

Registration of South Africans Abroad - ROSA

What is ROSA?

ROSA is the acronym for the 'Registration of South Africans Abroad', a software program developed by the Department of Foreign Affairs allowing travellers to register on-line.

The information travellers register on ROSA allows the Department of Foreign Affairs to assist South African citizens in event of an emergency. The registration is a free, voluntary service provided by Government (through the Department of Foreign Affairs). ROSA is only available to South African citizens who are travelling, living or working abroad.

Why should I register?

Vast numbers of our people who travel abroad every day do not encounter any difficulties. However, through our missions abroad, we have assisted a growing number of South Africans who have become victims of crime, accident/s, illness, death, natural/man-made disasters, civil unrest, or whose family and/or next-of-kin needed to contact them in an emergency.

Registration through this website is NOT considered proof of South African citizenship. If you apply for any service from an Embassy, High Commission or Consulate General (mission) while abroad, you will be asked by staff to provide proof of South African citizenship, such as a passport or bar coded ID book.

By registering your trip on-line with ROSA you assist the Department of Foreign Affairs to locate you during an emergency, verifying your status and liaising with your next-of-kin.

Registration is voluntary and free of charge. We encourage you to consider registration as an integral part of your travel planning and security.

How do I register?

The ROSA software is an on-line registration process available on the Department of Foreign Affairs' web-site. The address is <http://www.dfa.gov.za/consular/index.html>

Click on the ROSA web-site and follow the easy steps.

[https://www.foreign.gov.za/TIBCO%20iProcess%20Client%20\(ASP\)/StaffDFA/Custom/ROSA/start.aspx](https://www.foreign.gov.za/TIBCO%20iProcess%20Client%20(ASP)/StaffDFA/Custom/ROSA/start.aspx)

The ROSA software is unique. The software allows for a traveller to:

- Register as an Individual Traveller;
- Register as Group Travellers;
- Register multiple destinations;
- Update their profiles (Individual or Group); and
- De-register their profile from the system.

How can the Embassy or Consulate assist me while I am abroad?

The Chief Directorate: Consular Services in the Department of Foreign Affairs, in close collaboration with the Consular Sections of South African Representatives abroad, provides consular services to South African citizens who work, live and travel abroad.

Consular Services operate 24 hours a day, 7 days a week. On weekends and after hours, assistance is rendered in co-operation with the Department's Operations Room in Pretoria. The Operations Room supports our 121 Representatives in 105 countries affording services that cover the entire world.

A detailed list of services is available at Department Foreign Affairs Website:

<http://www.dfa.gov.za/consular/services.htm>

How will my information be used?

ROSA will be utilized by Consular Officers at Head Office or at a South African Mission abroad in the event of a disaster, emergency or other crisis as outlined above.

Only authorized officers of the Department of Foreign Affairs have access to the information which will only be used in the event of an emergency. This will enable the Department of Foreign Affairs to e.g. react by contacting the next-of-kin to verify the status of the South Africans travelling abroad that might have been affected by the emergency.

Registration and Privacy

The Department of Foreign Affairs is committed to ensuring that any personal information received through the ROSA on-line registration process is safeguarded against unauthorized disclosure.

The Department will not disclose the information you provide through the registration application to any third parties (this includes family members) unless you have first given it written authorization to do so. In the event that family members make enquiries about your whereabouts, such requests will be forwarded to you. You may choose to inform the mission of your decision to respond or not.

This internet site uses secure encryption to safeguard your privacy and therefore any unauthorized interception by third parties of the information you send via the internet is unlikely. The Department does not accept responsibility for any such interception.

If you require more information about ROSA, please contact:

South African High Commission
Trafalgar Square
Administration
London
WC2N 5DP