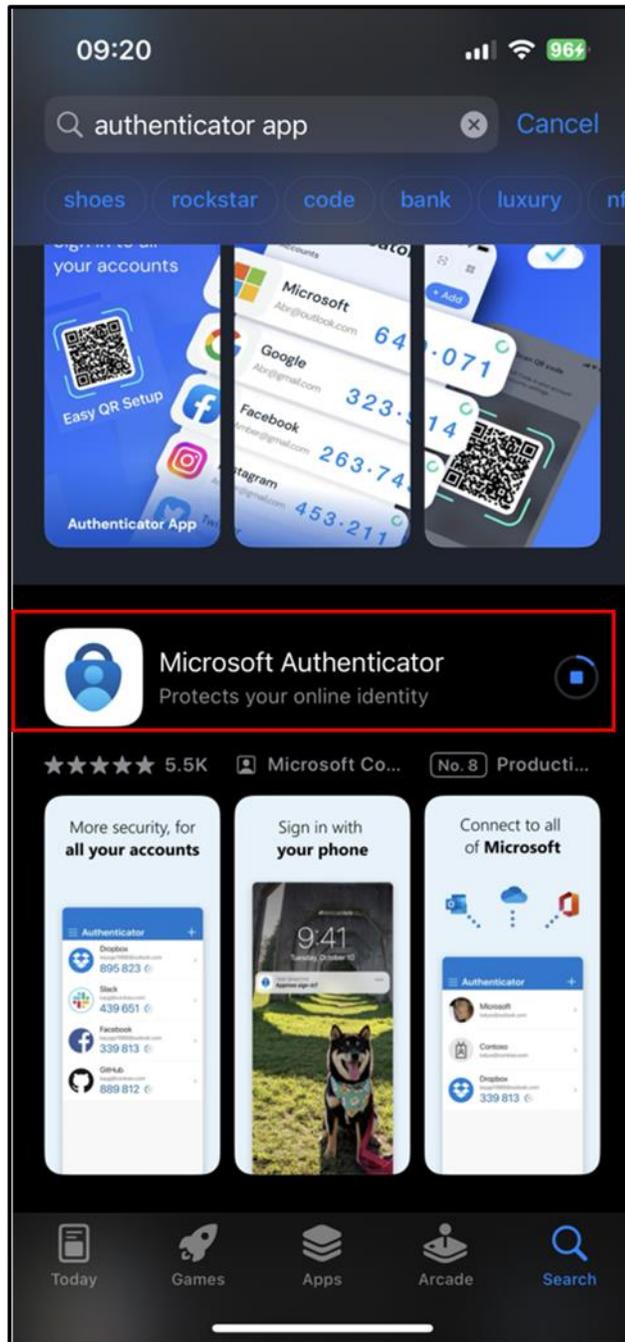
D. Click "Next" to continue.



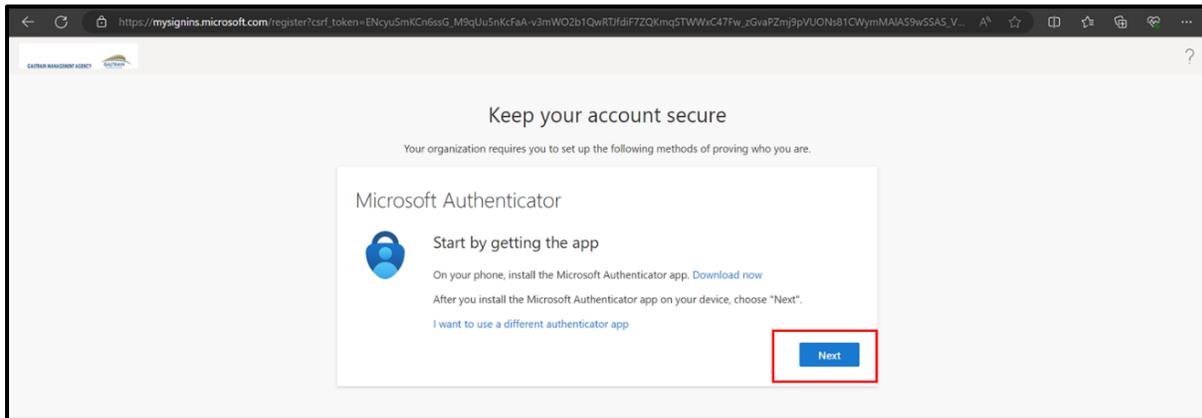
E. Capture the password and then click "Sign In."



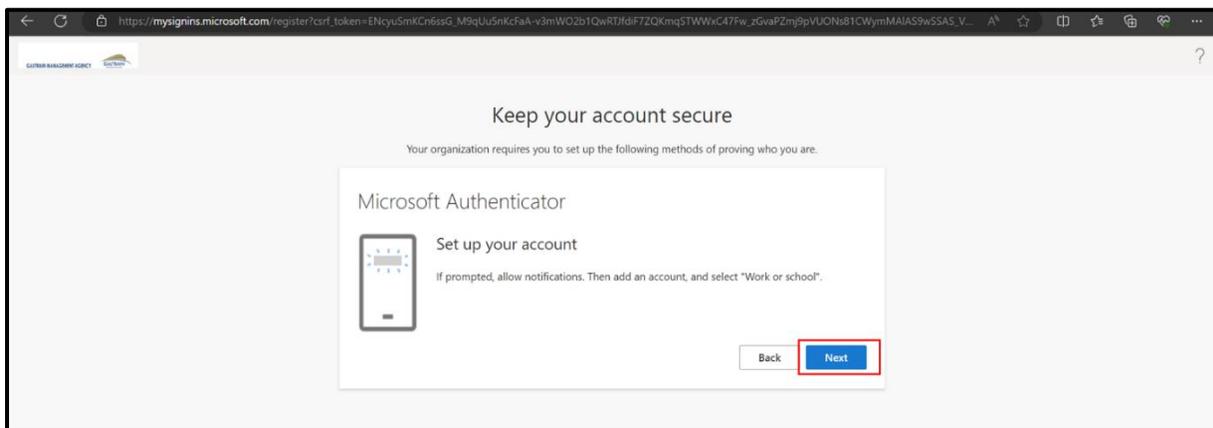
- F. If you don't have the Authenticator App, please download it on your mobile phone. Ensure you download the correct app as shown below.



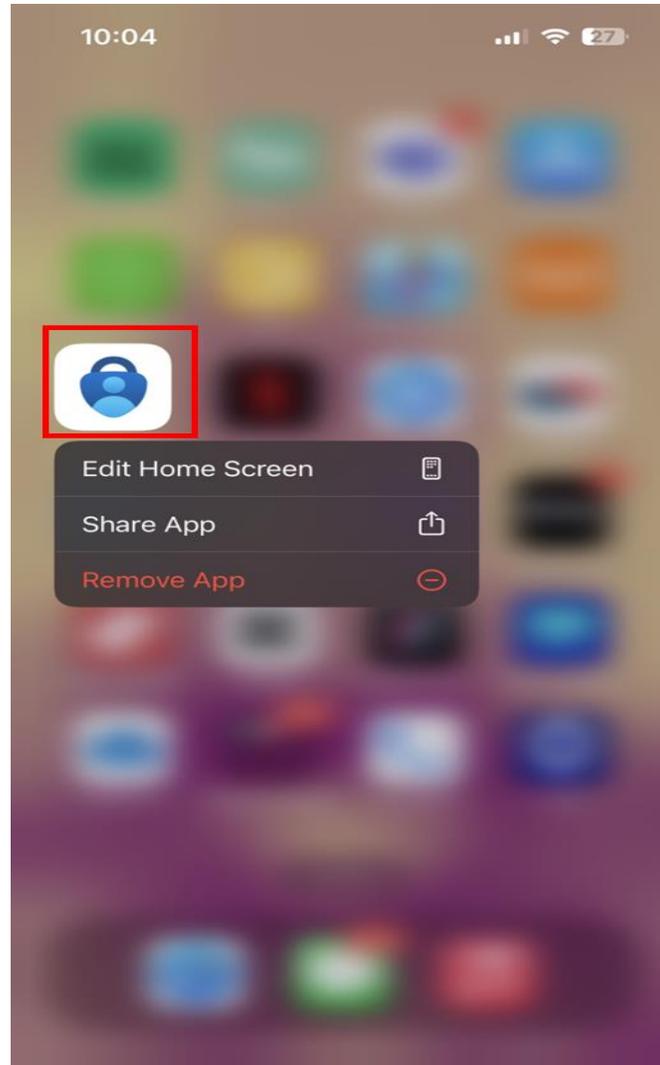
G. If you already have the Authenticator App, follow these steps: Click the "Next" button.



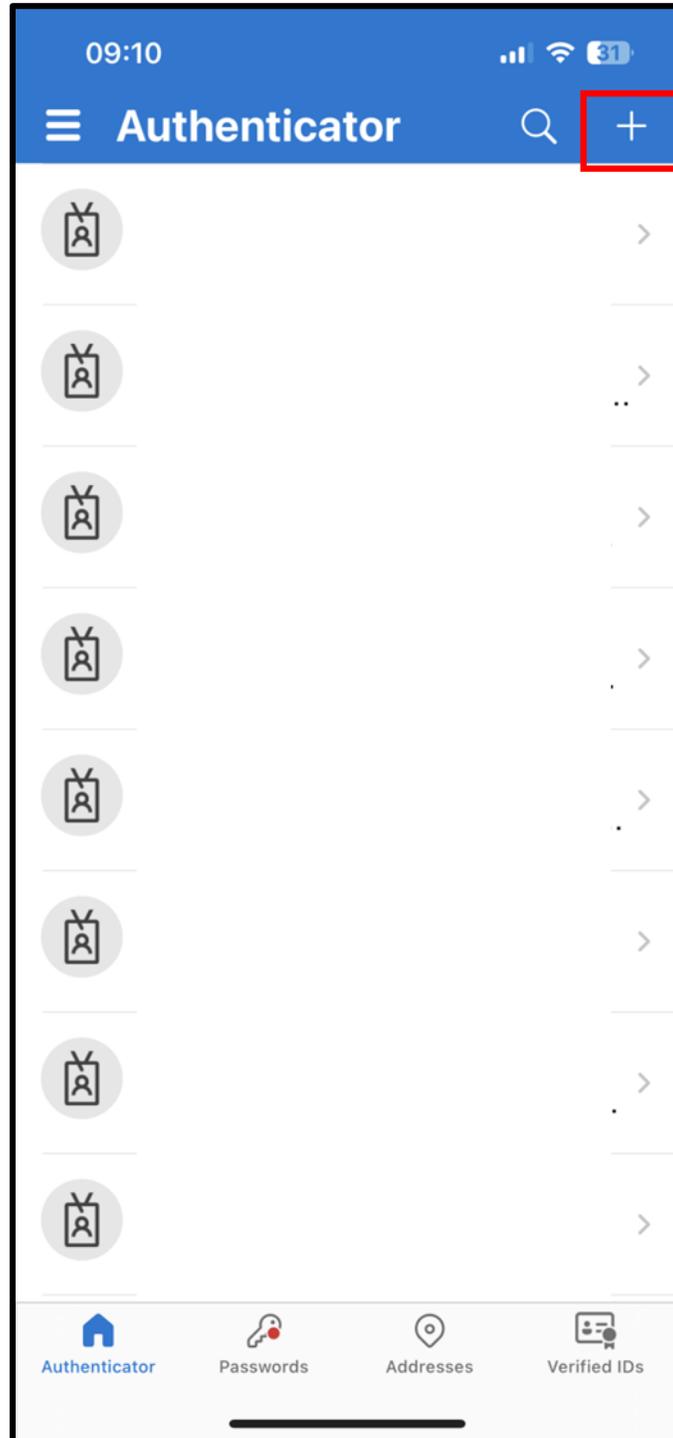
H. Follow the on-screen prompts by selecting the "Next" button.



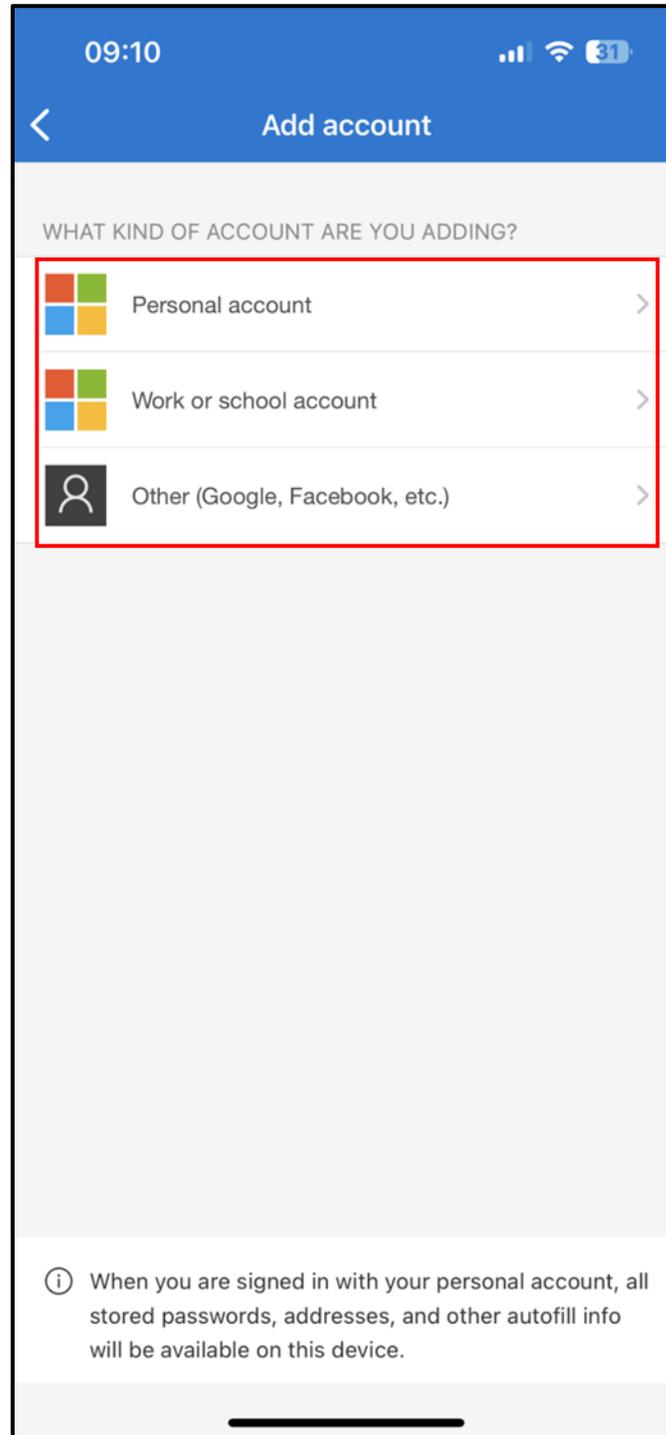
- I. Launch the Authenticator App on your mobile phone.



