PLACE OF WORSHIP 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 Place of Worship License Application.
- To understand how to access the services as regards Place of Worship License.
- 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.
- To Enable the User Manage Marriage Celebration dates in the Worship Center.

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 Place of Worship at the top of the Menu bar to view the following information;

1. Click on **Overview** to know more on the services under Place of Worship.
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 CORPORATE ACCOUNT (PLACE OF WORSHIP)

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: **Corporate Account (Place of Worship)**.
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** 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 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 successful.

- You can always print your payment receipt from the **Payment History** under your profile.

SECTION NINE: PLACE OF WORSHIP APPLICATIONS

Place of Worship License: The Ministry of Interior License Place of Worship in Nigeria, to enable them conduct marriages legally.

A. How to Apply for Place of Worship License:

1. Hover on **Place of Worship** on the top Menu.

2. Click on **Apply for Place of Worship License**.

3. Click and Complete the details for **Application for Place of Worship License**.

4. Click and Complete the details for **Place of Worship Representative Details**.

5. Click and Complete the details for **Further Details on Place of Worship**.

6. Click and Complete the details for **Previous License Information**.

7. Click and Upload all necessary documents under **Upload Documents**.

8. Click on **Proceed to payment**.

9. 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.

10. A Warning pop-up will appear for confirmation. Click on **Proceed** on the visible screen to view Summary page or **Save as Draft** to save and continue later.

11. A **Summary page** of the application is displayed for the user to verify all information has been inputted correctly.

12. Click on **Proceed** to view payment page.

13. 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

B. How to Apply for Renewal of Place of Worship License:

 After the period of two years, a place of worship is mandated to renew their license.

1. Hover on **Place of Worship** on the top menu bar.

2. Click on **Renew Place of Worship License**.

Note: You can renew the license when the expiry date is less than six (6) months.

3. Click and Complete the details for **Renew Place of Worship License**.

4. Click on **Proceed to Payment** to view Summary Page.

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. A Warning pop-up will appear for confirmation. Click on **Proceed** on the visible screen to view Summary page or **Save as Draft** to save and continue later.

7. A **Summary page** of the application is displayed for the user to verify all information has been inputted correctly.

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

SECTION TEN: HOW TO SUBMIT MONTHLY QUARTER RETURNS

1. Hover on **Place of Worship** on the top menu bar.
2. Click on **Submit Monthly Returns**.
3. Select **Year** and **Month** (outstanding years and months will be displayed in the dropdown)
4. For the selected month and year, a list of marriages conducted will display on a table.

Note: If no marriage was conducted for the selected month, just click on the **Submit Monthly Returns** at the bottom of the table to submit for that month.

5. Click on **Enter Couples Details** for each marriage.
6. Fill the form with the **Name of Minister** that conducted the wedding and other details.
7. Enter the **Marriage Certificate Number** and click and upload the **Marriage Certificate**.
8. Click **Update** at the bottom of the page.
9. Follow the same process for other marriages.
10. Click **Submit Monthly Returns** at the bottom of the table. (Make sure to submit for all the months in that particular year)

Note:

- Make sure you submit for all outstanding months.
- All monthly returns should be submitted of the previous months not the present month. A month has to finish first before you can submit monthly returns for it.
- Even if no marriage was conducted for a particular month, submit the **No Marriage Conducted** that displays on the table.