Deceased Estate Online
(User Guide)

Last updated: 25th July 2023

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Figures

1 ACCESS TO DECEASED ESTATE ONLINE

Once registered and logged in, click on "Masters of the High Court Services" in the left menu as shown in the figure below:

Figure 1: DOJ Online Homepage

On the dropdown menu, select "*Deceased Estate*" as shown below in the figure below.Figure 2

Figure 2: DOJ Online Homepage

To create a new Deceased Estate case, click on "Register a New Death Notice/Application."

Figure 3: Deceased Estate Homepage

A popup will be displayed upon clicking on the 'Register a New Death Notice/Application' link, to confirm the profile on which you are transacting. This will display the Name of the Profile and Type of Profile as indicated below. Click on 'Yes' to continue, or 'No' to change your profile.
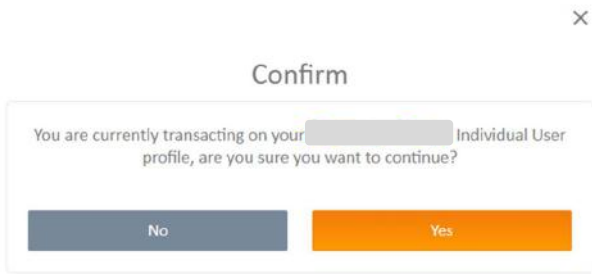
Figure 4: Profile Confirmation

If 'No' is selected, the system will redirect the user to the 'My Profiles' page, to switch to the correct profile the Deceased Estate case is the registered against as indicated below:
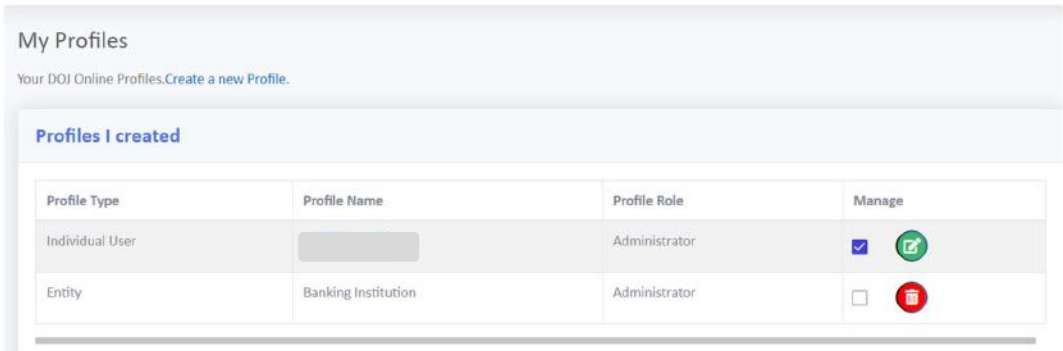
Figure 5: My Profiles

On the top right side of the screen, the profile name is displayed.

Note: *An individual User can be linked to one (1) Entity and one (1) Service Provider only.*
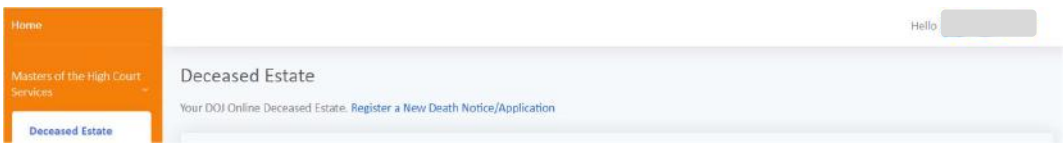
Figure 6: Profile Name Display

If 'Yes' is selected, a Deceased Estate Application Declaration popup is displayed, if the information is known answer "Yes" by sliding to the right and the slider. The slider will change to green to indicate your selection.

An indication of the required documentation is displayed as indicated in the figure below.

Figure 7: Deceased Estate Application Declaration

Once complete, click on "**Accept.**"
To clear the selection, click on "**Clear**" or to Cancel the application, click on "**Cancel**."

If the answer to the declarations listed in Figure 7the figure below above is "**Yes**", the slider will be green for all, then select "**Accept**" to move to the Deceased Details screenFigure 6.

If the answer to any of the declarations listed in the figure aboveFigure 7 is "No", the slider remains greyed, and the figure below will be displayed:

**Figure 8: Alert Message Popup**

To continue with the Deceased Estate application, click on "**Continue**" or to cancel the Deceased Estate application, click on "**Cancel**."
Once the user clicks on "**Continue**."

2   DECEASED DETAILS

To continue with the application, fill in the Deceased Details as displayed in Figure 9 below:
*Denotes required information (mandatory)

- Select Identity Type

  o If **RSA Identity Number** is selected, then populate RSA ID field.

