

Norrraco

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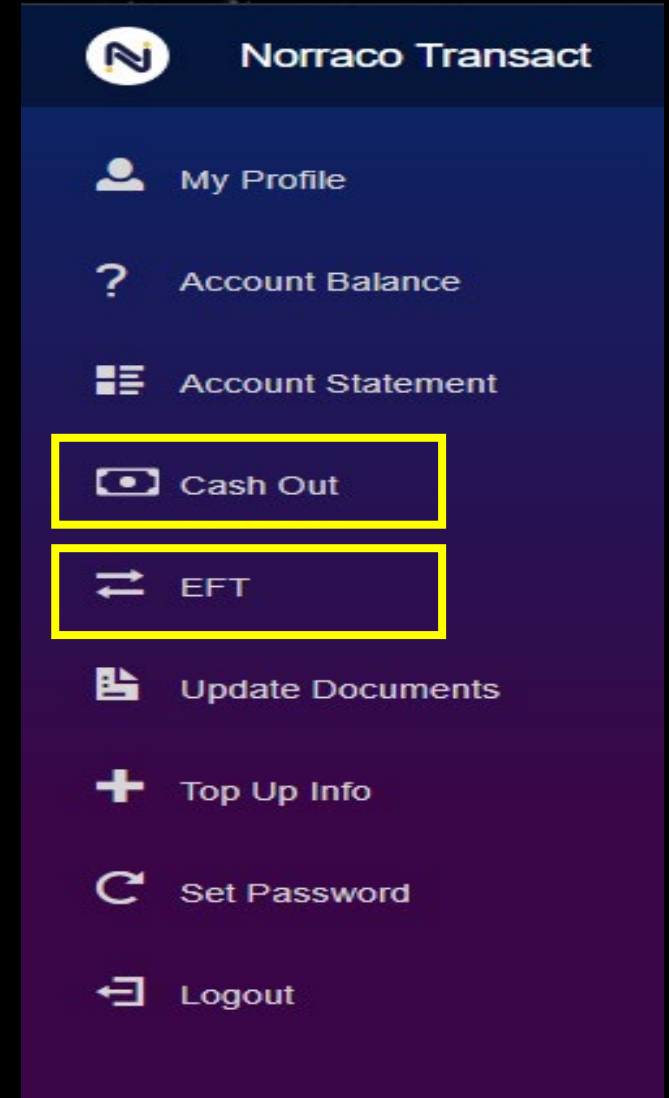


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How do I get my NSFAS money?

- Go to the Norraco Transact portal
- <https://transact.norraco.co.za>
- Enter your ID number and password to log in.
- Capture your OTP sent to your Cell Phone
- Click “Cash Out” for a cardless ATM withdrawal
- Click “EFT” to transfer money to your personal bank account

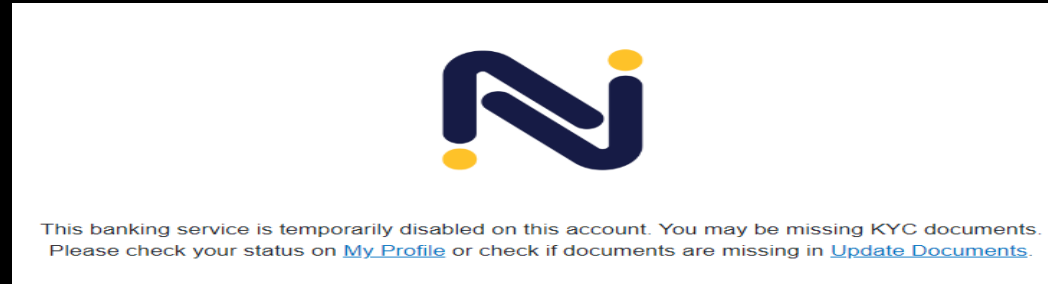
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Why is the Cash Out and EFT Service Unavailable?

