

Introduction

What this guide covers

Applies to: All

This guide explains how to use the ContiSure public website and admin portal. Sections are organised by role so you can focus on the tasks relevant to you.

Use the **role tabs** at the top to filter content for:

- **Customer** — register a warranty, manage your profile, rate your dealer
- **Dealer** — submit claims, manage warranty requests, and administer dealership users
- **ASM** (Area Sales Manager) — oversee dealers and claims in your region
- **Administrator** — manage reference data, reporting, permissions, and system configuration

Video tutorials

Applies to: All

For short video walkthroughs, open **Video Tutorials** from the portal sidebar after you sign in. The written guide and videos complement each other.

Navigation basics

Applies to: All

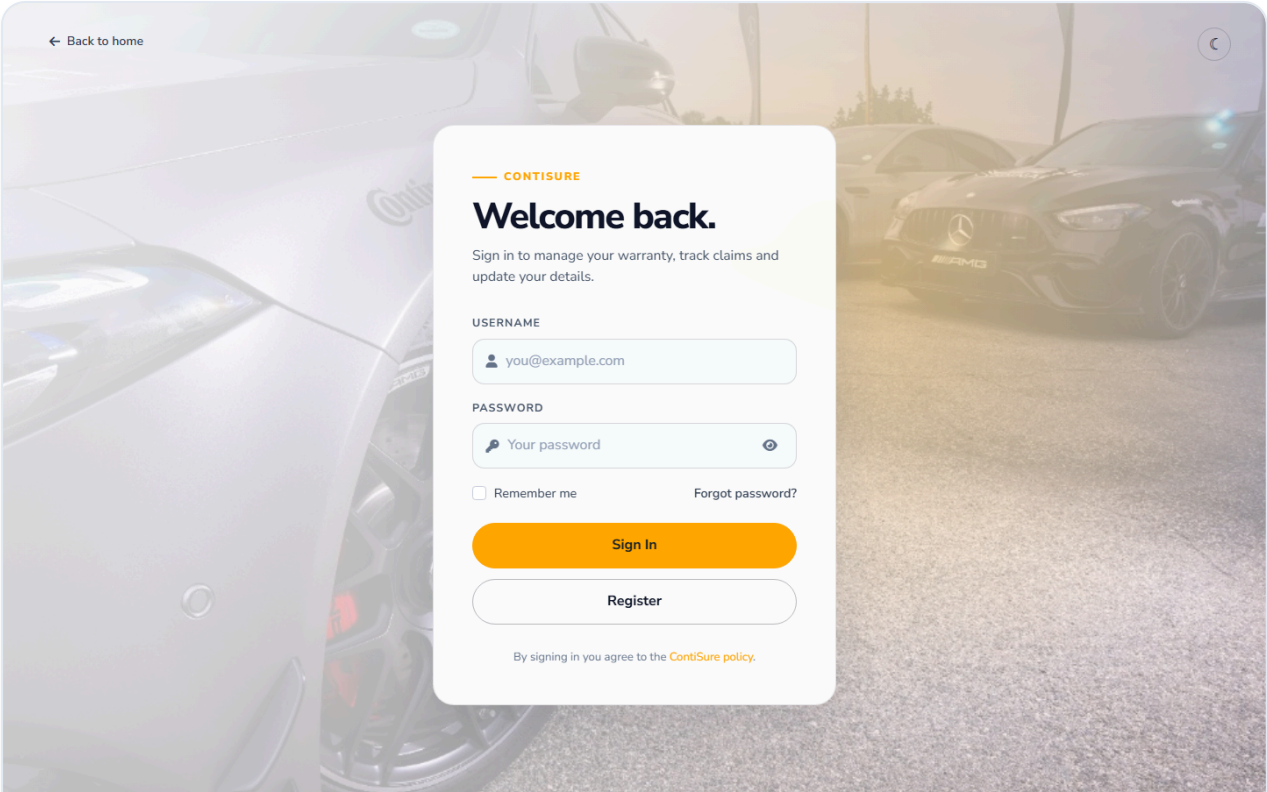
- **Public site** — `landing.html` for information, registration, and sign-in
- **Admin portal** — sign in to access your role-specific menu in the left sidebar

- **Help icon** — click the  icon on any page header to open this guide at the relevant section

Getting Started

Sign in

Applies to: All



← Back to home

CONTISURE

Welcome back.

Sign in to manage your warranty, track claims and update your details.

USERNAME

you@example.com

PASSWORD

Your password

☐ Remember me [Forgot password?](#)

Sign In

Register

By signing in you agree to the [ContiSure policy](#).

Sign in screen

1. Open **Sign In** from the public landing page or go directly to `sign-in.html`.
2. Enter your **email address** and **password**.
3. Click **Sign In** to access the portal.
4. Use the **show password** toggle if you need to verify what you typed.

If you have forgotten your password, use the **Forgot password** link on the sign-in page.

First login

Applies to: All

After your first successful sign-in:

1. You are taken to **My Profile** by default.
2. Review your personal details and update any incorrect information.
3. Explore the sidebar — only menu items permitted for your role are shown.

Sign out

Applies to: All

1. Click your profile menu in the top-right corner of the portal.
2. Select **Sign out** to end your session securely.

Public Site

Landing page

Applies to: All



[Home](#) [The Policy](#) [Participating Dealers](#) [FAQ](#) [Data Protection](#) [Contact](#)

CONTINENTAL CONTISURE WARRANTY

Free tyre replacement when the road surprises you.

Buy qualifying Continental passenger, SUV, 4x4 or light commercial tyres from a participating BestDrive dealer and receive 12 months of accidental tyre-damage cover. Ts & Cs apply.

Register

Sign in



100% COVERED

With our **FREE TYRE REPLACEMENT***, you can be assured that your new Continental tyres are fully covered from any accidental damage while you're on the road.

*ContiSure Tyre Warranty – your tyres are covered for 12 months from date of purchase. Ts & Cs apply.

ContiSure

WARRANTY

FREE TYRE REPLACEMENT

WHAT IS CONTISURE?

Simple cover for irreparable tyre damage.

Continental Tyre South Africa now offers BestDrive customers a free 1-year warranty when purchasing Continental branded passenger, light commercial, SUV and 4X4 tyres. If a covered tyre is irreparably damaged, Continental will replace it for free. Ts and Cs apply.

Download the Policy

COVERAGE CHECK

Not sure if you are covered?

Enter your vehicle registration number and we will check your ContiSure warranty status.

Registration number

Check now

CONTACT US

Need help with ContiSure?

Not sure where to go or what to do? Call us or send a message and we will get back to you.

PHONE

041 - 4065455

Send a message

Fill in your details and we will respond as soon as we can.

First name

Surname

Contact number

Email address

Your query

Send message

ContiSure

Continental Tyre Warranty

The Policy

Participating Dealers

FAQ

Data Protection

f

t

Continental Tyre South Africa - ContiSure warranty programme

ContiSure landing page

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The landing page introduces the ContiSure warranty programme and provides quick access to registration, sign-in, policy information, FAQ, and contact details.

1. Browse **Home**, **Policy**, **FAQ**, **Data Protection**, and **Contact** from the top navigation.
2. Click **Register** to create a new warranty registration.
3. Click **Sign In** if you already have an account.

Warranty check

Applies to: All

1. On the landing page, enter your vehicle **registration number** in the coverage check field.
2. Click **Check** to see whether ContiSure is active on your vehicle.
3. Review the status message and vehicle details in the popup.

Customer registration

Applies to: All

[← Back to home](#)

ContiSure
CONTINENTAL TYRE WARRANTY

ALREADY REGISTERED?
Sign in

REGISTER YOUR TYRES

Get covered in a few minutes.

Fill in your details and your fitment information so we can activate your free 12-month ContiSure warranty.

1
Your details
All fields marked * are required

*First Name:

Enter here...

*Last Name:

Enter here...

*ID Number:

Enter here...

*Email Address (Username):

Enter here...

*Mobile Number:

+27

e.g. 82 123 4567

*Password:

Enter here...

*Confirm Password:

Enter here...

*Vehicle make:

Select vehicle make

*Registration number:

Enter here...

2
Fitment & invoice
Complete on this page — scroll down if needed

*Dealer:

Select your dealer

*Fitment Date:

yyyy/mm/dd

*Mileage per annum:

Enter here...

*Invoice Date:

yyyy/mm/dd

*Invoice number:

Enter here...

*Tyre fitment:

Select each wheel position you are registering: Front left, Front right, Rear left, Rear right, and/or Spare. Set qty, tyre size, and unit price for each selected position.

