



USER GUIDE

COMPLIANCE CERTIFICATE ON ICARE PORTAL

Version 1.0

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STEP 1 – ACCESSING THE PORTAL

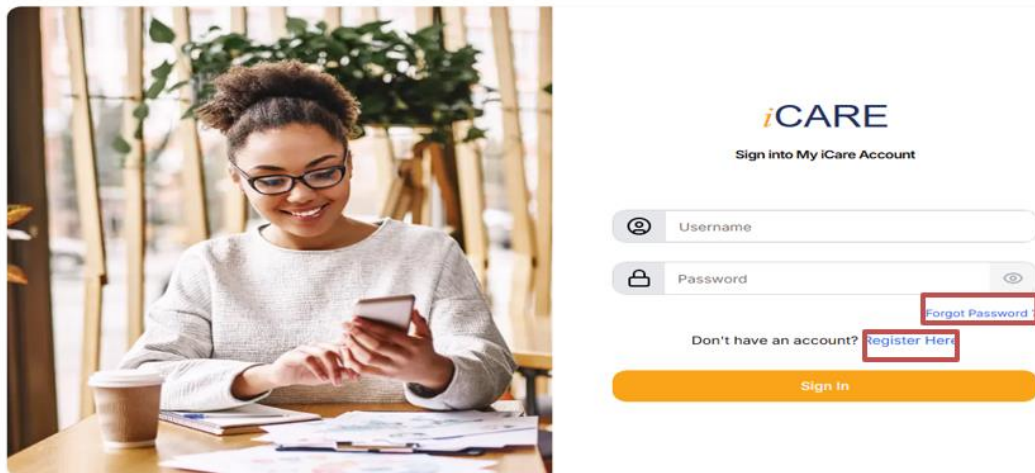
Open any web browser navigate to the link <https://icare.napsa.co.zm> to login with your user profile credentials.

STEP 2 – HOW TO LOGIN AND ACCESS COMPLIANCE CERTIFICATE

Login to iCARE Account using your username and password generated at account creation i.e. NRC Number and Password

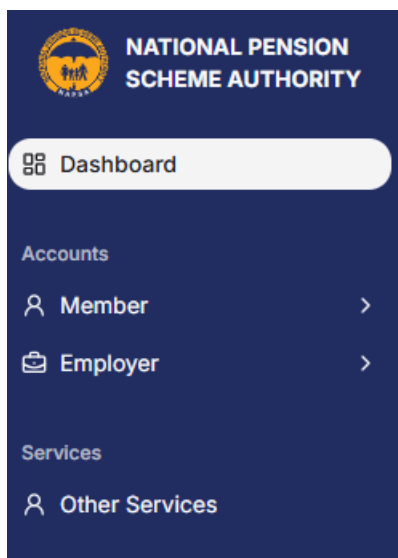
For Employers who may have forgotten their password, click on the “Forgot Your Password” link and proceed to reset the password.

(Figure 1 below)



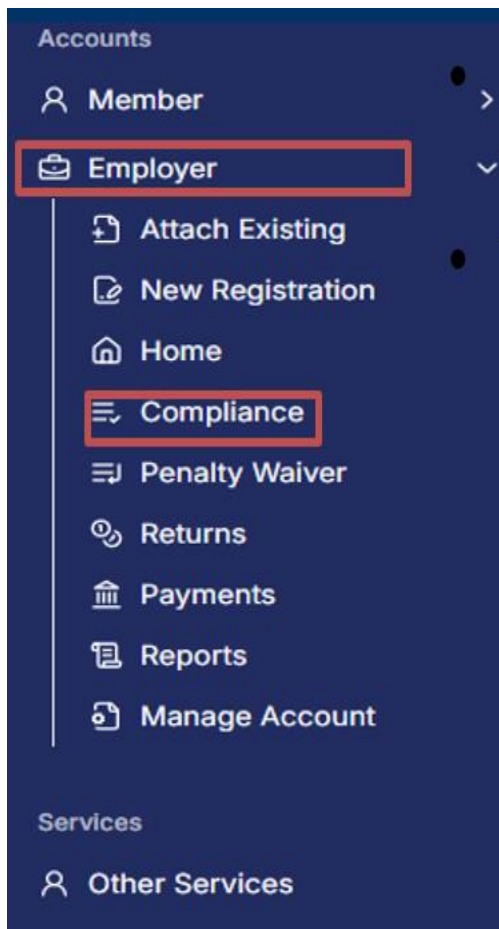
Once logged in, select the employer tab from the dashboard.

