

HOW TO REGISTER ON ECITIZEN ONLINE SERVICES PORTAL

STEPS

A. TO REGISTER OR LOGIN;

1. Go to <https://accounts.ecitizen.go.ke> or <https://kmlttb.ecitizen.go.ke/>
2. If NOT registered click on **Register**
3. Choose your **Citizenship**
4. Enter your **IDNO, First Name** and select Year of **Birth**
5. Click **Validate**
6. Enter Your **Password**
7. Click **OK**
8. Now login using your Email Address /IDNO and enter your password
9. OTP input box pops up enter OTP code send to your mobile number or Email address
Now you are logged in choose the service you want to access.
 - In the dashboard, choose the service you want to access.
 - Follow the steps by filling the forms and click **Next**, Till You click **Complete** button
10. You are **Done**. Wait for Approval Response through SMS, then go back to your ecitizen account and make payment.

Dispatch of Licenses

- **Dispatch** will be either through **RBTC** or **County Laboratory Coordinators** of your choice

B. Already Have E-citizen Account

1. Go to <https://accounts.ecitizen.go.ke> or <https://kmlttb.ecitizen.go.ke/>
2. Click on **Login/sign in** button
3. Enter your **Email Address** or **IDNO** and **Password**
OTP code will be send to your registered mobile number and Email
In the window that pops up enter **OTP** code send to your mobile number
4. Now you are **logged in**
-In the dashboard, choose the service you want to access.
- Follow the steps by filling the forms and click **Next**, Till You click **Complete** button
5. You are **Done**. Wait for Approval Response through SMS, then go back to your ecitizen account and make payment

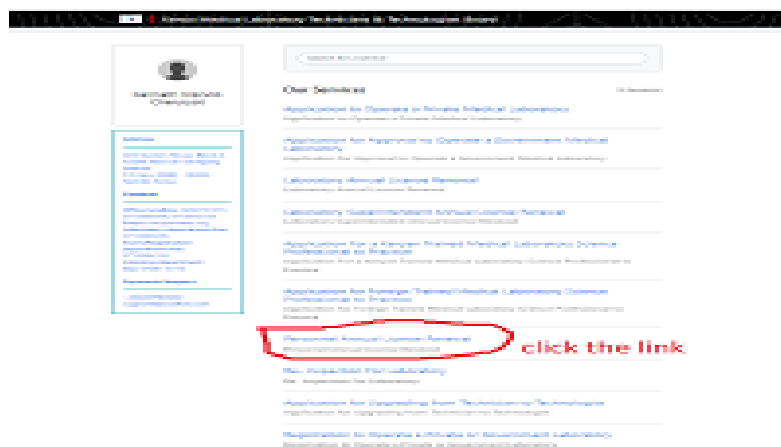
Dispatch of Licenses

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EXAMPLE

PERSONNEL ANNUAL LICENSE RENEWAL

1. Once you have logged in to e-citizen portal using link <https://accounts.ecitizen.go.ke> or <https://kmlttb.ecitizen.go.ke/>.
 - a) Go to **Personnel Annual License Renewal** click the link



b) Windows form pops up –CLICK NEXT

Instructions

PERSONNEL ANNUAL LICENSE RENEWAL

Applicant details are required when Renewing the rights of application/endorsement for publicly serving individuals and must be correct.

HOW TO APPLY

- 1. Fill out application form
- 2. Attach all required records from application details provided to respondent.

Document(s)	Document(s) Size
ANNUAL RENEWAL FORM	100K
ANNUAL RENEWAL SUPPORT	500K
Insurance Fee	\$1

click here

NEXT

c) Fill the form with correct details and Click Next

Applicant Details

Full Name
KENNETH

ID/Passport Number

Email Address

Phone

Registration Number *

Facility Name *

Category of applicant *

DOB (In Number) *

County *

Subcounty *

County Collection Point

Do you have any disability? *

Fill the form with correct details-

click Next

NEXT

- d) Accept the declaration by clicking the checkbox and click preview

PALR-DJCPW
Personnel Annual License Renewal

Changes you make will be saved as draft and will not reflect in the application until you submit the form at the end

Instructions Applicant Details Declarations

Declarations
Check the box to accept declaration and click preview

of ID number agree that all communication to myself shall be transmitted through this number. I also declare that the above information is true.

PREVIOUS PREVIEW

- e) Click complete to finish Application Process

Personnel Annual License Renewal

Changes you make will be saved as draft and will not reflect in the application until you submit the form at the end

all

Applicant Details

Registration Number * Facility Name *

Category of applicant * KRA Pin Number *

County * Subcounty *

County Collection Point

Do you have any disability? *

EDIT

Declarations

of ID number agree that all communication to myself shall be transmitted through this number. I also declare that the above information is true.

EDIT

click complete button to finish

COMPLETE

- f) Now you are **Done** wait for Approval, then SMS will be send to your Mobile Number.
- g) **Login** to ecitizen portal Go to **history** and **make payment** by clicking **Pay**
- h) **Done.** KMLTTB will dispatch your license to RBTC center of your choice for collection.

Help and Support

In case you experience any problem

Please contact us on

Email: ict@kmlttb.org

Mobile: +254 706 110 110 or +254 713 554 133