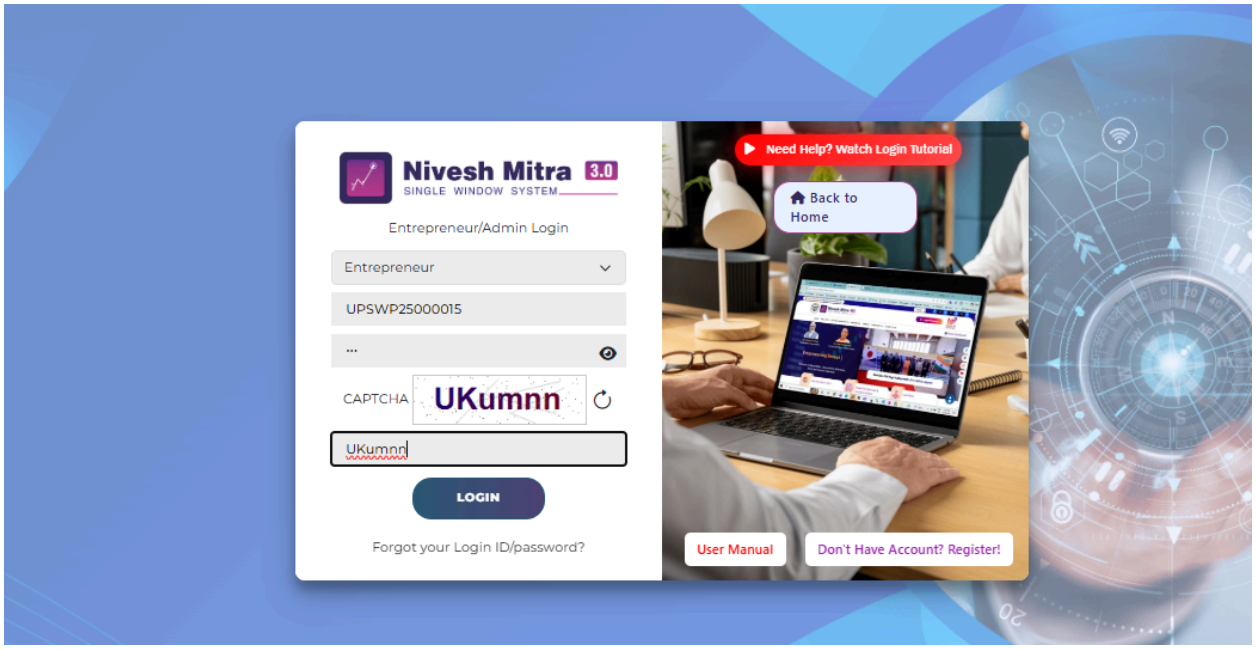
Applying for Renewal Services on the Portal

This guide walks you through the steps to log in, select renewal services, apply, submit the application, and pay the fees where applicable.

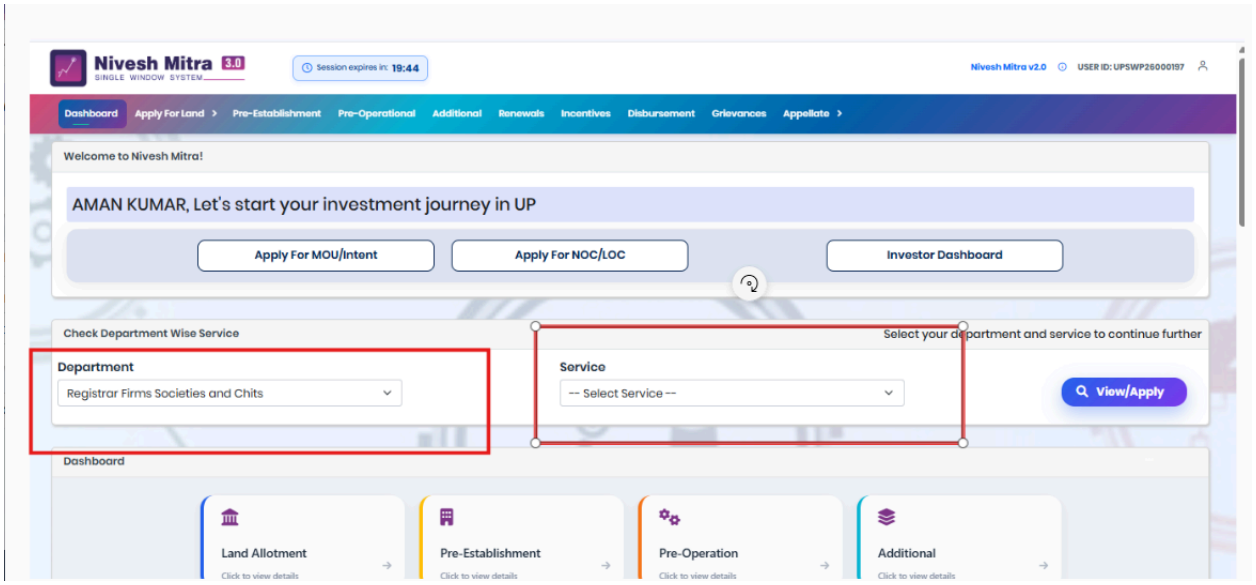
Step 1: Log in to the portal

Log in to the portal using your credentials.