FRONT AXLE

LEFT

RIGHT

☐

Front left

☐

Front right

REAR AXLE

LEFT

RIGHT

☐

Rear left

☐

Rear right

SPARE

FIRST

SECOND

☐

Spare tyre 1

☐

Spare tyre 2

Total Cost Ex VAT:

R 0.00

*Upload invoice (photo or PDF)

Choose invoice or drag here

JPG, PNG or PDF

Preferred Communication Method

Choose how Continental should contact you.

☒ Email

☐ SMS

☐ Phone Call

☐ WhatsApp

☐ I consent to receive marketing communications from Continental Tyres

☐ I do not consent to receive marketing communications from Continental Tyres

Register

Registration form

1. Open **Register** from the landing page or go to `registration.html`.
2. Complete all required fields on the single-page form:
 - Personal details (name, ID number, contact details)
 - Vehicle details (make, model, registration, VIN)

Page 6 of 37

- Tyre fitment (front, rear, and spare positions with size and quantity)
- Invoice details and mandatory **invoice attachment**

3. Validate your ID number, email, and mobile number as prompted.

4. Click **Submit** when all required fields are complete.

Registration cannot be submitted without an invoice attachment.

FAQ and policy

Applies to: All



FAQ

Frequently asked questions

Practical answers about cover, claims and your warranty. Content is maintained by the ContiSure team.

Frequently Asked Questions:

1. Does this Warranty cover Continental branded passenger and light commercial tyres of any value?

Yes.

2. Can I get cash back for my claim instead of an amount towards my new tyres?

No. Only a credit towards the replacement tyre purchase with another Continental branded tyre.

3. When does my ContiSure Warranty commence?

You will be covered as soon as your new Continental branded tyre purchase has been concluded.

4. I am worried about the current state of the roads - if I hit a pothole am I covered?

Yes, in the event that this incident took place on a Public Road in the covered territories described in the policy.

5. How is this cover different to the manufacturer's tyre warranty?

The manufacturer's warranty only covers manufacturing defects, not damage due to road hazards.

6. Am I able to claim on this warranty if I hit a road accident/scenario and my tyre is damaged or (b) my tyres are stolen?

No, this situation is excluded under this warranty as this should be covered under your motor vehicle insurance.

7. Where can I make a claim?

At any participating tyre dealer as the case may be in South Africa, Botswana, Lesotho, Namibia or Swaziland.

8. How do I make a claim?

By bringing your damaged tyre, the vehicle the tyre was fitted to and proof of identification and your ContiSure Warranty Brochure, into the nearest participating tyre dealer as the case may be. The Dealer Claims Officer will verify your claim based on the presentation of your ContiSure Warranty Brochure, Original Sales Invoice and Tyre Service record. Once it is verified, your tyre will be assessed.

9. How long is my claim likely to take?

Once the tyre has been assessed and the Credit Due to you has been calculated by the dealer, you can immediately purchase your replacement tyre. This should take no longer than 30 minutes.

10. How can I make an enquiry about my warranty?

You can enter your vehicle's registration number into the www.ContiSure.co.za. You will then receive a registration confirmation status on your ContiSure Warranty. Support 041 995 5270

11. Are my current tyres also covered if I replace only 2 tyres?

No, only the Continental branded tyre(s) purchased from a participating tyre dealer as the case may be and recorded in your ContiSure Warranty Brochure and Original Sales Invoice, are warranted.

12. Can I claim for 1 tyre, twice?

No, once a claim has been granted that particular claim is now void. The tyre claimed for must be kept by the dealer for a monthly audit by Continental Tyre South Africa east. Therefore, the tyre must be made un-serviceable and disposed of via the Integrated Scrap Collection Process.

13. Can I claim in Botswana, Lesotho, Namibia and Swaziland as well?

Yes.

14. Do I get a ContiSure Card that I can keep on me?

No, you will receive a ContiSure Warranty Brochure to keep in your vehicle. This Brochure is very important and you must ensure that you keep it in your vehicle at all times. The compulsory 50 000km / once in the 12-month period tyre inspection services will be recorded in this Brochure by the dealer. It is your responsibility to ensure that you get the Service History Page stamped by the dealer at every visit.

15. Does this warranty cover my alloy / steel wheels?

No.

16. Does this come with roadside assistance?

No.

17. Does ContiSure warrant all brands of tyres?

No, only Continental branded tyres bought from a participating dealer, are warranted.

18. Does ContiSure warrant punctures and/or damage done by a nail or wall?

No, but if the puncture is deemed irreparable in the sole discretion of participating tyre dealer then the tyre would be warranted.

19. Are Continental branded tyres with the SSR (Self Supporting Run flat) feature warranted?

Yes.

20. I bought tyres from a participating tyre dealer and no one mentioned ContiSure. Am I covered after I leave the store?

No, you will have to register via the www.ContiSure.co.za registration page. The ContiSure Warranty Brochure can be downloaded. You need to keep it and your Original Sales Invoice in your car and adhere to all the requirements.

21. I have made one claim, and I bought more than one tyre on my original invoice. Does my warranty cover on the other tyres I have?

No, the cover only lapses on the tyre you have claimed. However, the replacement Continental branded tyre will also now be warranted under a new ContiSure Warranty. The Original Sales Invoice for the replacement tyre must be attached to the ContiSure Warranty Brochure.

22. Is the participating tyre dealer decision final or can I appeal his / her decision via a higher authority?

The Dealer Claims Officer (Dore Manager) acts as the claims authority. If dissatisfied with the outcome, the Marketing Manager of CTSA has the power to make the final decision. E-mail: Support@ContiSure.co.za with your concern.

23. Is the ContiSure Warranty transferable to a new owner when I sell my vehicle?

No.

24. How is the remaining tread depth measured?

At the lowest point of the tyre. The tyre dealer makes this assessment using a tread Depth Gauge.

25. Can I qualify for the warranty on my taxi tyres?

No, this cover will only apply to tyres fitted on passenger or light commercial vehicles that are privately owned and not used for commercial purposes or in the transportation of passengers for commercial gain.

26. Can a third party claim on my behalf, i.e. I send my driver with my ID and the vehicle in order to make a claim?

No, the owner of the vehicle has to make a claim in person.

27. I had to brake suddenly and there is a flat spot on my tyre. Is this covered?

No, this will be regarded as wear and tear, which is not covered in terms of this warranty.

28. I am too far away from a participating dealer, can I buy a tyre and claim I back?

No, we have a very comprehensive dealer network and you have 30 days from the incident to make a claim.

29. I recently bought a brand new vehicle with new Continental tyres from a car dealership; can I get covered on my new Continental tyres with ContiSure?

No, the warranty is only for replacement tyres bought and that has a valid invoice from one of the approved partners mentioned in the main policy.

30. Why can I contact to check the status of my ContiSure Warranty?

Visit any participating dealer or you can visit our ContiSure Portal on the www.ContiSure.co.za website and enter your Car Registration number to check on your warranty status or alternatively contact Support 041 995 5270.

31. In the case of price increases on tyres, am I now warranted on the original price paid at inception or the new price?

No, you are warranted for the original price paid at inception of the cover, as recorded on your Original Sales Invoice.

32. What was the commencement date of the ContiSure warranty program?

This program was launched on the 1st November 2010 and will be ongoing.

33. Is the warranty the same across all the dealers participating?

No, Tiger Wheel & Tyre and the Tyres and More dealers will offer this warranty on Wheel tyre sizes and onwards ONLY. BestTire participating stores will offer this on all sizes.

- **Policy** — summary of warranty terms; use **Download** at the bottom of the policy panel for the full document.
- **FAQ** — answers to common questions about ContiSure.
- **Data Protection** — how your personal information is handled under POPIA.

Administrators with an active portal session can edit FAQ, policy, and data protection content directly from the landing page.

Customer

My Profile

Applies to: Customer, Dealer, Asm, Administrator

ContiSure logo

Vehicle registration number [Check Now](#)

My Profile

- My Documents
- Dealer Ratings
- Claim Requests
- Reporting
- New Claim
- Warranty Requests
- Users
- User Registrations
- Video Tutorials
- Dealers
- Reference Data
- Email Templates
- Permissions
- Documents
- Dealer Calculator

Your ContiSure account

Update your contact details, review registered vehicles, and keep your sign-in secure.

[Customer portal](#)

Personal Details | My Vehicles | Security

PERSONAL DETAILS

Contact information

These details are used for warranty communication and claim support.

USERNAME
admin@contisure.co.za

NAME
ContiSure

SURNAME
Admin

ID NUMBER
00000000000000

MOBILE NUMBER
+27 000000000

EMAIL ADDRESS
admin@contisure.co.za

Preferred Communication Method

Choose how Continental should contact you.

