



## **STEP BY STEP GUIDE TO SIGN UP YOUR AGENCY**

### **Step 1: Go to the ZAP HUB Homepage**

- Navigate to the ZAP HUB website.
  - Look at the **top right corner** of the screen.
  - Click the **"Sign Up"** button to begin creating your agency profile.
- 

### **Step 2: Select Your Role**

- You will be directed to a page with **six different role options**.
  - From these options, select **"Agency"** (located in the middle-left of the selection).
- 

### **Step 3: Fill Out Your Company Overview**

You will now be directed to a page where you need to provide your company details:

1. **Select your country** from the dropdown menu.
  2. **Add in both Firm Name and Trade Name** (Firm name is on CIPC \* - who holds the FFC \*\*\*may be the same or different to the Trading Name)
  3. **If agency is a Sole Proprietor** check the box as FFC is the same as Principal
  4. **Select your province** – this will smoothly unlock the next fields.
  5. Provide your agency's **contact details** (phone number, email, website etc.) so clients can easily reach you and **direct contact details** so that ZAP HUB can contact you
  6. **Select your region** – this becomes available after you choose your province.
  7. **Select your specific suburb** – the final step to pin your agency's location on the map.
- 

### **Step 4: Create Your Username and Password**

- Set a **strong, secure password** that meets the required criteria to protect your account.
- **Password\*\*** Must include 1x Capital, 1 x lower case letter, 1 x number, and 1 x special character and minimum of 8 characters
- Once all fields are filled in correctly with **no error indications**, move to the **next step**.

## Step 5: Fill Out Additional Agency Information

You're now one step closer! On the next page, you will provide more details:

1. **Add your company logo** – this helps make your agency instantly recognizable.
  2. **Enter your company description** – clearly explain who you are, what you stand for, and the value you bring.
  3. **Select the services offered** by your agency from the available options.
  4. **Upload your FFC (Fidelity Fund Certificate)** – make sure you have this document ready.
  5. **Select the FFC expiry date** – ensure compliance details are correctly captured.
  6. **Enter your social media links** – this makes it easier for clients to find and follow your agency online.
  7. Once all fields are filled in correctly with **no error indications**, move to the **final step**.
- 

## Step 6: Review Everything

- You will be able to **review all the information** you have entered.
  - Double-check that everything is **accurate and complete**.
- 

## Step 7: Submit Your Agency Profile

- Once you are satisfied that everything is correct, click **Submit**.
  - Once submitted you will then be asked to sign the **CONFIDENTIALITY, NON-CIRCUMVENTION AND PLATFORM PROTECTION AGREEMENT**
  - Your company application will then be sent to ZAP HUB for review.
- 

## Step 8: Wait for Approval

- The ZAP HUB team will **review the information** provided.
  - Once verified and confirmed as correct, your **agency profile will be approved** with email notification.
- 

## **Congratulations!**

You have successfully signed up your agency on ZAP HUB. Now your agency is positioned for **credibility, visibility, and growth** on the platform.

Property practitioners can now **link their profiles** to your agency account and start operating correctly.