



Client User Manual for Clearance Certificate on e-Citizen

This manual will describe in detail how to access the E-Citizen portal, create an account, applying for Police Clearance Certificate, printing out the C24 form, the receipt and finally download the certificate from applicants e-citizen account.

1. GETTING STARTED

1 Introduction

E-Citizen is a web-based Management Information System (MIS) software application that automates service application, payments and application review procedures for processing permits. It enables applicants to monitor the status of their applications and provides improved management information for agencies to improve service delivery.

In this tutorial, we will be giving clients (citizens) a walkthrough of how to access the eCitizen Web portal, create an account, access their account and apply for a Police Clearance Certificate, pay and download/ print out the receipt and Form c24 and finally at a later download the approved POLICE CLEARANCE CERTIFICATE online.

1.1. Registering on E citizen

IMPORTANT NOTES TO REMEMBER:

- 1. You must be Kenyan Citizen and holder of an ID card to register on e-citizen platform.
- 2. Children under the age of 18 can apply on the parents/guardians account

REQUIREMENTS DURING SUBMISSION

- TWO (2) copies of the invoice (of KES. 1050) and One (1) copy of the **C24** printed on both sides of an A4 paper.

- The applicant in person.

- Original ID card and its photocopy for adults or birth certificate and its photocopy for children under 18 years accompanied by ID copy of the parent/guardian.

- Must allow his/her fingerprints and palm prints to be recorded on a prescribed fingerprint form C24.

- 1.1.1 Open your browser e.g. Mozilla Firefox or Google chrome and key in <u>www.ecitizen.go.ke</u>
- **1.1.2** Follow the registration process to register.



Fig 1.1

1.1.3 Choose Account category you want to create (for this manual, we have chosen a Kenyan citizen account highlighted below in red)



Fig 1.2

1.1.4 Enter ID Number and first name as it appears on your ID. See example below

		2	3	4	
	Account	Email	Phone	Photo	
	F	Citizen . or Kenyan citize	Account	ID	
ational ID Nur	nber				
nter First Nam	ne as in Natior	nal ID			
05407070					
25187373					
25187373					

Fig 1.3

1.1.5 Enter your email address and password and confirm your password

Remember to read the terms and conditions and check the box 'I agree to the terms and condition'

	Enter	1. Accou your account de	nt details etails in the form t	pelow	
	GREGOF 1234567	RY KENYA 8	OMIT ORIGIN		
Email	ample.com				
Confirm Ema	il				
e.g. you@ex	kample.com				
Password					
Password					
Confirm Pass	word				
Confirm Pas	sword				
l agree to t	he terms and co	onditions			

Fig 1.4

1.1.6 A confirmation link will be sent to your email address.

		FIIUIIE	Photo
3. Ve	erify your	email add	ress
A confirmation Link has b	een sent to verify vo	a@gmai our email.	il.com. Click on the link to
Did not receive an er	mail?		
1. Check your email's sp 2. Make sure your email	oam folder	ect and click on i	esend below
1. Check your email's s 2. Make sure your emai	oam folder I address is corr	ect and click on I	resend below.
1. Check your email's s 2. Make sure your emai	oam folder I address is corr	rect and click on I	resend below.
1. Check your email's s 2. Make sure your emai ail "' a@gmail.com	oam folder I address is corr	rect and click on i	resend below.
1. Check your email's s 2. Make sure your emai ail '' a@gmail.com	oam folder I address is corr	rect and click on i	resend below.

1.1.7 Login to the email account you specified. Once you receive the confirmation email, click on



Fig. 1.6

Note: Please use a valid email address as all notifications and applications status will be sent to the specified address



1.1.8 Enter your phone number and click on "send verification code" as shown below

	Account	Email	Phone	4 Photo	
	4. Ver	ify your l	Mobile Nu	mber	
nter Mobile Nu	umber 345678	Ve	erification co	de will be sent to	o this number
	010010				
		Send Verifi	cation Code		

Fig. 1.8

a varication code will be sent to your mobile phone and on the next page (below) key in the code sent to your phone and click verify Button. See below

	LIIIdii	Phone	Photo
4. \	/erify your	Mobile Nu	mber
Info! SMS Sent, ple	ase use the verifica	ition code to verify	/ your mobile number.
+2547	1234	5678	Not your number?
the verification Cod	de sent to your mo	obile phone via	SMS
ification Code	en	ter verificatio	n code here

Fig. 1.9 verify mobile number

		T Hono	Flioto
4	4. Update [.]	your photo	0
pload a passport size ph	oto of yourself to	proceed (Maxim	um Dimensions 500px by
	500	0px)	
port Size Photo	 Click to up 	load photo	
oose File No file chose	n		

Upload your photo to complete the registration process.

Fig. 2.0 upload picture

You can choose to **skip** the upload process if you don't have a ready photo to upload and do it at a later time or when you next login to your e-citizen account.

Please ensure that your photo does not exceed the specified size **of 500 x 500 px** and that it is a recent photo of yourself. Immediately you upload your photo, you will be directed to the dashboard where you can view currently available services under different MDAs.