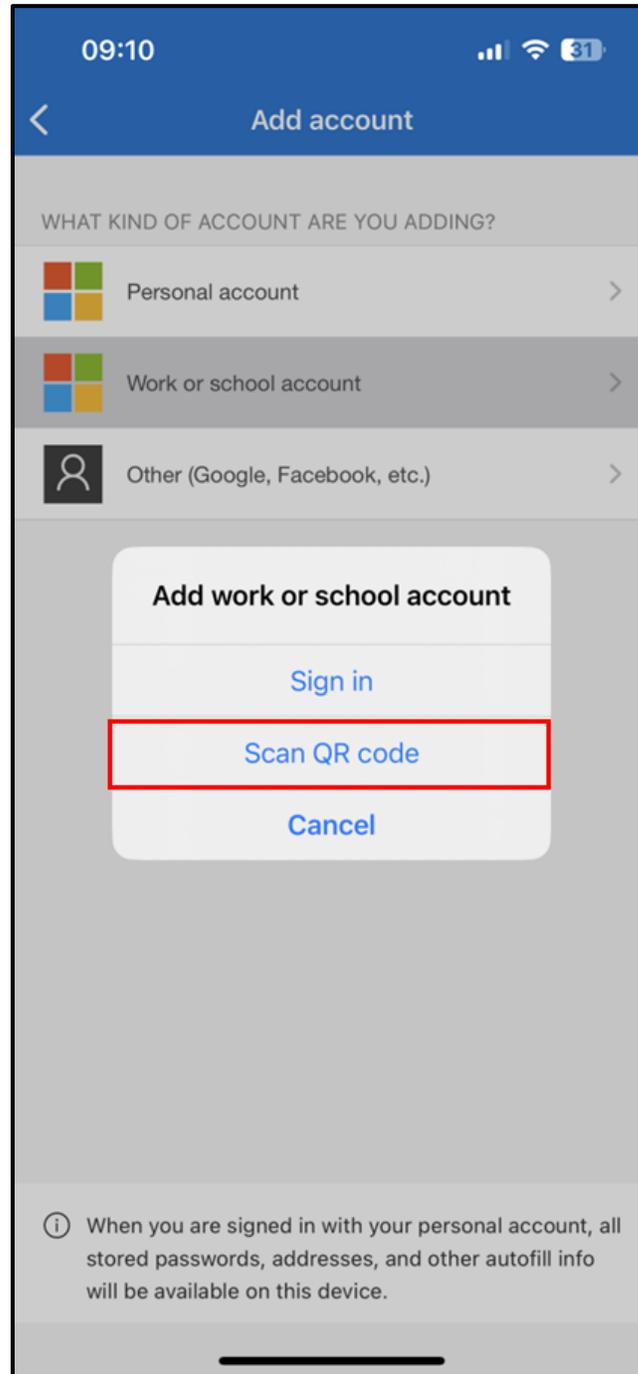
J. Tap the addition symbol to create a new account.



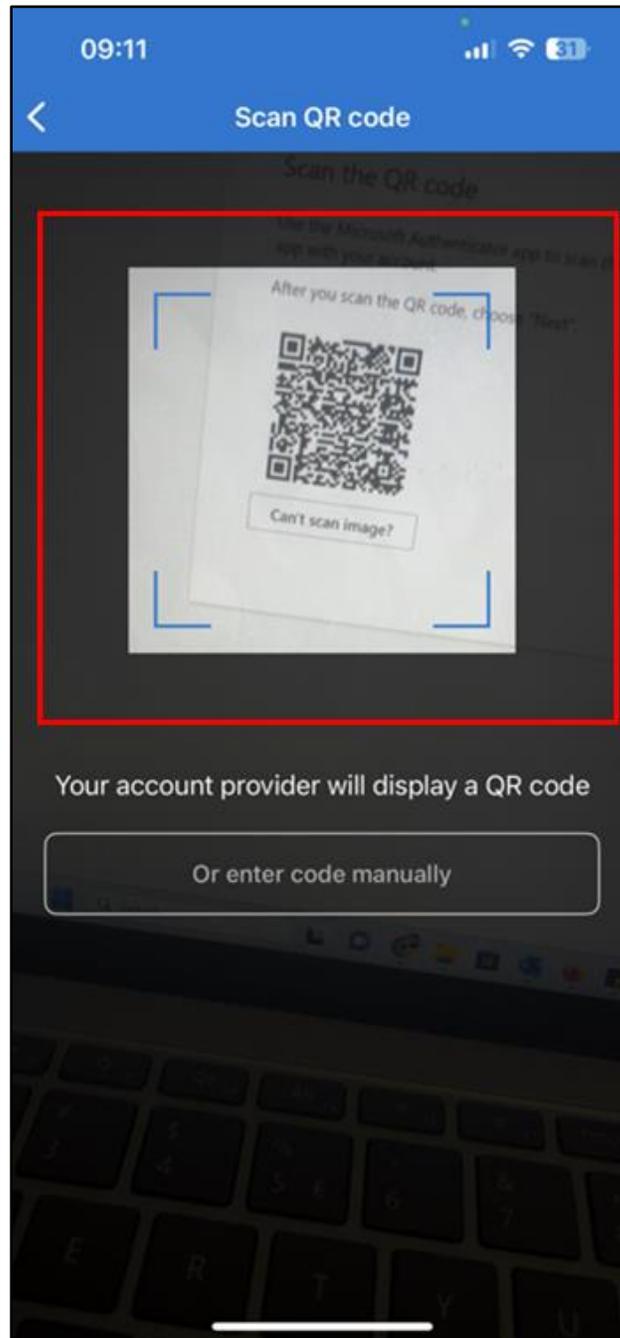
K. Choose the option that allows you to define the type of account being used.



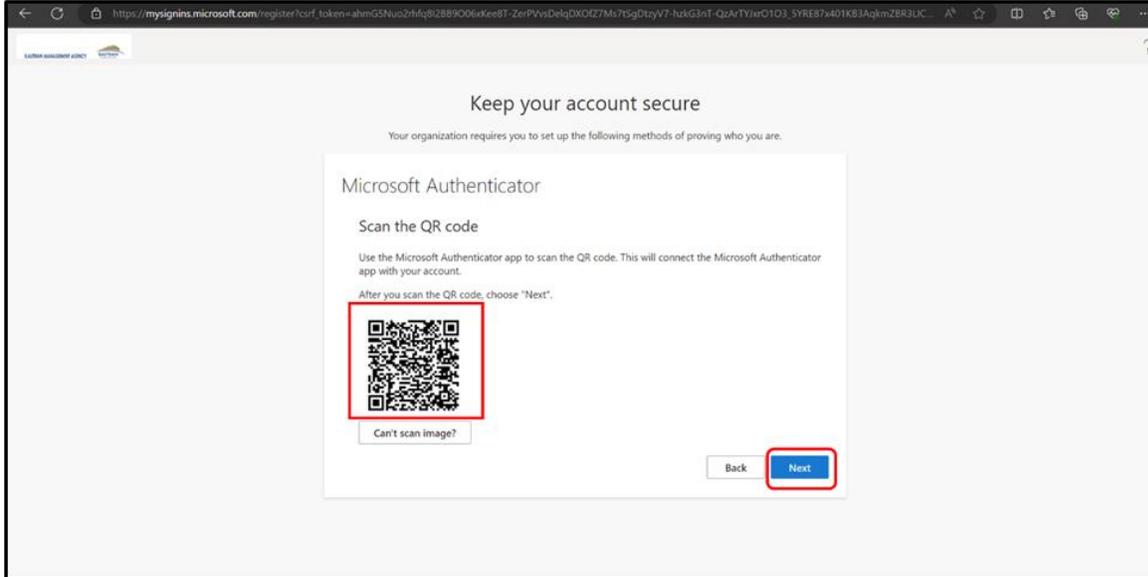
L. To set up an account, choose the "Scan or Code" option.



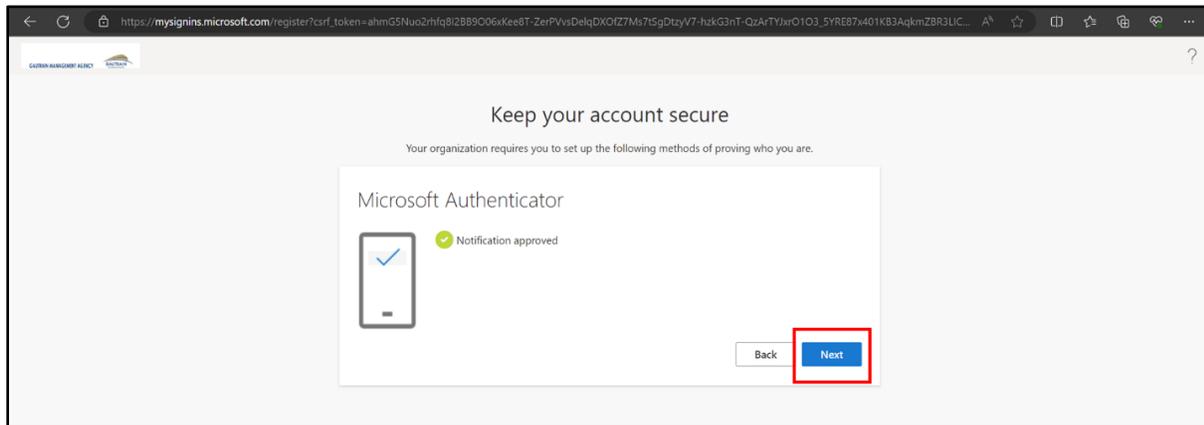
M. Use your mobile phone's camera to scan the QR code.



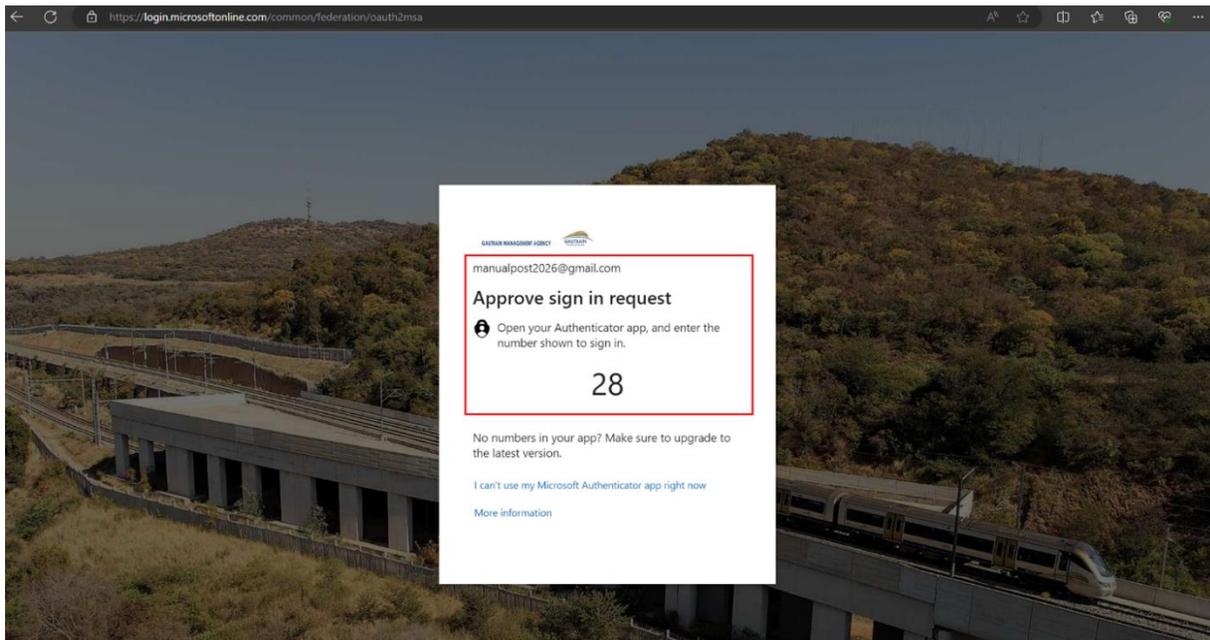
N. Once you've successfully scanned the QR code, proceed by clicking "Next."



