



How to Link Your eThekwini eServices Account to the Municipality App

A Comprehensive Step-by-Step Guide for Residents

Introduction

The digital transformation of municipal services in South Africa has made it easier for residents to access, manage, and monitor their municipal accounts from the comfort of their homes. eThekwini Municipality, serving the city of Durban and surrounding areas, offers its residents the convenience of [eServices](#)—an online platform for account management and service requests. With the emergence of the official Municipality app, the process has become even more streamlined, granting users the ability to link their [eServices](#) accounts directly to the app for unified management. This guide will walk you through the entire process, highlight essential considerations, address common issues, and provide tips to maximise your municipal digital experience.

Understanding eThekwini eServices

What Are eServices?

eThekwini [eServices](#) is an online portal designed for residents to interact with municipal offerings. These include paying municipal bills, viewing statements, lodging queries, tracking service requests, and updating personal information. The portal is accessible via web browsers and, increasingly, through mobile applications designed by the Municipality.

Benefits of Linking eServices to the Municipality App

- Convenience: One-tap access from your mobile device, no need to remember multiple logins.
- Real-time Notifications: Receive alerts for due payments, new statements, service interruptions, and updates on queries.
- Integrated Service Requests: Log issues and track responses directly from your app dashboard.
- Secure Transactions: Enhanced security protocols safeguard your data and payments.
- Account Management: Manage multiple municipal accounts (home, business, rental properties) in one place.

Pre-Requirements for Linking Your Account

Before you begin, ensure you have the following:

- An active eThekwini [eServices](#) account (if you do not have one, you must register at the official [eServices](#) portal).
- The official Municipality app installed on your smartphone or tablet (available via Google Play Store and Apple App Store).
- Stable internet connection to avoid interruptions during setup.
- Up-to-date personal details (email, mobile number) as registered on [eServices](#).



- Access to your registered email or mobile phone for verification codes and security checks.

Step-by-Step Guide: Linking Your eServices Account

1. Download and Install the Municipality App

- Visit the app store on your device (Google Play for Android or App Store for iOS).
- Search for “eThekweni Municipality” or “eThekweni Services App.”
- Download and install the app, ensuring you select the official version published by eThekweni Municipality.
- Open the app once installed.

2. Launch and Navigate to Account Linking

- On the app’s welcome screen, tap “Sign In” or “Link Account.”
- If prompted, accept the app’s terms and conditions and privacy policy.
- Navigate to “My Profile” or “Account Management” from the main menu.
- Locate the “Link to [eServices](#)” or “Connect Existing Account” option.

3. Enter Your eServices Credentials

- Input your [eServices](#) username (typically your registered email address) and password.
- For security, the app may require a one-time password (OTP) sent to your registered email or mobile phone.
- Retrieve and enter the OTP when prompted.
- If you have forgotten your password, use the “Forgot Password?” link to reset it before proceeding.

4. Verify Your Identity

- After credential input, the app may require additional verification:
- Personal details confirmation (ID number, surname, or account number).
- Answering security questions set during [eServices](#) registration.

Once verified, the app will confirm successful linking via a confirmation message.

5. Set Up Your App Profile and Preferences

- Once your account is linked, update your app profile if necessary.
- Set notification preferences—choose how you want to receive reminders for bills, alerts, and service updates.
- Enable biometric login (fingerprint or facial recognition), if your device supports it, for added security.
- Review and update account access permissions for linked accounts (e.g., if you manage multiple properties).

6. Explore eServices Features on the App

- Billing and Statements: View and download your municipal bills, check payment histories, and set reminders for due dates.
- Service Requests: Log new requests (e.g., report a water leak, request refuse collection), and track progress.
- Communication: Message the municipality directly, receive updates on queries, and upload relevant documents or photos.
- Account Updates: Change address, update contact information, or add secondary users if needed.
- Push Notifications: Stay informed about community events, planned maintenance, and emergency alerts.



Troubleshooting Common Issues

Login Failures and Account Errors

- **Incorrect Credentials:** Double-check your username and password. Use “Forgot Password?” if necessary.
- **OTP Not Received:** Ensure your registered contact details are correct and check your spam/junk folders.
- **App Version Outdated:** Update the app to the latest version via your device's app store.
- **Account Locked:** After multiple failed attempts, contact eThekwini [eServices](#) support for account unlocking.

Verification Problems

- **Details Mismatch:** Check that your [eServices](#) profile matches your app registration details.
- **Network Issues:** Switch to a stable Wi-Fi or mobile network for verification processes.
- **Unlinked Accounts:** If linking fails repeatedly, uninstall and reinstall the app, then try again.

Support and Assistance

- Use the in-app support feature to contact eThekwini Municipality's help desk.
- Visit the official [eServices](#) webpage for FAQs and troubleshooting guides.
- Call the municipality's helpline for direct assistance with account linking.

Security and Privacy Considerations

eThekwini Municipality takes resident privacy seriously. Linking your account via the official app uses encrypted protocols to protect your information. Be wary of unofficial apps, phishing emails, or requests for login details outside the official channels. Always review app permissions, and never share your password or OTP with anyone.

Maximising Your Experience

Tips for Effective Account Management

- **Regular Profile Updates:** Ensure your personal and contact details are always current for seamless communication.
- **Monitor Your Accounts:** Periodically review your statements and service requests for accuracy.
- **Utilise App Features:** Explore all available features, including payment options, service tracking, and community updates.
- **Feedback:** Use the app's feedback feature to suggest improvements or report issues.

Staying Informed

- Subscribe to municipal newsletters via the app for the latest news and service changes.
- Check for app updates regularly to benefit from new features and enhanced security.

Conclusion

Linking your eThekwini [eServices](#) account to the Municipality app is a straightforward process that unlocks a host of benefits—centralised account management, real-time notifications, secure transactions, and faster communication with municipal officials. By following the steps in this guide, you'll ensure a seamless digital experience with your local government, making it easier than ever to stay on top of your municipal responsibilities and enjoy the convenience of modern city living.



Whether you're paying your water bill, tracking a service request, or staying informed about local developments, the Municipality app is your gateway to better civic participation and management. If you encounter any issues, don't hesitate to contact support—help is always available to ensure your digital municipal journey is as smooth and secure as possible on **080 324 5000**.