- **Live status** will automatically default to "Deceased".
- Select **Nationality**
- Capture **First Name (s)** (all names as it appears on your Identification Document)
- Capture **Surname** (all surnames as it appears on your Identification Document)
- Capture **Maiden Surname**
- Capture **Place of Birth**
- Select **Population Group**
- Capture **Occupation**
- Select **Date of Birth** (Date of Birth will auto populate from ID number captured)
- Select **Marital Status** (if Single – Marriage type and Place where Married will be greyed out)
- Select **Marriage Type**
- Capture **Place Where Married**
- Select **Date of Death**
- Select **Will Available**

  o If "**Yes**" is selected:
  - Click on '**Add Will**' a popup will appear where:
    - Select Will Status Type.
    - Capture Number of Pages.
    - Capture Date will signed if available.
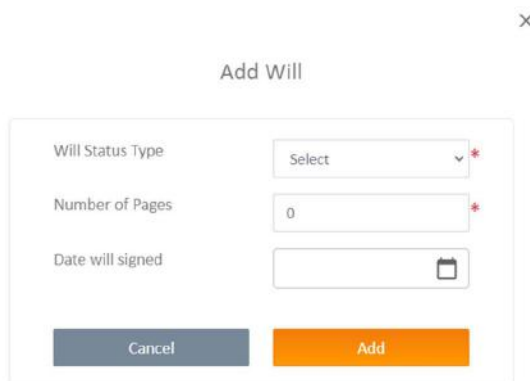
Figure 9: Add Will

  - Click on '**Add**' to add or '**Cancel**' to cancel.

  - Indicate 'Is this a Joint/Massed Will?'

    - "**Yes**" or "**No**" for Is this a Joint Will Details?
    - If '**Yes**' is selected, click on '**Add Massed Party**'

Figure 10: Add Massed Party

- Select '**Add**' to add, and '**Cancel**' to cancel

- **Add Address**, and capture Address information – (one of each address type can be added)

  o Select **Address Type**.
  o Capture **Ordinary Residence Line 1**.
  o Capture **Ordinary Residence Line 2**.
  o Select **Province**.
  o Select **City**.
  o Select **Postal Code**.

An alert popup will appear indicating the Masters Office the case will fall under based on your selected area as indicated in Figure 12 below
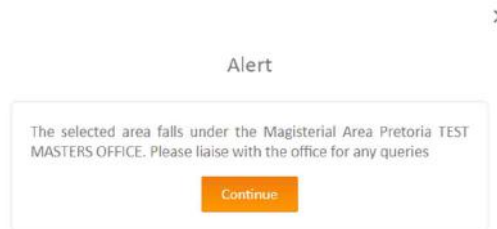
Figure 12: Masters Office Alert

- Select **Linked Master Office** (filtered based on Province and City Name)

Figure 13: Deceased Details Tab

To **Manage** the entries, the user can Delete or Edit by clicking ✎ to Edit or ⊖ to Delete

- Click **Next** to move to the next tab and to auto save the captured information, the mandatory information must be completed to move to the next tab
- Click **Cancel** to cancel the application
- Click **Save** to save the application

3   APPLICANT INFORMATION

*Denotes required information (mandatory)

Most of the information will be prepopulated from the user registration, complete the following information:

- Select "**Yes**" or "**No**" for **Signatory present at death.**
- Select "**Yes**" or "**No**" for **Did Signatory identify deceased?**
- Select **Method of Notice** from the values provided.
- Select Signatory Relationship with deceased (Capacity)
  - o   If '**Other**" is selected, capture "**Other**" description field.
- Select **Method of Communication**
  - o   **Email** – for method of communication to be received via email.
  - o   **SMS –** for method of communication to be received via SMS.
- **Add Address** – the address on the user profile is displayed as a default address for Residential Address type. The user has the selection of adding postal, and work address. The Residential Address type is mandatory.

- Select "**Yes**" or "**No**" for **Is Executor?**

*Note: If '**Yes'** is selected, the system will pull all the applicant's information through to the to Executor Information page where the remaining Executor Information will need to be completed.*

Figure 14: Applicant Information

To **Manage** the entries, the user can Delete or Edit by clicking to Edit or to Delete

- Click **Next** to move to the next tab and to auto save the captured information, the mandatory information must be completed to move to the next tab
- Click **Cancel** to cancel the application
- Click **Save** to save the application

4 NEXT OF KIN DETAILS

*Denotes required information (mandatory)
Note: *On the Deceased Details screen, if a Will was selected as 'Yes', then Next of Kin details does not have to be captured.'*

4.1 Deceased Spouse Details

To add the Deceased Spouse:

- Select Relation To Deceased(Spouse details)
- Add Deceased Spouse Details

  o Select Identity Type

    - If **RSA Identity Number** is selected, then populate RSA ID field
    - If **Old RSA Identity Number** is selected, then populate RSA ID field
    - If **Passport** is selected, then populate Passport Number field

      - Select **Nationality**
      - Capture **Passport Number**

  o Capture **First Names** (Capture First Name(s) as it appears on your Identification Document / Passport)
  o Capture **Surname** (Capture Surname(s) as it appears on your Identification Document / Passport)
  o Select **Life Status**

    - If "**Alive**" is selected – Date of Death, Place Estate Registered, Estate Number and Master Office Name is greyed out