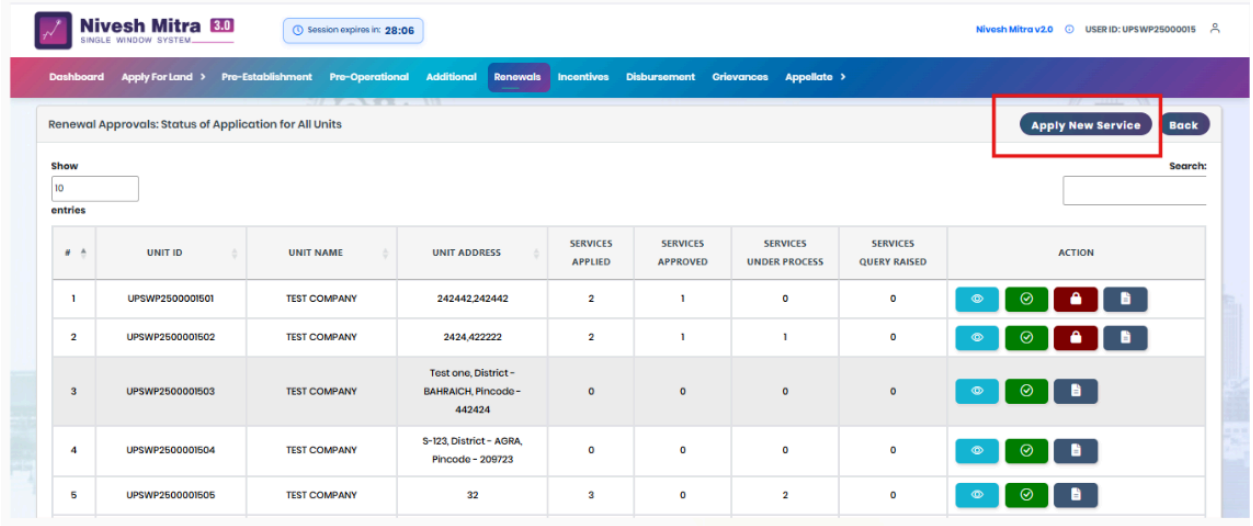
Step 2: Open the department service list

From the dashboard, navigate to the relevant department, select the service, and click View.



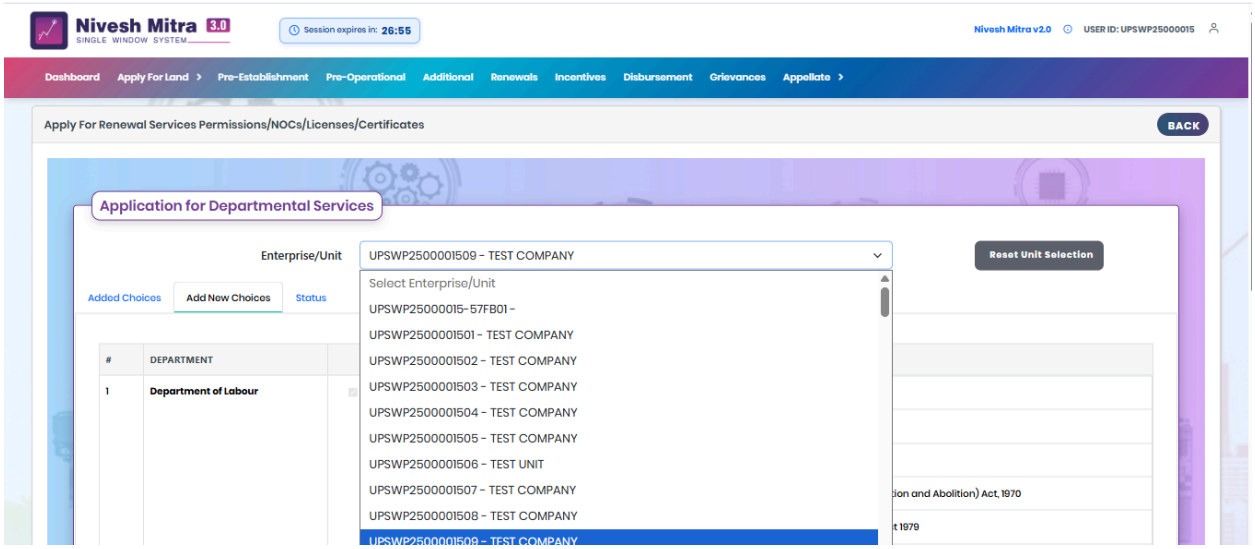
Step 3: Click Apply New Service

On the unit list page, click Apply New Service.



