



# Frequently Asked Questions



Got more questions?  
Feel free to contact us for more information.

[msa@motorsport.co.za](mailto:msa@motorsport.co.za)



## LICENCE PURCHASE QUERIES



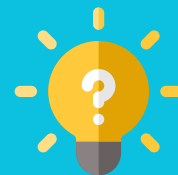
I can't log onto my MSA profile to renew my completion licence, I get a message saying the password and email don't match even though they are correct, have tried several times, please advise.



MSA has a new system, which means you will need to register a new profile. Please note that you will need to belong to a MSA affiliated Club for Annual and One Event licences.



It says "My Credentials don't match"



This means that you did not click on the verification email which was sent to your email address. You will not be able to continue if you do not verify your email.



## LICENCE PURCHASE QUERIES



**I have not received the verification email from the MSA Online System**



**Please check your spam/junk folder on the date you would have received the mail and ensure that your email settings are set to "Accept All". If you are using a company mail please check with your IT department.**



**I can't remember my password and clicked "FORGOT PASSWORD"**



**Please look out for the confirmation email regarding your change of password and click on the email.**



**I still can't log in even though I have verified my email address.**



**Please try using another browser and ensure that you are inserting the correct mail address and password, also ensure that there are no spaces before or after the password or mail address.**



**I accidentally used my ID NUMBER instead of my child/wife how do I correct it.**



**Please send a mail to [support@motorsport.co.za](mailto:support@motorsport.co.za) requesting that the ID Number is corrected and the reason for the request as well as a copy of the correct ID. This is important in terms of the Popi Act.**



## LICENCE PURCHASE QUERIES



**I can't go back to upload my medical report, but I already have my licence**



**Do I need a Stress ECG every year?**



**This is because you did not declare any medical issues when you applied for the licence. Unfortunately, you cannot go back on the licence system. Should this happen we highly recommend that you forward your medical reports and/or declaration to [medical@motorsport.co.za](mailto:medical@motorsport.co.za)**



**The Stress ECG is only applicable every 3 years, and is only applicable to competitors 50 years and older who compete in National events, only. The Stress ECG will not be applicable for Regional or Club status events**



**Do I have to take your medical insurance?**



**Where can I download a copy of my licence?**



**The MSA licence comes standard with the insurance, it is not optional. The MSA insurance is a group accident scheme and applies to all MSA competitors and officials, regardless of whether you have your own medical cover". You also have the option to select the lowest option medical insurance.**



**Please log in to your online profile. From your dashboard, navigate to Licences, then select Competitor Licences. Click on the eye icon to view and download a copy of your licence.**



## LICENCE PURCHASE QUERIES



**I need to upgrade my licence, what do I do?**



**Purchase the new status licence from your profile as normal the system will work out the difference and when you get to the payment section you will only pay the difference due.**



**Can I get a new iRacing code for the subscription you gave us last year?**



**The iRacing code is only issued on the purchase of a MSA sim racing licence. The iRacing code is also only applicable for a new subscription, and cannot be used to renew a current subscription. You are welcome to receive a new iRacing code, but you will have to create a new profile and all your current progress will remain stagnant on the old profile – It cannot be transferred to the new profile**



**The class I want to compete in does not show up under the list of classes when I purchase my licence.**



**Ensure that you are the correct age for the class you want to enter as the classes are linked to the eligible ages for each class. Also ensure that you are purchasing the correct status licence for the class you want to compete in.**



**I selected Discretionary licence why do I have to do an exam?.**



**Discretionary licences are for specific people and is pre-approved, you will be declined on the backend and will have to re-apply for the correct type of licence.**



## CLUB/ASSOCIATION/ASSOCIATE MEMBERSHIP QUERIES



**My members/competitors are saying they did not receive any emails to accept the invite?**



**Ensure that when the secretary invites the member that the correct email address is used i.e. the members email address and not the club's email address.**



**My members/competitors are informing me that they are unable to purchase a licence as their club application says pending?**



**MSA does not have access to the club membership portal, only you as the club can approve and activate their membership.**

**WE ARE HERE TO  
HELP YOU WITH  
YOUR MOTORSPORT  
JOURNEY!**