- If "**Deceased**" is selected

  - Capture **Place Estate Registered**
  - Capture **Estate Number**
  - Capture **Master Office Name**

- o **Add Address** information (add at least one address type)
- o Select "**Yes**" or "**No**" for Select an option if you have been **Nominated as an Executor of the Estate**
- o Select "**Add**" to add the Deceased Children
- o Select "**Cancel**" to cancel the adding the Deceased Children

The information captured will be populated into the grid as displayed in Figure 8 below:

Figure 15: Deceased (Spouse details)

To **Manage** the entries, the user can Delete or Edit by clicking ✏️ to Edit or 🚫 to Delete

- Click **Next** to move to the next tab and to auto save the captured information, the mandatory information must be completed to move to the next tab
- Click **Cancel** to cancel the application
- Click **Save** to save the application

4.2   Deceased Children Details

To add the Deceased Children Details

- Select **Relation To Deceased(Deceased Children)**
- **Add Deceased Children Details**

  - o Select **Identity Type**

    - If **RSA Identity Number** is selected, then populate RSA ID field.
    - If **Old RSA Identity Number** is selected, then populate RSA ID field.
    - If **Passport** is selected, then populate Passport Number field.

      - Select **Nationality**
      - Capture **Passport Number**

  - o Capture **First Names** (Capture First Name(s) as it appears on your Identification Document / Passport)
  - o Capture **Surname** (Capture Surname(s) as it appears on your Identification Document / Passport)
  - o Select **Life Status**

    - If "**Alive**" is selected – Date of Death, Place Estate Registered, Estate Number and Master Office Name is greyed out.
    - If "**Deceased**" is selected

- Capture **Place Estate Registered**
- Capture **Estate Number**
- Capture **Master Office Name**

o **Add Address** information (add at least one address type)
o Select "**Yes**" or "**No**" for Select an option if you have been **Nominated as an Executor of the Estate**
o Select "**Add**" to add the Deceased Children Details
o Select "**Cancel**" to cancel the adding the Deceased Children Details

The information captured will be populated into the grid as displayed in Figure below:

Figure 16: Deceased Children Details

To **Manage** the entries, the user can Delete or Edit by clicking 🖉 to Edit or 🛇 to Delete.

- Click **Next** to move to the next tab and to auto save the captured information, the mandatory information must be completed to move to the next tab.
- Click **Cancel** to cancel the application.
- Click **Save** to save the application.

4.3 Deceased Children Descendant Details

Note: At least 1 major and Deceased Child needs to be added before a Deceased Child Descendant can be added

To add the Deceased Children Descendant Details

- Select **Parent** from list provided.
- Select **Relationship to Parent** from list provided.

o Select **Identity Type**

- If **RSA Identity Number** is selected, then populate RSA ID field.
- If **Old RSA Identity Number** is selected, then populate RSA ID field.
- If **Passport** is selected, then populate Passport Number field.

- Select **Nationality**
- Capture **Passport Number**

o Select **Person Status** from list provided.
o Capture **First Names** (Capture First Name(s) as it appears on your Identification Document / Passport)
o Capture **Surname** (Capture Surname(s) as it appears on your Identification Document / Passport)
o Select **Life Status**

- If "**Alive**" is selected – Date of Death, Place Estate Registered, Estate Number and Master Office Name is greyed out
- If "**Deceased**" is selected

- Capture **Place Estate Registered**
- Capture **Estate Number**
- Capture **Master Office Name**

o **Add Address** information (add at least one address type)
o Select "**Yes**" or "**No**" for Select an option if you have been **Nominated as an Executor of the Estate**
o Select "**Add**" to add the Deceased Children Descendant Details
o Select "**Cancel**" to cancel the adding the Deceased Children Descendant Details

The information captured will be populated into the grid as displayed in Figure 16the Figure below:

Figure 17: Deceased Children Descendant Details

To **Manage** the entries, the user can Delete or Edit by clicking 🖉 to Edit or 🗑 to Delete.

- Click **Next** to move to the next tab and to auto save the captured information, the mandatory information must be completed to move to the next tab.
- Click **Cancel** to cancel the application.
- Click **Save** to save the application.

4.4 Deceased Spouse Children Details

To add the Deceased Children Details

- Select **Relation To Deceased(Spouse Children)**
- **Add Spouse Children Details**

  o Select **Identity Type**

    - If **RSA Identity Number** is selected, then populate RSA ID field.
    - If **Old RSA Identity Number** is selected, then populate RSA ID field.
    - If **Passport** is selected, then populate Passport Number field.