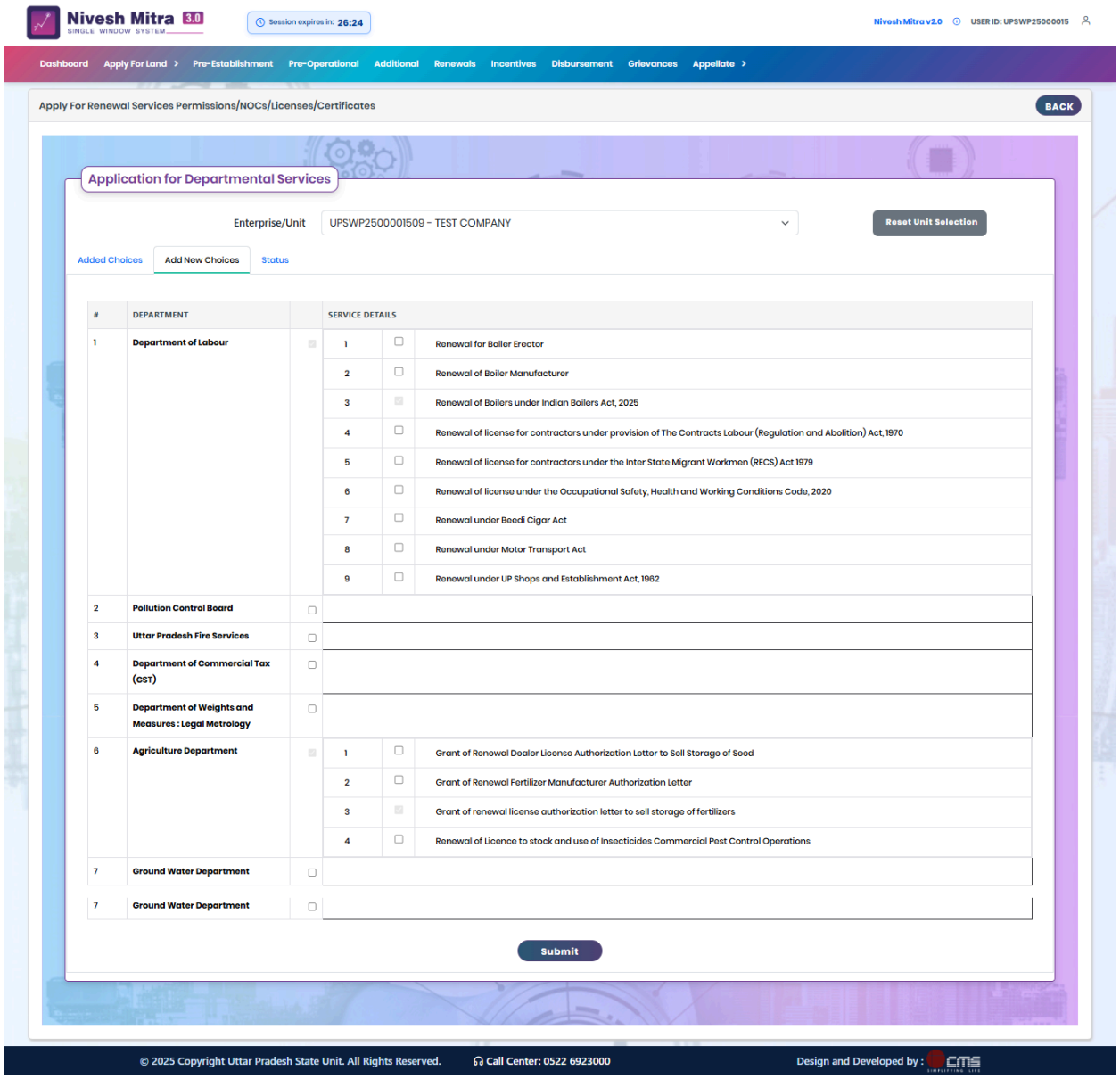
Step 4: Select the unit

Select the unit for which you want to apply.



