

Zander Lategan

From: Zander Lategan
Sent: Monday, 20 October 2025 2:40 PM
Subject: LAUNCH: New SAICA Training Office Query Platform now live!



20 October 2025

Dear Training Officers and Training Office Administrators,

Following our previous communication, we would like to inform you that the **new query management system** specifically for SAICA training office-related queries **is now active**.



ACCESS THE PLATFORM



Navigate to the 'Training Office Central' help centre: <https://saicatcms.zendesk.com/>



The 'Help' tile on the TCMS menu on the SAICA member portal **will still be updated**. We will let you know once this has been updated.



GUIDANCE ON QUERY CATEGORIES THE PLATFORM

Please refer to the following link for a breakdown of all the support ticket categories and sub-categories including explanations.



Navigate to the following link: [Understanding the support categories](#)



EXISTING QUERIES ON THE MEMBER PORTAL

You **do not have to relog open queries on the new platform**. All existing queries that were logged on the Member Portal will still be addressed.

All **new queries** should please be logged on the **new platform**.



SHARE THE LINK

Please distribute the link to your trainees and advise them that going forward, all queries should be logged on the new platform.

Remind your trainees that they **do not have to relog open queries on the new platform.**

Kind regards,
Training Office Team