O. To continue, click on the "Next" button.



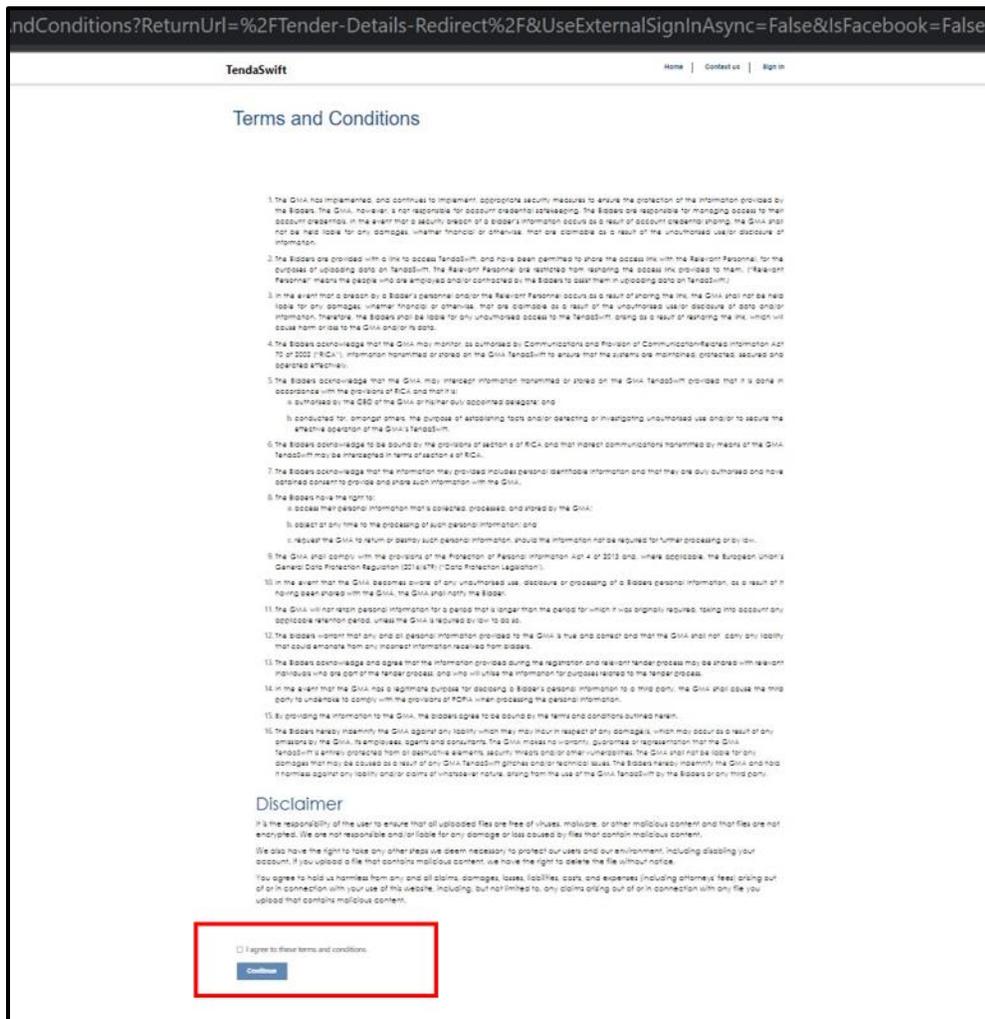
P. To approve the sign-in request, enter the number displayed on your PC into the corresponding field on your mobile screen.



Q. Capture the number on the below screen of your mobile Authenticator app.



- R. Upon successfully logging in, the user is prompted to Accept the Terms and Conditions. Once logged in successfully, follow the screen prompts by clicking the checkbox to agree to the Terms and Conditions.



ndConditions?ReturnUrl=%2FTender-Details-Redirect%2F&UseExternalSignInAsync=False&IsFacebook=False

TendaSwift Home | Contact us | Sign in

Terms and Conditions

- The GMA has implemented and continues to implement appropriate security measures to ensure the protection of the information provided by the Bidders. The GMA, however, is not responsible for account breaches or data loss. The Bidders are responsible for managing access to their account credentials. In the event that a security breach or a Bidder's information occurs as a result of account credential sharing, the GMA will not be held liable for any damages, whether financial or otherwise, that are attributable to a result of the unauthorized use or disclosure of information.
- The Bidders are provided with a link to access TendaSwift, and have been permitted to share the access link with the Relevant Personnel, for the purposes of uploading bids on TendaSwift. The Relevant Personnel are restricted from sharing the access link provided to them. ("Relevant Personnel" means the people who are employed and/or contracted by the Bidders to assist them in uploading bids on TendaSwift).
- In the event that a breach by a Bidder's personal and/or the Relevant Personnel occurs as a result of sharing the link, the GMA will not be held liable for any damages, whether financial or otherwise, that are attributable to a result of the unauthorized use or disclosure of bids and/or information. Therefore, the Bidders will be liable for any unauthorized access to the TendaSwift, being as a result of sharing the link, which will cause harm or loss to the GMA and/or its bids.
- The Bidders acknowledge that the GMA may monitor, as authorized by Communications and Protection of Communications/Related Information Act 70 of 2002 (PCCA), information transmitted or stored on the GMA TendaSwift to ensure that the systems are monitored, protected, secured and operated effectively.
- The Bidders acknowledge that the GMA may intercept information transmitted or stored on the GMA TendaSwift provided that it is done in accordance with the provisions of PCCA and that it is authorized by the CEO of the GMA or his/her duly appointed delegate, and is conducted for, amongst others, the purpose of establishing facts and/or detecting or investigating unauthorized use and/or to secure the effective operation of the GMA's TendaSwift.
- The Bidders acknowledge to be bound by the provisions of section 4 of PCCA and that internet communications regulated by means of the GMA TendaSwift may be intercepted in terms of section 4 of PCCA.
- The Bidders acknowledge that the information they provided includes personal identifiable information and that they are duly authorized and have obtained consent to provide and share such information with the GMA.
- The Bidders have the right to:
 - access their personal information that is collected, processed, and stored by the GMA;
 - object at any time to the processing of such personal information; and
 - request the GMA to return or destroy such personal information, should the information not be required for further processing or to fulfil its legal obligations.
- The GMA will comply with the provisions of the Protection of Personal Information Act 4 of 2002 and, where applicable, the European Union's General Data Protection Regulation (GDPR) (Data Protection Legislation).
- In the event that the GMA becomes aware of any unauthorized use, disclosure or processing of a Bidder's personal information, as a result of it having been shared with the GMA, the GMA shall notify the Bidder.
- The GMA will not retain personal information for a period that is longer than the period for which it was originally required, taking into account any applicable retention period, unless the GMA is required by law to do so.
- The Bidders warrant that any and all personal information provided to the GMA is true and correct and that the GMA shall not deny any liability that could arise from any material information received from Bidders.
- The Bidders acknowledge and agree that the information provided during the registration and relevant tender process may be shared with relevant individuals who are part of the tender process and who will utilize the information for purposes related to the tender process.
- In the event that the GMA has a legitimate purpose for disclosing a Bidder's personal information to a third party, the GMA shall advise the third party to undertake to comply with the provisions of PCCA when processing the personal information.
- In providing the information to the GMA, the Bidders agree to be bound by the terms and conditions outlined herein.
- The Bidders hereby indemnify the GMA against any liability which may incur in respect of any damages, which may be caused as a result of any breaches by the GMA, attributable to errors and omissions. The GMA makes no warranty, guarantee or representation from the GMA TendaSwift's servers, protection from all destructive elements, security, viruses and/or other vulnerabilities. The GMA shall not be liable for any damages that may be caused as a result of any GMA TendaSwift glitches and/or technical issues. The Bidders hereby indemnify the GMA and hold it harmless against any liability and/or claims of whatever nature arising from the use of the GMA TendaSwift by the Bidders or any third party.

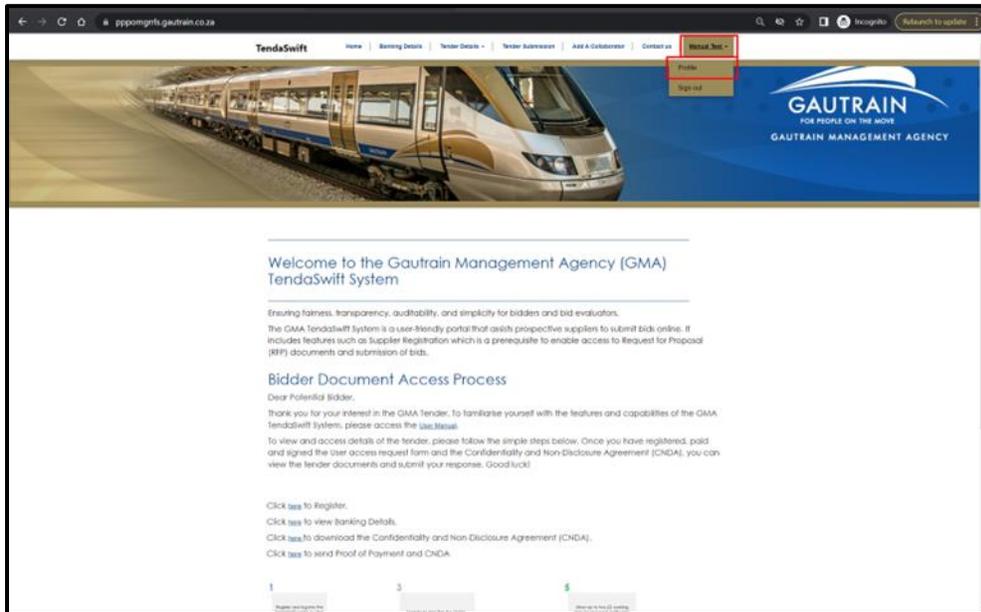
Disclaimer

It is the responsibility of the user to ensure that all uploaded files are free of viruses, malware, or other malicious content and that files are not encrypted. We are not responsible and/or liable for any damage or loss caused by files that contain malicious content. We also have the right to take any other steps we deem necessary to protect our users and our environment, including disabling your account, if you upload a file that contains malicious content we have the right to delete the file without notice. You agree to hold us harmless from any and all claims, damages, losses, liabilities, costs, and expenses (including attorney's fees) arising out of or in connection with your use of the website, including, but not limited to, any claims arising out of or in connection with any file you upload that contains malicious content.

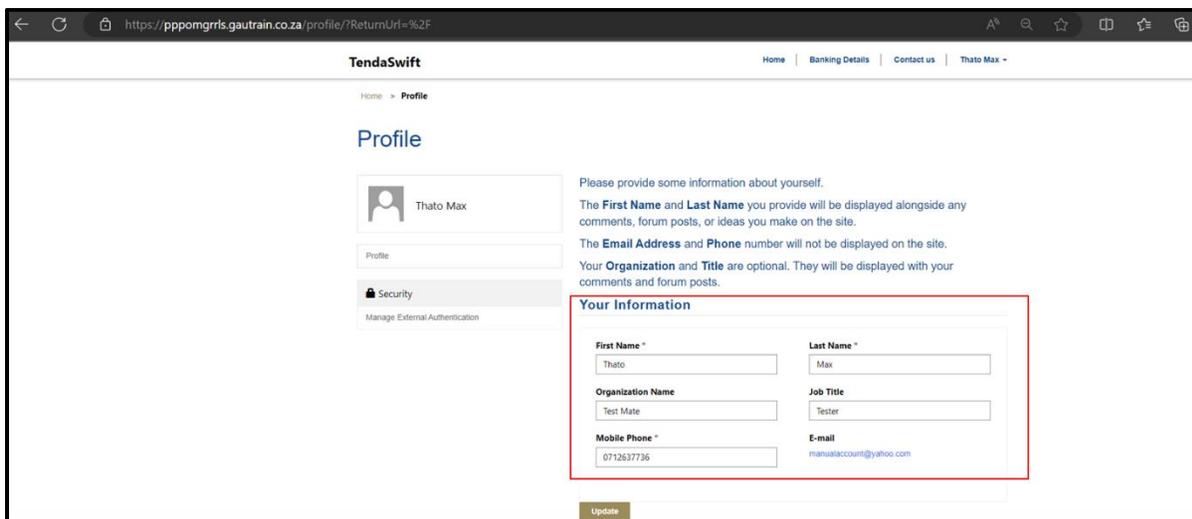
I agree to these terms and conditions.

Continue

S. Upon logging in, select Profile name at the top right, click on the Profile button.

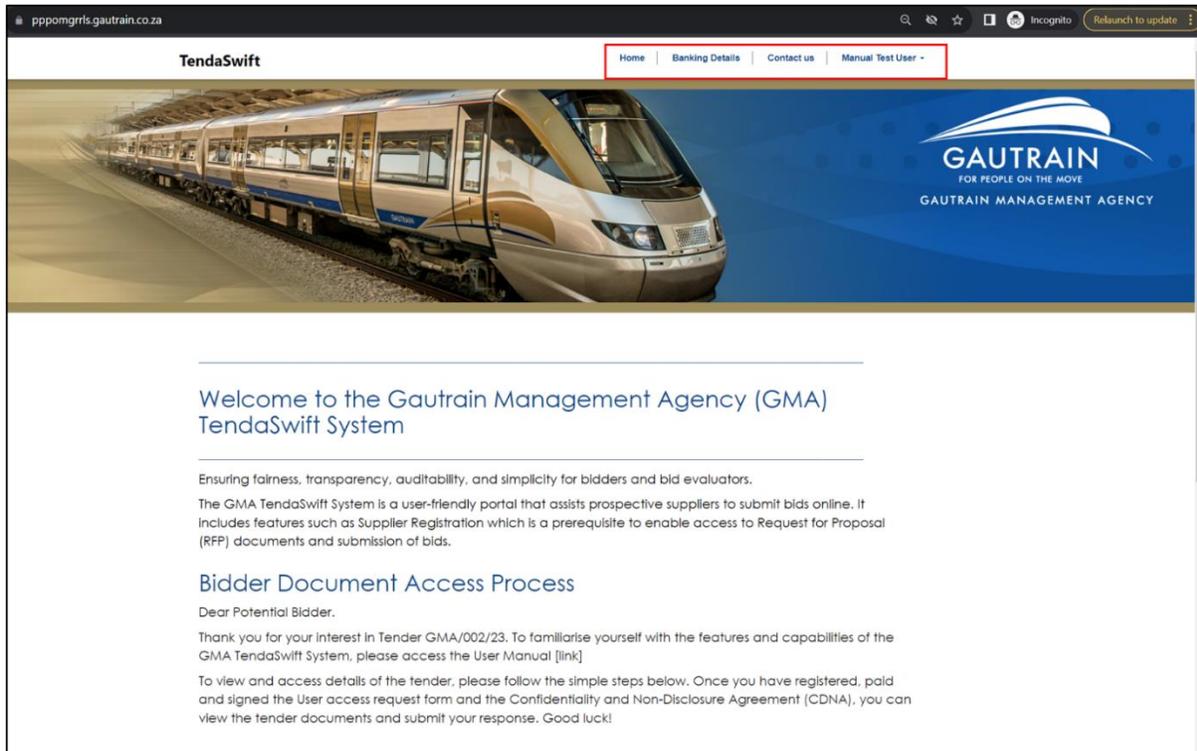


T. Please provide all the necessary information in the required fields. After filling out the required details, click the "Update" button to save and apply the changes to your user profile.