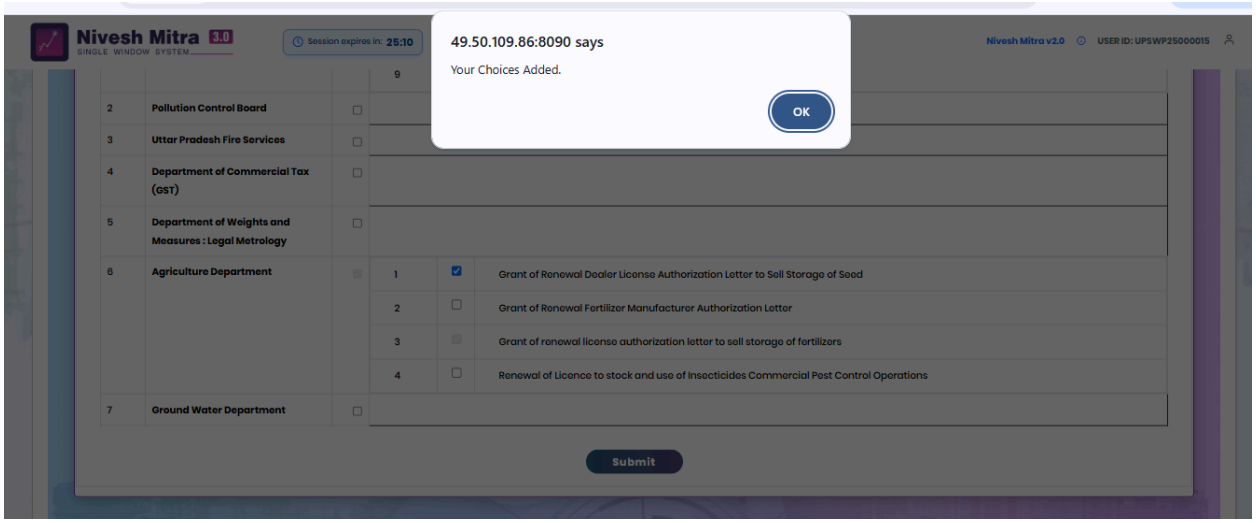
Step 5: Select the renewal services

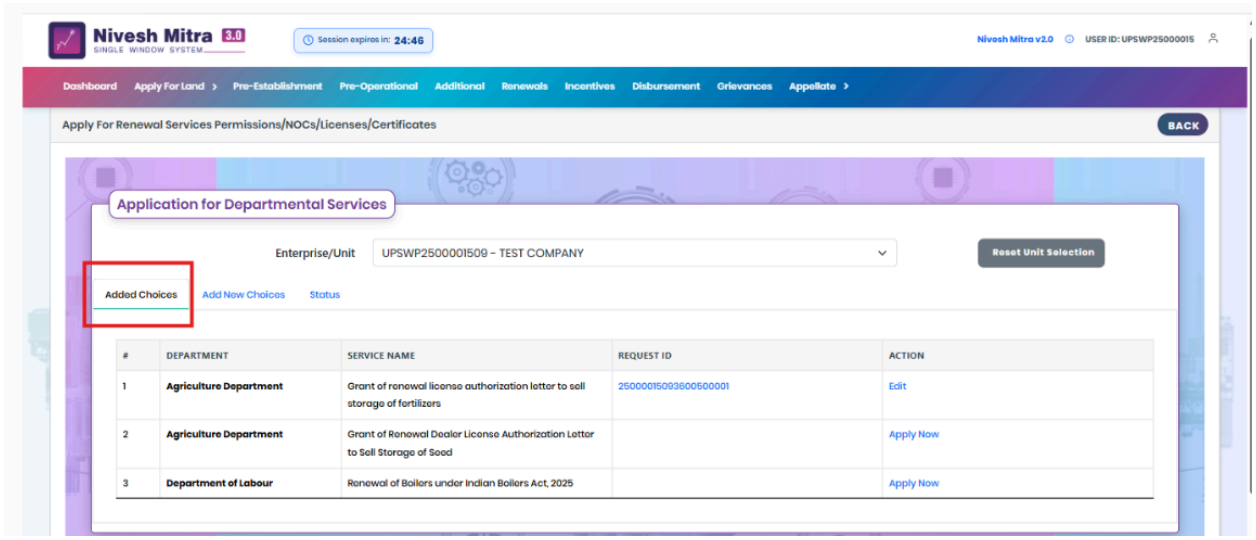
After selecting the unit, a list of renewal services by department is displayed. On the Add New Choices tab, tick the required service(s) and click Submit.



