

ECITIBIZ CITIZENSHIP END USER MANUAL

SECTION ONE: UNDERSTATING ECITIBIZ

Welcome to the eCitiBiz Automation End User Manual. Knowing what eCitiBiz web portal is and how to use its feature opens a completely new experience for effectiveness and efficiency. This manual will show you how to use the eCitiBiz web Portal. The goal of this manual is to make you master the use of eCitiBiz web portal to your advantage. Once you understand this manual, your familiarity and confidence in using eCitiBiz web portal will be effective, making the web portal a more useful tool for you.

OBJECTIVES

- To ensure that every user understands the concept of eCitiBiz Automation
- To ensure that every user of the portal understands the user profile
- To understand the concept of Citizenship Application
- To understand how to access the services as regards Citizenship
- To understand the concept of Fee payment and its accessibility on the portal
- To understand the workability of the Notification and Messaging aspect of the portal

SECTION TWO: GETTING STARTED

To access the eCitiBiz web portal;

1. Open a browser on your computer.
2. On the address bar type www.ecitibiz.interior.gov.ng.
3. eCitiBiz web portal will be loaded, follow the procedures on how to register to start using the eCitiBiz web portal.

SECTION THREE: THINGS YOU NEED TO KNOW BEFORE YOU REGISTER

Hover on Citizenship at the top of the Menu bar to view the following information;

1. Click on **Overview** to know more on the services under Citizenship.
2. Click on **Requirements** to know the necessary documents you would need to complete your application.
3. Click on **Fees Details** to view the amount for each service.

SECTION FOUR: HOW TO REGISTER PERSONAL ACCOUNT (MARRIAGE AND CITIZENSHIP)

Type the eCitiBiz web address www.ecitibiz.interior.gov.ng, the home page will show up;

1. Click on **New User Registration** (at the top of the page).
2. Select Account Type: **Personal Account (Citizenship)**.
3. Click on **Register Now**.
4. Fill Registration Form (all fields are Required).
5. Enter a Valid Email Address.
6. Enter a strong Password (Make sure you remember your password).
7. Click on **I Agree to the Terms of Use** check box.
8. Click on **Register** button.
9. A **Preview** of the registration page will be displayed. Check if all information is correct and click on **Register** button.

Note: Notification will be sent to the E-mail Address and Phone Number provided.

SECTION FIVE: EMAIL VERIFICATION

After completing your registration, you must verify your email address:

1. Check your email for **Verification Email**.
2. Click on the link **Click Here** to complete your email verification. (You will be redirected to the eCitiBiz portal which confirms that your email has been verified).
3. Enter your **Email Address**.
4. Enter your **Password**.
5. Click on **Login**.

Note: Click on **Forgot your Password?** If you have forgotten your password and need a new one

SECTION SIX: HOW TO LOGIN

Once you type the eCitiBiz web address www.ecitibiz.interior.gov.ng, the home page will show up;

1. Click on **Login** at the top of Menu bar.
2. Enter your **Email Address**.
3. Enter your **Password**.
4. Click on **Login**.

Note: Click on **Forgot your Password?** If you have forgotten your password and need a new one.

SECTION SEVEN: UNDERSTANDING USER'S ACCOUNT

Each user has an account on the eCitiBiz portal. The account provides lots of features. To access the User profile, click on the icon at the top right side of the screen after login (which has the name welcome Username under it):

1. Click on **View Profile** to view, edit and update some account information.
2. Click on **Change Password** to reset your password.
3. Click on **My Application** to view all your applications, as well as track the progress of each application.
4. Click on **Payment History** to view the records of all payments you have made and for which purpose or application those payments were made. Click on **View** to view a copy of your Payment Receipt.
5. Click on **Notification** to view all messages and notifications sent to you on the activities carried out on the portal.
6. Click on **Add Account** to have access to other modules of the eCitiBiz such as Expatriate Quota, Citizenship etc.
7. Click on **Chat with us** to communicate with an online representative.
8. Click on **Logout** to exit your account.

SECTION EIGHT: HOW TO MAKE PAYMENT

After filling an application for any of the Place of Worship services, before an application can be submitted for processing, payment has to be made.

There are two types of payment methods: You can either pay **Online** using your card details or pay **Through bank or POS**.

Your Payment Summary page will come up once you click **Proceed** from the summary page of your application. Click Online Pay to use the online payment method or click Pay through Bank or POS to generate RRR (Invoice) for your offline payment.

❖ How to make Online Payment:

1. Select **Online Pay** as your payment method to proceed to Remita payment portal or **Cancel** to terminate the transaction.
2. Select **How you want to pay** and fill in your Card details

3. Click on **Submit** to complete the process or **Reset** to start again. (A payment summary is automatically displayed)
4. An Authentication page will come up. Click on **Submit**.
5. If transaction is successful Remita will redirect you back to the eCitiBiz portal.
6. Your Payment Invoice will be displayed.
7. Click on **Print** if you wish to have a copy of your Payment e-Invoice.
8. Click on **My Application** to view your application status.
9. An Email and SMS notification will be sent to you once payment is successful.

