

## **ZIGS Quick Guide: How to Register a New User**

1. Go to the Public Service Portal (*ZamPortal*), <https://zamportal.gov.zm>.

2. Go to “**My Profile**”, click on “**New User**”.

*Note: you will be re-directed to ZamPass, the ZIGS’ identity management service.*

3. Complete the account registration form (e.g., national ID, type of applicant, date of birth, mobile phone number, email address), agree to the terms of service, confirm you are not a robot using *reCAPTCHA*, click [**Submit**].

4. Complete personal profile form (name, address, notification preferences, etc.), select your password (*Note: no less than 8 characters, a combination of numbers, letters and symbols*), select 4-digit PIN (*Note: it will be used in place of e-signature, to verify your identity*), click [**Submit**].

5. Check your email, open a message from *ZamPass*, click on “**Confirm Account**” link.

6. You will be returned to *ZamPass* and now can log in using the username you received in the confirmation email and the password you selected (you can change it anytime).

*Note: By default, your username is your National ID number; letters and numbers only, all special symbols are removed by the system.*