Step 6: Confirm the added choices

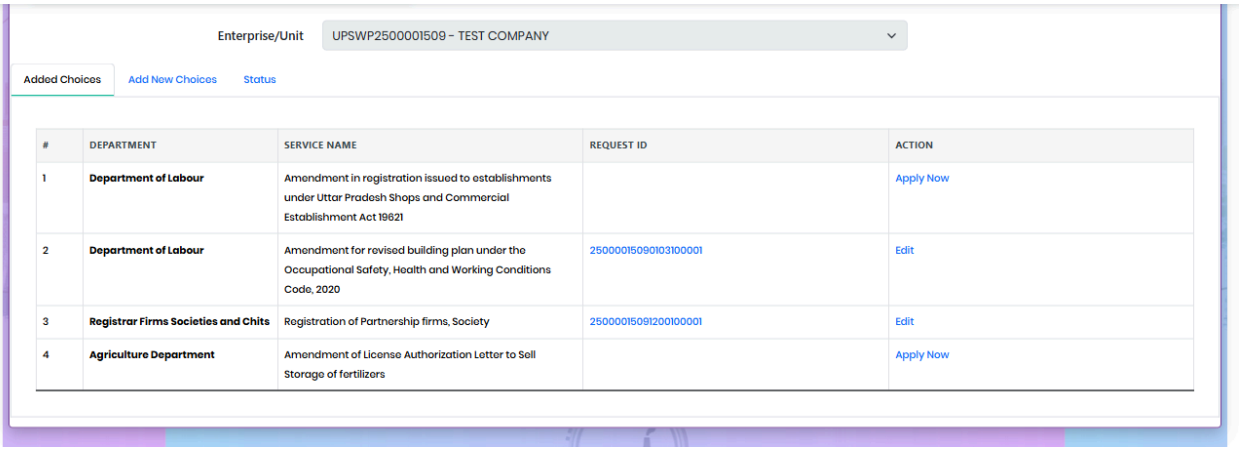
A "Your Choices Added" message appears; click OK. You are then taken to the Added Choices tab, from which you apply for each service.