MAKING POLICE CLEARANCE CERTIFICATE APPLICATION

1.1.9 Log into your newly created Account and Click on "Get service now" under DIRECTORATE OF CRIMINAL INVISTIGATIONS menu as shown below.



Fig. 2.1 dashboard

1.1.10 The following screen appears displaying your Dashboard. Click on make application button as shown below.

Dashboard	Make Ap	pplication 📃 Appli	cations History	
	Welcome, RC You can now apply Experiencing Iss My Profile Lo	DBERT y for all services here. ues? Call: Working Ho g Out	ours: 8:00am - 5:00pm	
RECENT A		ade recently		Make Applicaiton
	Defile	Bill Status	Approval	Submitted On

Fig. 2.2 make application

1.1.11 On the next screen, choose which application type you want to make e.g. adult or child application

A. POLICE CLEARANCE CERTIFICATE (GOOD CONDUCT) - 01. Police Clearance Certificate Application (Adult) - 02. Police Clearance Certificate Application (Child under 18) -	A. POLICE CLEARANCE CERTIFICATE (GOOD CONDUCT) - 01. Police Clearance Certificate Application (Adult) - 02. Police Clearance Certificate Application (Child under 18) -	Dashboard	Make Application	Applications History	
A. POLICE CLEARANCE CERTIFICATE (GOOD CONDUCT) – 01. Police Clearance Certificate Application (Adult) 02. Police Clearance Certificate Application (Child under 18)	A. POLICE CLEARANCE CERTIFICATE (GOOD CONDUCT) O1. Police Clearance Certificate Application (Adult) O2. Police Clearance Certificate Application (Child under 18)	lake Applicat	ion		
01. Police Clearance Certificate Application (Adult) 02. Police Clearance Certificate Application (Child under 18)	01. Police Clearance Certificate Application (Adult) 02. Police Clearance Certificate Application (Child under 18)	A. POLICE C	LEARANCE CERTIFICATE	(GOOD CONDUCT)	-
02. Police Clearance Certificate Application (Child under 18)	02. Police Clearance Certificate Application (Child under 18)	01. Police Cle	earance Certificate Application	n (Adult)	
		02. Police Cle	earance Certificate Application	n (Child under 18)	

Fig. 2.3 choose application type

1.1.12 Read carefully and understand the application instructions before clicking the apply button below the page.

This is a	an application form	for persons over 18	years Only
You can apply fo Credit and Debit	r, Police Clearance Certificate (Good Con cards.	nduct) and pay for it online. You can pay	y using mobile money,
Steps of app	lication		
 Read the Select the Download Present the DIRECTO 	instructions carefully then fill the applicati mode of payment and pay for the police and print two(2) copies of your invoice, a le C24 and inoives with an original Nation RATE OF CRIMINAL INVESTIGATIONS I	on form. Clearance. and one copy of your C24 on both sides nal ID for adults and Original Birth Certifi DEPARTMENT HEADQUARTERS for fin	of an A4 paper icate for minors, to the iger print processing
During the su	ubmission you need the following	J:	
1. Download 2. Applicant 3. Original IE 4. Must allov Police Cleara	TWO(2) copies of the invoice and ONE(in Person.) card and its Photocopy or Birth Certifica v his/her fingerprints and palm prints to be ance Certificate fees	 copy of the C24 printed on Both sides ite & its copy for those under 18 years. e recorded on a prescribed fingerprint for 	s of a C24. orm C24.
Police Clearan	ce Certificate		Kshs. 105
Ensure you ar on behalf of o	e using your eCitizen account to apply fo thers will be rejected	r your own Police Clearance Certificate.	. Applications applied
	ssion you must come with original docum	ents and photocopies of the same.	
During submis			

Fig. 2.4 read application instructions

NOTE: It is important to always read and understand the application information you wish to submit.

1.1.13 Fill out the details you are being request on the application form and their after click on the CONTINUE button below the form.

FINGER PRINT		KES1050.00	ma> `` @gmail.com ID:
Select location a	which you will be having your finger prints taken		Logout
Area *	Nairobi •		
Nairobi Area finger print locations *	DCI Headquarters - Nairobi		
Date finger prints is to be taken:	2 12 2016		
		KES1050.00	
Continue			

Fig: 2.5 fill form

1.1.14 On the next screen displayed, you will be able to view your application details before submission. Click on SUBMIT.

Please review your entry below. Click Submit button to finish	ı.	KES10
Area	Nairobi	ALC TO
Nairobi Area finger print locations	DCI Headquarters - Nairobi	fill out details to be submitted
Date finger prints is to be taken:	02 Dec 2016	
Submit Back		

Fig. 2.6 application review

In case you an error or omission on your application at this point and you wish to make corrections, click on **Back** button otherwise, click on **submit** to continue

1.1.15 Upon clicking submit, the screen will now display the various available payments methods. Select a payment method of your choice

HOOSE YOUR PAYMENT METHOD	BILLING DETAILS	
Mpesa	ROBERT ID. No: 2	
Debit/Credit/Prepaid Card	Email: r Phone: +2*177	2000000
Mobikash	Reference: 870)/66495/66607
E-Agent	ORDER SUMMARY 01. Police Clearance Certificate	Application (Adult) KES 1050
Local Bank Transfer	Total:	KES 1050

Fig. 2.7 choose payment option

from the above, let's take M-PESA as our chosen payment checkout.