      - Select **Nationality**
      - Capture **Passport Number**

  o Capture **First Names** (Capture First Name(s) as it appears on your Identification Document / Passport)
  o Capture **Surname** (Capture Surname(s) as it appears on your Identification Document / Passport)
  o Select **Life Status**

    - If "**Alive**" is selected – Date of Death, Place Estate Registered, Estate Number and Master Office Name is greyed out.
    - If "**Deceased**" is selected

- Capture **Place Estate Registered**
- Capture **Estate Number**
- Capture **Master Office Name**

o **Add Address** information (add at least one address type)
o Select "**Yes**" or "**No**" for Select an option if you have been **Nominated as an Executor of the Estate**
o Select "**Add**" to add the Deceased Spouse Children Details
o Select "**Cancel**" to cancel the adding the Deceased Spouse Children Details

The information captured will be populated into the grid as displayed in Figure below:

Spouse Children Details			
Full Name(S)	Surname	Id/Passport Number	Manage
No records to display.			

To **Manage** the entries, the user can Delete or Edit by clicking 🖉 to Edit or 🛑 to Delete.

- Click **Next** to move to the next tab and to auto save the captured information, the mandatory information must be completed to move to the next tab.
- Click **Cancel** to cancel the application.
- Click **Save** to save the application.

4.5   Deceased Parent Details

To add the Deceased Parent Details

- Select **Relation To Deceased(Parent Details)**
- **Add Parent Details**

    o Select **Identity Type**

    - If **RSA Identity Number** is selected, then populate RSA ID field.
    - If **Old RSA Identity Number** is selected, then populate RSA ID field.
    - If **Passport** is selected, then populate Passport Number field.

        - Select **Nationality**
        - Capture **Passport Number**

    o Capture **First Names** (Capture First Name(s) as it appears on your Identification Document / Passport)
    o Capture **Surname** (Capture Surname(s) as it appears on your Identification Document / Passport)
    o Select **Life Status**

    - If "**Alive**" is selected – Date of Death, Place Estate Registered, Estate Number and Master Office Name is greyed out.
    - If "**Deceased**" is selected

        - Capture **Place Estate Registered**

- Capture **Estate Number**
- Capture **Master Office Name**

- o **Add Address** information (add at least one address type)
- o Select "**Yes**" or "**No**" for Select an option if you have been **Nominated as an Executor of the Estate**
- o Select "**Add**" to add the Deceased Parent Details
- o Select "**Cancel**" to cancel the adding the Deceased Parent Details

The information captured will be populated into the grid as displayed in Figure 19 below:

Figure 19: Deceased Parent Details

To **Manage** the entries, the user can Delete or Edit by clicking 🟢 to Edit or 🔴 to Delete

- ▪ Click **Next** to move to the next tab and to auto save the captured information, the mandatory information must be completed to move to the next tab
- ▪ Click **Cancel** to cancel the application
- ▪ Click **Save** to save the application

4.6   Deceased Other Party

To add the Deceased Party Details

- Select **Relation To Deceased(Other Party Details)**
- **Add Deceased Other Party Details**

    - o Select **Identity Type**

        - ▪ If **RSA Identity Number** is selected, then populate RSA ID field.
        - ▪ If **Old RSA Identity Number** is selected, then populate RSA ID field.
        - ▪ If **Passport** is selected, then populate Passport Number field.

            - Select **Nationality**
            - Capture **Passport Number**

    - o Capture **First Names** (Capture First Name(s) as it appears on your Identification Document / Passport)
    - o Capture **Surname** (Capture Surname(s) as it appears on your Identification Document / Passport)
    - o Select Life Status

        - ▪ If "**Alive**" is selected – Date of Death, Place Estate Registered, Estate Number and Master Office Name is greyed out.
        - ▪ If "**Deceased**" is selected

            - Capture **Place Estate Registered**
            - Capture **Estate Number**
            - Capture **Master Office Name**

- o **Add Address** information (add at least one address type)
- o Select "**Yes**" or "**No**" for Select an option if you have been **Nominated as an Executor of the Estate**
- o Select "**Add**" to add the Deceased Other Party Details
- o Select "**Cancel**" to cancel the adding the Deceased Other Party Details

The information captured will be populated into the grid as displayed in the figure below:

Figure 20: Deceased Other Party Details

To **Manage** the entries, the user can Delete or Edit by clicking ✏️ to Edit or ⛔ to Delete.

- ▪ Click **Next** to move to the next tab and to auto save the captured information, the mandatory information must be completed to move to the next tab.
- ▪ Click **Cancel** to cancel the application.
- ▪ Click **Save** to save the application.

Figure 21: Next of Kin Details Tab

To **Manage** the entries, the user can Delete or Edit by clicking to Edit or to Delete.

- Click **Next** to move to the next tab and to auto save the captured information, the mandatory information must be completed to move to the next tab.
- Click **Cancel** to cancel the application.
- Click **Save** to save the application.

5   ASSETS AND LIABILITIES

To capture the application assets and liabilities

- Indicate with '**Is the Executor exempted from providing a security bond**?