☒ Email ☐ SMS ☐ Phone Call ☐ WhatsApp

☐ I consent to receive marketing communications from Continental Tyres SA via my preferred communication method.

☒ I do not consent to receive marketing communications from Continental Tyres SA via my preferred communication method.

[Save Profile](#)

My Profile

1. Open **My Profile** from the sidebar.
2. Review and update your personal details, contact information, and communication preferences.
3. Manage linked **vehicles** and **tyre fitment** records from the profile sections.
4. Click **Save** after making changes.

Customers should verify that mobile number and marketing opt-in/opt-out preferences are correct, especially after data migration from the legacy system.

Dealer ratings

Applies to: Customer, Dealer, Asm, Administrator

Vehicle registration number

- My Profile
- My Documents
- Dealer Ratings**
- Claim Requests
- Reporting
- New Claim
- Warranty Requests
- Users
- User Registrations
- Video Tutorials
- Dealers
- Reference Data
- Email Templates
- Permissions
- Documents
- Dealer Calculator

My Profile
Dealer Ratings

Review customer ratings, filter by dealer or rater, and keep the list up to date.

Filters

DEALER	CONTACT	RATING	REASON	COMMENTS	RATED BY	CONTACT #	
		★★★★★			Inge Cilliers	+27836379126	
		★★★★★			Donné Jonker	0825754452	
		☆☆☆☆☆	Bad Customer Services		Quade Howes	0737781294	
		☆☆☆☆☆	Bad Customer Services		Quade Howes	0737781294	
		☆☆☆☆☆	Bad Customer Services		Mandy Hay	0780780788	
		★★★★★			Wasim Suleman	+27659845485	
Best Drive Agri Bande	053 441 2286	☆☆☆☆☆	Other	very good service.	Lwandile Nkwebana	0734583385	
Best Drive Centurion	012 6634339	☆☆☆☆☆	Bad Customer Services		Kreshen Naicker	0782869171	
Best Drive Comaro Crossing	0114352440	★★★★★			Leslie Naidoo	0849008115	
Best Drive Comaro Crossing	0114352440	★★★★★			Leslie Naidoo	0849008115	
Best Drive Comaro Crossing	0114352440	★★★★★			Cobus Ferreira	0845500636	
Best Drive Comaro Crossing	0114352440	★★★★★			Kwanele Mngceke	0614222962	
Best Drive Franco Tyres	051 448 3815	☆☆☆☆☆	Bad Customer Services		Cocong Khoboko	0833476578	
Best Drive Franco Tyres	051 448 3815	★★★★★			Partney Tsotetsi	27832104850	
Best Drive Mthatha	047 532 4627 / 047 532 5322	★★★★★			Zubair Suleman	0658574766	
Best Drive Mthatha	047 532 4627 / 047 532 5322	★★★★★			Wasim Suleman	+27659845485	
Best Drive Mthatha	047 532 4627 / 047 532 5322	★★★★★			Wasim Suleman	+27659845485	
Best Drive Ossies Vryheid	349814155	☆☆☆☆☆	Unprofessional		Setoromo Khiba	0733681759	
Best Drive Ossies Vryheid	349814155	☆☆☆☆☆	Bad Customer Services		Xolie Shange	0732923712	
Best Drive Ossies Vryheid	349814155	☆☆☆☆☆	Bad Customer Services		Xolie Shange	0732923712	
Best Drive Ossies Vryheid	349814155	☆☆☆☆☆	Bad Customer Services		Xolie Shange	0732923712	
Best Drive Ossies Vryheid	349814155	★★★★★			JC VAN DER MERWE	0713799192	
Best Drive Ossies Vryheid	349814155	★★★★★			ContiSure Admin	000000000	
Best Drive Ossies Vryheid	349814155	★★★★★			ZUAN-PIERRE FORTUIN	0833843794	
Best Drive Ossies Vryheid	349814155	★★★★★			Horacio Neves	+258848023491	
Best Drive Ossies Vryheid	349814155	★★★★★			LB ADAMS	0716701382	
Best Drive Ossies Vryheid	349814155	★★★★★			Cynthia Eiserman	0848561583	
Best Drive Ossies Vryheid	349814155	★★★★★			Othniel Farmer	0711028838	
Best Drive Ossies Vryheid	349814155	☆☆☆☆☆	Bad Customer Services		Gregg Tarr	0761604370	
Best Drive Ossies Vryheid	349814155	☆☆☆☆☆	Bad Customer Services		Gregg Tarr	0761604370	

Page 1 of 20 (571 total records)

Dealer Ratings

1. Open **Dealer Ratings** from the sidebar.

2. After registration, you may be prompted to rate your dealership experience.
3. Answer each criterion (for example, whether the dealership looked clean and presentable).
4. Submit your rating to help improve dealer service quality.

Dealer

New claim

Applies to: Dealer, Administrator

Continental Vehicle registration number [Check Now](#)

My Profile / **New Claim**

New warranty claim

Work through each section and fill in all required fields marked with *.

Vehicle & customer

VEHICLE

REGISTRATION NUMBER *

CUSTOMER

CUSTOMER NAME *

CURRENT ODOMETER * **DISTANCE TRAVELLED**

Choosing a registration loads vehicle details where available.

Tyre & product

TYRE POSITIONS TO CLAIM *

Registered tyre details load from the fitment. Select **Front left**, **Front right**, **Rear left**, **Rear right**, and/or **Spare**. Rear sides can have up to 2 tyres each (dual axle). Set **Claim qty** per position. Quantity and original sale value update automatically.

QUANTITY (TYRES CLAIMED FOR) *

Total tyres claimed — sum of claim qty across selected positions.

TYRE SIZE *

Set automatically from selected tyre positions.

ARTICLE / PRODUCT NUMBER *

REASON FOR CLAIM *

REMAINING TREAD DEPTH * **ORIGINAL SALE VALUE (EXCL. VAT)**

mm R

Sum of (claim qty × unit cost) for selected positions.

TYRE SERIAL NUMBERS

Enter each serial number and press **Enter** to add another.

Claim, invoice & settlement

DEALER & DATES

DEALER *

CLAIM DATE *

CLAIM INVOICE NUMBER *

CLAIM INVOICE *

PDF or image (JPG, PNG).

[Submit claim](#)

New Claim

1. Open **New Claim** from the sidebar.
2. Complete all required claim fields (customer, vehicle, tyre, and claim reason details).
3. Attach supporting documentation where required.

4. Click **Save** to submit the claim at **New** status.

Claim requests

Applies to: Dealer, Asm, Administrator

Vehicle registration number [Check More](#)

My Profile

My Documents

Dealer Ratings

Claim Requests

Reporting

New Claim

Warranty Requests

Users

User Registrations

Video Tutorials

Dealers

Reference Data

Email Templates

Permissions

Documents

Dealer Calculator

My Profile / Claim Requests

Track warranty claim submissions. Filter by customer or dealer, and open a record to review or act.

