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USER GUIDE

The purpose of this user guide is to provide users with necessary information
& the step by step process to follow on downloading & using the
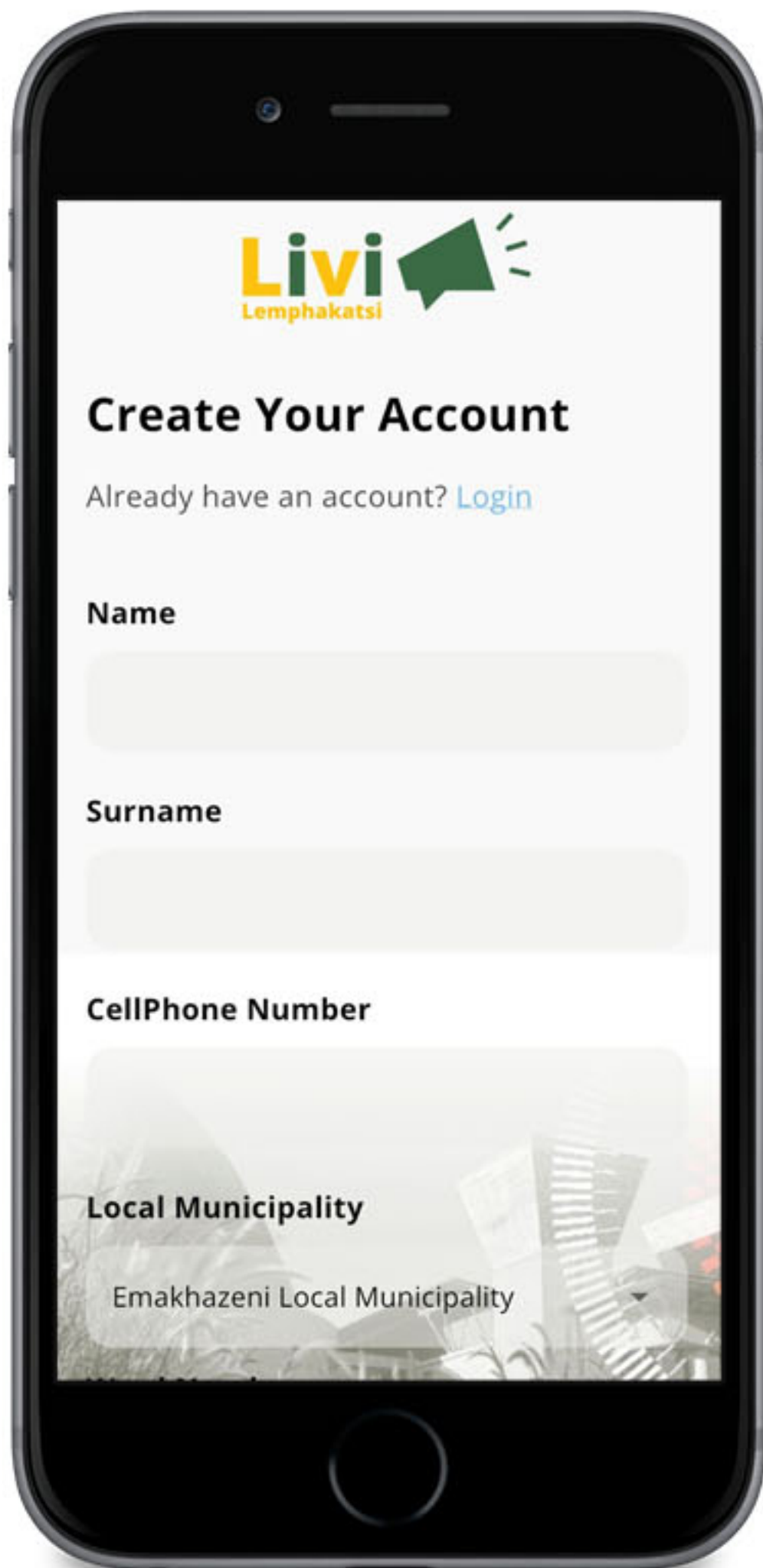Citizen Engagement Mobile App