  - o   If '**Yes**' is selected - Capture date 'When were you exempted?'
  - o   If '**No**' is selected - continue

- Capture **Estimated Estate Value**
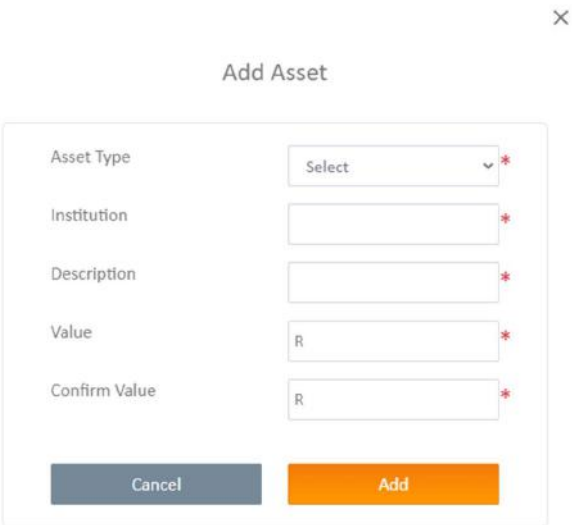
Figure 22: Estimated Estate Value

- **Add Asset** Information
  - o   Select **Asset Type**

Note: If Movable is selected, the Institution becomes mandatory

  - o   Capture **Institution.**
  - o   Capture **Description.**
  - o   Capture **Value.**
  - o   Confirm **Value.**
  - o   Select "**Add**" to add Asset.
  - o   Select "**Cancel**" to cancel adding Asset.

Figure 23: Add Asset

Note: If the added asset value does not correlate with the 'Estimated Estate Value' captured the following confirmation popup will appear

Figure 24: Confirmation to auto correct the Estimated Estate Value Amount

Click on **Yes** to continue and **No** to update the added Asset

The added Asset will be displayed in the grid as per below:

Figure 25: Added Asset Grid

- **Add Liability** Information

  o Capture **Institution**
  o Capture **Value**
  o Confirm **Value**
  o Select "**Add**" to add Liability.
  o Select "**Cancel**" to cancel adding Liability.

Figure 26: Add Liability

The added Liability will be displayed in the grid as per figureFigure 27 below:

Figure 27: Added Liability Grid

The Assets and Liabilities tab is displayed in figureFigure 28 below:

Figure 28: Assets and Liabilities Tab

To **Manage** the entries, the user can Delete or Edit by clicking 🖉 to Edit or 🛑 to Delete.

- Click **Next** to move to the next tab and to auto save the captured information, the mandatory information must be completed to move to the next tab.
- Click **Cancel** to cancel the application.
- Click **Save** to save the application.

6 EXECUTOR INFORMATION

To capture the Executor Information

- Select "**Yes**" or "**No**" for Executor Details Available?
- Select "**Yes**" or "**No**" for Executor Ready for Appointment?
    - If "**No**" is selected – select **Reason** for not appointing.
        - If '**Other'** is selected, capture reason description in Other field.
    - If "**Yes**" is selected – the following fields are greyed out.
        - Reason for not appointing.
        - Other.

Figure 29: Executor Appointment

Note: The system will auto populate appropriate Applicant information in the Executor Details if 'Is Executor?' on the Applicant Information screen was selected as 'Yes'.

Figure 30: Is Executor?

Note: The auto populated information will appear in the grid as displayed in the figure Figure 31 *below*

Figure 31: Executor Details

Note: There will be additional information that is required to be completed under Executor Details, this information is displayed in Figure 40*the figure below*

- Click on 📝 to **Edit** the auto populated Applicant information of click on 🗑 to **Delete**.
  Complete the information under Executor Application Category Details
- Select **Application Category**
- Select "**Yes**" or "**No**" for '**Is Signatory to Death Notice also the Executor?**'
- Select "**Yes**" or "**No**" for 'Is the Executor exempted from providing a security bond?'

    - If **Yes** was selected
        - Select date **When were you exempted?**
        - Capture **Security Amount**

Figure 32: Executor Application Category Details

- Complete the information under Executor Details as displayed in the figure below.
- Capture **Master Box Number**
- Select **Method of Communication**
- Select **Organization Name**
- Capture **Organization Number**

Figure 33: Executor Details

- Select "**Yes**" or "**No**" for 'Is Executor Renouncing?'

  o If "**Yes**" – add 'Correspondent Summary Details' information.

Figure 34: Correspondent Details

- Select **Add Correspondent Details**
- A confirmation popup will appear.
  - Select '**Yes**' to continue.
  - Select '**No**' to cancel.
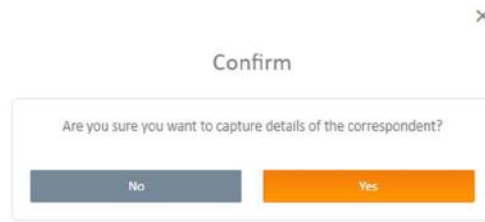
Figure 35: Confirmation Popup to Capture Details of Correspondent

o   If "**No**" – add Correspondent Details will not appear.

- Select **Identity Type**

    - If **RSA Identity Number** is selected, then populate RSA ID field.
    - If **Passport** is selected, then populate Passport Number field.