Note:

- If transaction was not successful, your application will be placed on **Pending**.
- For application on Save As Draft, click on **Edit** and you will be able to edit the application and process the payment all over again.
- Your Application will not be submitted until the payment is made.
- You can always print your payment receipt from the **Payment History** under User profile.

❖ Payment Through Bank or POS:

1. Select **Pay through Bank or POS**.
2. Click **Proceed** to generate your Remita Retrieval Reference (RRR code).
3. Click **Print** to print a copy of your payment Invoice (RRR code) to pay at any bank of choice or POS.
4. An Email and SMS notification will be sent once payment has been confirmed.
5. Click on **My Application** to view your application status.

Note:

- You can always go back to **My Application** in User profile and pay via Online if you decide to change your payment method.
 - Your Application will not be submitted until the payment is made.
 - You can always print your payment receipt from the **Payment History** under User profile.
6. Click **Print** to print a copy of your payment Invoice (RRR code) to pay at any bank of choice or POS.
 7. An Email and SMS notification will be sent once payment has been confirmed.
 8. Click on **My Application** to view your application status

Note:

- You can always go back to **My Application** in User profile and pay via Online if you decide to change your payment method.
- Your Application will not be submitted until payment is made.
- You can always print your payment receipt from the **Payment History** in under User profile.

SECTION NINE: CITIZENSHIP APPLICATIONS

❖ How To Apply For Citizenship By Naturalization:

1. Hover on **Citizenship** on the top menu bar and click on **Apply for Citizenship**.
2. Select Citizenship type (Citizenship by Naturalization).
3. Click on **Proceed**.
4. Click and fill the requirements for **Personal Information**.
5. Click and fill the requirements for **Professional Information**.
6. Click and fill the requirements for **Citizenship Information**.
7. Click and fill the requirements for **Assets Owned**.
8. Click and fill the requirements under **Details of Dependent's**.
9. Click and fill the requirements under **Guarantors Details**.
10. Click on **Reason(s) for Application** and state reason for application.
11. Click on Declaration button and read carefully.
12. Click on **Upload Documents** to upload all necessary documents.
13. Click on **Proceed**. You can click on **Save as Draft** to save application and continue later or click on **Cancel** to save as draft.
14. A **Warning pop-up** message is displayed. Please read carefully and click on **Submit**, the summary page will display.
15. The **Summary page** of the application is displayed for the user to verify all inputted information before proceeding.
16. Tick the **Check box** at the bottom of the summary page to declare that all information is true.
17. Click on **Proceed to payment**.

18. Your Payment Summary page will come up. Click **Online Pay** to use the online payment method or Click **Pay through Bank or POS** to generate RRR (Invoice) for your offline payment.

Note: Do not refresh the page

❖ **How to Apply for Citizenship by Registration (UNDER THE SECTION 26 (2B) OF THE CONSTITUTION OF NIGERIA 1999 AS AMENDED):**

1. Hover on **Citizenship** on the top menu bar and click on **Apply for Citizenship**.
1. Select Citizenship type (Citizenship by Registration (Citizenship by Registration (Under the section 26 (2A) of the constitution of Nigeria 1999 as amended))
2. Click on **Proceed**.
3. Click and fill the requirements for **Personal Information**.
4. Click and fill the requirements for **Professional Information**.
5. Click and fill the requirements for **Parent(s) Information**.
6. Click and fill the requirements for **Marital Status**.
7. Click and fill the requirements for **Citizenship Information**.
8. Click and fill the requirements for **Guarantors Details**.
9. Click and fill the requirements for **Assets Owned**.
10. Click on **Reason(s) for Application** and state reason for application.
11. Click on Declaration and read carefully.
12. Click on **Upload Documents** to upload all necessary documents.
13. Click on **Proceed**. You can click on **Save as Draft** to save application and continue later or click on **Cancel** to save as draft.
14. A **Warning pop-up** message is displayed. Please read carefully and click on **Submit**, the summary page will display.
15. The **Summary page** of the application is displayed for the user to verify all inputted information before proceeding.
16. Tick the **Check box** at the bottom of the summary page to declare that all information is true.
17. Click on **Proceed to Payment**.

18. Your Payment Summary page will come up. Click **Online Pay** to use the online payment method or click **Pay through Bank or POS** to generate RRR (Invoice) for your offline payment.

Note: Do not refresh the page

❖ **How to Apply for Citizenship by Registration (UNDER THE SECTION 26 (2A) OF THE CONSTITUTION OF NIGERIA 1999 AS AMENDED):**

1. Hover on **Citizenship** on the top menu bar and click on **Apply for Citizenship**.
2. Select Citizenship type (Citizenship by Registration (Under the section 26 (2A) of the constitution of Nigeria 1999 as amended)).
3. Click on **Proceed**.
4. Click and fill the requirements for **Personal Information**.
5. Click and fill the requirements for **Professional Information**.
6. Click and fill the requirements for **Marital Status**.
7. Click and fill the requirements for **Citizenship Information**.
8. Click and fill the requirements for **Guarantors Details**.

