

# ECITIBIZ MARRIAGE 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.

This will explain the general workflow of the Ministry of Interior (Citizenship and Business Department) services. Mastering it just takes a little practice.

## 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 Marriage Application.
- To understand how to access the services as regards Marriage.
- To understand the concept of Fee payment and its accessibility on the portal.
- To understand the concept of Marriage User Management.
- 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](http://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 Marriage at the top of the Menu bar to view the following information.

1. Click on **Overview** to know more on the services under Marriage.
2. Click on **Requirements** to know the necessary documents you would need to complete your application.
3. Click on **Prohibited degree of relationship** to view prohibited relationship.
4. Click on **Fees Details** to view the amount for each service.
5. Click on **View marriage registries** to view locations of marriage registries in Nigeria.

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

1. Click on **New User Registration** (at the top of the page).
2. Select Account Type: **Personal Account (Marriage)**.
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](http://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** and click the **Login** button.

**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 on the right part of the screen after log in (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 Marriage 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've 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.

### A. Online Payment Method:

1. Select **Online Pay** as your payment method.
2. Select **Online Pay** as your payment method to proceed to Remita payment portal or **Cancel** to terminate the transaction.
3. Select **How you want to pay** and fill in your Card details
4. Click on **Submit** to complete the process or **Reset** to start again. (A payment summary is automatically displayed.
5. An Authentication page will come up. Click on **Submit**.
6. If transaction is successful Remita will redirect you back to the eCitiBiz portal.
7. Your Payment Invoice will be displayed.
8. Click on **Print** if you wish to have a copy of your Payment e-Invoice.
9. Click on **My Application** to view your application status.
10. 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.

## **B. Payment Through Bank or POS:**

1. Select **Pay through Bank or POS**.
2. Click on **Proceed** to view 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 your 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 payment is made.
- You can always print your payment receipt from the **Payment History** under your profile.

## **SECTION NINE: MARRIAGE APPLICATIONS**

### **A. How to Apply for Ordinary Marriage (21Days Notice):**

1. Hover on **Marriage** on the dashboard.
2. Click on **Apply for Marriage (New Couple)**.
3. A notification pops up.
4. Select from the options where you wish to conduct your marriage.
5. Select **Marriage type (Ordinary Marriage)**.
6. A notification pops up. Click **Ok** to proceed.
7. Click and Complete the information for **Marriage Details**.
8. If option selected is Federal Marriage Registry
  - Click and select the **Registry for oath**.
  - Click and select **Date of Oath** and **Date of Marriage**.
  - Click and select **Time of Oath** and **Time of Marriage**.
9. If option selected is Federal Marriage Registry.
  - Click and select **Registry for oath**.
  - Click and select **Date of Oath**.

- Click and select the **State of Place of Worship**.
  - Click and select the **Local Government of Place of Worship**.
  - Click and select the **Licensed Place of Worship**.
  - Click and select **Date of Marriage**.
10. Click and Complete the information for **Husband Details**.
  11. Click and Complete the information for **Wife Details**.
  12. Click and Upload any **Relevant Documents** were necessary.
  13. Click on **Proceed** button.
  14. You can choose to save application and continue later by clicking on **Save as Draft**.

**Note:** 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.

15. Click on **Proceed** on the visible screen to view Summary page or **Save as Draft** to save and continue later.
16. A **Summary page** of the application is displayed for the user to verify all information has been inputted correctly.
17. Tick the **Check box** at the bottom of the summary page to declare that all information is true.
18. Click on **Proceed** to view payment page.
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.

## **B. How to Apply for Special Marriage (7 Days' Notice):**

1. Hover on **Marriage** on the dashboard.
2. Click on **Apply for Marriage (New Couple)**.
3. A notification pops up.
4. Select from the options where you wish to conduct your marriage.
5. Select **Marriage type (Special Marriage)**.
6. A notification pops up. Click **Ok** to proceed.
7. Click and Complete the information for **Marriage Details**.
8. If option selected is Federal Marriage Registry,
  - Click and select the **Registry for oath**.
  - Click and select **Date of Oath** and **Date of Marriage**.

- Click and select **Time of Oath** and **Time of Marriage**.
9. If option selected is Federal Marriage Registry.
    - Click and select **Registry for oath**.
    - Click and select **Date of Oath**.
    - Click and select the **State of Place of Worship**.
    - Click and select the **Local Government of Place of Worship**.
    - Click and select the **Licensed Place of Worship**.
    - Click and select **Date of Marriage**.
  10. Click and Complete the information for **Husband Details**.
  11. Click and Complete the information for **Wife Details**.
  12. Click and Upload any **Relevant Documents** were necessary.
  13. Click on **Proceed** button.
  14. You can choose to save application and continue later by clicking on **Save as Draft**.

