

Welcome to FAIS Ombud complaints portal.

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- Better, fast, and easy way to submit your complaint using the portal.
- Firstly, you must register a profile, use your active email address, and create a secure password.
- You can submit complaints and track each case status.

Follow the steps below create a Profile.

- Open your internet browser and enter the link <https://fais.powerappsportals.com/> then press enter.
- You will be directed to the landing page as illustrated below.

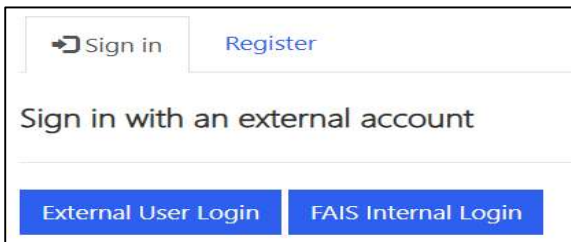


Steps to create a Profile

Note: If you are a new user or you were previously registered on the system, follow the below steps.

If you were previously registered, please use the email address that you previously used when setting up your profile so we can link your account to the existing user account

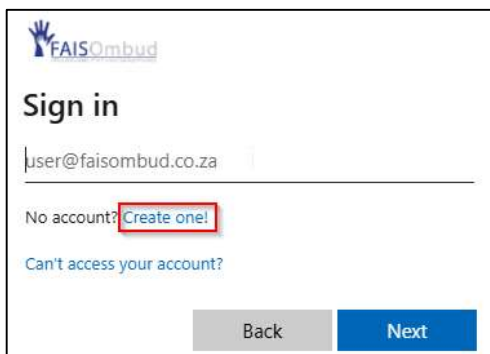
Click on **“External User Login”** if you’re not a FAIS Ombud Employee, else click on **“FAIS Internal Login”**



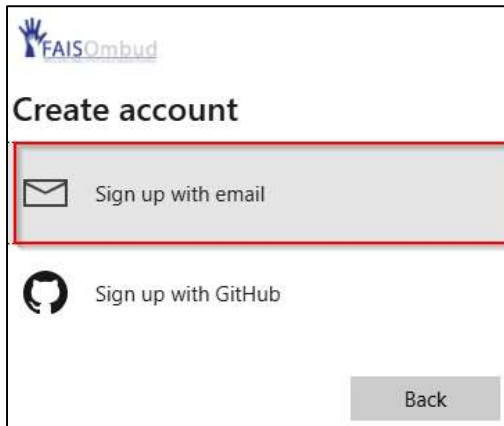
1. If the account you wish to sign in with is not listed, click on **“Use another account”**



