



# eCitizen

Fast . Secure . Convenient

## User Manual

Version 1.0  
September 28<sup>th</sup>, 2017

Prepared for  
Business Registration Services

**Link a Business**

## Purpose

The purpose of this document is to provide a Visual guide on how to Link/claim a Business on the business registration services portal

Link a business process

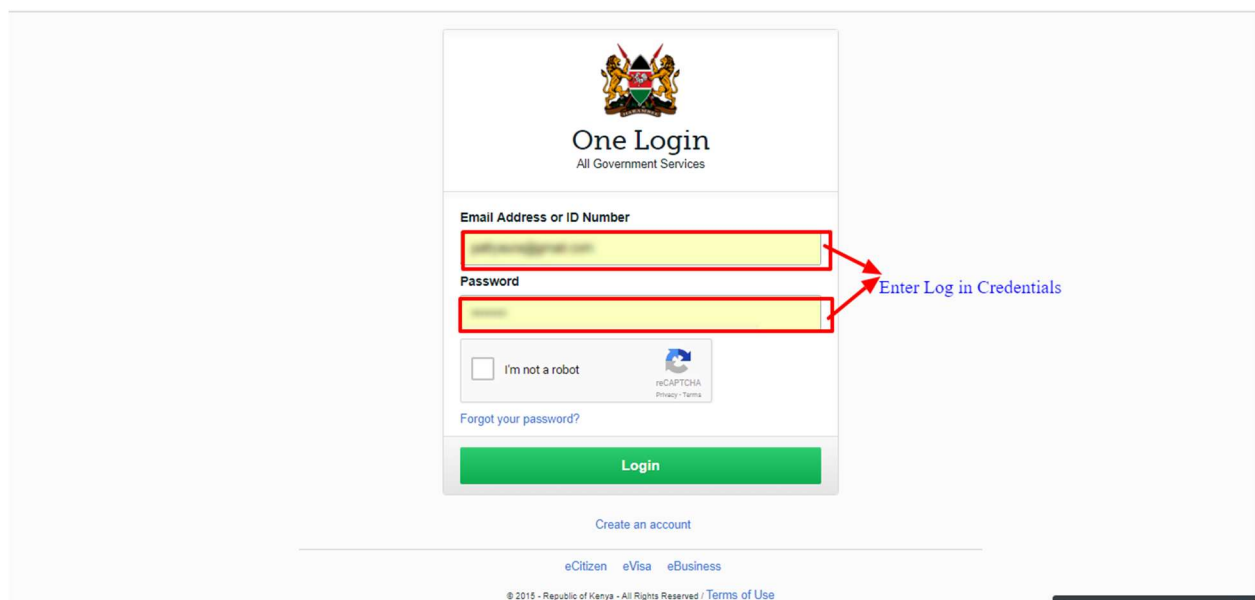
## Prerequisites

- Individual linking **must** have an ecitizen account. The type of account could be either of the two:
  - Kenyan citizens account or,
  - Foreign Residents Account
- Individual Linking the business must be either of the following:
  - A director
  - A director-shareholder
  - An appointed company secretary

*\*\*\*This manual has been prepared using a Citizens account. Please note; regardless of the account used everything remains constant i.e. the interface and application forms\*\*\**

### 1. Logging In.

- Applicant will access [www.ecitizen.go.ke](http://www.ecitizen.go.ke) on their browser
- Enter there username(Id Number/email address)
- Enter Password
- Confirm there not a robot
- Click enter