Refresh

Filters

RECORD ID	DATE	CHANNEL	DEALER	CUSTOMER	VEHICLE	ASM	ASM STATUS	CLAIM INV #	FILES
17666	30/06/2026	BestDrive	Best Drive Franco Tyres	John Smith	CY352-156234 (Bajaj)			346346346346	
17665	30/06/2026	BestDrive	Best Drive Camara Crossing	Thomas Snyder	CY352-15621 (BMW)			346346346346	
17664	18/06/2026	BestDrive	Best Drive Centurion	ContiSure Admin	FNK727EC (FORD1)			test12345	No Files
17663	18/06/2026	BestDrive	Best Drive Chatsworth (Sunset Tyres)	John Smith	CY352-156 (ALFA ROMEO)			325235235	
17662	12/06/2026	BestDrive	Best Drive Centurion	John Smith	CY352-156 (ALFA ROMEO)			346346346	No Files
17661	12/06/2026	BestDrive	Best Drive Centurion	John Smith	CY352-156 (ALFA ROMEO)			324235346346	No Files
17654	18/09/2022	BestDrive	BestDrive Villersdorp Bantle	Steve Duvenage	CYT615L (BMW 118)			122	
17644	16/02/2022	BestDrive	BestDrive Royal Vulcanising Durban	HASSAN	ND895878 (MERCEDES)	Keshnee Narayanan		122256	
17643	16/02/2022	BestDrive	BestDrive Port Shepstone	RONNY HEWITZKY	MPKJELSZN (VOLKSWAGEN)	Keshnee Narayanan		2299	
17642	15/02/2022	BestDrive	BestDrive Cape Road (Sharwoods)	Siyakubonga Goodwill	TD2490EC (TOYOTA)	Karen Van der Merwe	Approved By Karen Van der Merwe on 15-Feb-2022 14:36:00	39328	No Files
17641	15/02/2022	BestDrive	BestDrive Montague Gardens	Brinley	CA823-695 (HONDA)	Nadeem Beck		INV42120	
17640	15/02/2022	BestDrive	BestDrive Plet Ri Stellenbosch	projects	CF251781 (MERCEDES)	Nadeem Beck		75845	
17639	15/02/2022	BestDrive	Best Drive Franco Tyres	Mpho	FDJ229F5 (VOLKSWAGEN)	linda jacobs	Approved By Linda Jacobs on 15-Feb-2022 10:50:00	INV161534	
17638	15/02/2022	BestDrive	BestDrive Marais Koninkamer Bantle	TANISO	H5680F5 (FORD)	linda jacobs	Approved By Linda Jacobs on 15-Feb-2022 11:00:00	112880	No Files
17637	15/02/2022	BestDrive	BestDrive Oshes Tyres Ladysmith	adityav	NKR1952 (MERCEDES-BENZ)	Thami Thushini		16788	
17636	15/02/2022	BestDrive	BestDrive Tonnissen Drop River	YUSUF	CA138832 (TOYOTA TOYOTA)	Nadeem Back		IS27060	
17635	15/02/2022	BestDrive	BestDrive CONSTANTIA KLOOF	HILTON ARKINSON	D3CLUREGP (VOLVO V40)	Khangelani mkhize		2220020996	
17634	14/02/2022	BestDrive	BestDrive Silver Lakes	Albert	HV8985GP (CHEVROLET)	Khangelani mkhize		61386	
17633	14/02/2022	BestDrive	BestDrive Royal Vulcanising Durban	SHAWN LAMBE	BK78WWGP1 (HONDA ACCORD IX Saloon (CR) (CR)	Keshnee Narayanan		122257	
17632	14/02/2022	BestDrive	BestDrive Oshes Tyres Ladysmith	Michael	FP63MYGP (TOYOTA)	Thami Thushini	Approved By Thami Thushini on 14-Feb-2022 13:43:00	16738	
17631	14/02/2022	BestDrive	Best Drive Franco Tyres	VINCENT MADLELA	DT312XGP (VOLKSWAGEN CC 2.0 TDI)	linda jacobs	Approved By Linda Jacobs on 14-Feb-2022 11:03:00	INV161458	
17630	14/02/2022	BestDrive	Best Drive Franco Tyres	FRANS	HP5081F5 (FORD)	linda jacobs	Approved By Linda Jacobs on 14-Feb-2022 11:03:00	INV161428	
17629	14/02/2022	BestDrive	Bestdrive Edenvale	Wilbert Magnie	JHDB42EC (VW Polo)	Khangelani mkhize		216216	
17628	11/02/2022	BestDrive	BestDrive Royal Vulcanising Durban	SANIU	ND178772 (HISAN)	Keshnee Narayanan		122249	
17627	11/02/2022	BestDrive	BestDrive Royal Vulcanising Durban	LEO	ND6930B9 (MERCEDES)	Keshnee Narayanan		122250	
17626	11/02/2022	BestDrive	BestDrive Royal Vulcanising Durban	SIZWE	ND474767 (VOLKSWAGEN)	Keshnee Narayanan		122252	
17625	11/02/2022	BestDrive	BestDrive Royal Vulcanising Durban	NIABULO	ND893647 (MERCEDES)	Keshnee Narayanan	Approved By Keshnee Narayanan on 11-Feb-2022 12:23:00	122255	
17624	11/02/2022	BestDrive	Best Drive Franco Tyres	Vincent	FWR501F5 (AUDI)	linda jacobs	Approved By Linda Jacobs on 14-Feb-2022 11:00:00	INV161396	
17623	11/02/2022	BestDrive	BestDrive Royal Vulcanising Durban	ABOO	ND475399 (MERCEDES)	Keshnee Narayanan	Approved By Keshnee Narayanan on 11-Feb-2022 12:24:00	122254	
17622	10/02/2022	BestDrive	Best Drive Walmer (Sharwoods Speedy II)	Yonela	HXN182EC (VOLKSWAGEN)	Karen Van der Merwe	Approved By Karen Van der Merwe on 11-Feb-2022 07:38:00	10060	

<

1

2

3

>

Page 1 of 265 (823 total records)

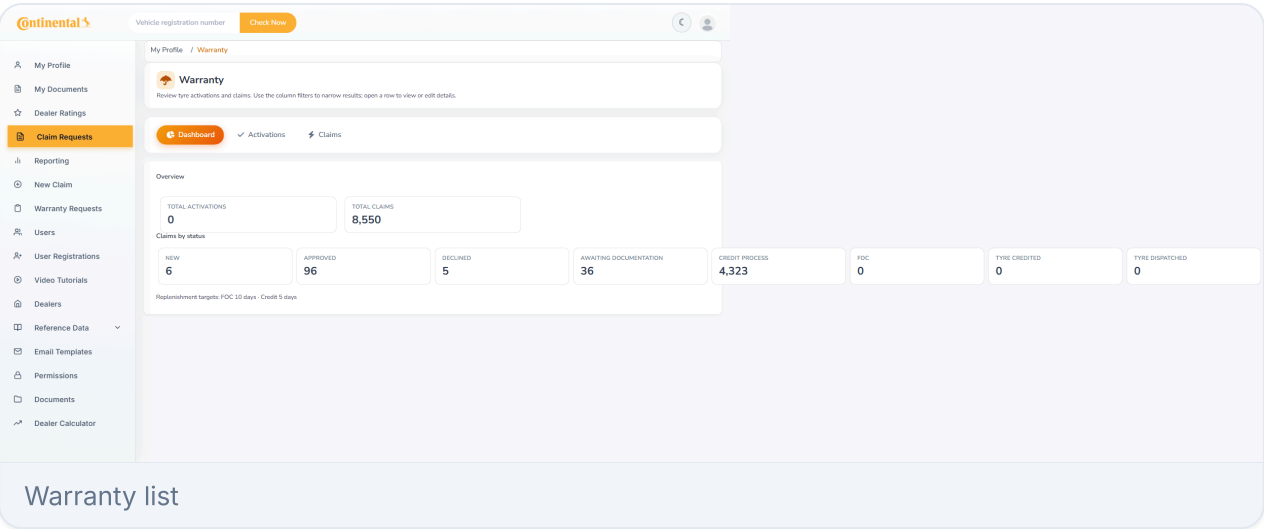
Claim Requests

1. Open **Claim Requests** to view all claims in your scope.

- 2. Use **Filters** to search by customer, dealer, status, or date range.
- 3. Click a claim row to open the detail view and review or update the record.
- 4. Click **Refresh** to reload the latest data.

Warranty

Applies to: Dealer, Asm, Administrator



- 1. Open **Warranty** to view warranty activations and related claims.
- 2. Search and filter the grid as needed.
- 3. Click a record to open activation or claim detail.

Warranty requests

Applies to: Dealer, Asm, Administrator

The screenshot displays the 'Warranty Requests' page in the ContiSure application. The sidebar on the left contains navigation links: My Profile, My Documents, Dealer Ratings, Claim Requests, Reporting, New Claim, **Warranty Requests** (highlighted), Users, User Registrations, Video Tutorials, Dealers, Reference Data, Email Templates, Permissions, Documents, and Dealer Calculator. The top header includes the Continental logo, a search bar for 'Vehicle registration number', and a 'Check Now' button. The main content area is titled 'Warranty requests' and includes a 'Refresh' button. Below the title is a table with columns: ID, DATE, CHANNEL, DEALER, USER, VEHICLE, INVOICE, STATUS, and ACTIONS. The table is currently empty, showing 'No warranty requests found'. There are filter buttons for each column: 'Filter channel...', 'Filter dealer...', 'Filter user...', 'Filter vehicle...', and 'Filter status...'. At the bottom of the table, there is a 'ROWS PER PAGE' dropdown set to '10' and a '0 records' indicator.

1. Open **Warranty Requests** from the sidebar.
2. Review pending warranty registration requests assigned to your dealership.
3. Open a request to approve, decline, or request further information.