- Capture **Full Name(s)** (Capture First Name(s) as it appears on your Identification Document / Passport)
- Capture **Surname** (Capture Surname(s) as it appears on your Identification Document / Passport)
- Capture **Master Box Number**
- Capture **Email Address**
- Capture **Contact Number**
- Select **Method of Communication**
- Select **Address Type**
- Capture **Address Line 1**
- Capture **Address Line 2**
- Select **Province**
- Select **City**
- Capture **Postal Code**
- Select tick box for '**Is the Domicilium address same as the correspondence address?**'

- If tick box is checked, the system will auto populate the information.
- If tick box is not checked

    - Select **Address Type**
    - Capture **Address Line 1**
    - Capture **Address Line 2**
    - Select **Province**
    - Select **City**
    - Capture **Postal Code**

Figure 36: Add Renunciation Details

- Select "**Yes**" or "**No**" for '**Is Primary Executor?**'
- Select "**Yes**" or "**No**" for '**Is Applicant represented by an Agent?**'

Figure 37: Add Agent Details

- Click on '**Add Agent Details**'
  - Select **Organization Name**
  - Capture **Organization Name**
  - Select **Identity Type**

- If **RSA Identity Number** is selected, then populate RSA ID field.
- If **Passport** is selected, then populate Passport Number field.

- Capture **Full Name(s)** (Capture First Name(s) as it appears on your Identification Document / Passport)
- Capture **Surname** (Capture Surname(s) as it appears on your Identification Document / Passport)
- Capture **Master Box Number**
- Capture **Email Address**
- Capture **Contact Number**
- Select **Method of Communication**
- Select **Address Type**
- Capture **Address Line 1**
- Capture **Address Line 2**
- Select **Province**
- Select **City**
- Capture **Postal Code**
- Select tick box for '**Is the Domicilium address same as the correspondence address?**'

  - If tick box is checked, the system will auto populate the information.
  - If tick box is not checked

    - Select **Address Type**
    - Capture **Address Line 1**
    - Capture **Address Line 2**
    - Select **Province**
    - Select **City**
    - Capture **Postal Code**

Add Agent Details

Organization Name	Organization Number
Select Organisation ✕ *	*
Identity Type	Identity Number (13 Digits Number)
Select Identification Type ✕ *	*
Full Name(s)	Surname
*	*
Master Box Number	Email Address
Contact Number	Method of Communication
	Select ✕ *

Figure 38: Add Agent Details

- Click on 'Add' to add and 'Cancel' to cancel.

Note: The Agent Details will be populated as displayed in the Agent Summary Details grid below.

Figure 39: Add Agent Summary Details

Figure 40: Executor Details

Note: More than one Executors can be added, however there is only one Primary Executor.

To **Manage** the entries, the user can Delete or Edit by clicking ⊘ to Edit or ⊖ to Delete.

- Click **Next** to move to the next tab and to auto save the captured information, the mandatory information must be completed to move to the next tab.
- Click **Cancel** to cancel the application.
- Click **Save** to save the application.

7 SUPPORTING DOCUMENTS

Note: As soon as Next is selected from Executor Information tab, an Alert Message will popup indicating the required documentation that is to be added based on the case information captured e.g.,
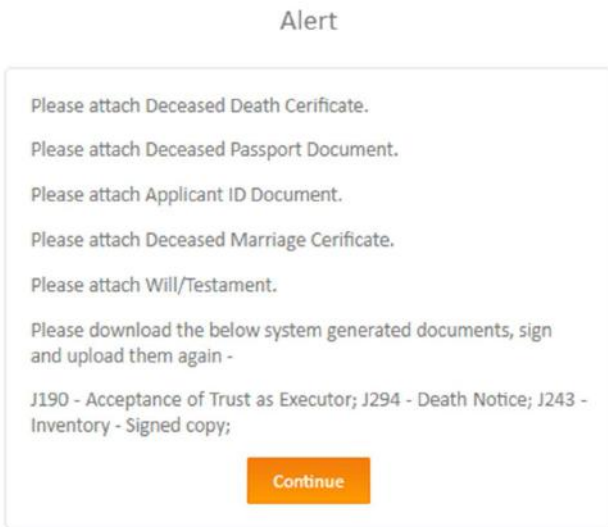
Figure 41: Alert Message – Required Documents

- The following **Structured Documents** will be available to download that will be auto populated based on the case information that has been captured:

    o J155 Signed copy – Undertaking and Accepting of Masters' Directors *(Note: Once the user clicks on the download icon, the J155 structured form will be downloaded for each of the Executors that have been added. If there are no Executors added, the Applicant's information will be prepopulated on the form, this form is to be printed, signed, and uploaded for each of the Executors added)*
    o J192 Affidavit Particulars of Next of Kin (*Note: This document is to be downloaded, printed, commissioned, and uploaded as an added document*)
    o J294 Death Notice
    o J190 Signed copy – Acceptance of Trust as Executor
    o J243 Inventory – Signed copy
    o Nomination Form – Nomination of Masters' Representatives / Executor

Figure 42: Structured Documents

Note: As indicated on the figure above, the Original Will document must be physically lodged with the Master Office

To add supporting documentation

- Click on **Add Document**

  - o Click on "**Choose Files**" – browse for your saved document(s) as displayed in the figure below. Multiple documents can be selected at one time, and select the relevant **Document Types**
  - o Once documents are uploaded, they will be displayed as shown in the figure below.
  - o Select the '**Document Type**' to correctly classify the document added corresponding to the File Name
  - o Select '**Relationship to Deceased**' for the 'Next of Kin' identification type documents.
  - o Click on 🔘 to delete if a file was added in error!
  - o Select "**Add**" to add the chosen document(s)
  - o Select "**Cancel**" to cancel adding the chosen document(s)

Figure 43: Add Documents

  - o After clicking on "**Add**", the documents are displayed in the figure below.
  - o Select "**Cancel**" to cancel adding the chosen documents.

