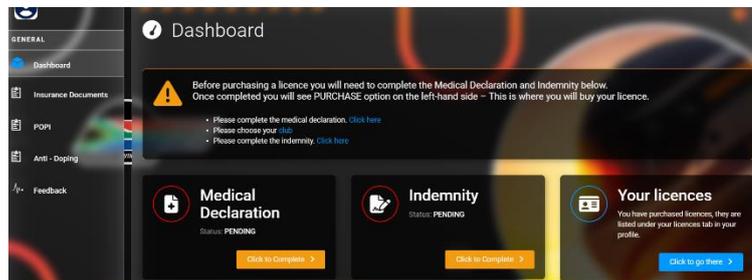




1. **Q – I get a “WHOOOPS” error message when I LOGON.**  
A - You are REGISTERING and need to LOGON. The system picks up that you already have a profile. You only REGISTER if you have **never** had a MSA Profile.

2. **Q - I have logged on but can't see where I buy the licence.**  
A - Click on the dashboard, and you will see a list that needs to be completed. Once the list is completed you will see PURCHASE on the left-hand side under DASHBOARD.



4. **Q - I updated my profile but still don't see purchase.**  
A - Go to Profile then “Club info” you will see the drop-down list of clubs. Please selected the club you belong to then click update. You will see Purchase on your left-hand.
5. **Q - I get an error when I get to the payment section.**  
A - Please check that there are no spaces in what you have inserted on your profile, if you cut and paste numbers or email addresses there could be a space after wording you have pasted. You need to delete the space, as it is recognised as an unknown character.
6. **Q - I need to get a 2<sup>nd</sup> licence, can I just logon and process it.**  
A - No you get a discount on a 2<sup>nd</sup> licence and can only have one Insurance; you will need to contact MSA for assistance.

Mail [msa@motorsport.co.za](mailto:msa@motorsport.co.za), list what licence you require, and we will inform you what you would need to pay and send you the bank details.

7. **Q - I am trying to purchase a car licence for my underage child.**  
A - Any car licence needs to be approved and processed on the back end. You will need to LOGON and update the profile. Please ensure that you LOGON with your child's ID Number. If your child is a new competitor, you will need to create a profile for him/her (Using their ID Number) NOT the parents.



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8. Q - **I keep getting an error by the payment section when I try to pay.**  
A - All banks have a security measure for online banking; please ensure you authenticate the payment either with an OTP or by logging onto your banking App for approval. The main reason for non-authorisation is authentication failure or insufficient funds.
9. Q - **I want to take out a ONE EVENT Licence.**  
A - Click on YES for ONE EVENT  
Click on EVENT and select the event you will be competing in  
Click on the TYPE (CAR/MOTORCYCLE/KART)  
Click on STATUS  
Then you can select the licence you require.
10. Q - **I have selected YES for Medical and can't continue.**  
A - If you select YES for any medical issue, you need to send a mail to [medical@motorsport.co.za](mailto:medical@motorsport.co.za) advising: The reason you selected YES. State whether you are on any medication. If you are on any medication, list the medication. Please check your email for a response, we recommend that you also check your Spam/Junk mail.
11. Q - **I did an EFT payment why has my licence and/or upgrade not been processed.**  
A - MSA will only process an EFT payment once it reflects on the bank, please ensure that you make an immediate payment. Also consider some banks can take up to 2 hours for an immediate payment to reflect.
12. Q - **I did my payment via Paygate, but it's not reflecting on my profile.**  
A - On occasion there is a glitch with the payment and the licence does not pull through. Should this happen to you, please send a screen shot of the two reference numbers that would reflect, so that we can trace the payment and process on the backend.
- It is important to note that some banks take longer to process the payment, especially if the payment is done after hours. Should the payment show authorisation pending/outstanding, we cannot process the licence on the backend unless it reflects in our account.
13. Q - **I purchased my licence, where do I get a copy.**  
A - The system generates a copy to the mail address you have listed on your profile. Please also check your spam/junk mails. If you don't receive a mail, log onto your profile, and download a copy.
14. Q - **I do not have a South African ID Number, how do I log onto your system**  
A - A competitor who does not hold a South African ID, needs to obtain a release letter from the FMN/ASN in the country listed on their passport. Please mail the release to [msa@motorsport.co.za](mailto:msa@motorsport.co.za) and list the type of racing you are interested in, as well as a copy of your passport – This is an annual requirement.

**FREQUENTLY  
ASKED  
QUESTIONS**



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Once the release letter and passport has been received, we will create a licence ID for you so that you can logon and process your licence.