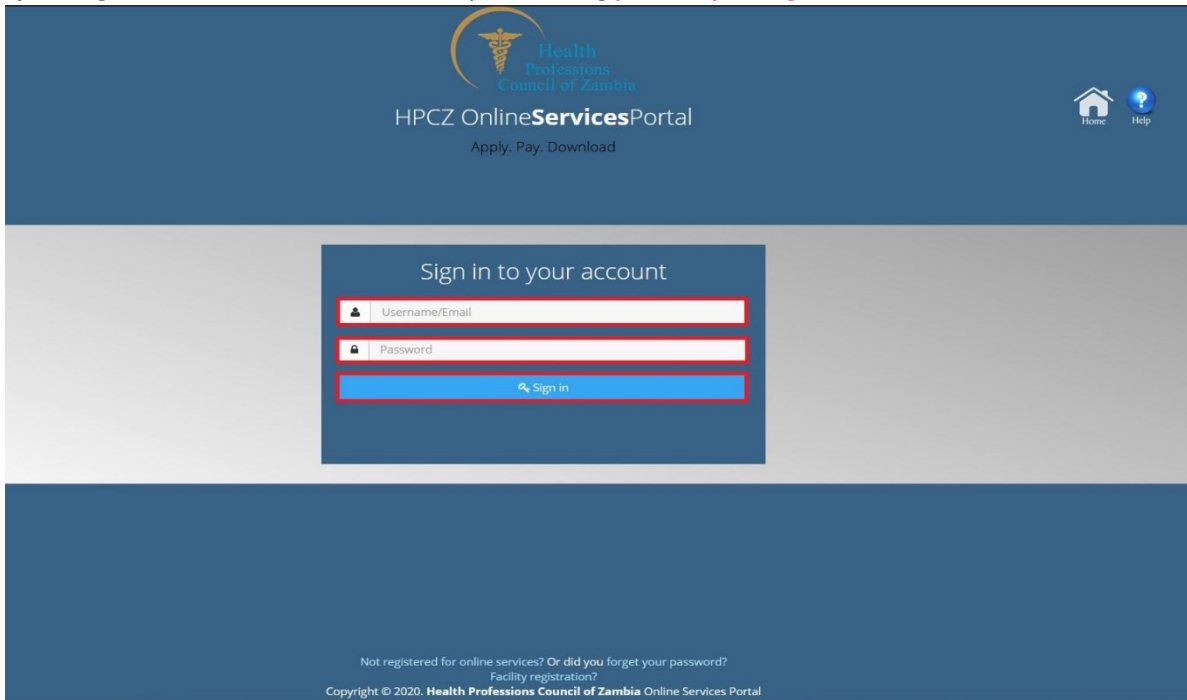
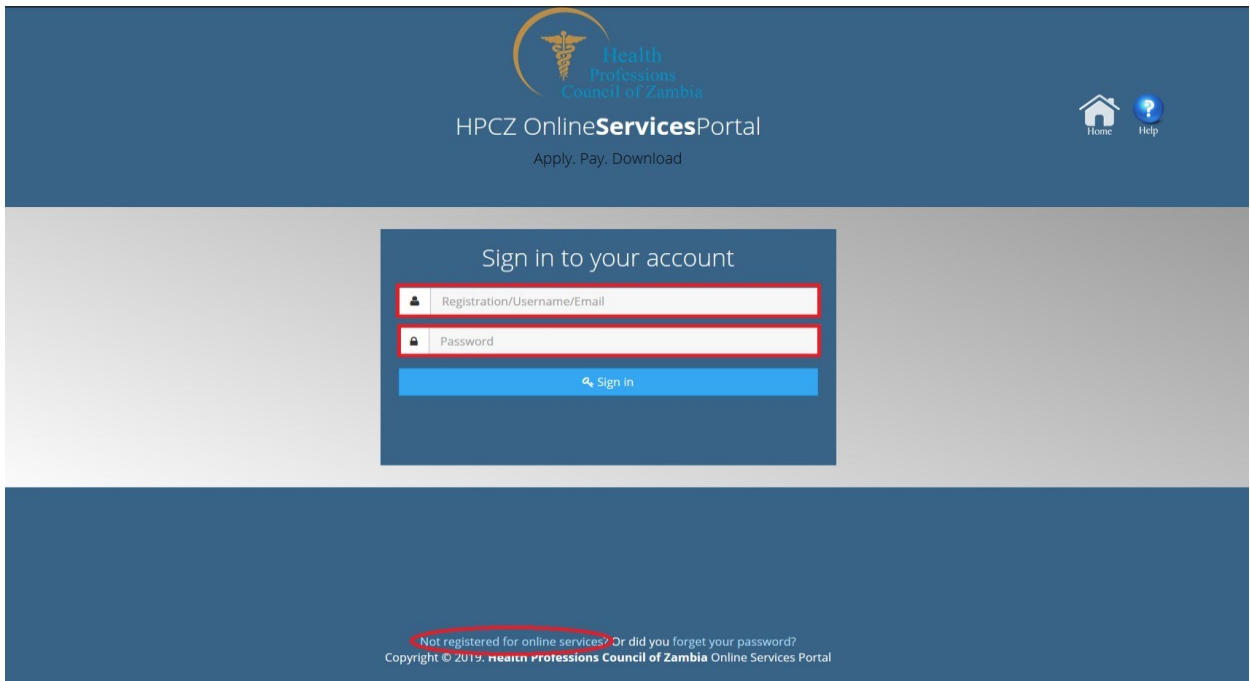