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STEP 1
DOWNLOAD THE APP
To download the Mobile App

● **Android - Go to Google Play Store**
● **IOS - Go to Apple App Store**
Search for LIVI LEMPHAKATSI

GET IT ON
Google Play

Download on the
App Store

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STEP 2
CREATE ACCOUNT

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Create Your Account

Already have an account? Login

Name

Surname

CellPhone Number

Local Municipality

Emakhazeni Local Municipality

- **Type in First Name**
- **Type in Surname**
- **Residential Address**
- **Email Address**
- **Cell Number**
- **Municipality (Select from dropdown)**
- **Insert Ward Number**
- **Click Submit.**

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STEP 3
AUTHENTICATION

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One Time Password (OTP)

Please enter the
One Time Password (OTP)
sent to your cell phone number
******9403

112933

Verify

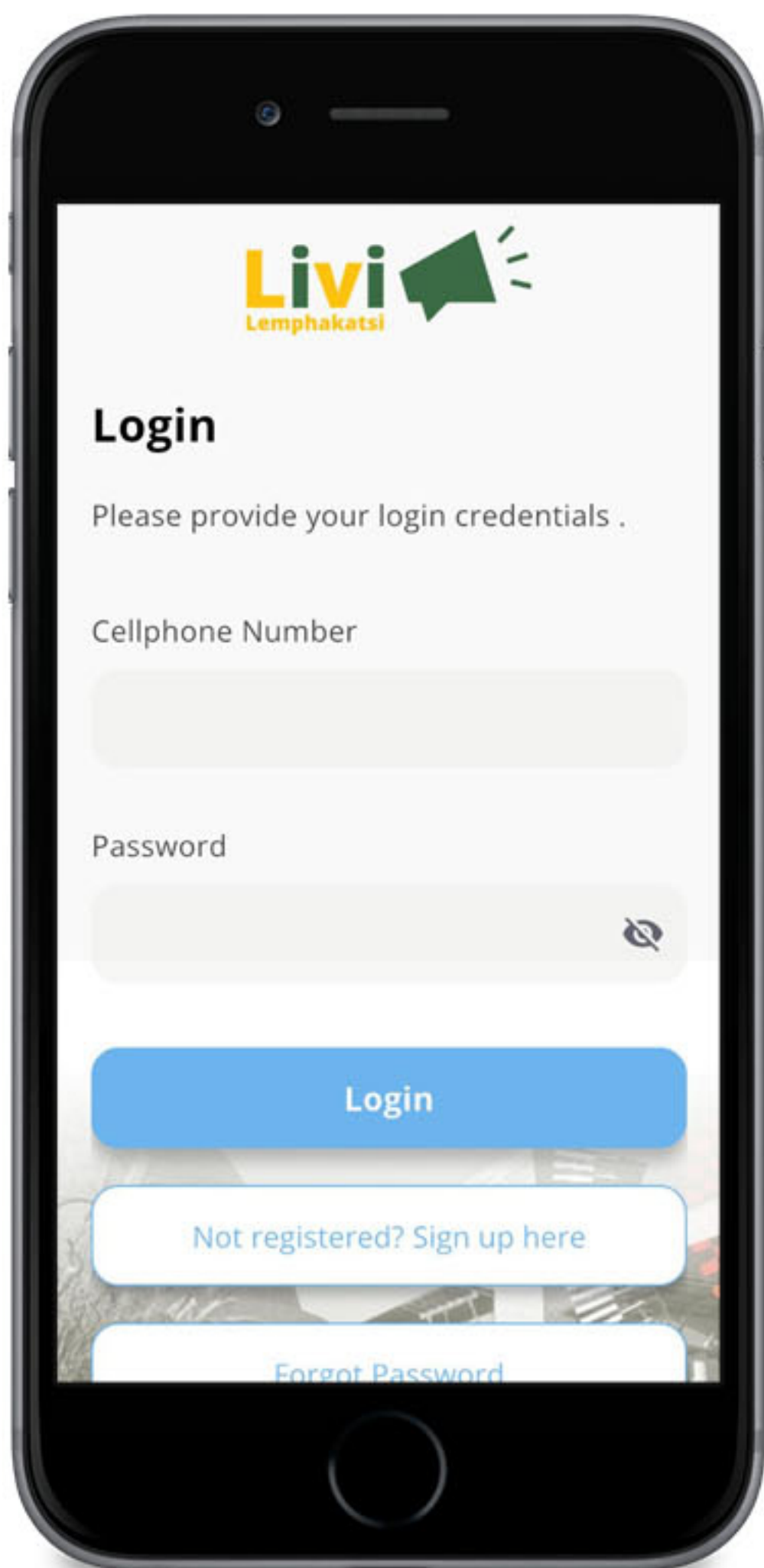| 1 | 2 ABC | 3 DEF |
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⊗