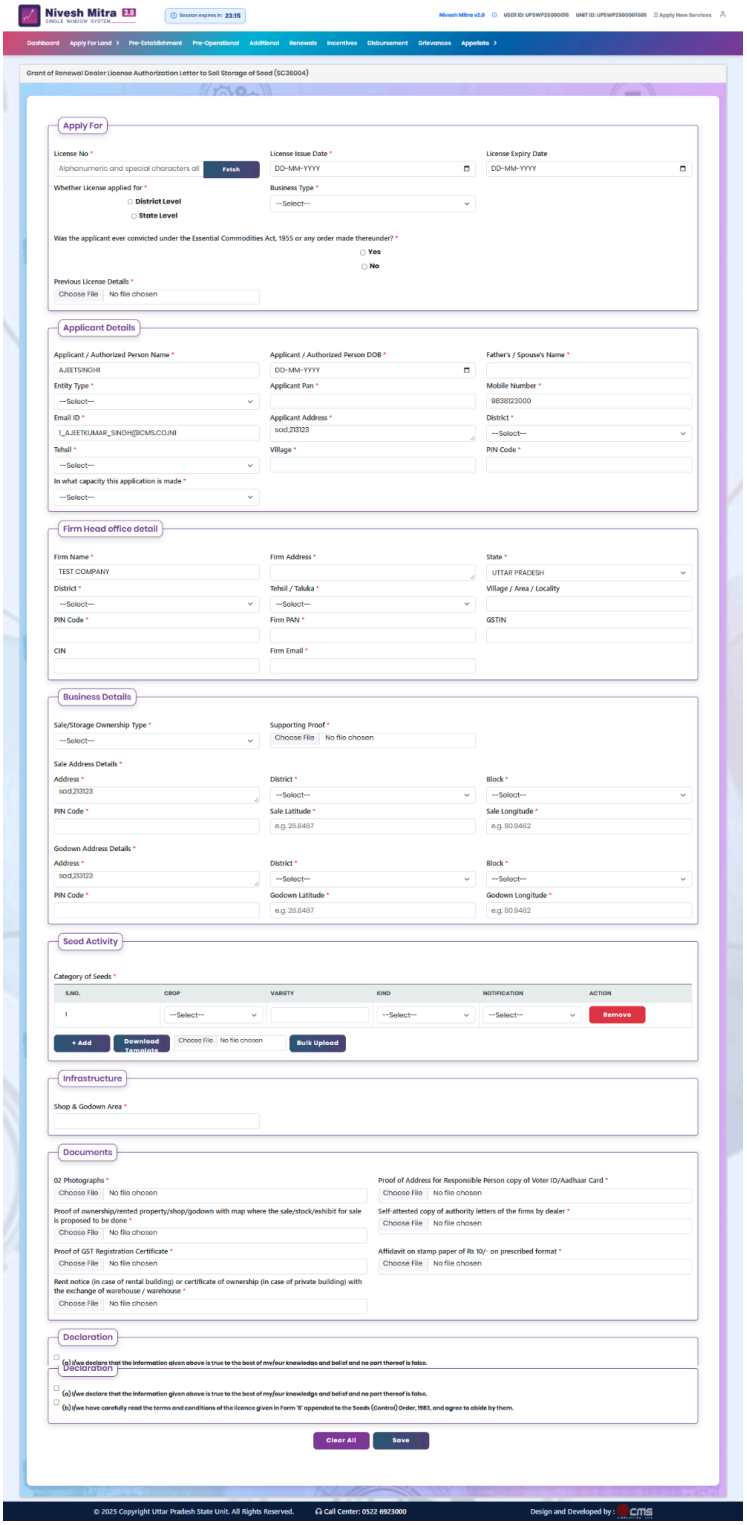
Step 7: Click Apply Now

On the Added Choices tab, click Apply Now against the required service. If an application has already been saved, an Edit option is shown instead.



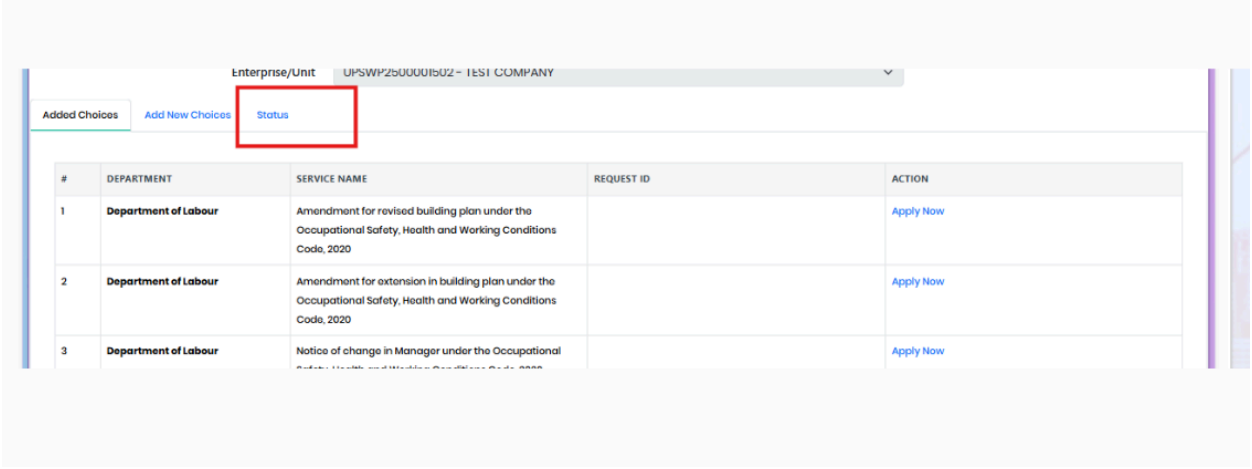
Step 8: Fill in and submit the form

You are redirected to the application form. Fill in your details and submit the form.