Dealers

Applies to: Dealer, Asm, Administrator

Vehicle registration number

My Profile
My Documents
Dealer Ratings
Claim Requests
Reporting
New Claim
Warranty Requests
Users
User Registrations
Video Tutorials
Dealers
Reference Data
Email Templates
Permissions
Documents
Dealer Calculator

My Profile / Dealers

+ Add Dealer

Filters

NAME

CODE

ADDRESS

Name	Code	Address	Contact Number	Email Address	Actions
	TFT	Gauteng			
	TFW	Free State			
	TWH	Gauteng			
	TFB	Free State			
	TFK	Northern Cape			
	TFG	Botswana			
	TFN	Namibia			
	TF0	Kwa-Zulu Natal			
	TWT	Gauteng			
		N/A			
		N/A			
		N/A			
AIRPORT JUNCTION	G02	FRANCHISE BOTSWANA			
ALBERTON	J06	GAUTENG			
ALBERTON	01A	JHB CENTRAL			
ALBERTON	TM0	Gauteng			
AMANZIMTOTI	D11	KWAZULU-NATAL			
AUCKLAND PARK	J63	WESTERN CAPE			
AUCKLAND PARK	J11	FRANCHISE SOUTH AFRICA 4			
AUCKLAND PARK	J41	FRANCHISE SOUTH AFRICA 2			
BALFOUR	J62	GAUTENG			
BALLITO	D10	KWAZULU-NATAL			
BELLVILLE	C15	WESTERN CAPE			
BENONI	J33	GAUTENG			
BENONI	J84	JHB EAST			
BENONI	J80	JHB EAST			
BENONI	J26	JHB EAST			
Best Drive Agri Bande	7272286	19 William Alexander Street, North West, North West, 2680	053 441 2286	agribande@vodamail.co.za	
Best Drive Centurion	7327092	Shop 7 Centurion Auto Centre 1030 Lenchen Avenue, Centurion Central, 0026	012 6634339	corne.centurion@bestdrive.co.za	
Best Drive Chatsworth (Sunset Tyres)	7296064	6 Joyhurst Street, Croftdene, Chatsworths, Durban, 4092	0314014015	dinesh@sunsettyres.co.za	

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Page 1 of 78 (2335 total records)

Dealers grid

1. Open **Dealers** to view dealership records in your scope.

2. Click a dealer name to open the detail form.
3. Update contact details and operational information as permitted.
4. Click **Save** to apply changes.

Users

Applies to: Dealer, Administrator

Users

Search by name, contact, vehicle, or role. Click a name to open the user profile.

Search filters

FIRST NAME: Filter by first name
 LAST NAME: Filter by last name
 ID NUMBER: Filter by ID
 MOBILE: Filter by mobile
 EMAIL: Filter by email
 ROLE: ALL
 VEHICLE: Registration or vehicle

Q Apply filters Clear Refresh

USER	CONTACT	VEHICLES	INSURED	ACTIVE	ACTION
JUDITH HOLDER N/A Customer	0834118749 N/A	1	✓	✓	Edit
EDDIE WILLIAMS N/A Customer	0825694208 N/A	3	✓	✓	Edit
ALI MOHAMED N/A Customer	0825221606 N/A	1	✓	✓	Edit
THAPELO MOITSIWA N/A Customer	073 212 0311 N/A	1	✓	✓	Edit
PAPAMANI PAPAMANI N/A Customer	0117820197 N/A	2	✓	✓	Edit
JOHANNA DE ROOY N/A Customer	078 544 6501 N/A	1	✓	✓	Edit

AS RA7AK

ROWS PER PAGE: 30

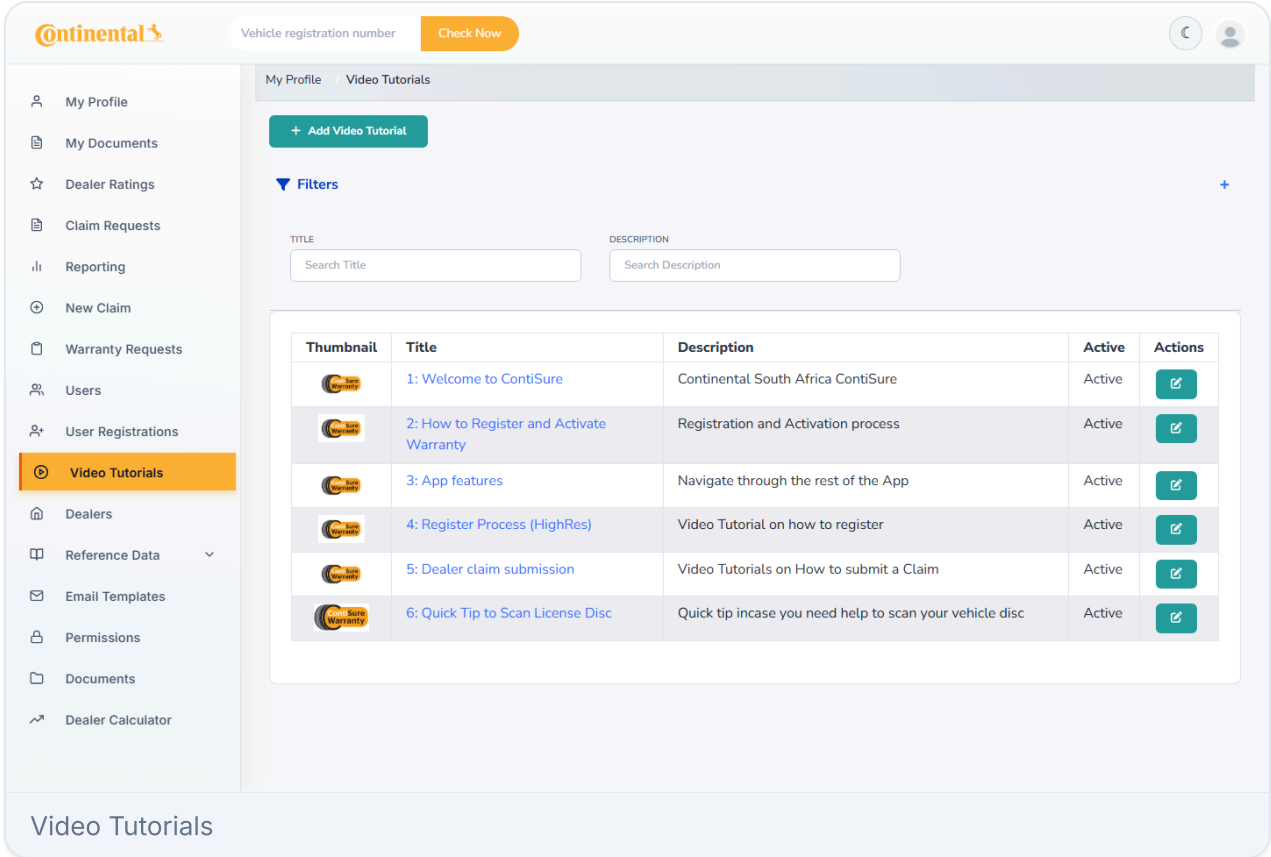
Page 1 of 2623 (78687 total)

Users grid

1. Open **Users** to manage portal accounts for your dealership.
2. Click **Add User** to create a new account.
3. Click a user name to edit details, role assignment, and status.
4. Use **Delete** with confirmation to remove accounts no longer required.

Video tutorials

Applies to: Dealer, Asm, Administrator



The screenshot displays the 'Video Tutorials' section of the ContiSure application. On the left is a sidebar with various navigation items. The top bar includes a search for 'Vehicle registration number' and a 'Check Now' button. The main content area features a '+ Add Video Tutorial' button, a 'Filters' section, and a table of existing tutorials.

Thumbnail	Title	Description	Active	Actions
	1: Welcome to ContiSure	Continental South Africa ContiSure	Active	
	2: How to Register and Activate Warranty	Registration and Activation process	Active	
	3: App features	Navigate through the rest of the App	Active	
	4: Register Process (HighRes)	Video Tutorial on how to register	Active	
	5: Dealer claim submission	Video Tutorials on How to submit a Claim	Active	
	6: Quick Tip to Scan License Disc	Quick tip incase you need help to scan your vehicle disc	Active	

1. Open **Video Tutorials** from the sidebar.
2. Browse available training videos for your role.
3. Click a thumbnail or title to watch the tutorial.

Administrators can add and manage tutorials from the same screen using **Add Video Tutorial**.

Area Sales Manager

Regional scope

Applies to: Asm, Administrator

1. Your user account is linked to a region and dealership in **Users** administration.
2. Dealer and claim data shown in the portal is filtered to your allocation.
3. Contact an **Administrator** if your region or dealer assignment is incorrect.