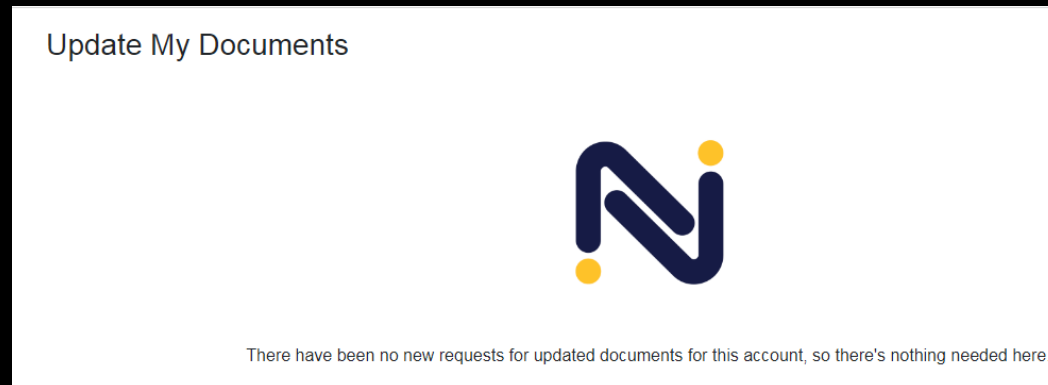
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NSFAS beneficiaries that have not uploaded their KYC documents receive the following error and will be able to transact on their account:



Click on the “Update Documents” and upload your latest KYC documents

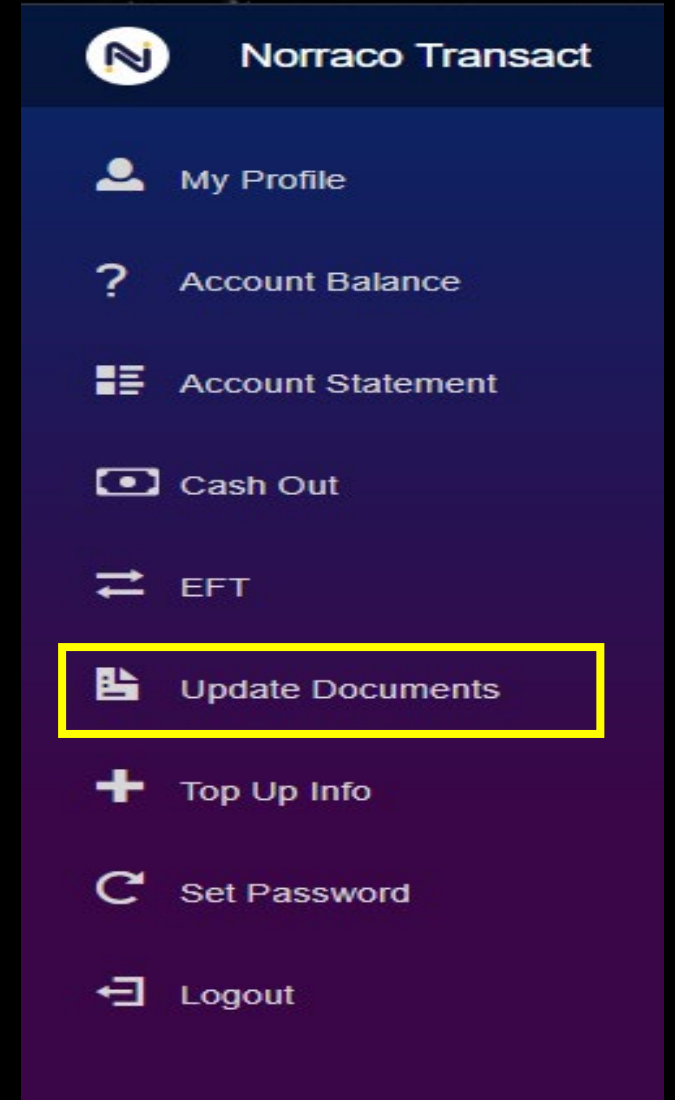
When the NSFAS beneficiary gets the following error, please contact the support team, on one of the various support channels for assistance



How do I update my documents?

- Go to Norraco Transact portal on
- <https://transact.norraco.co.za/>
- Log in using your ID number and password
- Enter your ID number and password to log in
- Capture your OTP sent to your Cell Phone
- Click “Update Documents”
- Ensure all documents uploaded are image files (jpg, png, gif) and not any other format like a PDF document

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What do I do if I get 199 Error?