Enter the One Time Pin (OTP) sent via SMS or Email & Click on Verify.

Note: Authentication Token lasts for a week.

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STEP 4
USER LOG IN

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Login

Please provide your login credentials .

Cellphone Number

Password

Login

Not registered? Sign up here

Forgot Password

Enter all the required fields with valid data:
- **Cell Number**
- **Password**
- **Then Click Login**

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STEP 5
ISSUE REPORTING

Report an issue

| Report an issue | My reported issues |

Report issue of concern, from Electricity, roads, environmental resource management

Please select the municipal service you want to report an issue with

- Water Services
- Electricity Services
- Sanitation Services
- Transportation and Roads
- Housing and Community Develo...
- Environmental Health and Safety

Next

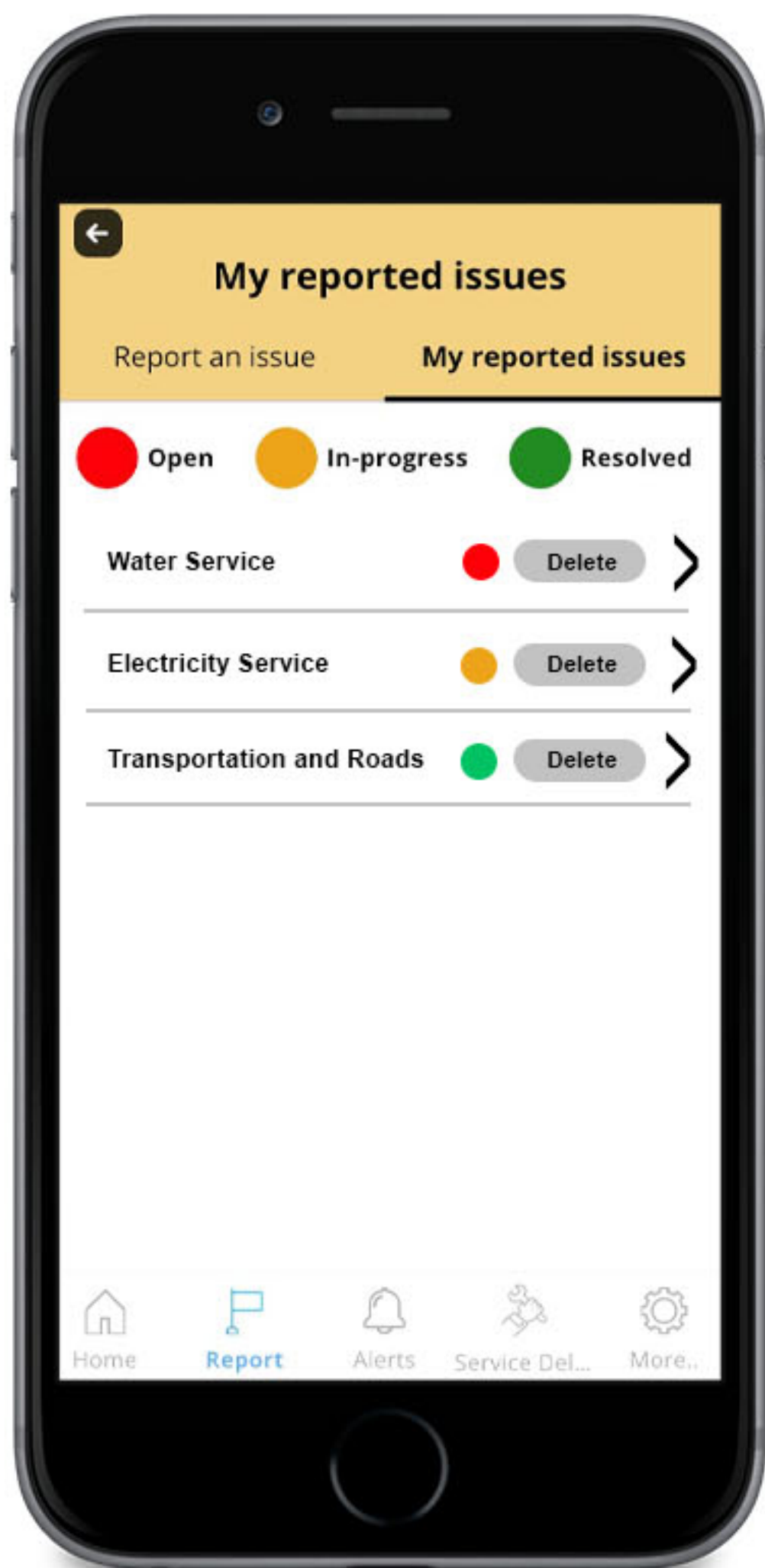Home | Report | Alerts | Service Del... | More..