1.1.16 Once you have made your payment and received confirmation SMS from MPESA of the same on your mobile phone, you can now click on 'Complete' as shown in the following screen shot.

meresa	ID. No: Email: m Phone: + Reference	⊃@gmail.com 2547 e: 870/66495/66607
To Pay your bill (KES. KES 1050) via MPESA. Follow the Steps Below. Once you receive a successful reply from Mpesa. Click the complete button bellow.	ORDER SUMMARY 01. Police Clearance Certi	ficate Application (Adult) KES 105
1. Go to M-PESA on your phone 2. Select Pay Bill option	Total:	KES 1050
3. Enter Business no. 206206 4. Enter Account no KEBUVRO 5. Enter the Amount. KES 1050 6. Enter your M-PESA PIN and Send 7. You will receive a confirmation SMS from MPESA	Need Help? Call us now +254 709 480 00	
Complete		Chat now

Fig: 2.8 make payment

1.1.17 Once your payment has been confirmed by e-Citizen you will now be able to download the C24 form (finger printing form) and the Receipt saying PAID. You will present the documents for processing at the center you specified to be finger printed.

	Print invoice here	Total:	1050
		Service:	01. Police Clearance Certificate Application (Adult)
Date finger prints is to be taken:	01 Nov 2016	Status:	Paid
Nairobi Area finger print locations	DCI Headquarters - Nairobi	Bill Ref:	8/0/44101/441/2
Area	Nairobi	pulling out	undary
Name		Billing Su	
Date of Submission: 2016-11-01 06:14:11 Duration: 3days Approvat: Certificate Generated		No Mess Enter yo	sages our text Send
Ref: PCC-AAAFXC5			
01. POLICE CLEARANCE CERTIFICATE APPL	ICATION (ADULT)	MESSAGE	S
plication History		Print C24 for	m 🔶 Downloads -



iervices				
	ELIMINATIV	IN FINGER AND PALMPRIN	TFORM	4.44
PRENAME CREEKENER REPARTED	NAME IN CONTRACT		1	PETE AAAAAFAEA
				Edwards Card No. 844884766
			CLD FF He	
			0.8.21a	
			Date of Offence	
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Fig. 3.0 C24 form

Note: the above One (1) copy of the **C24** *should be printed on both sides of an A4 paper.*

	INVOI	CE PAID
THE REPUBLIC OF KE		
DIRECTORATE INVESTIGATIO CLEARANCE, Criminal Investigation	OF CRIMINAL Chat now DATE: Department Headquarters	: 16 August 2016
Directorate of Crimina Mazingira House, Kia P.O. Box 30036-0010 Nairobi, Kenya TO Customer ID:	nivestigations nbu Road 0 GPO 30734377	
Directorate of Crimina Mazingira House, Kia P.O. Box 30036-0010 Nairobi, Kenya TO Customer ID: Name: Email: Residential Address: P.O. Box: Tel:	nivestigations mbu Road 0 GPO 30734377 PAULETTE VENESSA NYASIO venessanyasio@gmail.com	
Directorate of Crimina Mazingira House, Kia P.O. Box 30036-0010 Nairobi, Kenya TO Customer ID: Name: Email: Residential Address: P.O. Box: Tel: Service Code	nivestigations mbu Road 0 GPO 30734377 PAULETTE VENESSA NYASIO venessanyasio@gmail.com	Amount (KES)
Directorate of Crimina Mazingira House, Kia P.O. Box 30036-0010 Nairobi, Kenya TO Customer ID: Name: Email: Residential Address: P.O. Box: Tel: Service Code 11111111	Investigations mbu Road 0 GPO 30734377 PAULETTE VENESSA NYASIO venessanyasio@gmail.com Service Description Convenience fee	Amount (KES) 50
Directorate of Crimina Mazingira House, Kia P.O. Box 30036-0010 Nairobi, Kenya TO Customer ID: Name: Email: Residential Address: P.O. Box: Tel: Service Code 11111111 1420234-001	Investigations mbu Road 0 GPO 30734377 PAULETTE VENESSA NYASIO venessany asio@gmail.com Service Description Convenience fee Police Clearence	Amount (KES) 50 1000

Fig. 3.1 Invoice paid

Once the applicant is finger printed and the application has undergone the verification and checked for any criminal record on the DCI database, the application is approved and a **POLICE CLEARANCE CERTIFICATE** is generated online.

The applicant will then get an SMS notification to login to his/her e-citizen account and download the E-police clearance certificate and print it on A4 paper back to back.

The e-police clearance certificate can be verified by sending the word **DCI** to **21546.** Then after successful registration, dial ***512#** and follow the prompts.

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