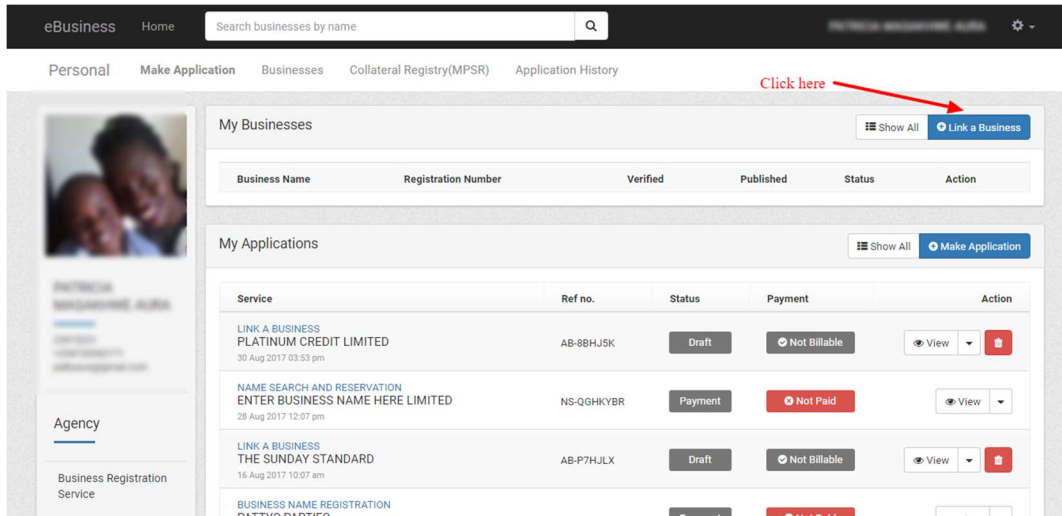


The screenshot shows the 'One Login' portal for 'All Government Services'. The page features the Kenyan coat of arms at the top. Below it, there are two input fields: 'Email Address or ID Number' and 'Password', both highlighted with a red border. A red arrow points from the text 'Enter Log in Credentials' to these fields. Below the input fields, there is a checkbox labeled 'I'm not a robot' and a reCAPTCHA logo. A green 'Login' button is positioned below the input fields. At the bottom of the page, there is a link for 'Create an account' and a footer with '© 2015 - Republic of Kenya - All Rights Reserved / Terms of Use'.

Link a business:

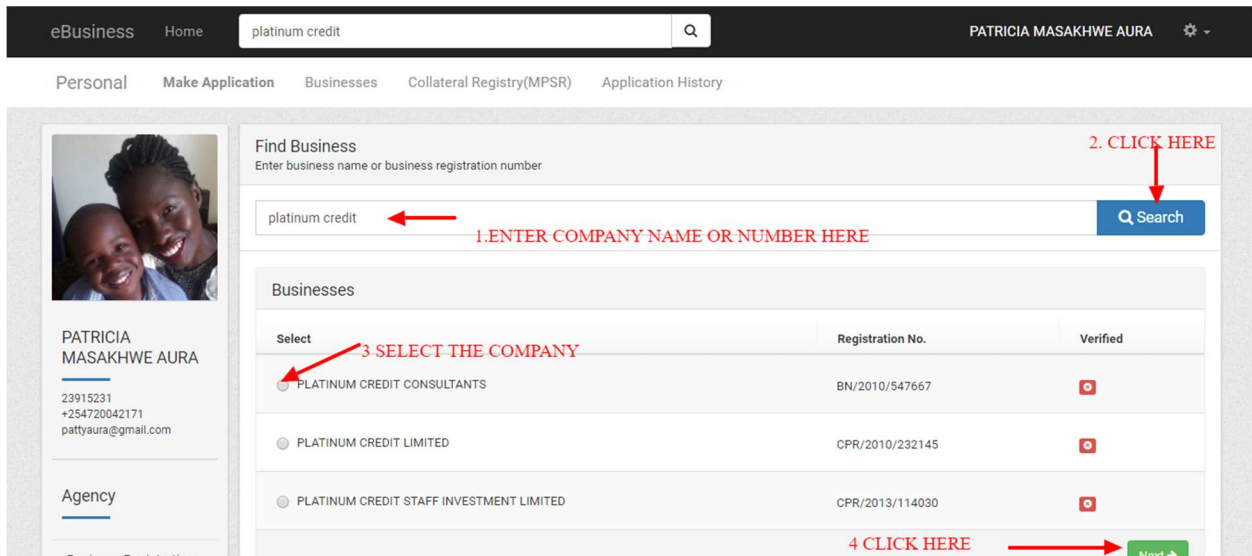
Step 1:

The customer logs into their personal eCitizen account and clicks on “Link Business” as illustrated below.