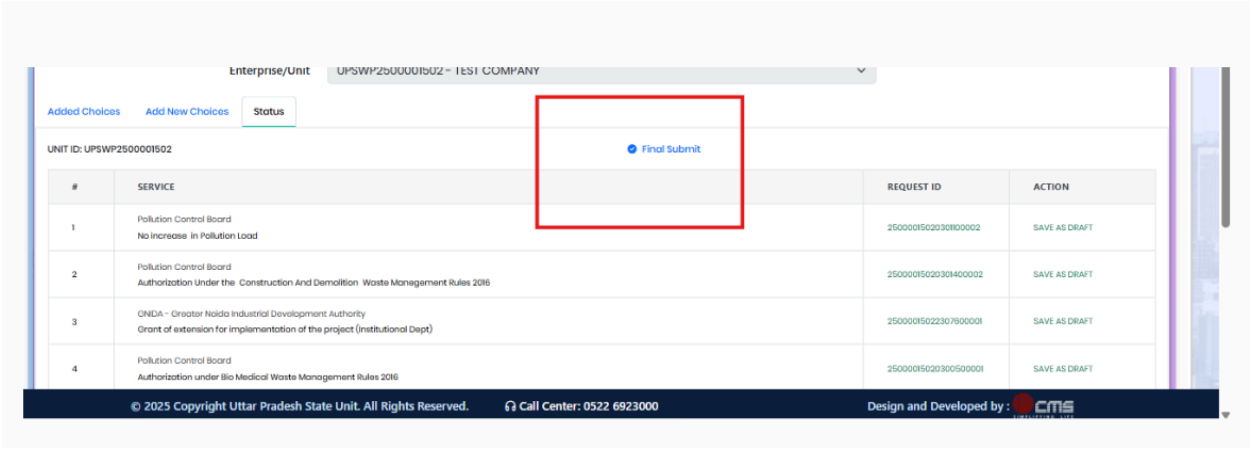
Step 9: Open the Status tab

After saving the form, click the Status tab.



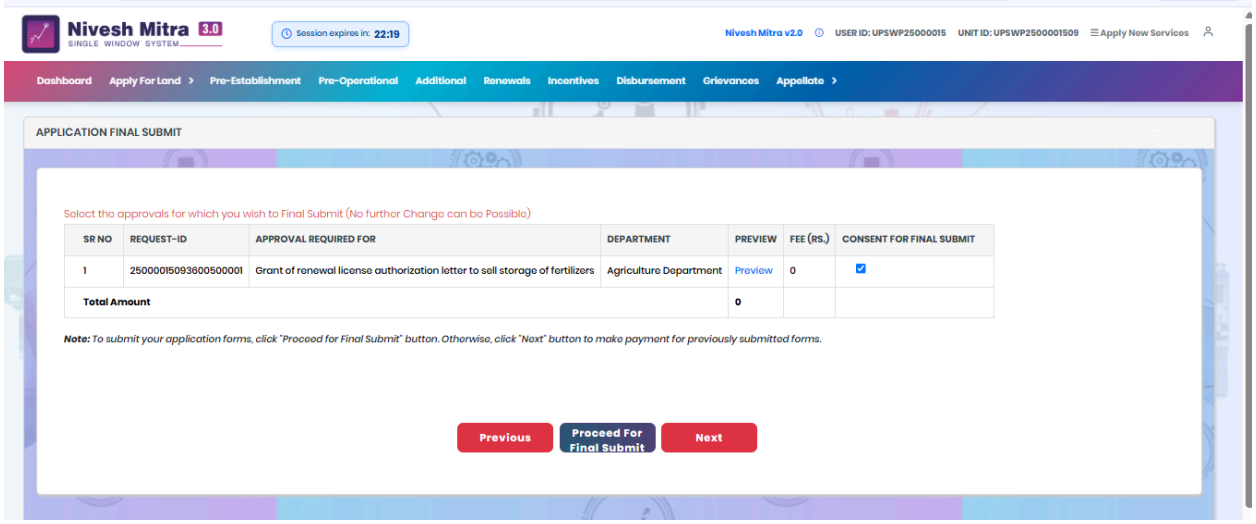
Step 10: Click Final Submit

On the Status tab, click Final Submit.



Step 11: Select the service and proceed

On the Application Final Submit page, tick the service(s) you want to submit and click Proceed for Final Submit.

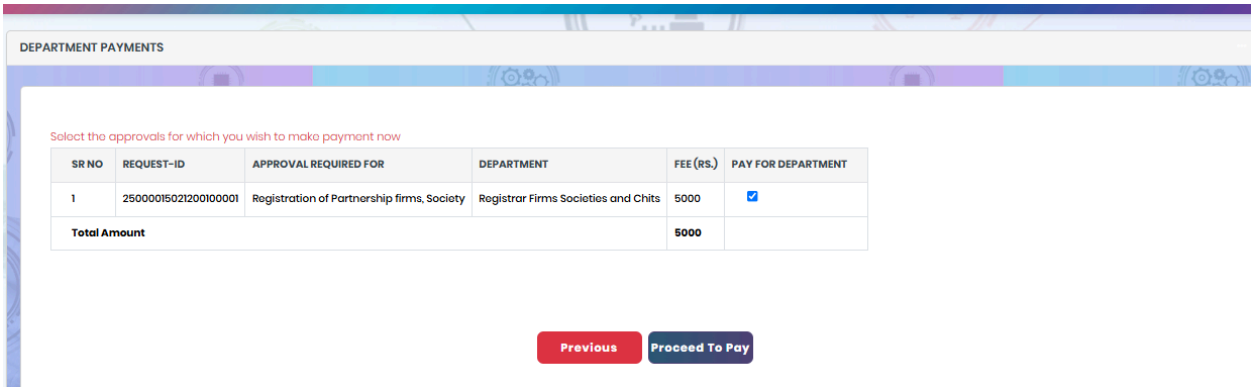


Step 12: Complete the submission

What happens next depends on whether a fee applies to the selected service.