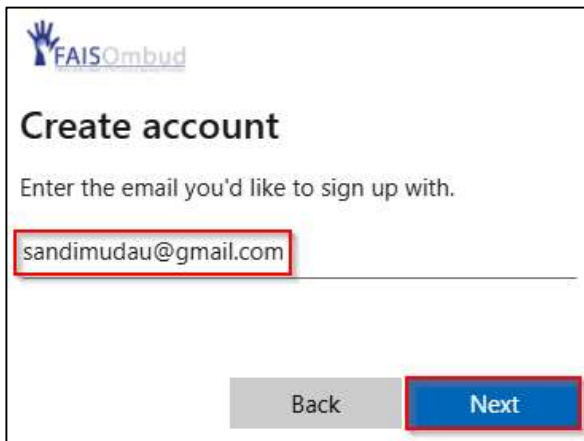
2. Click on **“Create one”**



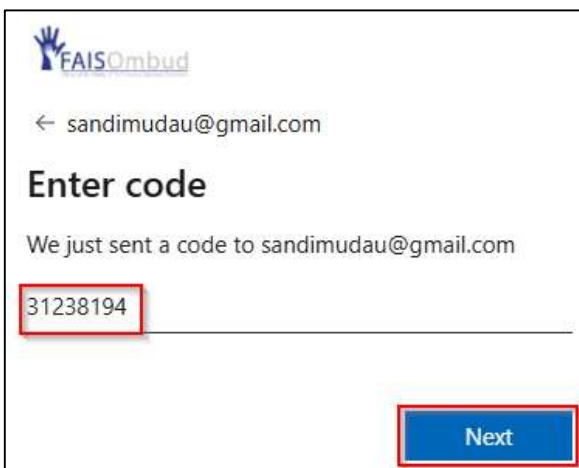
3. Click on **“Sign up with email”**



4. Enter **“Email address”** and click **“Next”**



5. Copy the OTP (One-time-pin) sent to the mailbox specified on **step 4**, enter the OTP, and click **“Next”**



6. Read through the consent information, and click **“Accept”**

FAIS Ombud
sandimudau@gmail.com

Permissions requested by:
OFFICE OF THE OMBUD
vbzaze170817313.onmicrosoft.com

By accepting, you allow this organization to:

- Receive your profile data
Your profile data means your name, email address, and photo
- Collect and log your activity
Your activity data means your access, usage, and content associated with their apps and resources
- Use your profile data and activity data
This data may be used with your access and use of their apps and resources, as well as to create, control, and administer an account according to their policies

You should only accept if you trust OFFICE OF THE OMBUD. OFFICE OF THE OMBUD has not provided links to their terms for you to review. You can update these permissions at <https://myaccount.microsoft.com/organizations>.
[Learn more](#)

This resource is not shared by Microsoft.

Cancel Accept

7. Capture your **Firs Name** and **Last Name**, and click **“Continue”**

FAIS Ombud

Add more details

You can use this email to sign in next time.

sandimudau@gmail.com

Musandiwa

Mudau

Cancel Continue

Sign in

1. Click on the **Sign in** button.
2. Click on **“External User Login”** if you’re not a FAIS Ombud Employee, else click on **“FAIS Internal Login”**

Sign in Register

Sign in with an external account

External User Login FAIS Internal Login

3. If the account you wish to sign in with is not listed, click on **“Use another account”**

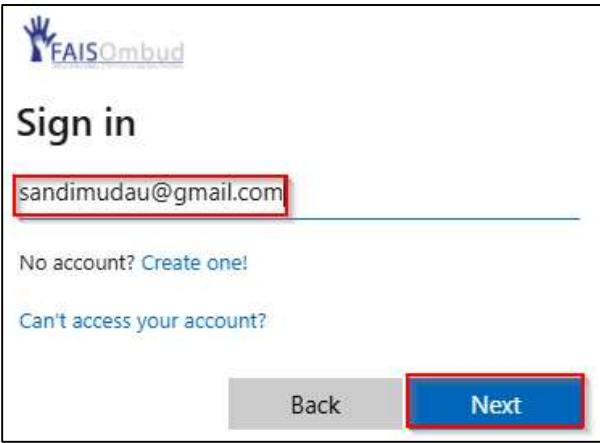
FAIS Ombud

Pick an account

- Musandiwa Mudau
Musandiwa.Mudau@altron.com
Connected to Windows
- Mudau, Musandiwa
MMudau@dtcb.co.bw
Connected to Windows

+ Use another account

4. Enter “**Email address**” and click



The screenshot shows the FAIS Ombud sign-in page. The email address 'sandimudau@gmail.com' is entered in the text field. Below the field are links for 'No account? Create one!' and 'Can't access your account?'. At the bottom, there are 'Back' and 'Next' buttons.