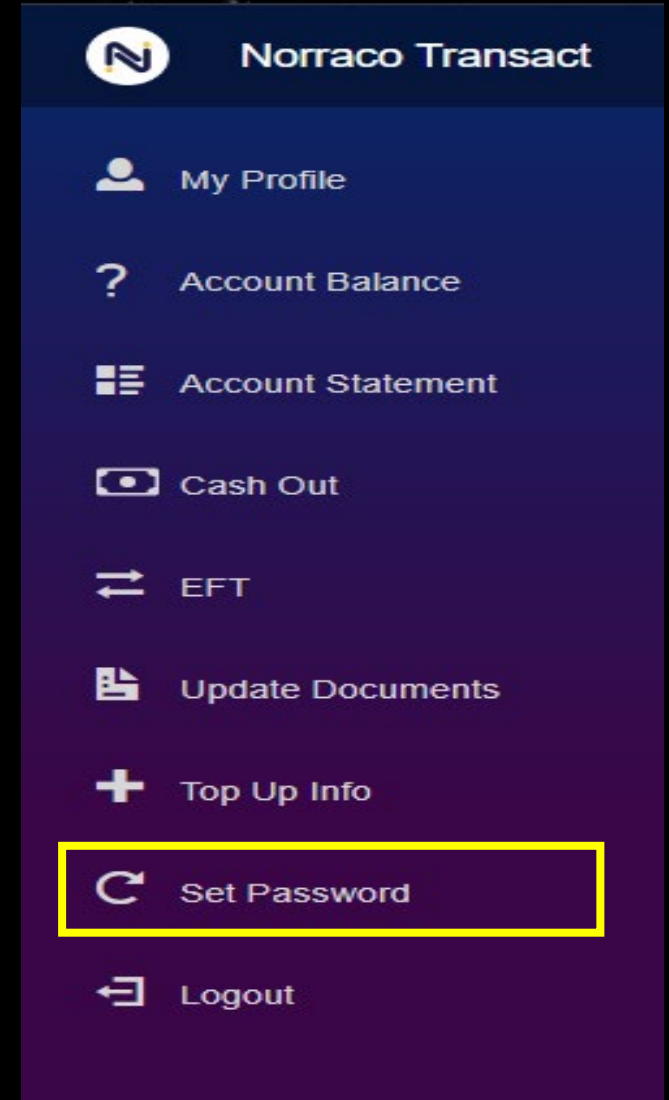


- NSFAS Beneficiaries who were not registered with Norraco Transact system, and received a NSFAS Direct Payment Allowance
- A pre-opened account and user profile is created by Norraco Transact
- The NSFAS Beneficiary requires a Password to access their account

Click on “Set Password” and create a new password

- Capture ID number and mobile number
- Capture OTP sent to your Cell Phone
- Capture a valid password which contains at least 8 small letters (like abc), one capital letter (like DEF), one number, and one special character (like @%\$).

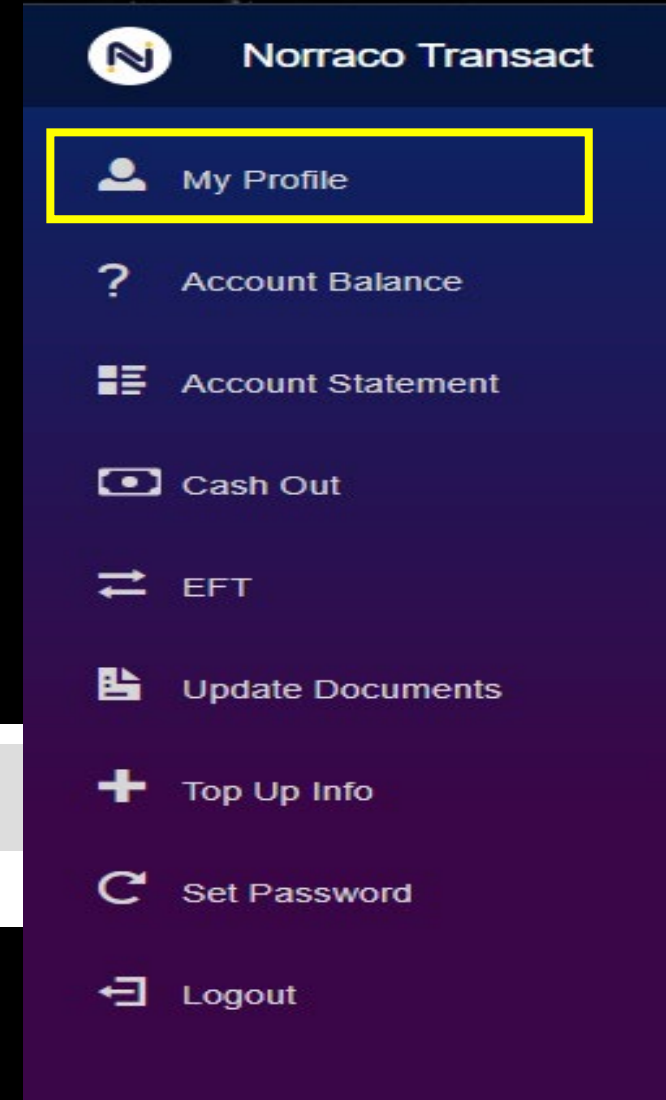
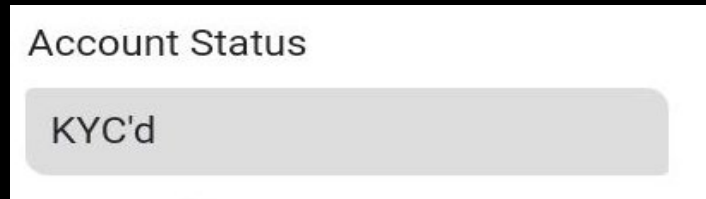
The system validates ID number and Cell Phone number any errors please contact Norraco Support