Figure 44: Supporting Documents after Documents added

- Continue until all the required documentation has been added.
- Click on **Submit Later** to save and submit at a later stage.
- Click on **Previous** to go back to the previous screen.
- Click on **Cancel** to cancel the application.
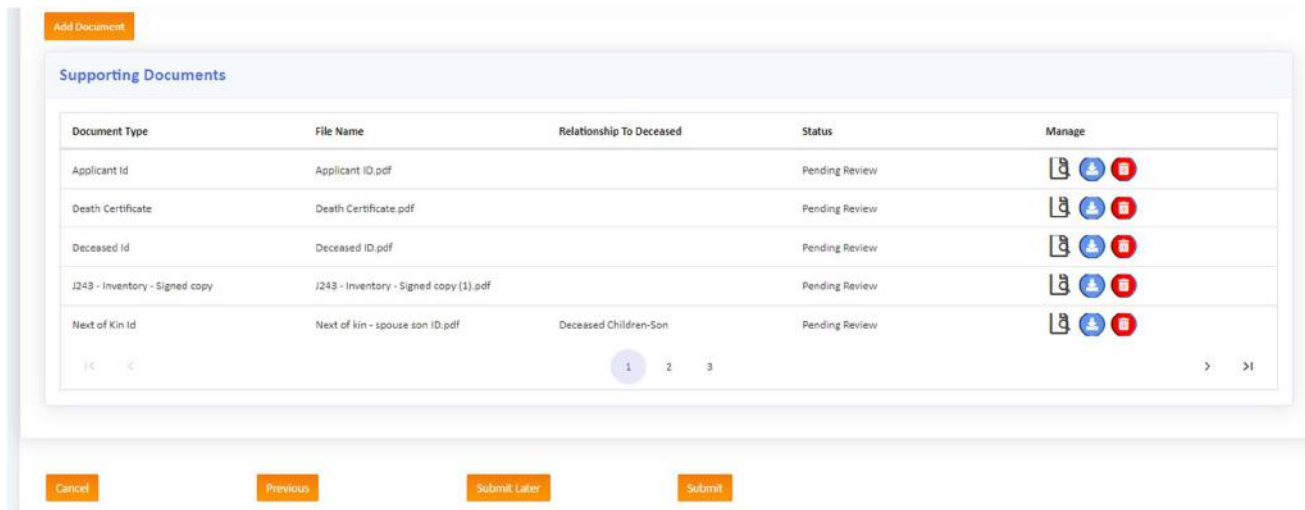- Click on **Submit** to continue with the application.

Figure 45: Supporting Documents

- A disclaimer will popup where the user is prompted to either "**Accept**" or "**Decline**"

Disclaimer :

Privileged/confidential information may be contained in the documentation. The sender/disclosing party of the documentation hereby confirms that he/she is authorized to attend to and deal with this matter and verifies the authenticity of the sent/scanned documentation. The sender/disclosing party further confirms that the sent/scanned documentation is a true version of the original, to be lodged with the Master of the High Court. In the event that the originals do not conform with the sent/scanned documentation, the Master of the High Court will not be held liable in any way whatsoever as a result of the misrepresentation and no Letter of Appointment will be issued. In the event the Master has already issued the Letter of Authority under OR is a result of the abovementioned circumstances, the Master reserves the sole right to cancel and recall the issued letters with immediate effect.

[Decline] [Accept]

Figure 46: Disclaimer Popup

- To continue select **Accept** to acknowledge disclaimer and continue with application.
- To cancel select **Decline** if user does not acknowledge disclaimer and cannot continue with application.
- A Confirmation popup will appear.

    o Select **No** to user does not wish to submit the application, and user will be taken back to Supporting Documents tab
    o Select **Yes** to continue with application.

Confirm

Are you sure you want to submit the application?

[No] [Yes]

Figure 47: Confirmation Popup

- Upon clicking on '**Yes**', the application will be submitted, and redirected to the My Applications Page with the case displayed in the grid with the Unique Reference Number (URN) for further referencing relating to the case.

The following Application Statuses are described below:

Awaiting DHA Validation – DHA link is down, as soon as the link is up, the system will automatically verify the Deceased Identification number, Full Names and Surname.

- o If the validation passes, the status will change to Pending Document Review
- o If the validation fails, the status will change to Incomplete, and the user will receive a notification requesting the user to review and resubmit.