Dealers in your region

Applies to: Asm, Administrator

Vehicle registration number

My Profile
My Documents
Dealer Ratings
Claim Requests
Reporting
New Claim
Warranty Requests
Users
User Registrations
Video Tutorials
Dealers
Reference Data
Email Templates
Permissions
Documents
Dealer Calculator

My Profile / Dealers

+ Add Dealer

Filters

NAME

CODE

ADDRESS

Name	Code	Address	Contact Number	Email Address	Actions
	TFT	Gauteng			
	TFW	Free State			
	TWH	Gauteng			
	TFB	Free State			
	TFK	Northern Cape			
	TFG	Botswana			
	TFN	Namibia			
	TF0	Kwa-Zulu Natal			
	TWT	Gauteng			
		N/A			
		N/A			
		N/A			
AIRPORT JUNCTION	G02	FRANCHISE BOTSWANA			
ALBERTON	J06	GAUTENG			
ALBERTON	O1A	JHB CENTRAL			
ALBERTON	TM0	Gauteng			
AMANZIMTOTI	D11	KWAZULU-NATAL			
AUCKLAND PARK	J63	WESTERN CAPE			
AUCKLAND PARK	J11	FRANCHISE SOUTH AFRICA 4			
AUCKLAND PARK	J41	FRANCHISE SOUTH AFRICA 2			
BALFOUR	J62	GAUTENG			
BALLITO	D10	KWAZULU-NATAL			
BELLVILLE	C15	WESTERN CAPE			
BENONI	J33	GAUTENG			
BENONI	J84	JHB EAST			
BENONI	J80	JHB EAST			
BENONI	J26	JHB EAST			
Best Drive Agri Bande	7272286	19 William Alexander Street, North West, North West, 2680	053 441 2286	agribande@vodamail.co.za	
Best Drive Centurion	7327092	Shop 7 Centurion Auto Centre 1030 Lenchen Avenue, Centurion Central, 0026	012 6634339	corne.centurion@bestdrive.co.za	
Best Drive Chatsworth (Sunset Tyres)	7296064	6 Joyhurst Street, Croftdene, Chatsworths, Durban, 4092	0314014015	dinesh@sunsettyres.co.za	

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Page 1 of 78 (2335 total records)

Dealers grid

1. Open **Dealers** to review dealerships in your region.

2. Monitor dealer contact details and operational status.
3. Open a dealer record to view or update permitted fields.

Claim oversight

Applies to: Asm, Administrator

Vehicle registration number [Check More](#)

My Profile

My Documents

Dealer Ratings

Claim Requests

Reporting

New Claim

Warranty Requests

Users

User Registrations

Video Tutorials

Dealers

Reference Data

Email Templates

Permissions

Documents

Dealer Calculator

My Profile / Claim Requests

Track warranty claim submissions. Filter by customer or dealer, and open a record to review or act.

Refresh

Filters

RECORD ID	DATE	CHANNEL	DEALER	CUSTOMER	VEHICLE	ASM	ASM STATUS	CLAIM INV #	FILES
17666	30/06/2026	BestDrive	Best Drive Franco Tyres	John Smith	CY352-156234 (Bajaj)			346346346346	Claim
17665	30/06/2026	BestDrive	Best Drive Camara Crossing	Thomas Snyder	CY352-15621 (BMW)			346346346346	Claim
17664	18/06/2026	BestDrive	Best Drive Centurion	ContiSure Admin	FNK727EC (FORD1)			test12345	No Files
17663	18/06/2026	BestDrive	Best Drive Chatsworth (Sunset Tyres)	John Smith	CY352-156 (ALFA ROMEO)			325235235	Claim
17662	12/06/2026	BestDrive	Best Drive Centurion	John Smith	CY352-156 (ALFA ROMEO)			346346346	No Files
17661	12/06/2026	BestDrive	Best Drive Centurion	John Smith	CY352-156 (ALFA ROMEO)			324235346346	No Files
17654	18/09/2022	BestDrive	BestDrive Villiersdorp Bantle	Steve Duvenage	CYT615L (BMW 118)			122	Claim Orig
17644	16/02/2022	BestDrive	BestDrive Royal Vulcanising Durban	HASSAN	ND895878 (MERCEDES)	Keshnee Narayanan		122256	Claim Orig
17643	16/02/2022	BestDrive	BestDrive Port Shepstone	RONNY HEWITZKY	MPKJELSZN (VOLKSWAGEN)	Keshnee Narayanan		2299	Claim Orig
17642	15/02/2022	BestDrive	BestDrive Cape Road (Sharwoods)	Siyakubonga Goodwill	TD2480EC (TOYOTA)	Karen Van der Merwe	Approved By Karen Van der Merwe on 15-Feb-2022 14:36:00	39328	No Files
17641	15/02/2022	BestDrive	BestDrive Montague Gardens	Brinley	CA823-695 (HONDA)	Nadeem Beck		INV42120	Claim Orig
17640	15/02/2022	BestDrive	BestDrive Pieter Ri Stellenbosch	projects	CF251781 (MERCEDES)	Nadeem Beck		75845	Claim Orig
17639	15/02/2022	BestDrive	Best Drive Franco Tyres	Mpho	FDJ229F5 (VOLKSWAGEN)	linda jacobs	Approved By linda jacobs on 15-Feb-2022 10:50:00	INV161534	Claim Orig
17638	15/02/2022	BestDrive	BestDrive Marais Koninkamer Bantle	TANISO	H5680F5 (FORD)	linda jacobs	Approved By linda jacobs on 15-Feb-2022 11:00:00	112880	No Files
17637	15/02/2022	BestDrive	BestDrive Oshes Tyres Ladysmith	adityav	NKTR952 (MERCEDES-BENZ)	Thami Thushini		16788	Claim Orig
17636	15/02/2022	BestDrive	BestDrive Tonnissen Drop River	YUSUF	CA135832 (TOYOTA TOYOTA)	Nadeem Back		IS27060	Claim Orig
17635	15/02/2022	BestDrive	BestDrive CONSTANTIA KLOOF	HILTON ARKINSON	D3CLUREGP (VOLVO V40)	Khangelani mkhize		2220020996	Claim Orig
17634	14/02/2022	BestDrive	BestDrive Silver Lakes	Albert	HV8985GP (CHEVROLET)	Khangelani mkhize		61386	Claim Orig
17633	14/02/2022	BestDrive	BestDrive Royal Vulcanising Durban	SHAWN LAMBE	BK78WWGP1 (HONDA ACCORD IX Saloon (CR) (CR)	Keshnee Narayanan		122257	Claim Orig
17632	14/02/2022	BestDrive	BestDrive Oshes Tyres Ladysmith	Michael	FP63MYGP (TOYOTA)	Thami Thushini	Approved By Thami Thushini on 14-Feb-2022 13:43:00	16738	Claim Orig
17631	14/02/2022	BestDrive	Best Drive Franco Tyres	VINCENT MADLELA	DT312XGP (VOLKSWAGEN CC 2.0 TDI)	linda jacobs	Approved By linda jacobs on 14-Feb-2022 11:03:00	INV161458	Claim Orig
17630	14/02/2022	BestDrive	Best Drive Franco Tyres	FRANS	HP5081F5 (FORD)	linda jacobs	Approved By linda jacobs on 14-Feb-2022 11:03:00	INV161428	Claim Orig
17629	14/02/2022	BestDrive	Bestdrive Edenvale	Wilbertt Magnie	JHDB42EC (VW Polo)	Khangelani mkhize		216216	Claim Orig
17628	11/02/2022	BestDrive	BestDrive Royal Vulcanising Durban	SANIU	ND178772 (HISAN)	Keshnee Narayanan		122249	Claim Orig
17627	11/02/2022	BestDrive	BestDrive Royal Vulcanising Durban	LEO	ND6930B9 (MERCEDES)	Keshnee Narayanan		122250	Claim Orig
17626	11/02/2022	BestDrive	BestDrive Royal Vulcanising Durban	SIZWE	ND474767 (VOLKSWAGEN)	Keshnee Narayanan		122252	Claim Orig
17625	11/02/2022	BestDrive	BestDrive Royal Vulcanising Durban	NIABULO	ND893647 (MERCEDES)	Keshnee Narayanan	Approved By Keshnee Narayanan on 11-Feb-2022 12:23:00	122255	Claim Orig
17624	11/02/2022	BestDrive	Best Drive Franco Tyres	Vincent	FWR501F5 (AUDI)	linda jacobs	Approved By linda jacobs on 14-Feb-2022 11:00:00	INV161396	Claim Orig
17623	11/02/2022	BestDrive	BestDrive Royal Vulcanising Durban	ABOO	ND475399 (MERCEDES)	Keshnee Narayanan	Approved By Keshnee Narayanan on 11-Feb-2022 12:24:00	122254	Claim Orig
17622	10/02/2022	BestDrive	Best Drive Walmer (Sharwoods Speedy II)	Yonela	HXN182EC (VOLKSWAGEN)	Karen Van der Merwe	Approved By Karen Van der Merwe on 11-Feb-2022 07:38:00	10060	Claim Orig

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Page 1 of 265 (823 total records)

Claim Requests

1. Open **Claim Requests** to monitor claims for dealers in your region.

2. Use filters to identify claims requiring attention.
3. Open claim detail to review status progression and documentation.