5. Copy the OTP (One-time-pin) sent to the mailbox specified on **step 4**, enter the OTP, and click “Next”

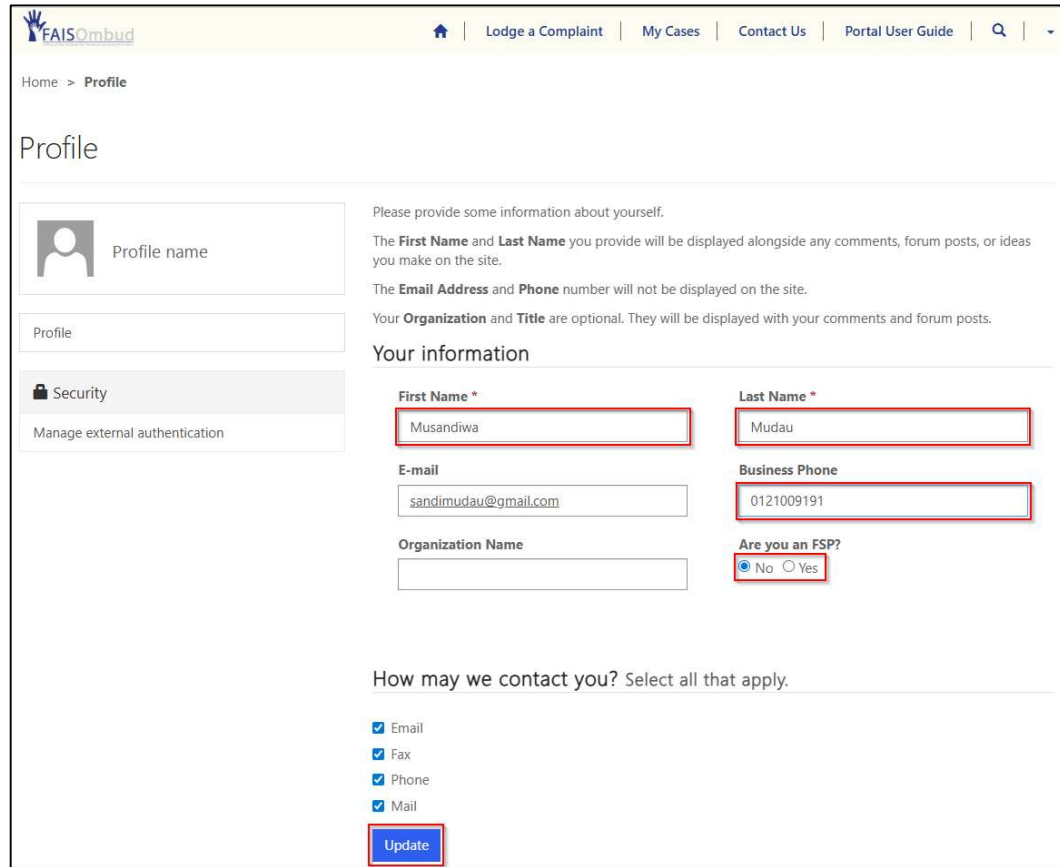


The screenshot shows the FAIS Ombud 'Enter code' screen. It displays the email address 'sandimudau@gmail.com' and the message 'We just sent a code to sandimudau@gmail.com'. The OTP '31238194' is entered in the text field. A 'Next' button is at the bottom right.

Creating/Updating a Profile

Fill in the following information:

1. First Name
2. Last Name
3. Business Phone
4. If you are an FSP, set “**Are you an FSP?**” to “**Yes**”,
5. Click on the “**Submit/Update**” button



The screenshot shows the FAIS Ombud profile page. The user is logged in as 'Tivani Mushwana'. The page title is 'Profile'. There are navigation links: Home > Profile, Lodge a Complaint, My Cases, Contact Us, Portal User Guide, and a search icon. The profile section includes a profile picture placeholder, a 'Profile name' field, and a 'Profile' field. Below this is a 'Security' section with a 'Manage external authentication' link. The 'Your information' section contains fields for 'First Name *' (Musandiwa), 'Last Name *' (Mudau), 'E-mail' (sandimudau@gmail.com), 'Business Phone' (0121009191), and 'Organization Name'. There is a radio button for 'Are you an FSP?' with 'No' selected. At the bottom, there is a section 'How may we contact you? Select all that apply.' with checkboxes for 'Email', 'Fax', 'Phone', and 'Mail', all of which are checked. An 'Update' button is at the bottom right.

Navigation Menu



The screenshot shows the navigation menu. It includes a home icon, 'Lodge a Complaint' (with a sub-link 'Submit a complaint'), 'My Cases' (with a sub-link 'View submitted Complaints'), 'Contact Us' (with a sub-link 'Contact information'), a search icon, and the user name 'Tivani Mushwana' with a dropdown arrow. Below the menu, there is a 'Sign in User' link.