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Welcome to the new registration portal for the DPC Ghana

This guide should provide you a step by step process for renewing your registration as a data controller or processor.

# What you need to renew a registration

The following information will be required to successfully renew your organization’s registration

* Compliance Report (to be uploaded)
* Any update or change to existing information e.g. Annual return or number of data subjects
* Any additional contact (e.g. new Data Protection Supervisor or Ultimate Decision Maker)

# Renewal reminder emails

The portal allows you to renew your registration from three (3) months, six (6) weeks before it expires and 7 days after expiration. This should allow you time to prepare your **Compliance Report** which is a requirement for renewal. Please contact the Data Protection Commission for template for your compliance report.

Table 1: Sample Renewal Emails

|  |  |  |
| --- | --- | --- |
| 3 Months | 6 Weeks | Expiry |
| A screenshot of a cell phone  Description automatically generated | A screenshot of a cell phone  Description automatically generated | A screenshot of a cell phone  Description automatically generated |

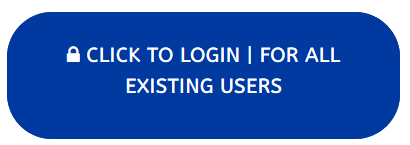
# Commencing the Renewal process

To start their renewal process you will need to log in to the system to access your account.



Click on button from [Our Website](https://www.dataprotection.org.gh/)

This should take you to the home page.

Click Alternatively you may click

Sign in into your organization’s account.

# Signing into your Organization’s account

Click button on the registration home page and then Enter the email address and password you created during registration or for activation process.

**A screenshot of a cell phone

Description automatically generated** Click sign in button.

## **Note:** If you do not remember the password click “Forgot password”. An email link will be sent to the email to reset it.

**Congratulations you are now ready to renew your organization’s registration**

# Navigation around the registration system

## Takes you to the beginning of the registration pageA close up of a logo Description automatically generatedTakes you to all the users in the registration account



## Note: If this a is new registration only the current user will apper with an admin access. The admin user’s email address will be displayed

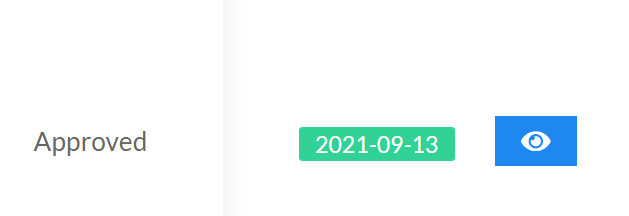
## Use this icon to access your account or to log out

# Renewal Status

The status of your organization’s registration will be displayed.

The various status available are:

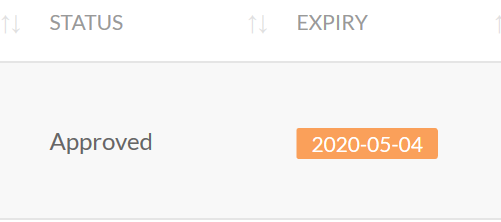
**Approved:** The application has been approved and will expire on the date indicated.



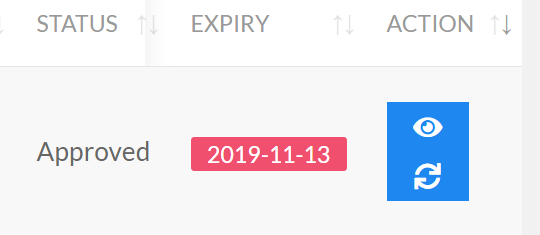
The date of next or renewal or valid till

**Ready for Renewal:** Your registration is due for renewal on the dates specified

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Description automatically generated**

**Expired:** The registration has expired, and renewal is overdue. The expiry date will be displayed in red and a renewal button should be available



# Renewing your registration

You can begin your renewal process as soon as the renewal button is available. This should appear from three (3)months, six (6)week to the expiry and seven (7) days after the expiry.

To renew your registration, click the renewal icon/button A picture containing drawing

Description automatically generatedto begin the renewal process. A popup message will be displayed as shown below.

A screenshot of a cell phone

Description automatically generated

Confirm you wish to renew your registration by clicking on the renew icon. Once confirmed the registration should be set to draft allowing you to update any details required and proceed to payment.

A screenshot of a cell phone

Description automatically generated

Click on the edit icon (pencil) to edit the record. Move through the various sections or tabs to complete the renewal process and proceed to payment

A screenshot of a cell phone

Description automatically generated

Once update is completed (online payment) or invoice generated for offline payment. Click the home page icon to return to the home page. You can log out and sign back in when the compliance report is ready for upload.

## **Note:** You are required to submit a compliance report before your renewal can be approved.

# Uploading a Compliance Report for Renewal

Sign into your account and navigate to the document section

A screenshot of a cell phone

Description automatically generated

Upload your report by browsing to find your document and select or insert. You may also use the or use drag and drop option to upload your report by selecting that option.

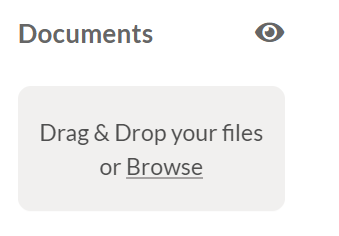


Figure 2 Sample uploaded document (compliance report)

A screenshot of a cell phone

Description automatically generated

To view a document simply click on the document title (hyperlink) to download the document.

# Invoices

The invoice section will hold all invoices generated. The invoices can be downloaded if required or printed for processing payments (offline payments)

Click on the invoice number to view the invoices.

A screenshot of a social media post

Description automatically generated

# Approval and issue of registration Certificates

Your application for renewal will be reviewed by a member of the team before approval and a certificate will be issued for the renewal.