5. The Unpaid User Access

- A. After confirming the account profile details, users will be redirected to the Home page. Unpaid users will only have access to Home, Banking Details, Contact Us Page, and the User Profile pages.



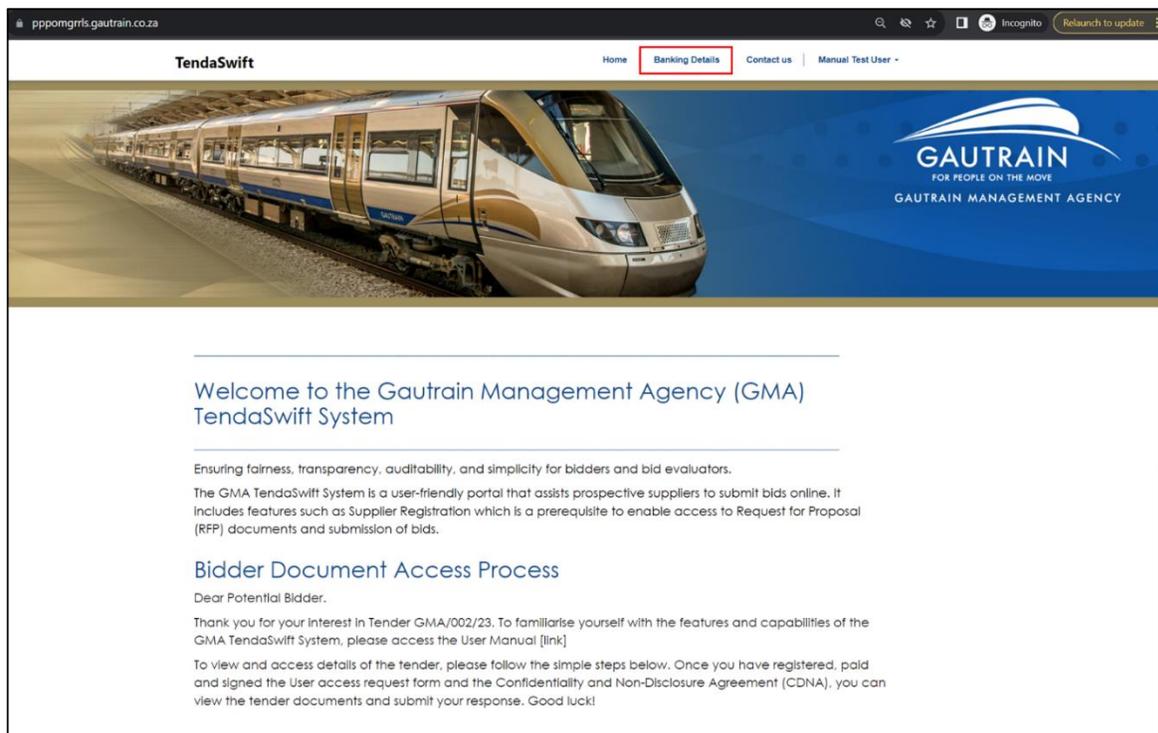
The screenshot shows the TendaSwift website interface. At the top, there is a navigation menu with links for Home, Banking Details, Contact us, and Manual Test User. Below the navigation is a large banner image of a Gautrain train. The main content area features a welcome message: "Welcome to the Gautrain Management Agency (GMA) TendaSwift System". It includes a brief description of the system's purpose: "Ensuring fairness, transparency, auditability, and simplicity for bidders and bid evaluators." and a section titled "Bidder Document Access Process" which addresses potential bidders and provides instructions on how to access tender documents.

6. Access the Payment Details

At this stage, the user is expected to make a payment to gain access to the complete tender details.

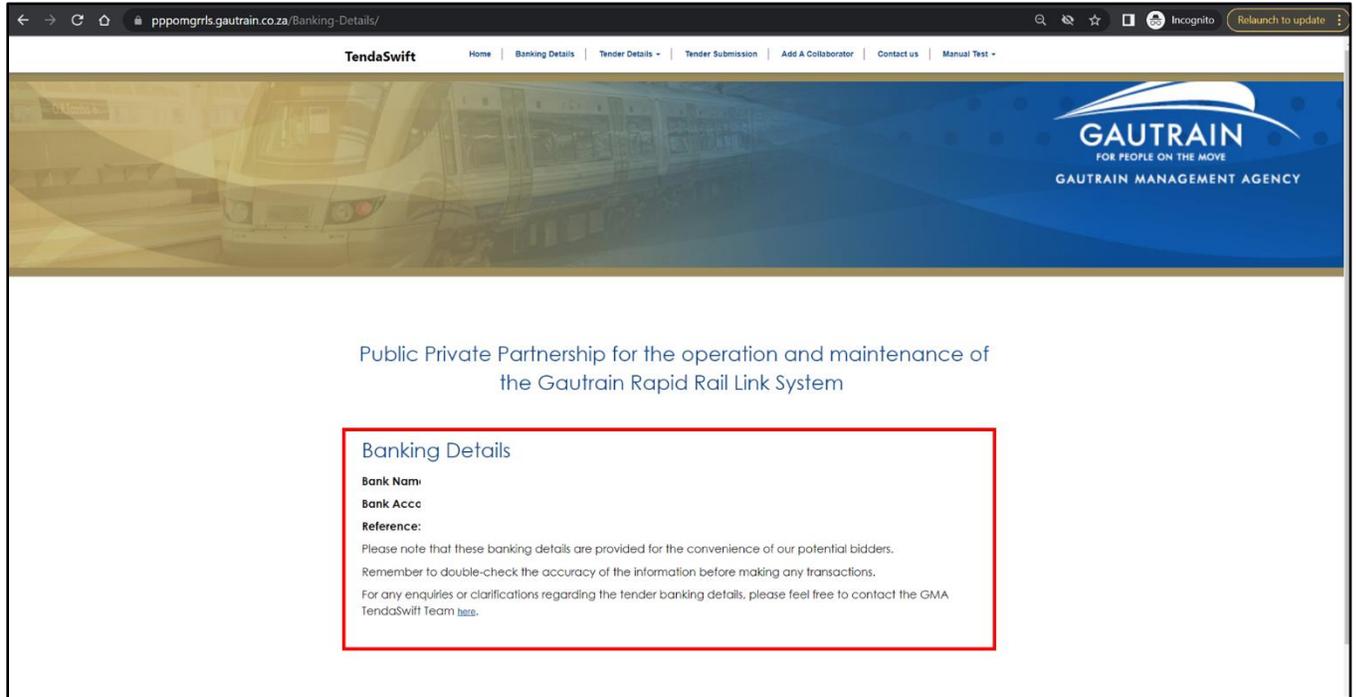
**Please note: Payments are processed outside the system.

A. Click the "Banking Details" menu option.



The screenshot shows the TendaSwift web portal. The browser address bar displays 'pppomgrfs.gautrain.co.za'. The page header includes 'TendaSwift' and navigation links for 'Home', 'Banking Details' (highlighted with a red box), 'Contact us', and 'Manual Test User'. The main banner features a high-speed train and the Gautrain logo with the tagline 'FOR PEOPLE ON THE MOVE' and 'GAUTRAIN MANAGEMENT AGENCY'. Below the banner, the text reads: 'Welcome to the Gautrain Management Agency (GMA) TendaSwift System'. A sub-section titled 'Bidder Document Access Process' includes a message to potential bidders, a link to the User Manual, and instructions on how to view tender details after registration and payment.

B. The company's banking details will be displayed.



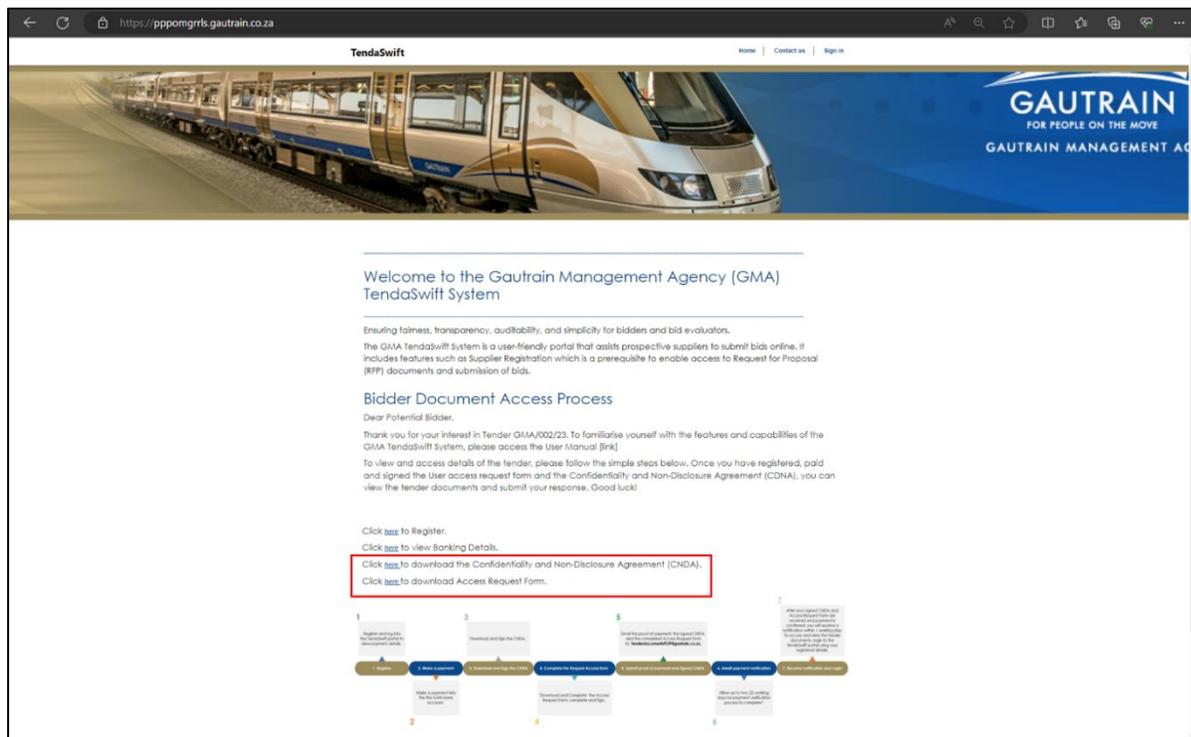
The screenshot shows a web browser window with the URL pppomgrls.gautrain.co.za/Banking-Details/. The page header includes the TendaSwift logo and navigation links: Home, Banking Details, Tender Details, Tender Submission, Add A Collaborator, Contact us, and Manual Test. The main content area features a blue banner with the Gautrain logo and the text "Public Private Partnership for the operation and maintenance of the Gautrain Rapid Rail Link System". Below this, a red-bordered box contains the following text:

Banking Details

Bank Nam
Bank Accc
Reference:

Please note that these banking details are provided for the convenience of our potential bidders. Remember to double-check the accuracy of the information before making any transactions. For any enquiries or clarifications regarding the tender banking details, please feel free to contact the GMA TendaSwift Team [here](#).

C. After making the payment, send the Proof of Payment (POP and the signed Confidentiality and Non-Disclosure Agreement (CNDA) via email to tenderdocumentspop@gautrain.co.za. This step ensures that the user is granted full access to the system, and access to the necessary documentation for further processing.



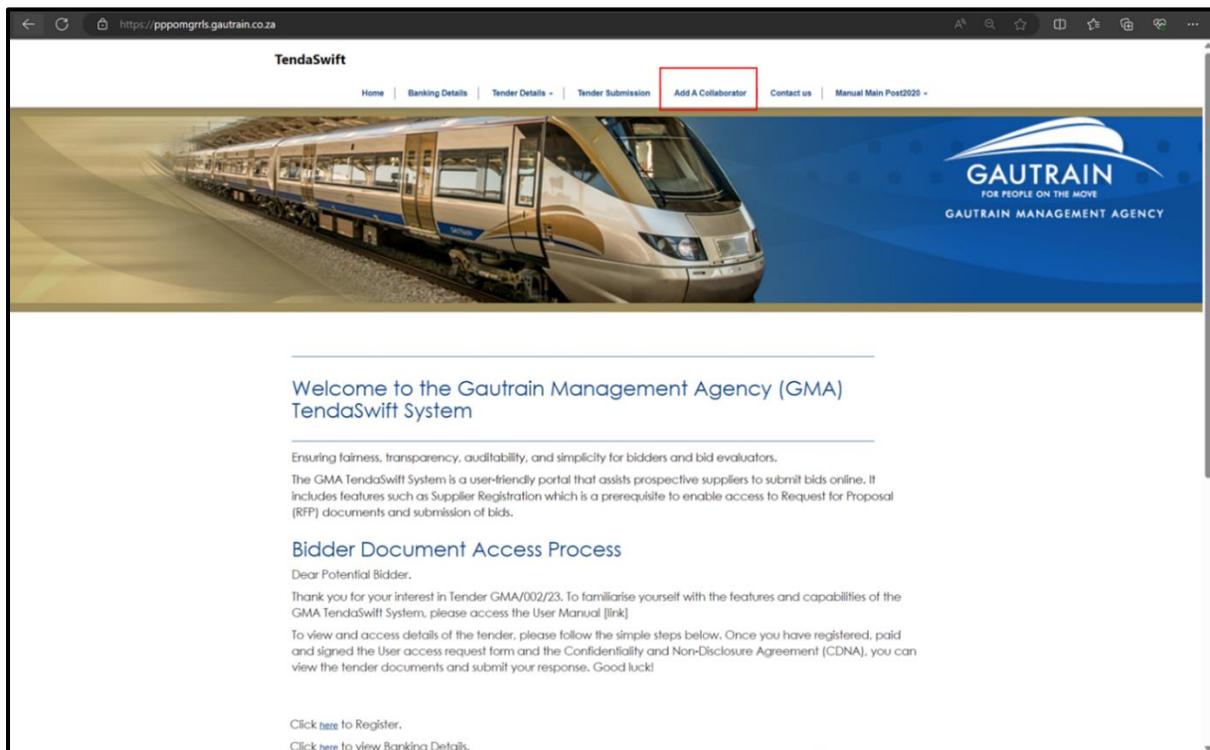
Note: Upon the completion of the payment verification process, the user will be granted unrestricted access.

