

Knysna Municipality Accounts

Dear Valued Customers,

We want to inform you that our Account Viewer Website will be **closing soon**.

[Log in \(docview.co.za\)](http://docview.co.za)

To continue enjoying our services and stay connected with us, we encourage you to download our new and improved mobile app.

How to Download the Collab Citizen App:

1. Go to your App Store on your mobile device (Apple, Google Play, or Huawei Gallery Store).
2. Search and install the **Collab Citizen App**.
3. Click Register.
4. Add Knysna Municipality as a channel.



COLLAB CITIZEN APP

- Receive **News & Notifications**
- Report & Track **Service Requests**
- Link & View your **Account Statement**
- Easy Access to **Emergency Contacts**

Connecting you with your local **Municipality**

Available in your App Store

GET IT ON **Google Play** EXPLORE IT ON **AppGallery**

The graphic features a central smartphone displaying the app's login screen with fields for 'Email' and 'Password', and a 'Login' button. To the left, a smaller smartphone shows the app's home screen with various service icons. The background is dark with a central logo of a sun and water, surrounded by circular icons representing different app features like service requests, account statements, and emergency contacts. The text 'Collab Citizen' is prominently displayed at the top left, and 'Connecting you with your local Municipality' is written in the center. At the bottom, there are logos for the App Store, Google Play, and AppGallery.

How to Link and View your Municipal Account

1. Added Knysna Municipality as a Channel (If not already).
2. Add your ID number to your profile.
3. Go to Accounts and Link your Municipal Account.



COLLAB CITIZEN APP



Step 1: Subscribe to a Channel (Municipality)

Tap on Channels



Tap on +



Pick your Municipal Area on the map



Tap on the Channel you want to subscribe to



Choose your Interest Types and tap on Submit



Step 2: Add your ID or Passport Number on your Profile

Tap on the Navigation Button



Tap on Profile



Type in ID or Passport Number



Tap on Update



Step 3: Link your Municipal Account

Tap on Accounts



Tap on +



Tap on your Channel (Municipality)



Type your Account Number in & Tap on Verify



Status change to Approved once verified



Tap on Statement to view