Pending Document Review – the online documents and case information are in the process of being sent to the Masters Office.

Screen Application – the case will be verified by Court Officials and if anything requires additional information, they will request a 'Rework'. The user will be notified via their preferred method of communication with the reason for Rework.

Rework Requested – once the status has changed to 'Rework Requested' the user will receive a notification via their preferred method of communication with the reason for Rework, once the user logs into the portal, the My Application Page will appear.

Case Registered – case has been registered and assigned to a court official for further processing.

Deceased Estate

Your DOJ Online Deceased Estate. Register a New Death Notice/Application

Registered Applications

Deceased Name	Creation Date	Application Status	URN	Manage
Gauteng Gauteng	Jan 17 2022 4:53PM	Incomplete		
Mpumalanga Mpumalanga	Dec 23 2021 3:08PM	Documents Failed Review	0002021EST000003	
Gauteng Gauteng	Dec 23 2021 1:17PM	Screen Application	0002021EST000002	
Limpopo Limpopo	Dec 22 2021 9:30AM	Incomplete		
Eastern Cape Eastern Cape	Dec 21 2021 11:25AM	Incomplete		
MAKWENA STEPHEN MATLOU	Dec 21 2021 11:05AM	Incomplete		
Gauteng Bhargav	Dec 21 2021 11:01AM	Incomplete		
Gauteng Gauteng	Dec 14 2021 3:21PM	Rework Requested	0002021EST000001	

Figure 49: My Applications Page – Rework Requested

- ▪ Click on the Edit icon showing for Rework Requested case, the user will get a popup showing the reason for Rework Requested as shown in the figure below.
- ▪ Click '**Continue**' on the popup, the user will be directed to the page where rework is requested.
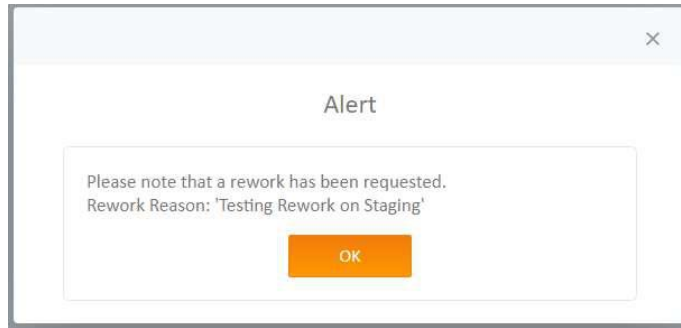
Figure 50: Reason for Rework Requested

Update the required requested rework and navigate by clicking on Next if you are not on the Supporting Documents tab. If there are any documents that was required:

- Continue until all the required documentation has been added.
- Click on **Submit Later** to save and submit at a later stage.
- Click on **Previous** to go back to the previous screen.
- Click on **Cancel** to cancel the application.
- Click on **Submit** to continue with the application, whereby the previous steps from Submit will be the same.
- Once the Court Official has passed the Screen Application stage, the user will be notified via their preferred method of communication on the status of the case until it reaches **Case Registered** status.

Figure 51: My Applications Page

8   MANAGE ICONS

Figure 52: Manage Icons Tab

a. Edit Icon:
   - The Edit icon is used to view or edit the case details.

b. Delete Icon:
   - The delete icon is used to delete the case

c. Audit Trail Icon:
   - The Audit Trail icon is used to view the audit history of the case. The user should click on the Back button on the top right corner of the page to go back to the Deceased Estate list page
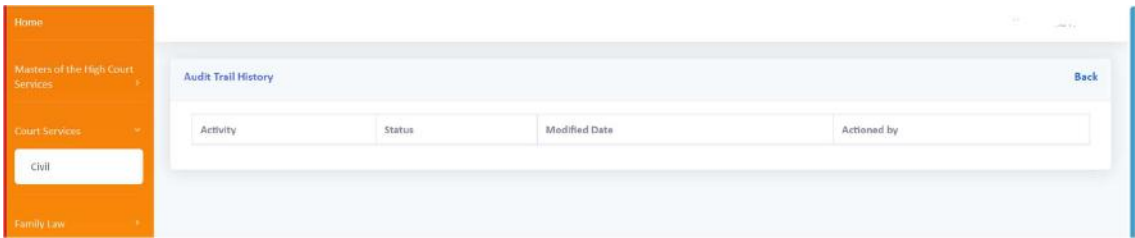

Figure 53: Audit Trail History Tab

d. View Case Documents Icon:

The View Case Documents icon will redirect the user to the Documents tab of the case where all the case documents can be viewed when the case is in Case Registered Status.

9   CASE INVITATIONS

On cases that are created by either a Service Provider or Entity profile, the cases will have an icon to invite another case member on a case level.

Click on the icon

Case worker – able to view (case information and status tracking) and edit cases in an Incomplete and Rework Requested status
Invited Member – only view case information and status tracking

Once the user has been invited, an invitation email with the case information and acceptance request is sent to the invitee.