Warranty requests

Applies to: Asm, Administrator

The screenshot displays the 'Warranty Requests' section of the Continental Contisense application. The interface includes a sidebar with various navigation options, with 'Warranty Requests' currently selected. The main area features a header with the Continental logo and a 'Check Now' button. Below this, the 'Warranty requests' section is titled, and a 'Refresh' button is present. A table with columns for ID, DATE, CHANNEL, DEALER, USER, VEHICLE, INVOICE, STATUS, and ACTIONS is shown. Filter buttons are provided for each column. The table currently shows 'No warranty requests found'. At the bottom, there is a 'ROWS PER PAGE' dropdown set to '10' and a note '0 records'.

1. Open **Warranty Requests** to track registration requests in your region.
2. Follow up with dealers on pending or incomplete requests.

Reporting visibility

Applies to: Asm

ASM users do not have access to full **Reporting** exports. Use **Claim Requests** and **Warranty** screens for operational oversight. Contact an Administrator for formal

reports.

Administrator

Reference data

Applies to: Administrator

Vehicle registration number [Check Now](#)

My Profile
Reference Data

Filters

KEY

VALUE

Search Key

Search Value

KEY	VALUE	ACTIONS
145/145/145	145/145/145	
145/70R1311	145/70R1311	
155/70R13	155/70R13	
155/80R13	155/80R13	
165/65R13	165/65R13	
165/65R14	165/65R14	
165/80R13	165/80R13	
165R13C	165R13C	
175/65R13	175/65R13	
175/65R14	175/65R14	
175/65R15	175/65R15	
175R14C	175R14C	
185/55R15	185/55R15	
185/60R13	185/60R13	
185/60R14	185/60R14	
185/60R15	185/60R15	
185/65R14	185/65R14	
185/65R15	185/65R15	
185R14C	185R14C	
195/50R15	195/50R15	
195/55R15	195/55R15	
195/60R14	195/60R14	
195/60R15	195/60R15	
195/65R14	195/65R14	
195/65R15	195/65R15	
195/80R14C	195/80R14C	
195/80R15C	195/80R15C	
195R14C	195R14C	
205/45R16	205/45R16	
205/55R15	205/55R15	

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Page 1 of 4 (110 total records)

Reference Data hub

1. Open **Reference Data** from the sidebar.

2. Select a supporting table (Country Code, Vehicle Make, Tyre Size, Claim Reason, and others).
3. Add, edit, or deactivate records as business rules require.
4. Changes apply immediately to registration forms, claims, and dropdowns across the portal.

Reporting

Applies to: Administrator

Vehicle registration number

My Profile
Reporting

View generated reports, filter by description, and download Excel outputs when processing is complete.

Filters

DESCRIPTION	EMAIL TO	STATUS	MESSAGE	DATE REQUESTED	DATE PROCESSED	FILES
Test Claims by Channel	michelle@customapp.co.za	Waiting		02 Jul 2026 (08:20)		No file yet
Testing Report Request	emile@customapp.co.za	Waiting		01 Jul 2026 (14:00)		No file yet
test	michelle@customapp.co.za	Waiting		01 Jul 2026 (13:49)		No file yet
CSCL Report		Waiting		30 Jan 2026 (09:26)		No file yet
TTest		Waiting		19 Jul 2022 (09:51)		No file yet
Steve Test 2	steveduvenage202@gmail.com	Complete		09 Jun 2022 (11:42)	09 Jun 2022 (11:47)	Activations.xlsx
Testing		Complete		09 Jun 2022 (10:58)	09 Jun 2022 (11:04)	Activations.xlsx
Test Steve	steveduvenage202@gmail.com	Complete		09 Jun 2022 (10:42)	09 Jun 2022 (10:51)	Activations.xlsx
bTest		Failed		09 Jun 2022 (10:38)	09 Jun 2022 (10:40)	No file yet
weqwewqe		Failed		06 Jun 2022 (14:21)	09 Jun 2022 (10:40)	No file yet
Test 2	steveduvenage202@gmail.com	Complete		06 Jun 2022 (13:26)	09 Jun 2022 (10:37)	Activations.xlsx
test		Failed		06 Jun 2022 (13:23)	09 Jun 2022 (10:40)	No file yet
dsasad		Failed		06 Jun 2022 (13:16)	09 Jun 2022 (10:40)	No file yet
sdasd	steveduvenage202@gmail.com	Failed		29 Apr 2022 (09:46)	09 Jun 2022 (10:40)	No file yet
Claim Status Change Log	Steve@customapp.co.za	Complete		09 Sep 2021 (16:28)	09 Sep 2021 (16:28)	Claim Status Change Log.xlsx
Customapp Test		Complete		19 Jul 2021 (17:09)	19 Jul 2021 (17:09)	Claim Change Log.xlsx
Customapp Test		Complete		19 Jul 2021 (15:29)	19 Jul 2021 (15:30)	Claim Change Log.xlsx
Customapp Test		Complete		19 Jul 2021 (13:17)	19 Jul 2021 (13:20)	Activations.xlsx
CustomappTest	Steve@customapp.co.za	Complete		24 Jun 2021 (16:22)	24 Jun 2021 (16:24)	Claims.xlsx
Steve Test	steveduvenage202@gmail.com	Complete		02 Jun 2021 (11:53)	02 Jun 2021 (11:55)	Claims.xlsx
Customapp test	steve@customapp.co.za	Complete		18 May 2021 (16:43)	18 May 2021 (16:44)	Users.xlsx
claims by channel allan test	allan@customapp.co.za	Complete		11 Feb 2021 (12:46)	11 Feb 2021 (12:49)	Claims.xlsx
Customapp TEST	Steve@customapp.co.za	Complete		11 Feb 2021 (12:40)	11 Feb 2021 (12:43)	Claims.xlsx
Customapp Test	Steve@customapp.co.za	Complete		23 Apr 2020 (11:37)	23 Apr 2020 (11:39)	Activations.xlsx
CustomappTest		Complete		31 Jan 2020 (17:28)	31 Jan 2020 (17:30)	Activations.xlsx
Test 3		Complete		29 Jan 2020 (16:12)	29 Jan 2020 (16:13)	Claims.xlsx
claims by channel Steve test	Steve@customapp.co.za	Failed		29 Jan 2020 (15:11)	29 Jan 2020 (15:11)	No file yet
Test2		Failed		29 Jan 2020 (15:10)	29 Jan 2020 (15:11)	No file yet
test	steve@customapp.co.za	Failed		29 Jan 2020 (15:08)	29 Jan 2020 (15:09)	No file yet
Activations Test Customapp		Complete		05 Sep 2019 (12:35)	05 Sep 2019 (12:37)	Activations.xlsx

Page 1 of 5 (126 total records)

Reporting

1. Open **Reporting** from the sidebar.

2. Click **New Report** to request a report type (lifecycle export, status summary, and others).
3. Configure date range and filters.
4. Submit the request and download results when processing completes.

User registrations

Applies to: Administrator

The screenshot shows the 'User Registrations' page in the Contisure portal. The sidebar on the left contains various navigation links, with 'User Registrations' highlighted. The main content area has a header with 'My Profile' and 'User Registrations'. Below this, there are search filters for 'NAME' (with a 'Filter by name' input) and 'STATUS' (with a dropdown menu set to 'All Statuses'). A table with columns 'Name', 'Surname', 'ID Number', 'Email Address', 'Mobile Number', 'Status', and 'Actions' is present, but it is empty, displaying the message 'No user registrations found'.

1. Open **User Registrations** to review pending self-registrations.
2. Approve or reject registrations after verifying details.
3. Approved users receive portal access according to their assigned role.