Note: It is compulsory download two (2) copies of Guarantors' Form.

9. Click and fill the requirements for **Assets Owned**.
10. Click and fill the requirements for **Reasons for Application**.
11. Click on **Reason(s) for Application** and state reason for application.
12. Click on Declaration and read carefully.
13. Click on **Upload Documents** to upload all necessary documents.
14. Click on **Proceed**. You can Click on **Save as Draft** to save application and continue later.
15. A **Warning pop-up** message is displayed. Please read carefully and click on **Submit**, the summary page will display.
16. The **Summary page** of the application is displayed for the user to verify all inputted information before proceeding.
17. Tick the **Check box** at the bottom of the summary page to declare that all information is true.
18. Click on **Proceed to payment**.

19. Your Payment Summary page will come up. Click **Online Pay** to use the online payment method or click **Pay through Bank or POS** to generate RRR (Invoice) for your offline payment.

Note: Do not refresh the page

❖ **How to apply for Citizenship by Confirmation:**

1. Hover on **Citizenship** on the top menu bar and click on **Apply for Citizenship**.
2. Select Citizenship type (Citizenship by Confirmation).
3. Click on **Proceed**.
4. Click and fill the requirements for **Personal Information**.
5. Click and fill the requirements for **Professional Information**.
6. Click and fill the requirements for **Beneficiary's Information**.
7. Click on **Reason(s) for Application** and state reason for application.
8. Click on Declaration and read carefully.
9. Click on **Upload Documents** to upload all necessary documents.
10. Click on **Proceed**. You can Click on **Save as Draft** to save application and continue later.
11. A **Warning pop-up** message is displayed. Please read carefully and click on **Submit**, the summary page will display.
12. The **Summary page** of the application is displayed for the user to verify all inputted information before proceeding.
13. Tick the **Check box** at the bottom of the summary page to declare that all information is true.
14. Click on **Proceed to payment**.
15. Your Payment Summary page will come u. Click **Online Pay** to use the online payment method or Click **Pay through Bank or POS** to generate RRR (Invoice) for your offline payment.

Note: Do not refresh the page

❖ How to Apply for Special Immigration Status (SIS):

1. Hover on **Citizenship** on the top menu bar and click on **Apply for Citizenship**.
2. Select Citizenship type (Special Immigration Status)
3. Click on **Proceed**.
4. If applicant is not your husband/wife, you will need to enter your relationship with the benefactor.
5. Click and fill the requirements for **Personal Information**.
6. Click and fill the requirements for **Beneficiary's Information**.
7. Click and fill the requirements for **Professional Information**.
8. Click on **Reason for Application** and state reason for application.
9. Click and Upload all necessary documents in **Upload Documents**.
10. Click on **Proceed**. You can click on **Save as Draft** to save application and continue later.
11. A **Warning pop-up** message is displayed. Please read carefully and click on **Submit**, the summary page will display.
12. The **Summary page** of the application is displayed for the user to verify all inputted information before proceeding.
13. Tick the **Check box** at the bottom of the summary page to declare that all information is true.
14. Click on **Proceed to payment**.
15. Your Payment Summary page will come up. Click **Online Pay** to use the online payment method or click **Pay through Bank or POS** to generate RRR (Invoice) for your offline payment.

Note: Do not refresh the page

❖ How to Apply for Renunciation of Nigerian Citizenship:

1. Hover on **Citizenship** on the top menu bar and click on **Apply for Citizenship**.
2. Select Citizenship type (Renunciation of Nigerian Citizenship)
3. Click on **Proceed**.
4. Click and fill the requirements for **Personal Information**.
5. Click and fill the requirements for **Professional Information**.
6. Click and fill the requirements under **Marital Status**.

7. Click and fill the requirements for **Information of other Relatives**.
8. Click and upload **Certification by the Secretary of the Applicant's Local Government Area**.

Note: It is compulsory to download Certification form to be completed by the Secretary of your Local Government Area.

9. Click on **Reason for Application** and state reason for application.
10. Click on **Declaration** and read carefully.
11. Click and Upload all necessary documents **Upload Documents**.
12. Click on **Proceed**. You can click on **Save as Draft** to save application and continue later.
13. A **Warning pop-up** message is displayed. Please read carefully and click on **Submit**, the summary page will display.
14. The **Summary page** of the application is displayed for the user to verify all inputted information before proceeding.
15. Tick the **Check box** at the bottom of the summary page to declare that all information is true.
16. Click on **Proceed to payment**.
17. Your Payment Summary page will come up. Click **Online Pay** to use the online payment method or click **Pay through Bank or POS** to generate RRR (Invoice) for your offline payment.

Note: Do not refresh the page