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:

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:
• 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;

![Service Menu](image)

- 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.