**Note:** 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.

15. Click on **Proceed** on the visible screen to view Summary page or **Save as Draft** to save and continue later.
16. A **Summary page** of the application is displayed for the user to verify all information has been inputted correctly.
17. Tick the **Check box** at the bottom of the summary page to declare that all information is true.
18. Click on **Proceed** to view payment page.
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.

### **C. How to Apply for Marriage Certificate Re-Issue (Already Married):**

1. Click on **Marriage** on the dashboard.
2. Click on **Apply for Marriage Certificate Re-Issue (Already Married)**.
3. Select reason for Marriage Certificate Re-Issue.
4. Click on **Proceed**.
5. A notification pops up. Click **Ok** to proceed.

6. Click and complete the **Application for Marriage Certificate Re-Issue**.
7. Click and complete the information for **Husband Details**.
8. Click and complete the information for **Wife Details**.
9. Click and complete the information for **Witness Details**.
10. Click and upload all necessary documents.
11. Click on and select payment type under **Payment Details**.
12. Click on **Proceed** button.
13. You can choose to save application and continue later by clicking on **Save as Draft**.

**Note:** 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.

14. Click on **Proceed** on the visible screen to view Summary page or **Save as Draft** to save and continue later.
15. A **Summary page** is displayed for the user to verify that all information has been inputted correctly.
16. Tick the **Check box** at the bottom of the summary page to declare that all information is true.
17. Click on **Proceed** to view payment page.
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.

#### **D. How to Apply for Attestation of Marital Status:**

1. Click on **Marriage** on the dashboard.
2. Click on **Apply for Attestation of Marital Status**.
3. Click and complete the information under **Application for Attestation of Marital Status**.
4. Click and Upload all necessary documents.
5. State your reason for Applying for Attestation of Marital Status.
6. You can choose to save application and continue later by clicking on **Save as Draft**.

**Note:** 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.

7. Click on **Proceed** on the visible screen to view Summary page or **Save as Draft** to save and continue later.
8. A **Summary page** is displayed for the user to verify that all information has been inputted correctly.
9. Tick the **Check box** at the bottom of the summary page to declare that all information is true.
10. Click on **Proceed** to view payment page.
11. 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

## **E. How to Apply for Change of Marriage Venue:**

1. Click on **Marriage** on the dashboard.
2. Click on **Apply for Change of Marriage Venue**.
3. Click and Complete the information under **Change of Venue**.
4. You can choose to save application and continue later by clicking on **Save as Draft**.

**Note:** 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.

5. Click on **Proceed** on the visible screen to view Summary page or **Save as Draft** to save and continue later.
6. A **Summary page** is displayed for the user to verify that all information has been inputted correctly.
7. Tick the **Check box** at the bottom of the summary page to declare that all information is true.
8. Click on **Proceed** to view payment page.
9. 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

## **F. How to Apply for Verification of Documents:**

1. Click on **Marriage** on the dashboard.
2. Click on **Apply for Verification of Document**.
3. Click and complete the information under **Application for Verification of Document**.
4. State your reason for Verification of Documents.
5. You can choose to save application and continue later by clicking on **Save as Draft**.

**Note:** 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.

6. Click on **Proceed** on the visible screen to view Summary page or **Save as Draft** to save and continue later.
7. A **Summary page** is displayed for the user to verify that all information has been inputted correctly.
8. Tick the **Check box** at the bottom of the summary page to declare that all information is true.
9. Click on **Proceed** to view payment page.
10. 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

## **G. How to Apply for Certified True Copy:**

1. Click on **Marriage** on the dashboard.
2. Click on **Apply for Certified True Copy**.
3. Click and Complete the information for Application Details.

**Note:** Enter the Marriage Certificate if available.

4. Click on **Upload Documents** and upload all necessary document.
5. State your reason for applying for Certified True Copy.
6. You can choose to save application and continue later by clicking on **Save as Draft**.

**Note:** 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.

7. Click on **Proceed** on the visible screen to view Summary page or **Save as Draft** to save and continue later.
8. A **Summary page** is displayed for the user to verify that all information has been inputted correctly.
9. Tick the **Check box** at the bottom of the summary page to declare that all information is true.
10. Click on **Proceed** to view payment page.
11. 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