

PROCESS FOR PAYMENT OF SERVICE(S) THROUGH M-PESA W.E.F.

APRIL 2016

INSTRUCTION

STEP 1: Go to M-PESA on your phone.

Step 2: Select Pay Bill option.

Step 3: Enter Business no – 913901.

Step 4: Enter Account no – You Student Registration no in full E.g.

C01/00000/2001.

Step 5: Enter the Amount.

Step 6: Enter your M-PESA PIN.

Step 7: Send and wait for SMS receipt.

Step 8: Upon successful transaction, the payment will immediately

reflect in your account within our system.

UNIVERSITY OF NAIROBI CENTRAL EXAMINATION CENTRE



INTRODUCTION

Welcome to the Central Examinations Centre of the University of Nairobi. Since January 2009, the examinations function of the University is housed at the Central Examination Centre, Chiromo Campus of the University of Nairobi. Our mandate is the management of examinations and administration of related activities.

Services of the Central Examinations Centre

- Management and coordination of the University examination process
- Preparation and issuance of academic transcripts and certificates
- Certification and confirmation of academic credentials used by the University
- Coordination of internal & external examiners nomination, payment and reports
- Management and generation of the graduation booklet and convocation list
- Custodian of all Senate approved students' examination results
- Co-ordinates and facilitates Senate Examination Disciplinary/Appeals cases
- Management of examination halls at the Central Examinations Centre
- Custodian of academic dress for Ph.D. graduands, honorary degree awards and other invited guests to the graduation ceremony
- Management of the procurement functions of the centre in liaison with the relevant departments (i.e. finance and procurement).

Towards this end, ICT has been the main driving force in ensuring that the Centre executes its mandate. Considering that the larger part of the processes at the Centre are based on the Student Management Information System (SMIS), then most of these functions are currently automated.

The functions which the centre has currently automated include;

- Issuances of certificate and transcript
- Certification of documents
- Issuance of letter in lieu of loss of certificate
- Transcript reissuance

All the services are under one information system called Customer Relationship Management Information System. Some of the services offered through this system are charged. The charge structure is as follows;

S.NO	Items	Charge
1	Certification of documents	Kshs.200 per page
2	Issuance of letter in lieu of loss of certificate	Kshs.500
3	Transcript reissuance (Per set)	Kshs.500
4	Certificate storage charges (After deadline)	Kshs.1000

INSTRUCTION ON ONLINE APPLICATION OF CERTIFICATES, TRANSCRIPTS, CERTIFICATION OF DOCUMENTS, LETTER IN LIVE OF LOSS OF CERTIFICATE USING CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

1. To access the **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. Note Our browsers have it as a default page.

Registratio	n Number	
Password		
Remembe	r me	
Sign in		
Don't have an	account? Click here to Registe	e۲

2. Enter the **USERNAME** and **PASSWORD** if you had already registered, if not on the window above click on the link **click here to register**, as shown by the arrow. The window below will appear.

Successfully logged in	
Service Menu	Your total Credits is KES 0 and account balance is KES 0 Payment & Device Charges in
Certificate	> REQUIREMENTS FOR INDIVIDUAL SERVICES OFFERED BY THE CENTRAL EXAMINATIONS CENTRE
Transcript	> REQUIREMENTS FOR INDIVIDUAL SERVICES OF FRED BY THE CENTRE EXAMINATIONS CENTRE
Transcript Reissuance	Collection of certificates by self
Letter in lieu of loss of degre certificate	I. Original and copy of the National Identity card 2. Online clearance/Copy of the clearance certificate for graduates of 2007 and below
Certification of documents	3. Copy of the gown collection form. Collection of transcript by self
	Original and copy of the National Identity card Online dearanceicopy of online clearance certificate Application for Latter in lies of fost certificate by self
	Cognital and copy of the National Selectly and Cognital and copy of a police abitistic Cognital and copy of a police abitistic Re-Instance of a Instancept
	Coliginal and copy of the National Identity card Zi Payment of Kats. 500's par set via Mparia Collection of certificate by second party/spant
	Orignal and copy of National Identify cardipassport for both the owner of the documents and the agent Zubthorty from the sender for collection of centificate Copy of the (asense) externation Collection of the calculation externation Collection of the calculation externation Collection of the calculation externation
	 Original and copy of National Identify cardipassport for both the owner of the transcript and the agent Authority from the sender for collection of transcripts Clargy of biestrace certificate
	Collection of a hitter in lise of cortificate by agent 1. Organization of any of Harana labority and the state of the stat

- Kindly fill in the information required and note that the fields with an asterisk must be filled.
- Click on the button register, you will be taken back to the login window
- Login with your REGISTRATION NUMBER and PASSWORD you provided when registering. Use your national id no as your password but you can change it later.
- 3. Once you have successfully logged in the following window will appear.
- On the service menu, are the services provided and on the next column are the instructions.
- Select the service you want as shown by the arrow.
- NOTE: that some services are charged. Once you click on the service you will see the charges and instruction on how to pay.