7. Adding of a Collaborator Process

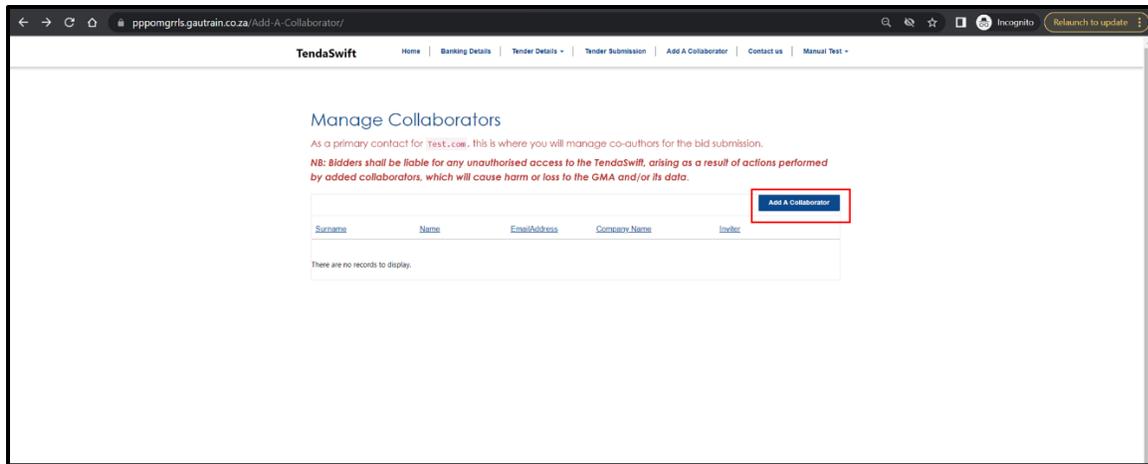
This process is for adding a collaborator who can collaborate as a co-author on the tender submission.

Note: There is an opportunity to remove the collaborator as well. It must be noted that the data added on to the submission by the removed Collaborator can only be managed by the Primary User.

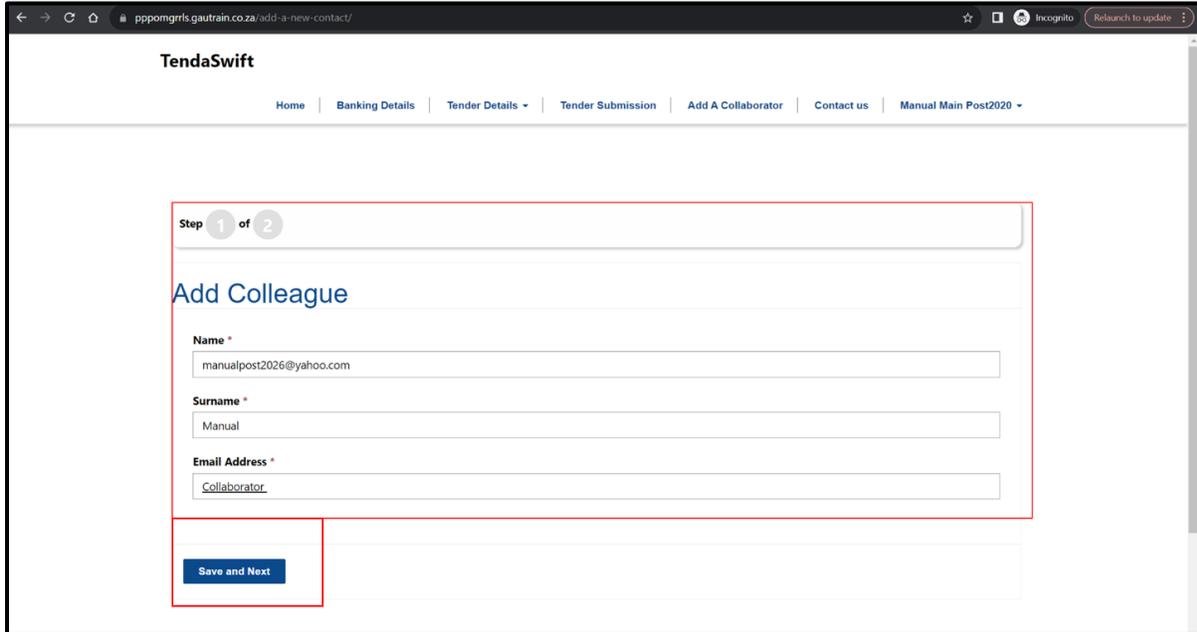
A. Navigate to the menu list and click on the "Add A Collaborator" button.



B. Click the “Add Collaborator” button.

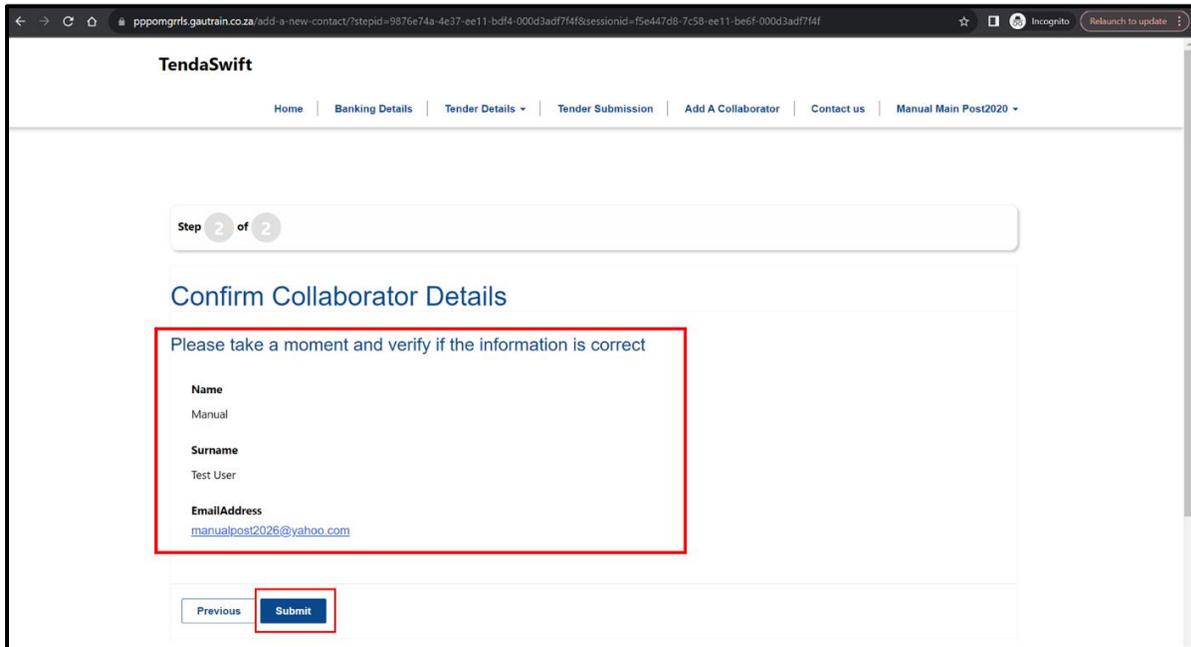


C. Capture the collaborator's details, then proceed by clicking the "Save and Next" button.



The screenshot shows a web browser window with the URL pppomgrls.gautrain.co.za/add-a-new-contact/. The page title is "TendaSwift" and the navigation menu includes Home, Banking Details, Tender Details, Tender Submission, Add A Collaborator, Contact us, and Manual Main Post2020. The main content area is titled "Add Colleague" and is labeled "Step 1 of 2". It contains three input fields: "Name" with the value "manualpost2026@yahoo.com", "Surname" with the value "Manual", and "Email Address" with the value "Collaborator". A "Save and Next" button is located at the bottom left of the form.

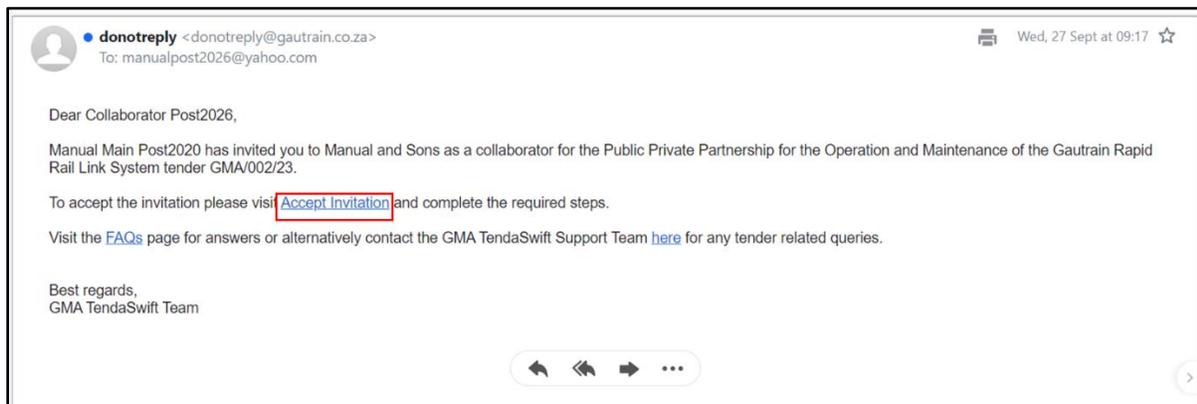
D. Confirm the captured collaborator's information, and once confirmed, click the "Submit" button.



The screenshot shows the same web browser window, now at "Step 2 of 2" titled "Confirm Collaborator Details". A message reads: "Please take a moment and verify if the information is correct". Below this, the captured details are displayed: Name: Manual, Surname: Test User, and EmailAddress: manualpost2026@yahoo.com. At the bottom, there are "Previous" and "Submit" buttons.

8. Accepting the Collaborator Invitation

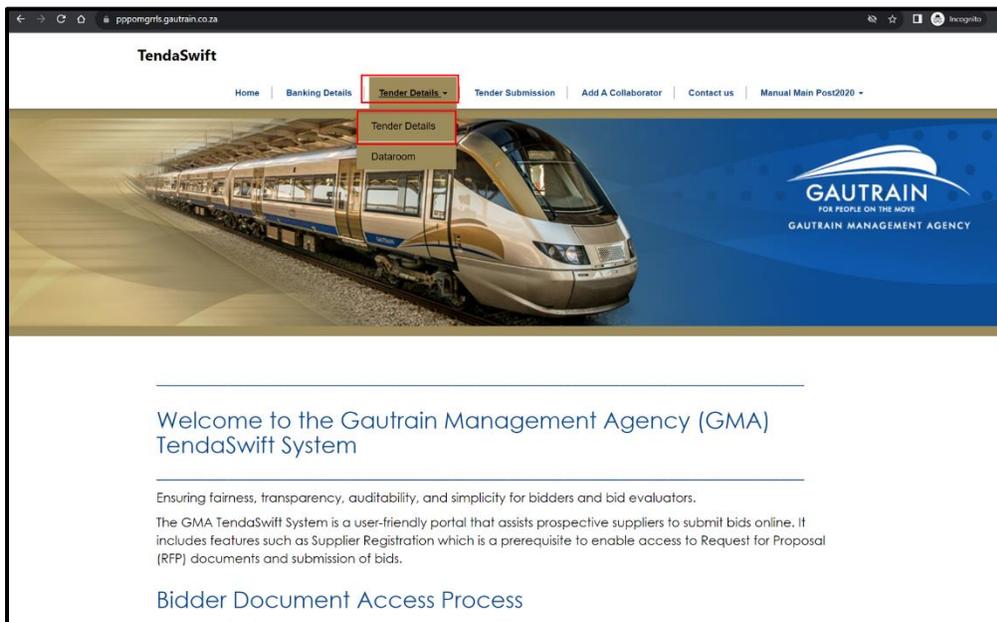
- A. The collaborating user will receive the invitation via email. To accept the invitation, they must click on the “Accept Invitation” link. If email is not found, please check the email in your junk box,