Select the appropriate category for the issue: e.g. Water/Roads/Electricity

- **Click Report an Issue.**
- **Capture the Locaion. where issue is.**
- **Select the Municipal Service & select an issue.**
- **Upload Photo(s) of issue.**
- **Complete Issue description in the text field.**
- **Click Report Issue.**
- **Receive notification with reference number of the issue reported.**

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STEP 6
VIEW ISSUE STATUS

My reported issues

Report an issue   **My reported issues**

● Open   ● In-progress   ● Resolved

Water Service   ●   Delete   ›

Electricity Service   ●   Delete   ›

Transportation and Roads   ●   Delete   ›
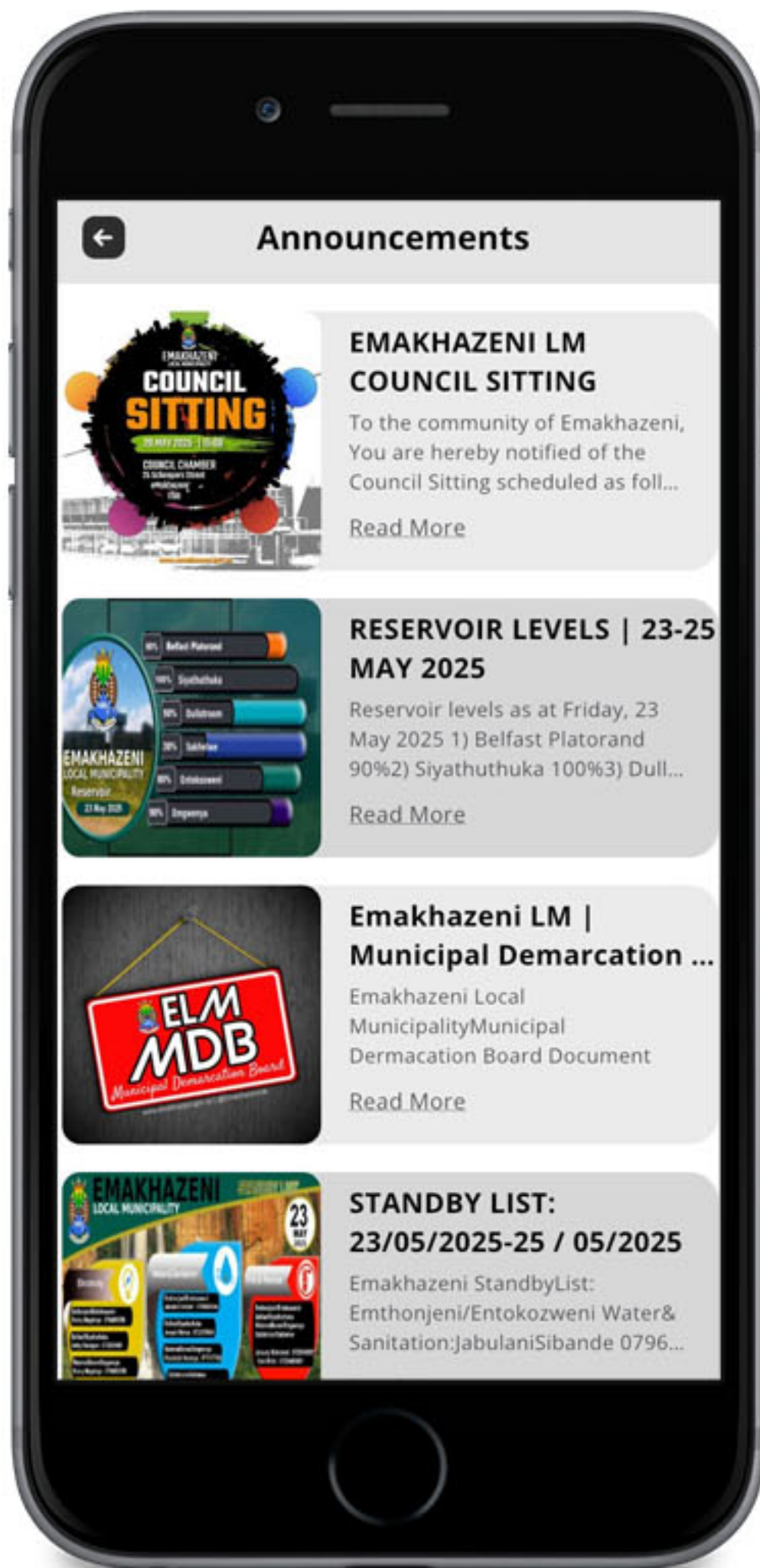
Home   **Report**   Alerts   Service Del...   More...

**View the list of all reported
issue with their different statuses**

● **Opened (Red)** ●
● **In progress (Orange)** ●
● **Resolved (Green)** ●

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STEP 7

VIEW - ANNOUNCEMENTS & LATEST NEWS

Announcements

EMAKHAZENI LM COUNCIL SITTING

To the community of Emakhazeni, You are hereby notified of the Council Sitting scheduled as foll...

Read More

RESERVOIR LEVELS | 23-25 MAY 2025

Reservoir levels as at Friday, 23 May 2025 1) Belfast Platorand 90%2) Siyathuthuka 100%3) Dull...

Read More

Emakhazeni LM | Municipal Demarcation ...

Emakhazeni Local MunicipalityMunicipal Dermacation Board Document

Read More

STANDBY LIST: 23/05/2025-25 / 05/2025

Emakhazeni StandbyList: Emthonjeni/Entokozweni Water& Sanitation:JabulaniSibande 0796...

