



**Circulation date: 25 April 2023**

Dear Oral Healthcare Practitioner

We are pleased to inform you that SADA has launched a new platform on March 1, 2023, intending to provide you with a more efficient and seamless service. However, with a project of this magnitude, there have been some delivery issues, and we apologize for any inconvenience this may have caused.

### **1. Membership Verification on the New Membership Platform**

We would like to ensure that our members' details in our database are up-to-date. The details listed in the email indicate the basic membership type and branch designation that we have for you in our database. Please note that the membership classification indicates the category of membership you were last recorded in, not necessarily that you are a SADA member.

If you believe this information to be incorrect, please contact Charlene Holland at [sadamembership@sada.co.za](mailto:sadamembership@sada.co.za) and inform her of the discrepancy. Do not forget to supply your full name, and professional number.

### **2. Invitation to the New Membership Platform**

All users, regardless of SADA membership status, were sent an Invitation email and a Welcome email, requesting that they activate their new accounts on the new platform and download the Glue Up app from the Google Play Store for Android or Apple App Store for iOS. Once you have created a Glue Up profile, you will be able to use the same details to access your SADA information.

As a final reminder, if you have not paid attention to the Welcome and Invitation emails sent to you and cannot recall seeing them, please check your junk mail folder. If you still cannot find them, please email [info@sada.co.za](mailto:info@sada.co.za) with your details and a request to resend them to you so that you can activate your SADA Glue Up profile and take advantage of the new platform's features and services.

We would like to inform you that **2104 members** on our database have not yet activated their accounts, are you one of them? Therefore, we urge you to activate your account immediately to use the new services. Account activation is the only way to obtain access to the website's new features and services, including CPD.

### **3. No two users can share an Email address**

It is vital to understand that the user's email address is the unique identifier in the system. As a result, no two accounts can use the same email address due to the system's configurations. Therefore, ensure that only you are using your email address supplied and that this email address is not being used by multiple members of the same practice.

### **4. CPD Platform Re-development**

We would like to inform you that the new website does not have CPD point aggregation or the ability for members to complete MCQs from the SADJ. However, we are developing a solution that will enable members to complete the SADJ MCQ, listen to missed webinars, view videos, and answer related CPD

questions. This solution will increase the number of learning opportunities and ways to earn CPD points. Please allow us one month to finalize and launch this solution. If you require old CPD points owing to an HPCSA audit, please contact our office, and we will be able to provide them.

#### 5. Registering for SADA Events

Registering for SADA events on the new platform appears to be running relatively smoothly. All events available are visible from [www.sada.co.za](http://www.sada.co.za) - Events Main menu item. Please register to attend here, whether it be a physical or webinar event, and most importantly, the SADA Congress, which is open for registration, in Cape Town, CTICC2 between 25 -27 August 2023.

#### 6. Important note for Dental Auxiliaries

If you are an Oral Hygienist, Dental Assistant, or Dental Therapist and a member of Dental Protection, please select your ticket purchase under your relevant registration, i.e., Oral Hygienist and not Non-SADA Member. The Non-SADA Member option applies to dentists, not auxiliary members.

#### 7. Webinar Walkthrough

We are hoping to host a webinar for all interested parties in the next few weeks to guide you through the new platform's features and functionality. We aim to have some of the issues resolved before hosting this webinar to ensure a smooth and informative experience for all attendees.

We know this has been a challenging transition, and our staff has been working tirelessly in the background to resolve any issues. We would like to thank those users who have been understanding and patient during this time. We assure you that we are actively working on solutions to improve your experience, and our only goal is to provide you with easy access to the information you need with just a click of a button. We trust that we have your continued support as we work towards this common goal.

Yours in oral health

**KC Makhubele**

**Chief Executive Officer**



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