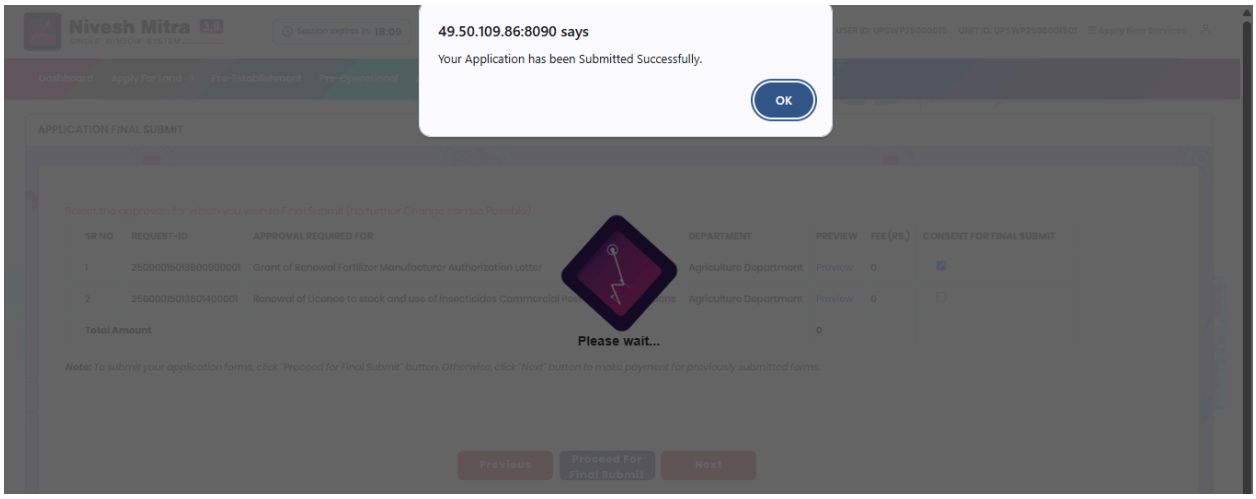
If a fee applies

A confirmation page is displayed.



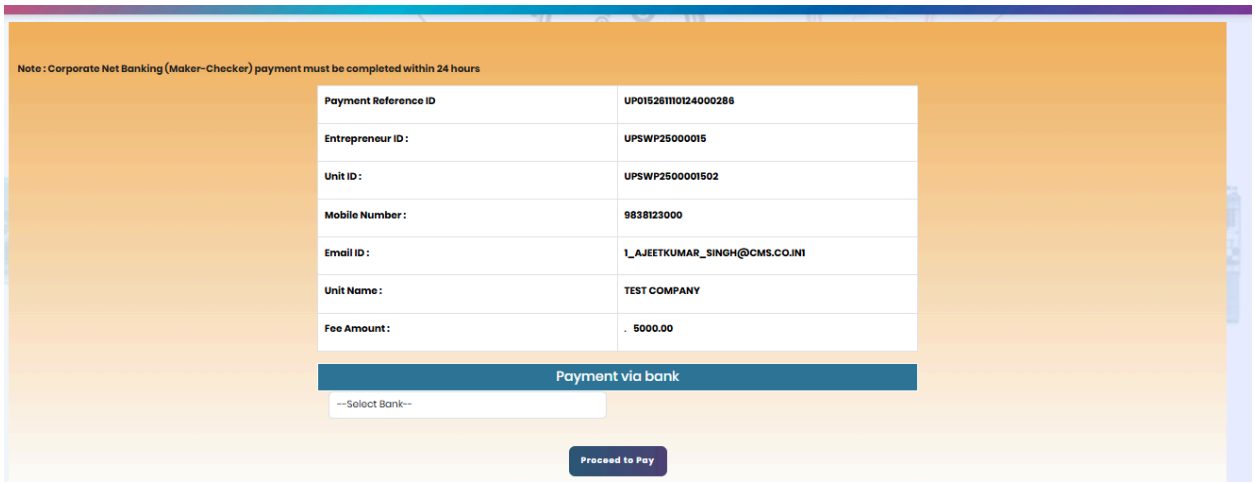
If no fee applies

The message "Your Application has been Submitted Successfully" is displayed. Click OK. No payment is required, and the process ends here.



Step 13: Proceed to payment (only if a fee applies)

Click Proceed to Pay. The fee is then paid online.



Step 14: View the acknowledgement (only if a fee applies)

After successful payment, an acknowledgement is displayed. Use the Print button if you need a copy.

