

About this manual

This manual has been generated for the role **Applicant**. It contains only the sections relevant to that role. If you need help that is not covered here, call ECESWA on 24178000.

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1. Getting Started

1.1 Signing in

Use the email address and password you registered with.

- Open the eServices portal and choose Login.
- Enter your registered email address and password.
- If you have forgotten your password, use the Forgot Password link to receive a reset email.
- After signing in you are taken to the dashboard for your role.

1.2 Changing your password

Open the user menu in the top right and choose Change Password.

- Click your name in the top-right corner of any page.
- Select Change Password.
- Enter your current password, then your new password twice.
- Save. You stay signed in with the new password.

1.3 Getting help

Use the help button at the bottom-right, or call 24178000.

- Click the blue help button in the bottom-right corner of any page.
- Search for a topic or pick one from the list.
- Open Help then User Manual in the sidebar for the full guide.
- For anything the manual does not cover, call ECESWA on 24178000.

2. Applying for a Service

2.1 Submitting an application

Pick a service, complete the form, attach documents and submit.

- From the dashboard, choose the service you need.
- Complete your personal details exactly as they appear on your ID.
- Complete the Examination Details: examination year, exam series, level, centre and candidate number.
- Attach the required supporting documents.
- Attach your proof of payment where a fee applies.

- Review everything, then submit. You will receive a confirmation email.

2.2 Completing the examination details

Choose your level first - the centre list is filtered by it.

- Select the Examination Year in which you sat the examination.
- Select the Exam Series: June Series or November Series.
- Select your Level. The Centre list is loaded based on the level you pick.
- Select your examination Centre from the list.
- Enter your candidate number. The centre prefix is filled in automatically.

2.3 Tracking your application

My Applications shows the status of everything you have submitted.

- Open My Applications from the sidebar.
- Use the status buttons to filter by Submitted, In-Progress or Complete.
- Submitted means ECESWA has received it but processing has not started.
- In-Progress means it is moving through the approval chain.
- Complete means processing has finished and you will be contacted.

2.4 Withdrawing an application

Use the Withdraw button on My Applications before processing completes.

- Open My Applications from the sidebar.
- Find the application and click Withdraw.
- Confirm in the dialog that appears.
- A withdrawn application cannot be reinstated - you would need to apply again.
- Fees already paid are handled through the separate Refund service.

2.5 Paying for a service

Pay into an ECESWA account and attach the proof of payment.

- The application form lists the current ECESWA bank and MoMo accounts.
- Pay the stated fee and keep the receipt or transaction reference.
- Attach a clear copy of the proof of payment to your application.
- Applications without valid proof of payment are held until payment is confirmed.