How do I know my account is active?



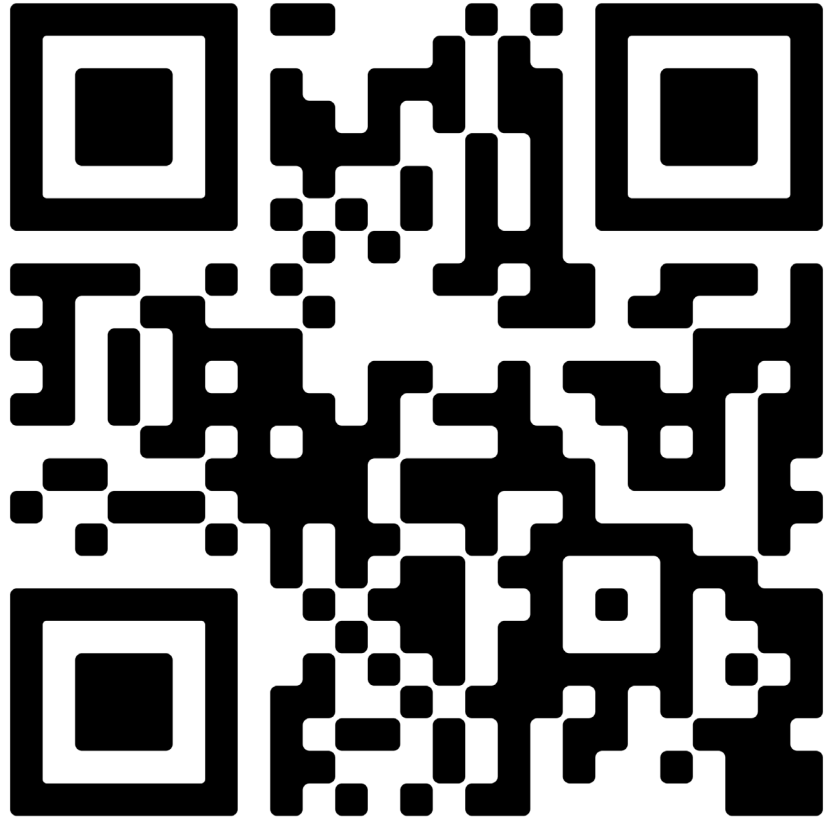
- Go to Norraco Transact Portal
- <https://transact.norraco.co.za/>
- Go to “My Profile”
- Check your Account Status
- “Still Under Review” means KYC documents are still being verified, please contact Norraco Support
- “Approved” or “KYC’d” means account is active
- “KYC Update Required” means you must update your KYC documents. Click on “Update Documents”



How do I contact Norraco?

Norraco

- toll free: 0800 233 759
- whatsapp: 072 557 3085
- email: support@norraco.co.za



<https://transact.Norraco.co.za>



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