ONLINE SERVICES USER MANUAL – ONLINE PAYMENT

Step 1: Log into the HPCZ online services portal using portal.hpcz.org.zm



Step 2: Log into the system by entering your user name and password. If not registered for online services, go to **Not Registered for online services** as shown below



Log in

Step 2.1: Enter your NRC and your valid email address to register, then press **Register for Online services** button to initiate registration for online services process. The green message will display that an email has been sent.

The screenshot shows the HPCZ Online Services Portal registration interface. At the top, there is a header with the HPCZ logo (Health Professions Council of Zambia) and the text 'HPCZ Online Services Portal'. Below the header, there are navigation links for 'Home' and 'Help'. The main content area features a registration form titled 'Register for Online Services'. The form includes three input fields: a dropdown menu for 'SELECT CADRE', a text field for 'NRC/Passport Number', and a text field for 'Email'. A blue button labeled 'Register for Online Services' is positioned below the input fields. At the bottom of the page, there is a footer with the text: 'Already registered? Login here Or did you forget your password? forgot your Registration Number? Copyright © 2019. Health Professions Council of Zambia Online Services Portal'.

Registration for online services Select your cadre

Step 2.2. Check your mail and Click on the complete Registration link in your mail as in figure below:

HPCZ ONLINE SERVICES

HPCZ | *Online Services Registration*

TO ASTONE CHANDA

Dear Astone

You have been registered for HPCZ's online services through the HPCZ Online Services Portal. Please click on 'Complete Registration' below to complete the application process:

COMPLETE REGISTRATION

If you require any assistance feel free to contact PPB through any of the following lines:

+260 211 236 241, +260 211 239 317

Step 2.3. Create your Username and Password and all details then click on update details button to complete the registration for online services process.

NOTE: *Username should be a single word and should be available and the Password Must Contain at least one Capital letter, one number and a small letter. The password length should be at least 8 characters. Photo upload is not mandatory*

Step 3: Click on **Renewals, Registrations, Examinations or any service you are applying for** to begin the process and submit the application accordingly.

Step 3.1: After Submitting your application successfully, an invoice will be displayed indicating how much you are required to pay. To proceed to make/verify payment, press the **Verify/Make Payment Button** or tab

DESCRIPTION	(ZMW)	TOTAL
ANNUAL RENEWALS Fee		2580
Areas		0
Total		2580
Paid		0
Balance		2580

Invoice Page.

Step 3.2: When you click on ‘Verify/Make Payment’ button in Figure above, this page will pop up which will give you options of payments.

To Pay via VISA/MasterCard, click on VISA/MASTERCARD radio button. It will redirect to the page where you can enter your Debit Card Details

The screenshot shows the HPCZ Online Services Portal interface. The user is logged in as a Registrant, Timothy Shitima. The main content area displays the 'Invoice' details for Timothy Shitima, with a 'Verify/Make Payments' button. Below this, there are three payment options:

- How to pay via VISA/MASTERCARD**
 - Select VISA/MASTERCARD Option.
 - Enter your visa card details on the page and click pay.
 - The amount due: 1200 will be debited from your account.
 - Once the Payment is accepted successfully, you can safely wait for your certificate to be processed and download.
- VISA/MASTERCARD
- Confirm payment via Government Payroll**
 - Select Government Payroll Option.
 - Your MRC/Passport number submitted to the Council will be used to verify your Deduction.
 - Once confirmed click on DOWNLOAD to download your receipt/certificate.
- Government Payroll

Below the payment options, it shows 'Waiting for payment: Paid: 0 | Balance: 1200' and a 'Checking Payments...' button. There is also a section for 'Uploading Proof of Payment' with instructions and a table with one row: # 1, Type Proof of payment, Status. An 'Upload Document' button is present with a 'Not uploaded. Click to upload' message.

Payment

The screenshot shows the Stanbic Bank payment page. At the top, there is a 'Payment' header and the Stanbic Bank logo. Below this is an 'Order summary' section showing 'Total ZMW 1200.00'. The main content area is titled 'Pay by card' and features the Mastercard and Visa logos. The form includes fields for 'Card Number', 'Expiry Month', 'Expiry Year', 'Security Code', and 'Name on card'. A large 'Pay ZMW 1200.00' button is at the bottom.

Payment Page.

Step 4: After Entering your card details, Click on Pay button. Then it will redirect to 3D validation page where you enter the One Time Password sent to your phone as an SMS. Thereafter, it will bring the Payment accepted message or the Payment Declined message.

In the background, it will clear the invoice and forward the application from Finance to responsible unit to process the application. If your application will be approved successfully, you will receive the notification to login and download your Certificate by pressing **Download**.