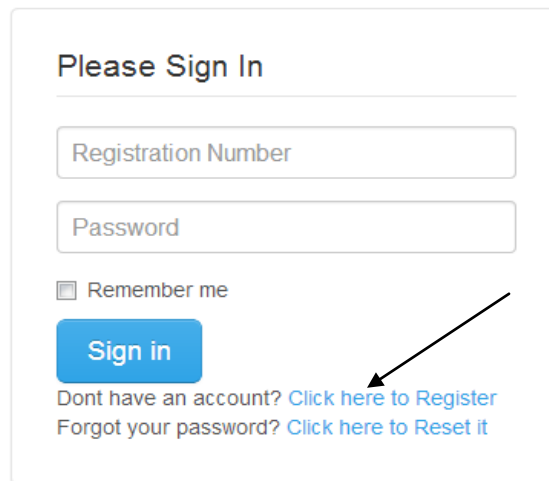


**UNIVERSITY OF NAIROBI**  
**CENTRAL EXAMINATIONS CENTRE**

**Instruction on Online application for Certificates, Transcripts, Certification of Documents  
and letter in Lieu of loss of Degree Certificate using University of Nairobi Customer  
Relationship System**

1. To access CRM portal type the following link <https://graduates.uonbi.ac.ke/login/> in the address bar of your browser and the following window will appear



Please Sign In

Registration Number

Password

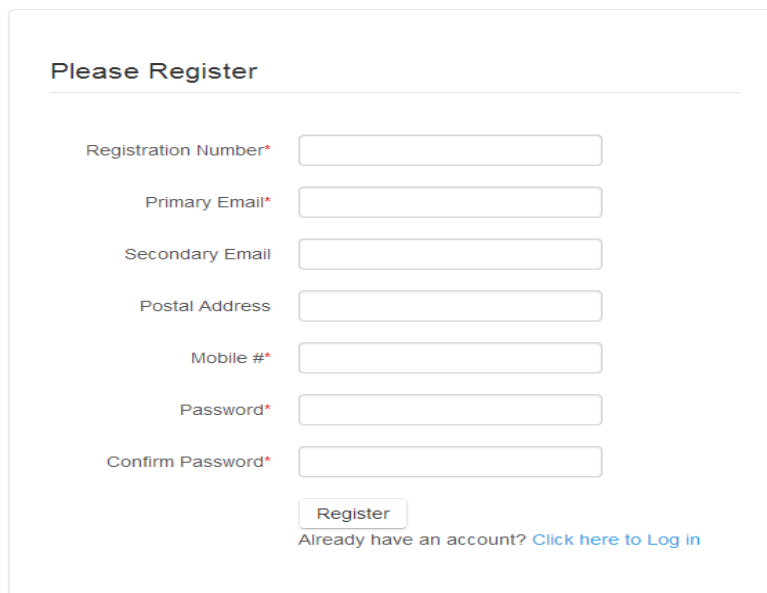
☐ Remember me

Sign in

Dont have an account? [Click here to Register](#)

Forgot your password? [Click here to Reset it](#)

2. Initially you have to register yourself in the system, to register click on the link shown by the arrow above. The following window will appear;



Please Register

Registration Number\*

Primary Email\*

Secondary Email

Postal Address

Mobile #\*

Password\*

Confirm Password\*

Register

Already have an account? [Click here to Log in](#)

- Kindly fill all the information required and **Note** that the field with an asterisk must all be filled for you to proceed to the next step.
- Click on the button register.
- You will be taken back to the login in page.
- Login with your **Registration No** and **the password** you provided when registering.

If you had registered earlier, you only need to click on the link below the form above and login with your **Registration No** and **Password** you provided when registering

3. Once you have successfully logged in you will see the following window;

Successfully logged in

### Service Menu

- Certificate >
- Transcript >
- Transcript Reissuance >
- Letter in lieu of loss of degree certificate >
- Certification of documents >

### REQUIREMENTS FOR INDIVIDUAL SERVICES OFFERED BY THE CENTRAL EXAMINATIONS CENTRE

#### Collection of certificates by self

1. Original and copy of the National Identity card
2. Online clearance/Copy of the clearance certificate for graduates of 2007 and below
3. Copy of the gown collection form.

#### Collection of transcript by self

1. Original and copy of the National Identity card
2. Online clearance/copy of online clearance certificate

#### Application for Letter in lieu of lost certificate by self

1. Original and copy of the National Identity card
2. Original and copy of a police abstract

#### Re-issuance of a transcript

1. Original and copy of the National Identify card
2. Payment of Ksh. 500/= per set via Mpesa

#### Collection of certificate by second party/agent

1. Original and copy of National Identify card/passport for both the owner of the documents and the agent
2. Authority from the sender for collection of certificate
3. Copy of the clearance certificate
4. Copy of the gown collection form

#### Collection of transcripts by agent

1. Original and copy of National Identify card/passport for both the owner of the transcript and the agent
2. Authority from the sender for collection of transcripts
3. Copy of clearance certificate

#### Collection of a letter in lieu of certificate by agent

1. Original and copy of National Identify card/passport for both sender and agent
2. Authority from the sender for collection of the letter in lieu of lost certificate
3. Copy of police abstract

- The first column shows the services offered and second column shows the requirements for each service. Ensure that you have the requirement for the service you are requesting.
- Click on the service you want on **the service menu** as shown above by the arrow.
- **Note:** For certificate you will be charged for storage, you will also be charged on reissuance of the transcript, letter in lieu of loss of Degree Certificate and Certification of documents.