Step 2:

- I. Enter the company/Business name or registration number in the text box
- II. Click Search
- III. Select name from the list
- IV. Click on next



Step 3:

Click on save and continue as illustrated below

The screenshot shows the 'LINK A BUSINESS' page. At the top, there is a navigation bar with 'eBusiness Home' and a search box. Below the navigation bar, there are tabs for 'Personal', 'Make Application', 'Businesses', 'Collateral Registry(MPSR)', and 'Application History'. The main content area has a header 'LINK A BUSINESS' and a table with the following data:

Name Of Business	Type Of Business	Registration Number
PLATINUM CREDIT CONSULTANTS	BUSINESS NAME	BN/2010/547667

Below the table, there is a red arrow pointing to the text 'CLICK HERE' and a blue button labeled '+ Save and Continue'.

Step 4:

Click on Add to enter business/officials details as illustrated below(You may add as many officials as required that are currently existing in the company at that time.)

The screenshot shows the 'Add Business Owners/Officials' page. At the top, there is a navigation bar with 'Personal', 'Make Application', 'Businesses', 'Collateral Registry(MPSR)', and 'Application History'. The main content area has a header 'AB-P7HYKJP LINK A BUSINESS' and a table with the following data:

#	First Name	Middle Name	Last Name	ID Number	ID Type	Designation	OPTIONS
---	------------	-------------	-----------	-----------	---------	-------------	---------

Below the table, there is a blue button labeled '+ Add' with a red arrow pointing to it and the text 'CLICK HERE'. At the bottom right, there are two buttons: 'Back' and 'Save and Continue'.

**NB!** For Public limited companies you need not enter the shareholders details, required only are the Directors, Director-Shareholder and company secretary.

Step 5:

Add the officials' details as illustrated in below screen shots a, b and c below

a.

The screenshot shows a web interface for adding business owner details. A modal window titled "Business Owner/Official" is open over a background page. The form contains the following fields:

- Designation \***: A dropdown menu with "Proprietor" selected.
- ID Type \***: A dropdown menu with "Kenyan Citizen" selected.
- ID Number \***: A text input field containing "4827913".
- First Name \***: A text input field containing "Antonina".
- Look Up**: A blue button with a magnifying glass icon and the text "Look Up". A red arrow points to this button with the text "Click here to verify ID no".

Background page elements include a search bar with "Search businesses by name", a "Need Help?" link, and a "Call" button.

**NB!** All fields marked with a red asterisk (\*) are compulsory

b.

The screenshot shows the "Address Details" section of the form. A search bar at the top contains "Antonina" and a "Look Up" button. The form fields are:

- First Name \***: ANTONINA
- Middle Name \***: MASBAYI
- Last Name \***: AURA
- Email \***: chituiaura@gmail.com
- Phone Number**: (empty field)
- Postal Address**: (empty field)
- Postal Code**: (empty dropdown menu)

Background page elements include a search bar with "Search businesses by name", a "Need Help?" link, and a "Call" button.

**NB!** All fields marked with a red asterisk (\*) are compulsory

c.

Postal Address  Postal Code

County  District  Locality

Place Of Residence

[Click here to move on to next step](#) →

Step:6

Click on add to add a; 2<sup>nd</sup>. 3<sup>rd</sup> etc. official if any

AB-B8HXXPB  
LINK A BUSINESS

Add Business Owners/Officials

#	First Name	Middle Name	Last Name	ID Number	ID Type	Designation	OPTIONS
1	patricia	aura	aura	254720042171	Foreigner	Shareholder	<input type="button" value="edit"/> <input type="button" value="delete"/>

[Click here to add officials](#)

[Click here to proceed](#)

[Click here to go back to previous page](#) →

**NB!** All fields marked with a red asterisk (\*) are compulsory

Step 7:

Enter registered office address as illustrated below

The screenshot shows the 'Make Application' page on the eBusiness portal. The form is titled 'Business Registration Service' and contains the following fields:

- County: BOMET
- District: BOMET DISTRICT
- Locality: BOMET
- Name of building/Plot No./Estate and House No.: NM.
- Street/Road: JKL
- Floor: e.g. 1st Floor
- Room/Door No.: e.g. Suite 2
- Postal Address: 40121
- Postal Code: 00222 - UPLANDS
- Mobile Number: +254720042171
- Email Address: pattyaura@gmail.com

At the bottom right, there are two buttons: 'Back' and 'Save and Continue'. A red arrow points to the 'Save and Continue' button with the text 'click here to proceed'.

**NB! All fields marked with a red asterisk (\*) are compulsory**

Step 8:

Wait for the application to be approved:

The screenshot shows the 'Application Details' page on the eBusiness portal. The page displays the following information:


- Success! Application submitted successfully
- Application Details: REF:AB-4LJ1JN, SUBMITTED 30 APR 2017 01:52 PM
- Status: pending
- New Business: Designation: Director
- Business Details:
  - Business Name: 234567890
  - Business Type: PRIVATE LIMITED
  - Registration Number: N/A
  - Registration Date: N/A

Step 9:

Once application has been approved it will appear under Application history with the status **Complete** as shown below.

eBusiness Home

Personal Make Application Businesses Application History



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### Application History

Service	Ref no.	Status	Payment	Action
ADD A BUSINESS Request For Access To Business 28 Apr 2017 02:50 pm	AD-NP31MW	NOT APPROVED Pending	Not Billable	View
ADD A BUSINESS Request For Access To Business 28 Apr 2017 01:19 pm	AD-NP31MW	APPROVED Complete	Not Billable	View
ADD A BUSINESS Request For Access To Business 27 Apr 2017 02:39 pm	AB-NP31MW	Complete	Not Billable	View


Step 10:

Click on personal tab or on the Businesses tab along the top of your screen. You should be able to see the business appearing under **My Business** with the status **Active**.

Click on the button View beside to the right of the Active status to now enter the eBusiness account

eBusiness Home

Personal Make Application Businesses Application History



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### myBusinesses

CLICK VIEW TO ACCESS THE eBUSINESS MENU

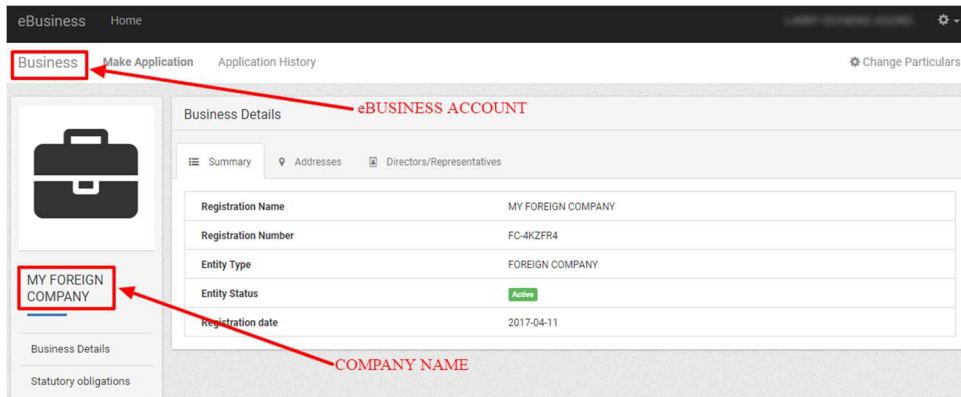
Show All Add Business

Business Name	Registration Number	Verified	Published	Status	Action
...	...	✓	✓	Active	View
...	...	✗	✗	Active	View
234567890	1234567890	✓	✓	Active	View
...	...	✗	✗	Active	View
MY FOREIGN COMPANY	FC-4KZFR4	✓	✓	Active	View



Step 11:

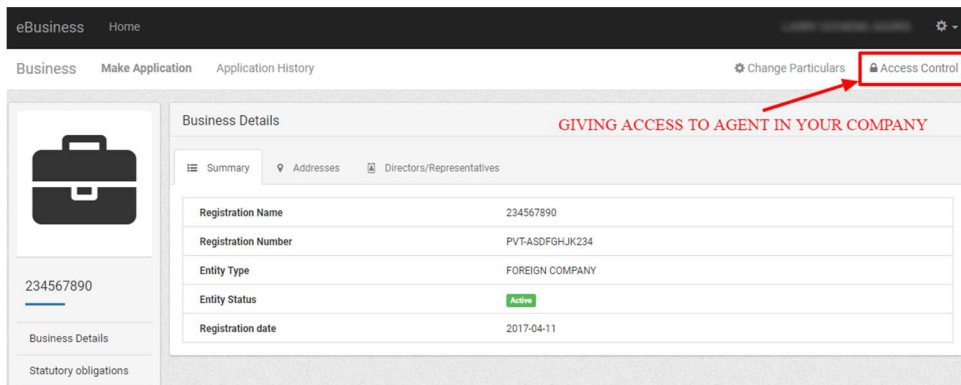
The eBUSINESS profile which will have the business menu on the top right of the portal.



**NB!** On the left hand side the account details have now changed to the Business details

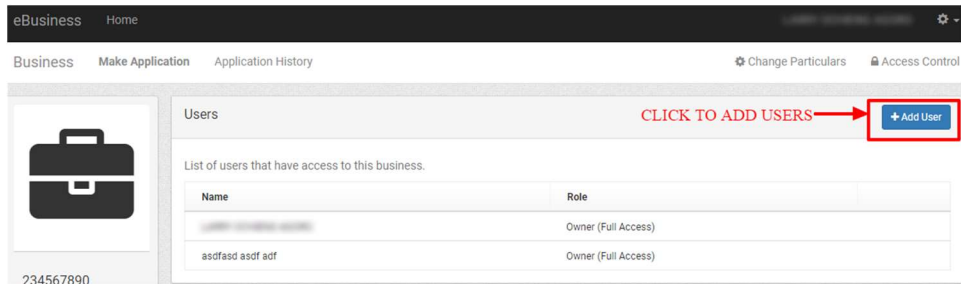
Step 12:

Give Access to your staff by click on the access Control



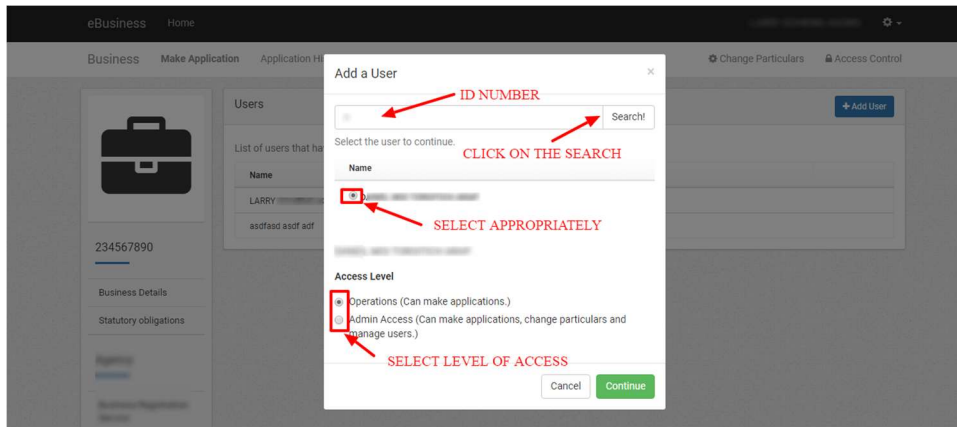
Step 13:

Click on the add user to give access to your staff



Step 14:

Input the ID Number and Give the appropriate Access you wish for them to have



**NB!** Admin role is able to add/remove other users, submit applications within the eBusiness account, and file for changes/annual returns for the linked business. An operator is only able to submit applications within the eBusiness account.

Step 15:

View List of Users allowed to work on the applications as illustrated below.