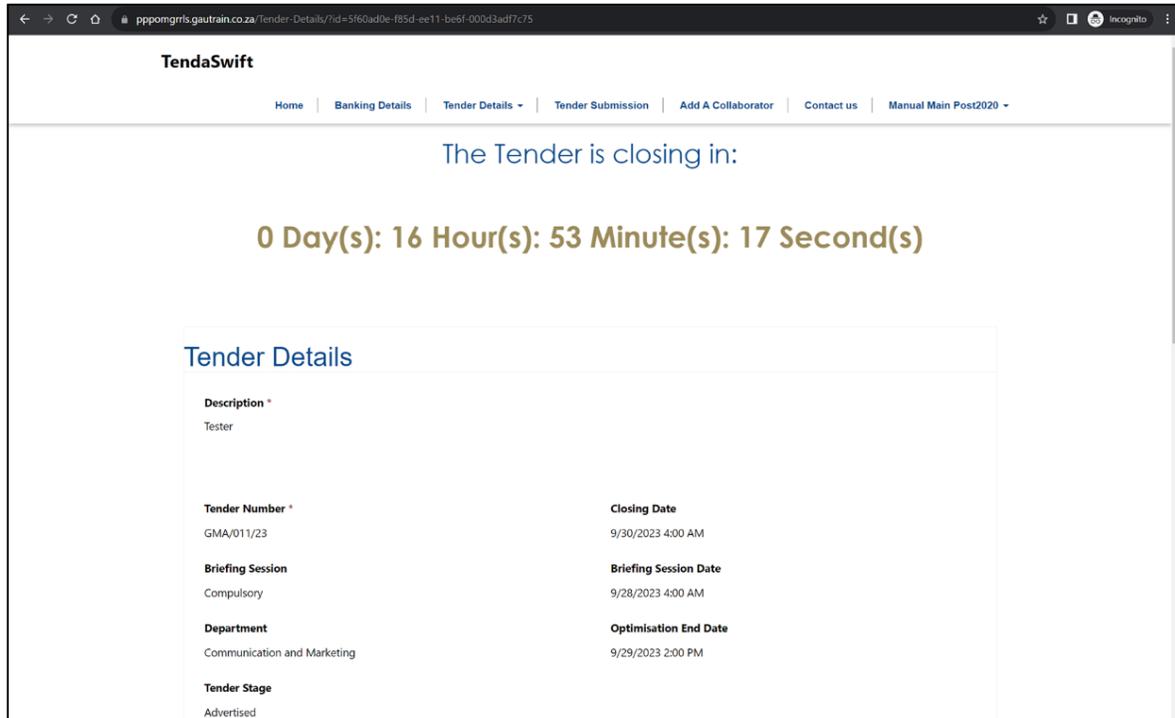
- B. Follow the same steps to gain access as per Section 4.1 or Section 4.2 above, depending on the type of email domain account used.

9. View Advertised Tender

- A. To view the tender details, navigate to the menu bar and click on the “Tender Details” option.



B. The screen below is displayed, showing the tender details.

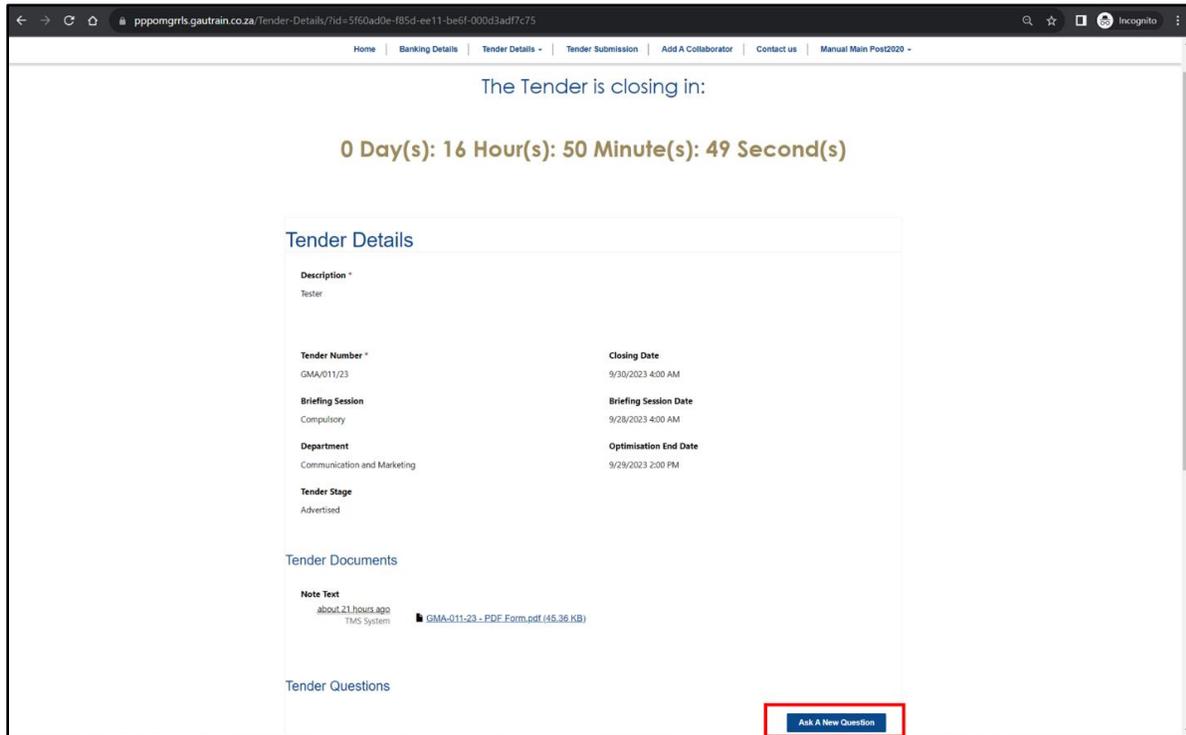


The screenshot shows a web browser window with the URL pppomgrfs.gautrain.co.za/Tender-Details/?id=5f60ad0e-f85d-ee11-be6f-000d3ad7c75. The page title is "TendaSwift". The navigation menu includes: Home, Banking Details, Tender Details (selected), Tender Submission, Add A Collaborator, Contact us, and Manual Main Post2020. The main content area displays "The Tender is closing in:" followed by a large countdown timer: "0 Day(s): 16 Hour(s): 53 Minute(s): 17 Second(s)". Below the timer is a "Tender Details" section with the following information:

| Tender Details | |
|------------------------------|-----------------------------|
| Description * | Tester |
| Tender Number * | GMA/011/23 |
| Closing Date | 9/30/2023 4:00 AM |
| Briefing Session | Compulsory |
| Briefing Session Date | 9/28/2023 4:00 AM |
| Department | Communication and Marketing |
| Optimisation End Date | 9/29/2023 2:00 PM |
| Tender Stage | Advertised |

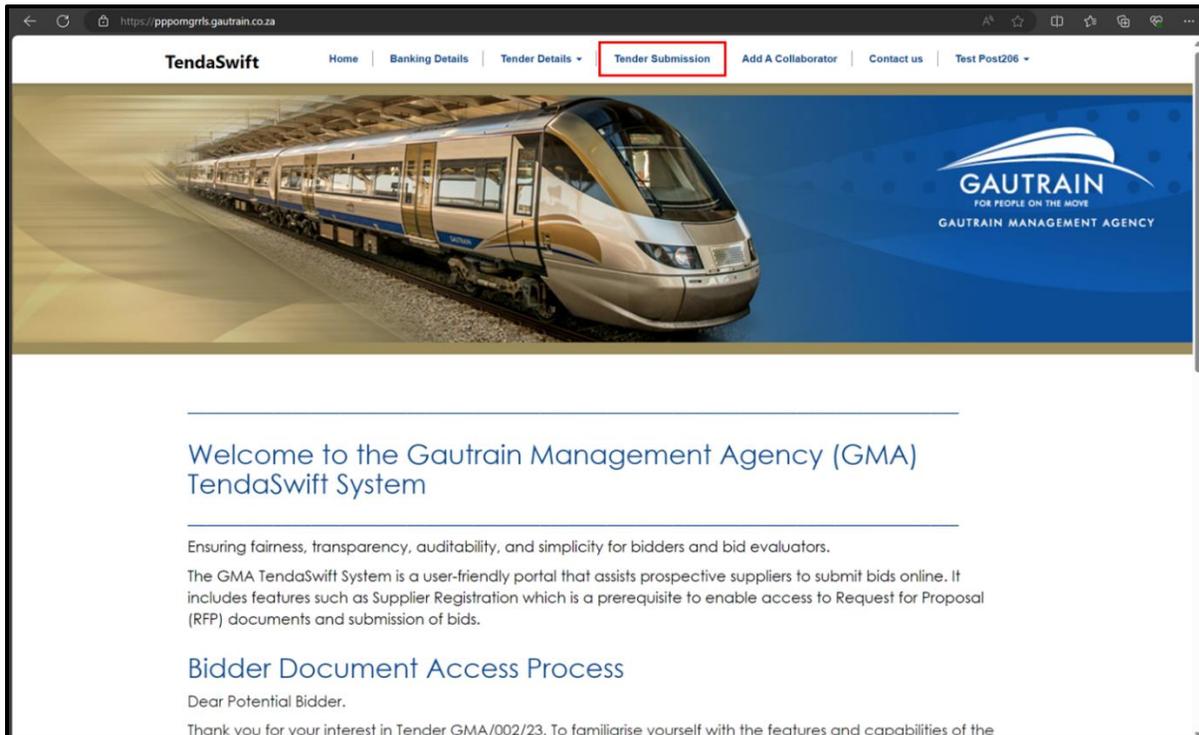
10. Tender Questions and Answers

- A. Navigate to the bottom of the tender details page and click on the button that says, "Ask a New Question."

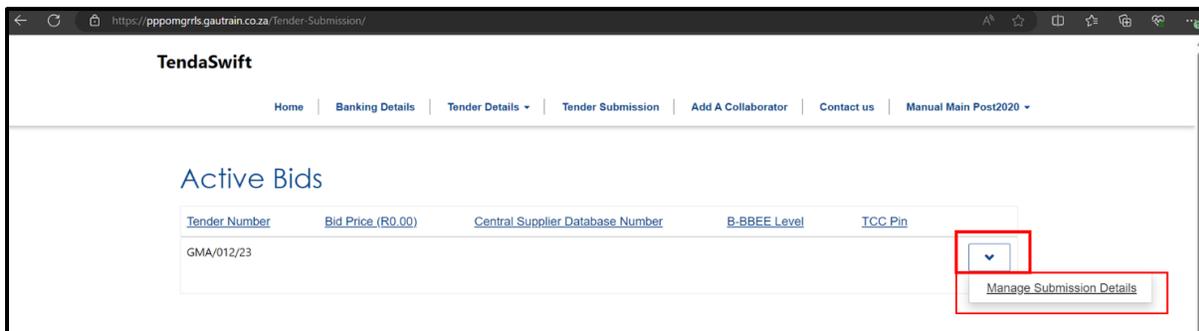


11. The Bid Submission Process

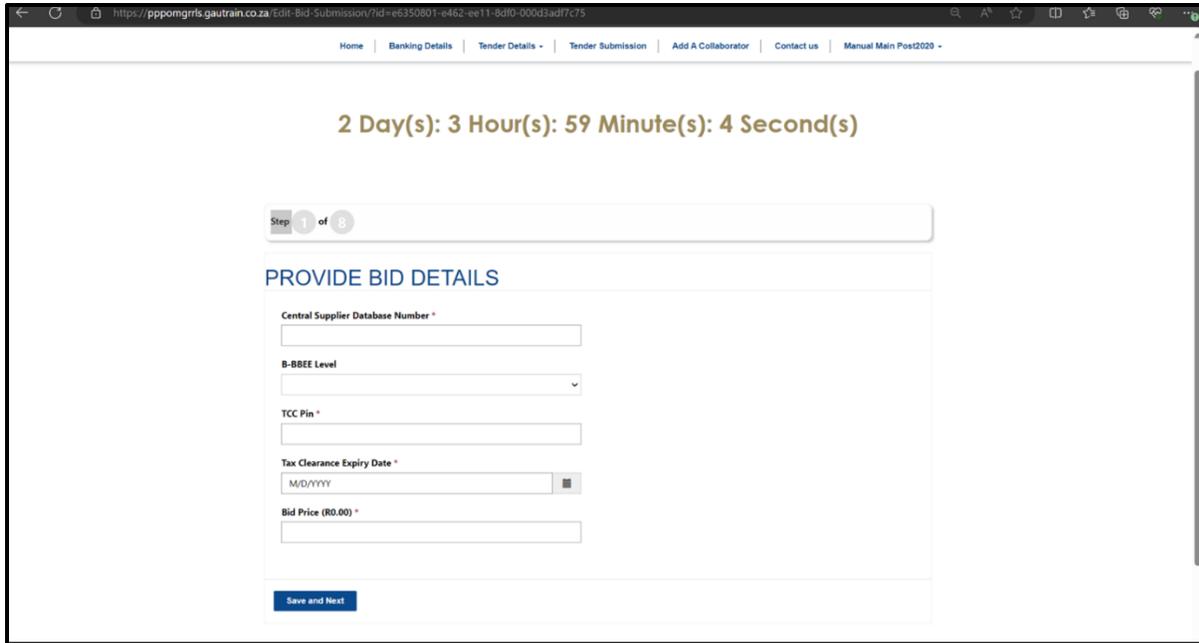
- A. To complete the bid submission, navigate to the menu bar and click on the "Tender Submission" option.



- B. Select the dropdown arrow and select the "Manage Submission Details."