Permissions

Applies to: Administrator

Continental

Vehicle registration number [Check Now](#)

My Profile User Role Permissions

User Role: Administrator

Feature Name	Accessible
Admin - User Management	☒ Yes
Admin Menu	☒ Yes
Admin - Reference Data	☒ Yes
Admin - Insurance Requests	☒ Yes
Admin - Video Tutorials	☒ Yes
Dealer Portal Menu	☒ Yes
Manage Claim Requests	☒ Yes
Create Warranty Claim	☒ Yes
Dealer Ratings	☒ Yes
ManageUserPermissions	☒ Yes
ManageEmailTemplates	☒ Yes
ManageReferenceData	☒ Yes
ManageDealers	☒ Yes
ManageVideoTutorials	☒ Yes
ManageUserRegistrations	☒ Yes
ManageUsers	☒ Yes
ManageWarrantyRequests	☒ Yes
ViewWarranty	☒ Yes
DataImport	☒ Yes
MassActivation	☐ No
Manage Documents	☒ Yes
Reporting	☒ Yes
Reporting - Admin Reports	☒ Yes
Vehicle Tyre Fitment - Allow Delete	☒ Yes
Vehicle Tyre Fitment - Allow Edit	☒ Yes
Dealer Ratings - Allow Delete	☒ Yes
Allow Adding / Removing of Invoices	☒ Yes
Edit Qty of tyres	☒ Yes
Edit Invoice Value	☒ Yes
Delete a Claim Request	☒ Yes
Can view password	☒ Yes
Allow Edit - All Claim Fields	☒ Yes
Allow Invoice Upload - Claim Request	☒ Yes
Allow Dealer Calculator	☒ Yes
My Vehicles Menu	☒ Yes
Dealer portal Mass activations	☒ Yes
UserRegistration_setStatus	☒ Yes
DealerRating_search	☒ Yes
DealerRating_list	☒ Yes
GetPermissions	☒ Yes
ReadUserProfile	☒ Yes
UserRole_list	☒ Yes
UserRoleFeature_list	☒ Yes
WarrantyClaimRequest_setStatus	☒ Yes
UserRoleFeature_save	☒ Yes
WarrantyActivationRequest_setStatus	☒ Yes
Vehicle_save	☒ Yes
UpdateUserProfile	☒ Yes

Permissions

1. Open **Permissions** to configure feature access per role.

2. Toggle feature flags to show or hide menu items and capabilities.
3. Save changes — users may need to sign out and back in to see updated menus.

Email templates

Applies to: Administrator

The screenshot shows the 'Email Templates' management interface. The sidebar on the left contains navigation links: My Profile, My Documents, Dealer Ratings, Claim Requests, Reporting, New Claim, Warranty Requests, Users, User Registrations, Video Tutorials, Dealers, Reference Data, **Email Templates** (highlighted), Permissions, Documents, and Dealer Calculator. The main content area has a header with 'My Profile' and 'Email Templates' tabs. Below the tabs is a 'Filters' section with a 'TEMPLATE NAME' search box containing the placeholder text 'Enter template name'. The main content is a table with two columns: 'Template Name' and 'Actions'.

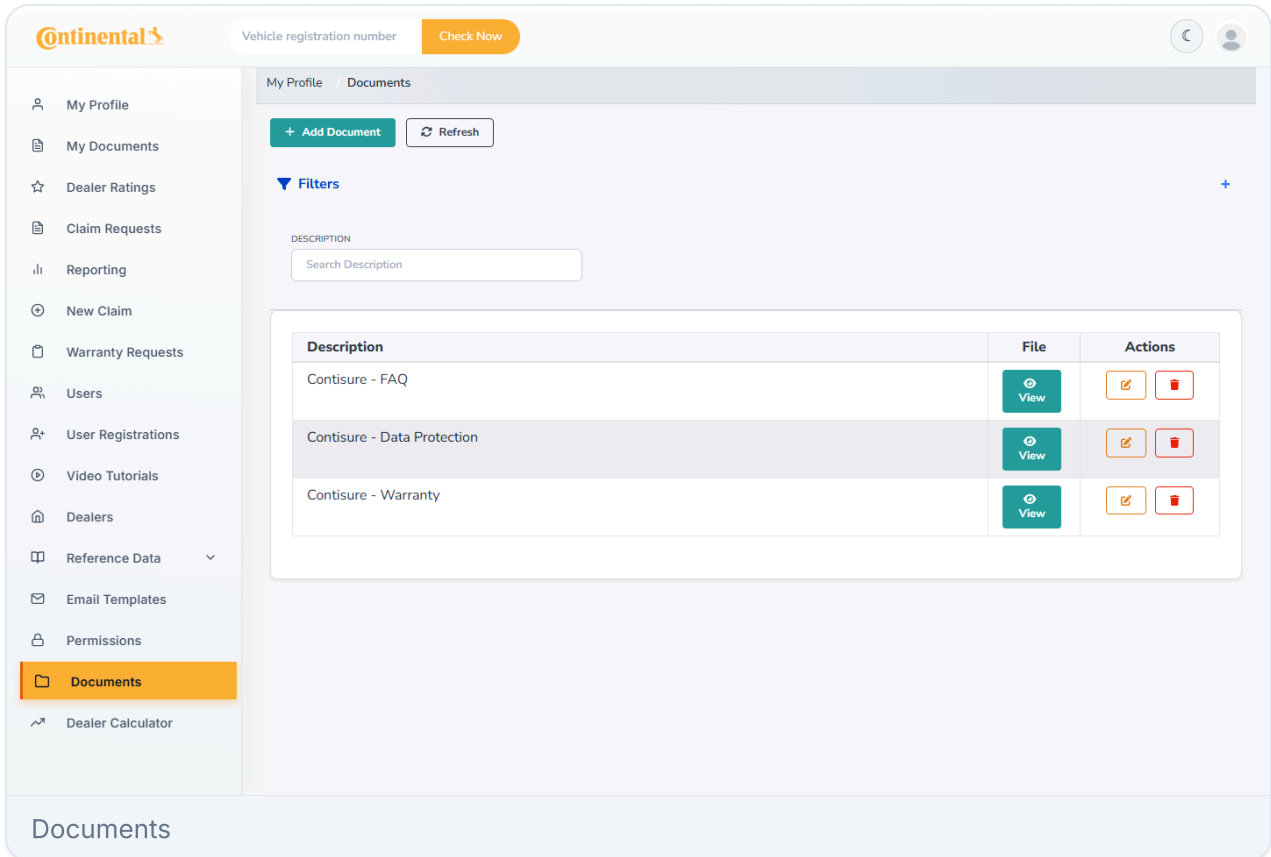
Template Name	Actions
Account Activated	
Activation Status Changed	
Claim Registration	
Claim Request Assignment	
Claim Status Changed	
Contact Request	
Forgot Password	
New Vehicle Activation	
Report Delivery	
User Registration	

Below the table, the text 'Email Templates' is displayed.

1. Open **Email Templates** from the sidebar.
2. Select a template to edit subject line and body content.
3. Use the rich text editor for formatting.
4. Save — system emails will use the updated template on next send.

Documents

Applies to: Administrator



1. Open **Documents** to manage Terms & Conditions, policies, and supporting files.
2. Click **Add Document** to upload a new file (PDF, DOCX, PNG, or JPG).
3. Use **Replace** to publish a new version while retaining history.
4. Current versions are served on the public landing page and portal.

Users and roles

Applies to: Administrator

Vehicle registration number [Check Now](#)

My Profile / [Users](#)

Users [+ Add user](#)

Search by name, contact, vehicle, or role. Click a name to open the user profile.

Search filters

FIRST NAME: Filter by first name

LAST NAME: Filter by last name

ID NUMBER: Filter by ID

MOBILE: Filter by mobile

EMAIL: Filter by email

ROLE:

VEHICLE:

USER	CONTACT	VEHICLES	INSURED	ACTIVE	ACTION
JUDITH HOLDER N/A Customer	0834118749 N/A	1	✓	✓	Edit
EDDIE WILLIAMS N/A Customer	0825694208 N/A	3	✓	✓	Edit
ALI MOHAMED N/A Customer	0825221606 N/A	1	✓	✓	Edit
THAPELO MOITSWA N/A Customer	073 212 0311 N/A	1	✓	✓	Edit
PAPAMANI PAPAMANI N/A Customer	0117820197 N/A	2	✓	✓	Edit
JOHANNA DE ROOY N/A Customer	078 544 6501 N/A	1	✓	✓	Edit

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Users grid

1. Open **Users** to manage all portal accounts.
2. Create users for any role and assign region/dealer scope where applicable.
3. Open **User Roles** and **Features** under user management for advanced role configuration.

Import data

Applies to: Administrator

Migration and bulk import tools are available to Administrators when enabled. Contact your system owner before running import operations on production data.

Appendix

Claim status glossary

Applies to: All

Status	Description
New	Claim submitted and awaiting assignment
Assigned	Claim allocated to a handler
Approved	Claim approved for processing
Declined	Claim rejected — review reason in detail view
Awaiting documentation	Additional documents required from dealer or customer
FOC	Free of charge tyres authorised
In credit process	Credit being processed with Continental
Credit processed	Credit completed
Tyres Dispatched	Replacement tyres dispatched to dealer

Support contacts

Applies to: All

- Use the **Contact** form on the public landing page for general enquiries.
- Phone support details are shown on the landing page contact section.
- For portal access issues, contact your dealership administrator or ContiSure programme administrator.

Document version

Applies to: All

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