



EMAKHAZENI LOCAL MUNICIPALITY

We are proud to introduce the “Livi Lemphakatsi” mobile application, a powerful new tool designed to strengthen the relationship between citizens and government in Mpumalanga Province. With “Livi Lemphakatsi”, you now have direct access to essential services, updates, and support right at your fingertips. The app is a crucial step forward in improving service delivery, promoting transparency, and ensuring faster, easier communication between municipalities and the communities they serve.



LIVI LEMPHATSI APP GUIDE

For Community Step by Step

- 1. App Download**
- 2. App Registration**
- 3 App Use**

1. How to download the App

- 1.1 On you Mobile Phone Go to ‘Google Play Store’ if you are using an Android Phone. But if you are using an Apple Phone, go to ‘App Store’
- 1.2 In your play store or app store, search for an app “**LIVI LEMPAKATSI**”
- 1.3 Click ‘Install’ and then click ‘Open’ when it is finished installing the app on your phone
- 1.4 Or ignore No.1 and No.2 and use the below links that will take you to your play store or app store then proceed with No.3

Apple iPhone: <https://apps.apple.com/za/app/livi-lemphakatsi/id6737979080>

Android: <https://play.google.com/store/apps/details?id=com.sn1.cogta>

2. How to Register App.

- 2.1 Once you done downloading the app and you need to open it, and click on “Not registered? Sign up here” button
- 2.2 Fill in the “Create Your Account” form and register
- 2.3 You will receive an SMS with an OTP and punch it in then login

3. App Use.

3.1 How to report an issue.

- 3.1.1 Go to the app icon on your phone (Livi Lemphakatse)
- 3.1.2 Click the on ‘report an issue’
- 3.1.3 search your location or the location where the issue is situated then click ‘confirm location’
- 3.1.4 Select the municipal service you want to report
- 3.1.5 Select an issue, upload picture(s) of the issue, provide description and click ‘Report Issue’ button.

Note: your issue will be reported, and you'll receive notification(s) on it when it is opened and when it is attended.

3.2 How to Check Service Delivery Interruptions, News and Announcements

3.2.1 Go to the app icon on your phone (Livi Lemphakatse)

3.2.2 Click the on 'Service Delivery Interruption'

3.2.3 Click on 'Ward' to see your ward service delivery interruptions or click on 'Municipality' to see your municipal service delivery interruptions

3.3 How to Check News and Announcements.

3.3.1 News

1. Go to the app icon on your phone (Livi Lemphakatse)

2. Click the on 'news' and a page will appear with all posted news articles

3.3.2 Announcements

1. Go to the app icon on your phone (Livi Lemphakatse)

2. Click the on 'Announcements' and a page will appear with all posted Announcements

3.4 How to Compliment or Suggest.

3.4.1 Go to the app icon on your phone (Livi Lemphakatse)

3.4.2 Click the on any of the two 'Suggestion' or 'Compliment'

3.4.3 Select your Municipality, Type what's on your mind and click the 'Submit' button

Note: your Compliment will be received by the municipality and will anticipate all of your Suggestions.

3.5 How to Fill in Survey to help your municipality Improve.

3.5.1 Go to the app icon on your phone (Livi Lemphakatse)

3.5.2 Click the on any of the two 'Survey'

3.5.3 Select any survey from the list, answer all asked questions and click the 'Submit' button

Note: your surveys will be received by the municipality and will do our best in attend to your needs.