C. Capture all the 8 submission steps.



Home | Banking Details | Tender Details - | Tender Submission | Add A Collaborator | Contact us | Manual Main Post2020 -

2 Day(s): 3 Hour(s): 59 Minute(s): 4 Second(s)

Step 1 of 8

PROVIDE BID DETAILS

Central Supplier Database Number *

B-BBEE Level

TCC Pin *

Tax Clearance Expiry Date *

M/D/YYYY

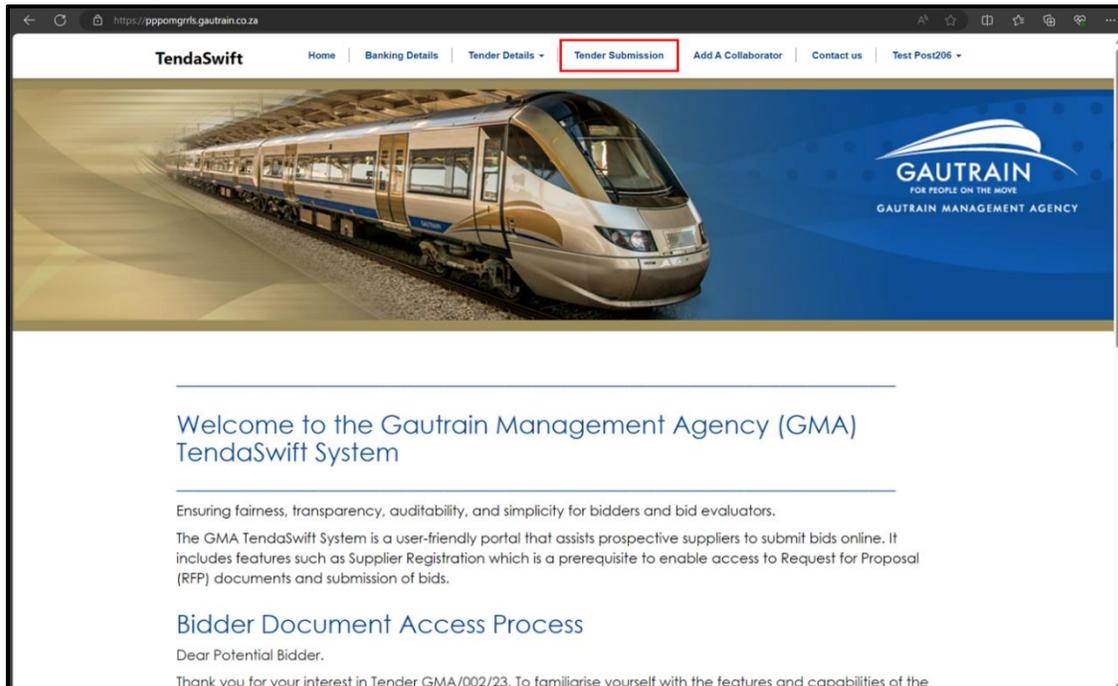
Bid Price (R0.00) *

Save and Next

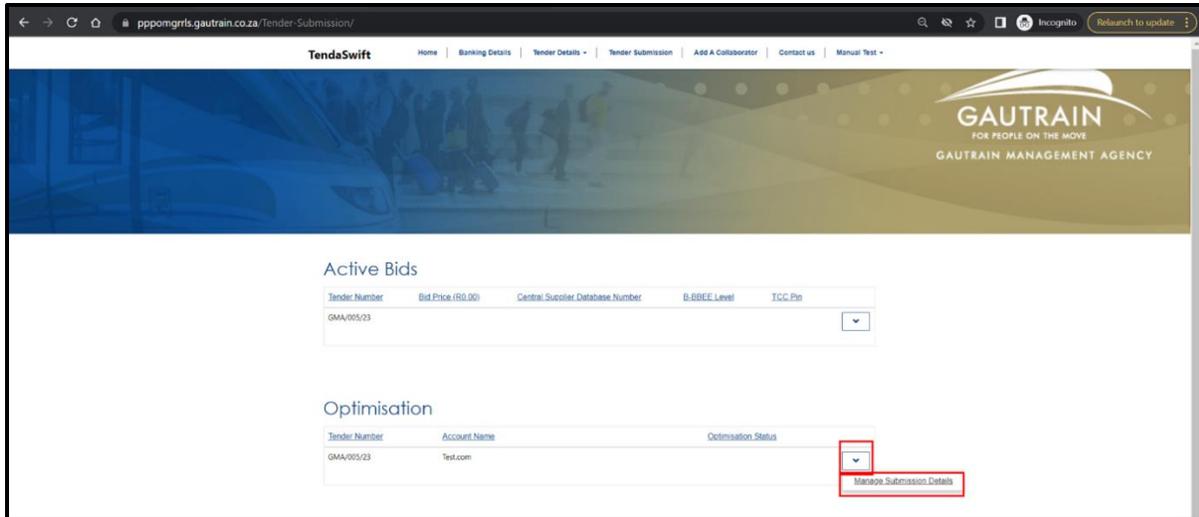
Please take note that the system allows a maximum document size of 60MB for uploads. If the uploaded document exceeds this limit, the system might time out, and the upload may not be successful.

12. The Optimisation Process

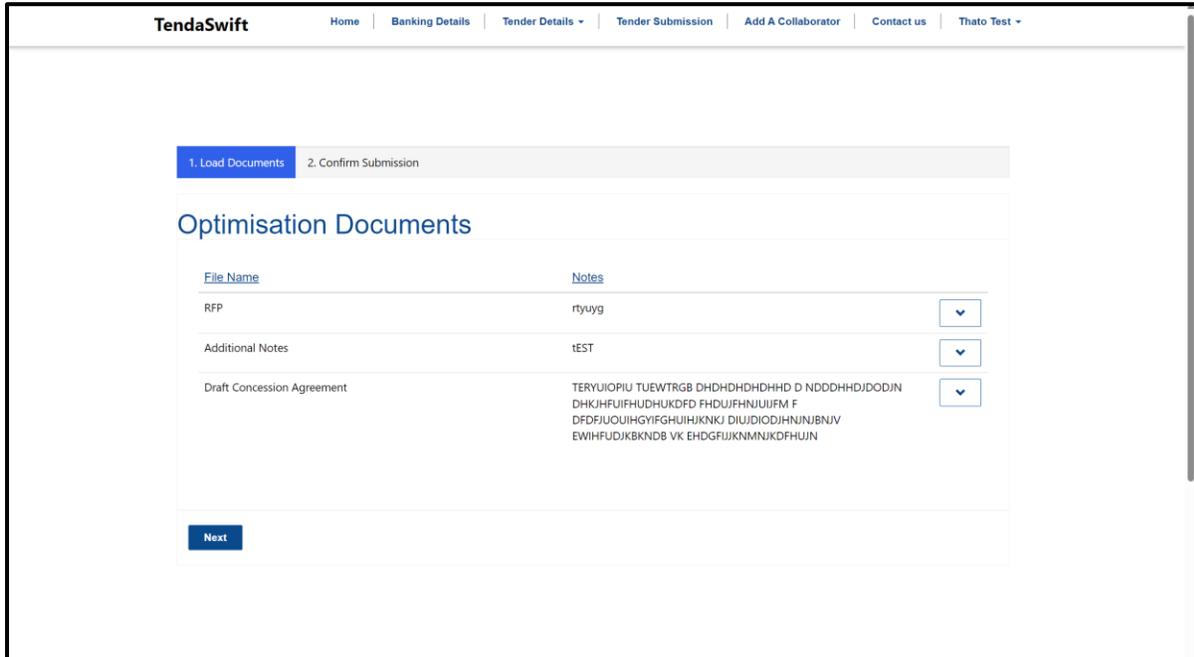
- A. To complete the optimisation submissions, navigate to the menu bar and click on the “Tender Submission” option.



B. Select the dropdown arrow and select the "Manage Submission Details."



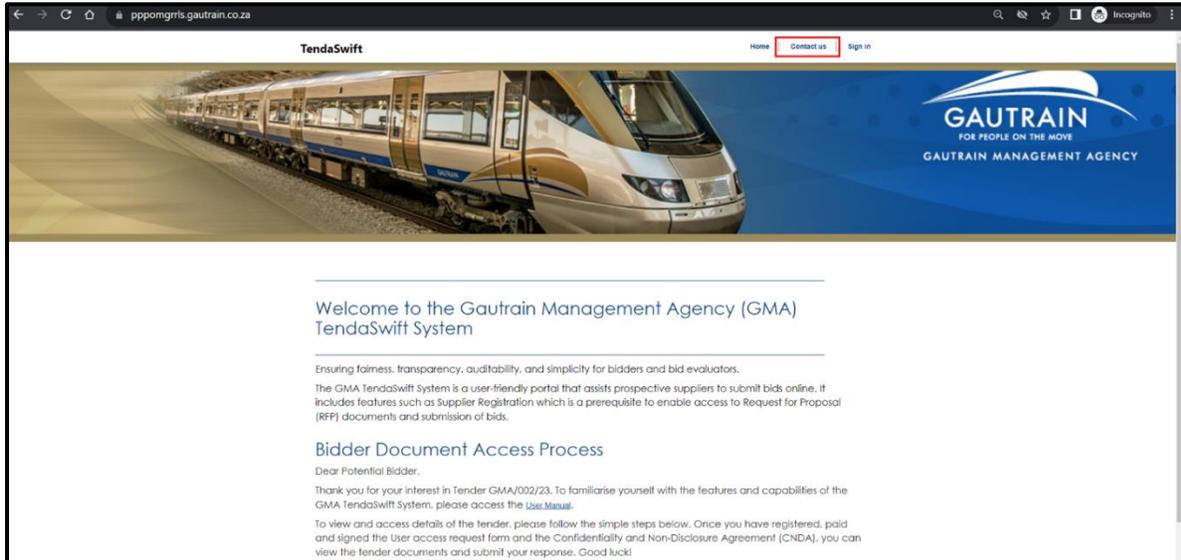
C. Upload the Optimisation documentation. Please ensure you finish both of the required steps.



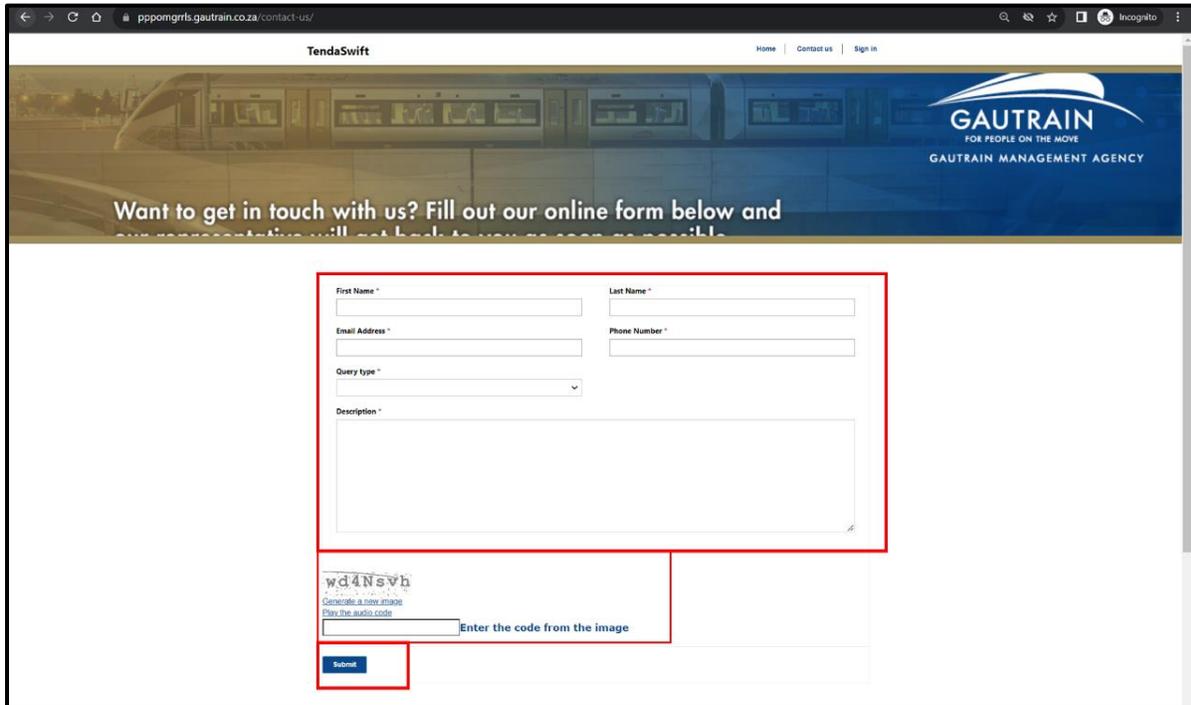
13. Contact Us

Should the user need to contact GMA during the process, follow the following steps.

A. Please click the "Contact Us" button.



- B. Fill out the necessary fields, enter the Captcha, and then click on the "Submit" button to proceed.



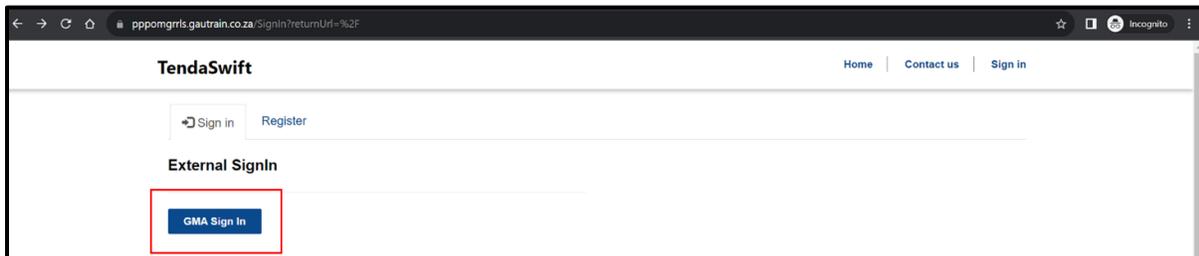
The screenshot shows a contact form on the TendaSwift website. The form is titled "Want to get in touch with us? Fill out our online form below and our representative will get back to you as soon as possible." The form fields are: First Name, Last Name, Email Address, Phone Number, Query type (dropdown), and Description (text area). Below the form is a Captcha image with the code "wd4Nsvh" and a "Submit" button. The website header includes the Gautrain logo and the text "GAUTRAIN MANAGEMENT AGENCY".

