



UNIVERSITY OF NAIROBI CENTRAL EXAMINATION CENTRE

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.



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 LIEU 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.

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.

- ❖ 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.