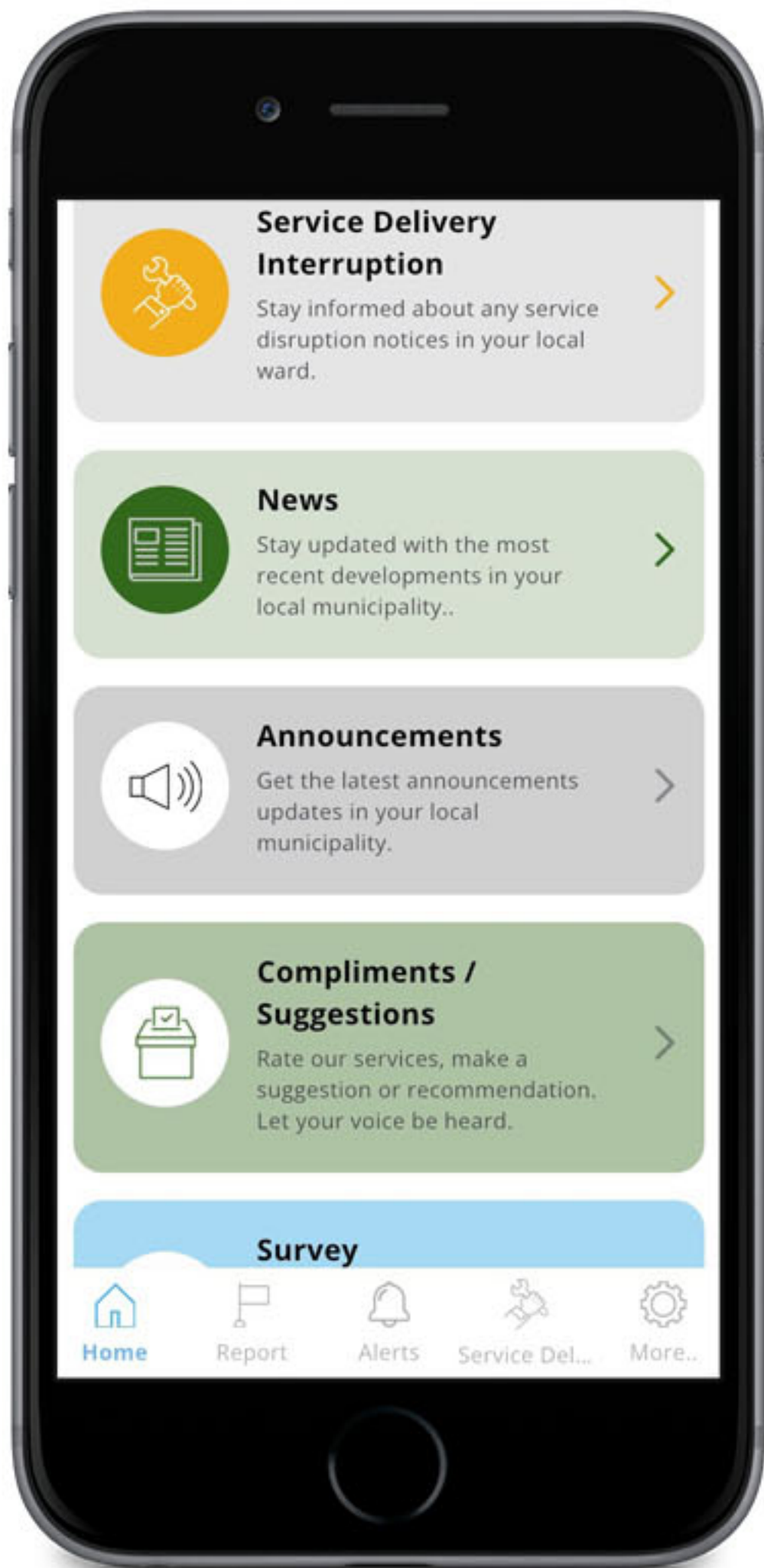**Display the latest Announcements and News published for affected wards**

● **Service delivery.**
● **Updates as and when they happen.**

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STEP 8
NAVIGATRE THE APP & OTHER SERVICES

Service Delivery Interruption
Stay informed about any service disruption notices in your local ward.

News
Stay updated with the most recent developments in your local municipality..

Announcements
Get the latest announcements updates in your local municipality.

Compliments / Suggestions
Rate our services, make a suggestion or recommendation. Let your voice be heard.

Survey

Home | Report | Alerts | Service Del... | More..

Navigate the App and find other buttons such as Serevice Delivery Interruption, Compliments / Suggestions and Survey