14. The Password Reset Process

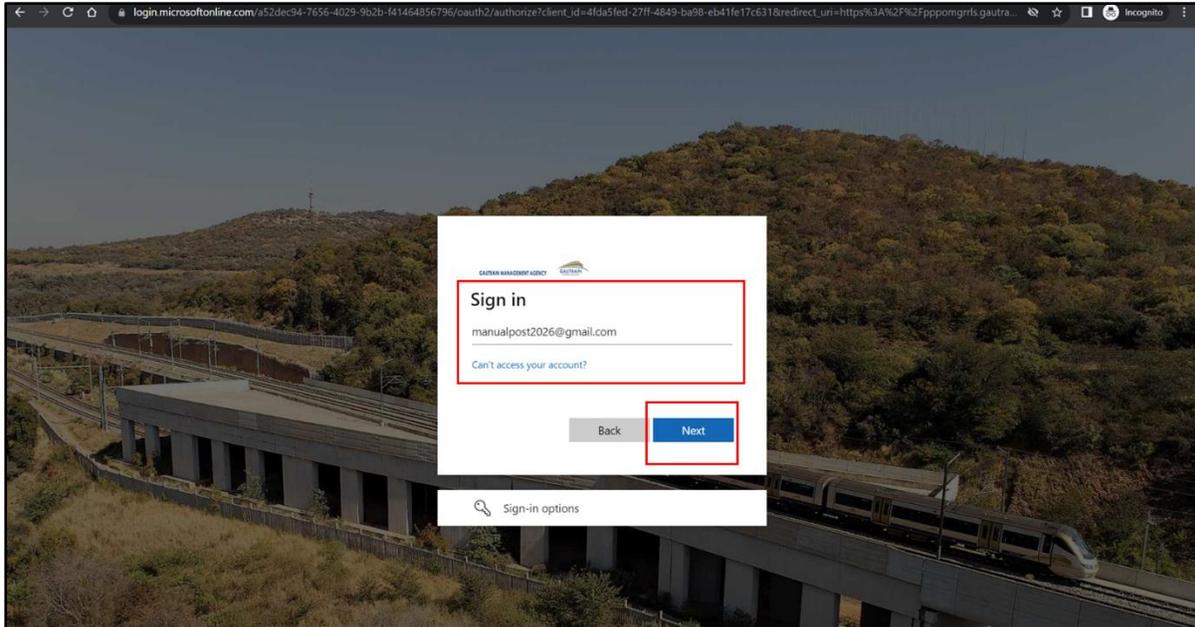
A. To reset your password, go to the sign-in page and click on the sign-in link.



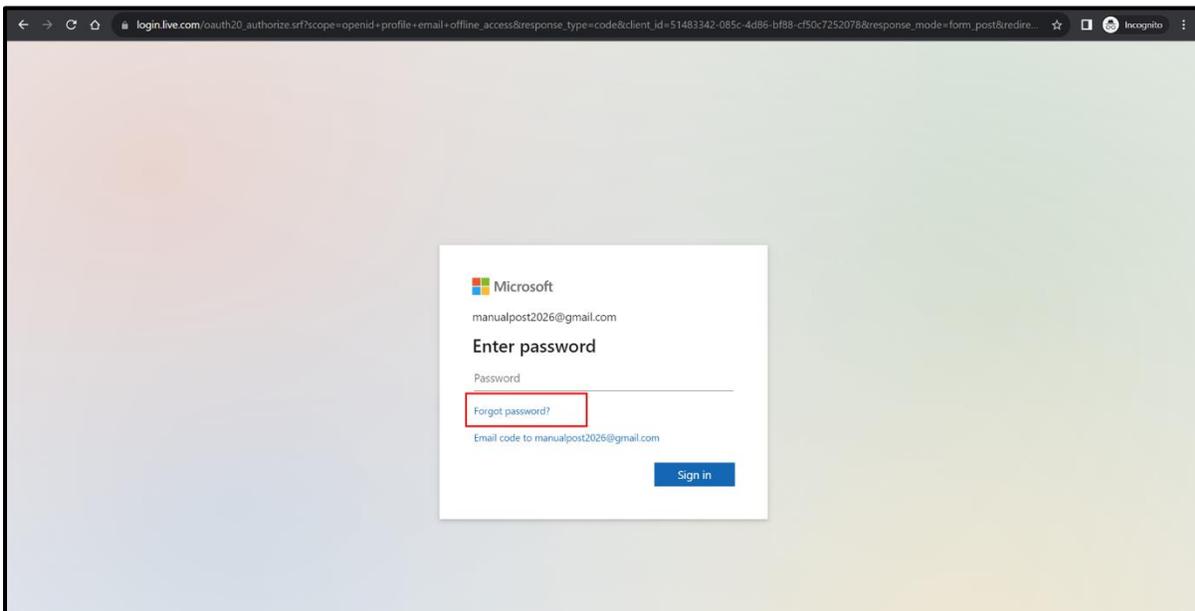
B. Select the GMA Sign-In button.



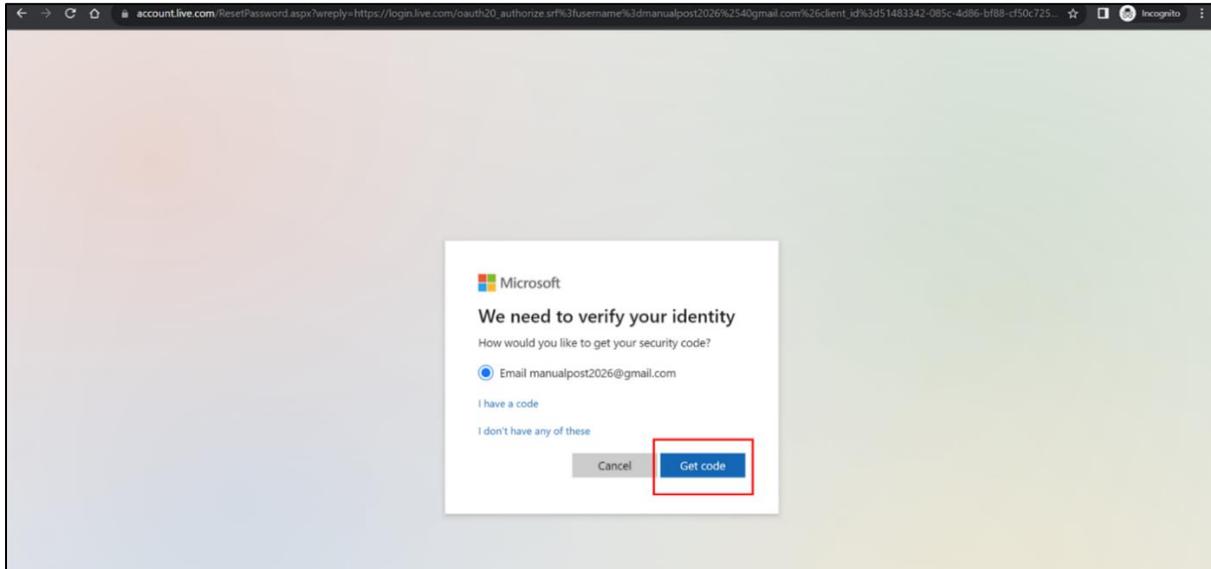
C. Capture the registered username, and then proceed by clicking the "next" button.



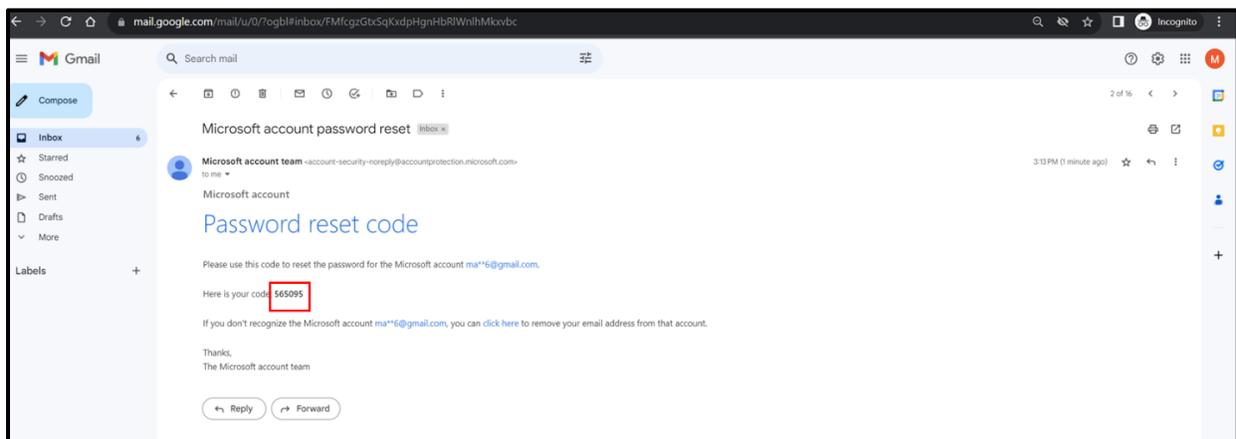
D. Select the "Forgot Password" link.



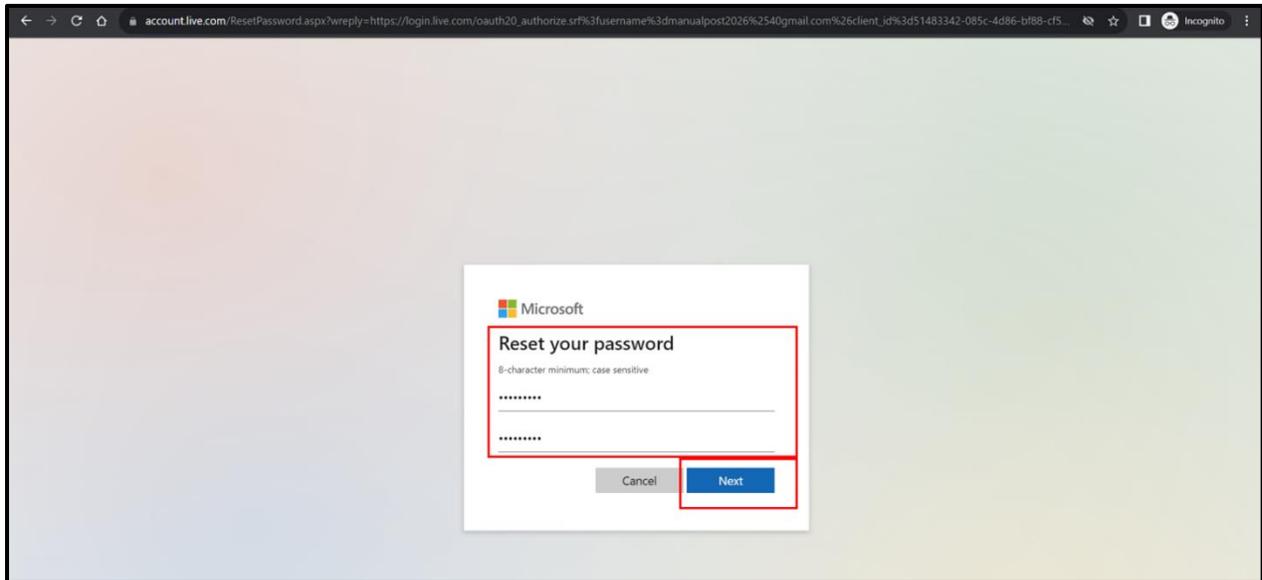
E. Click the "Get Code" button.



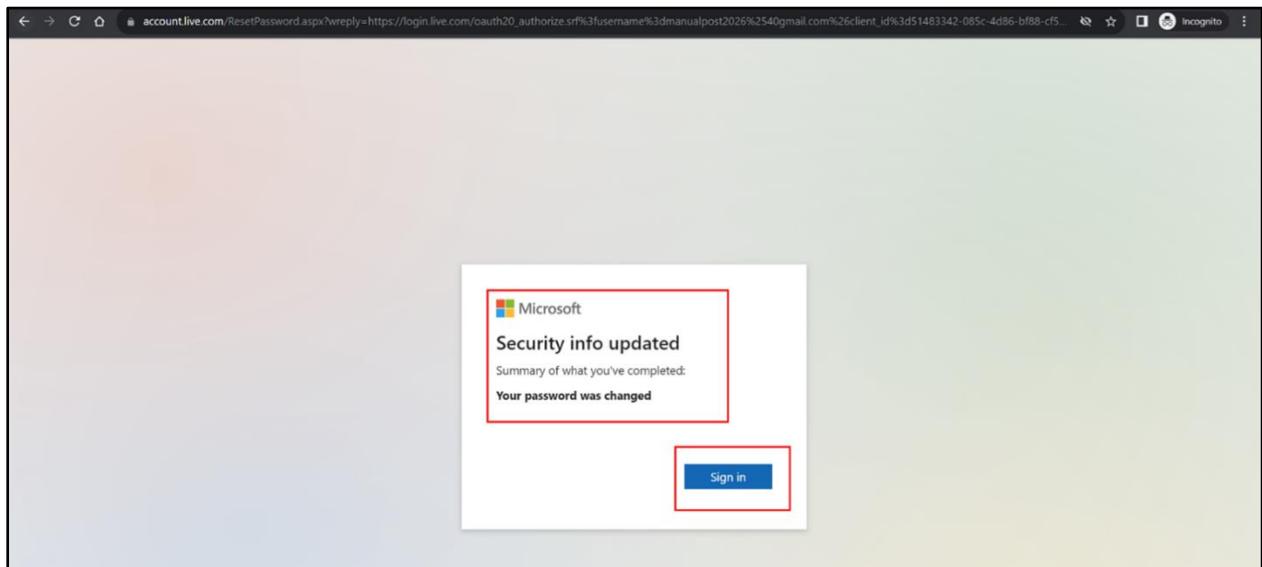
F. A password reset code will be sent to the email address that has been captured.



G. Enter and confirm your new password.



H. Select the "Sign In" button.



15. Open Issues

None