(Figure 2 below)



The compliance certificate option will populate from the menu under the employer tab.

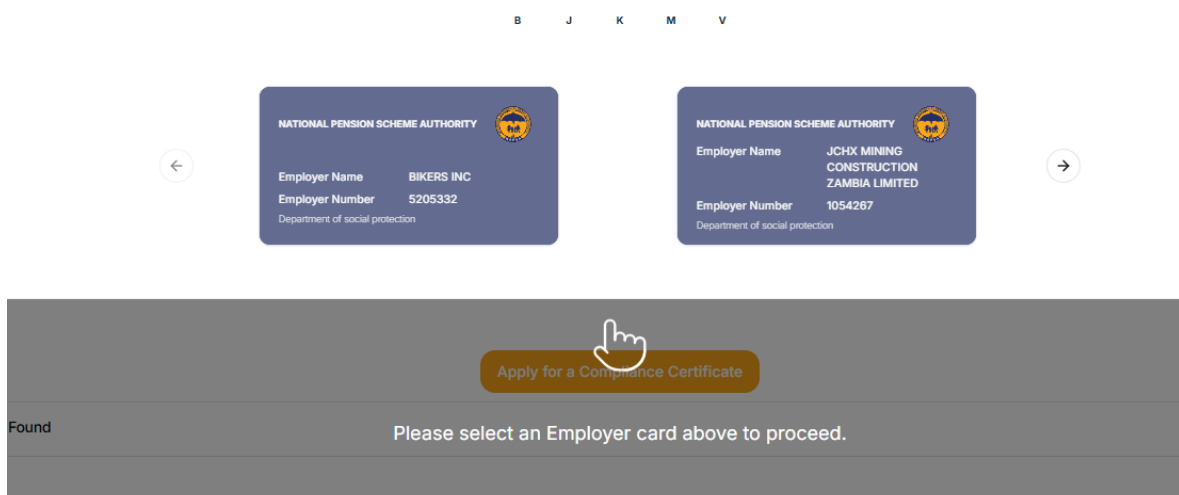
(Figure 3 below)



STEP 3 – HOW TO ACCESS AN EMPLOYER ACCOUNT TO APPLY FOR A CERTIFICATE

Select the employer card for the company that you desire to access the compliance certificate.

Figure 4 below)



Click on Apply for a Compliance Certificate

A summary of the compliance status will populate as shown below.

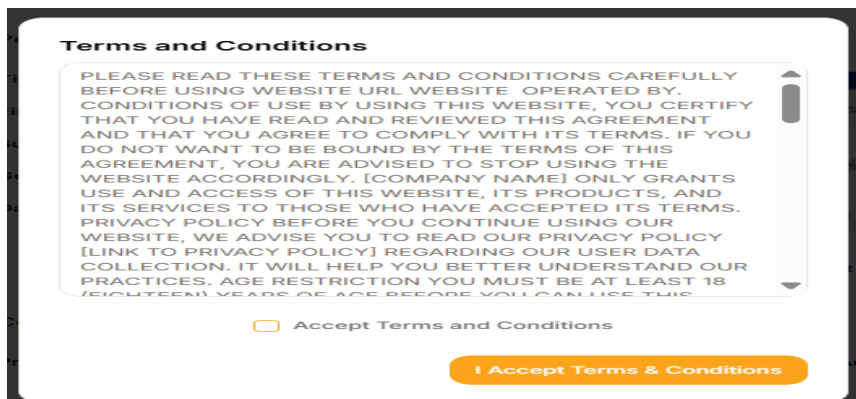
(Figure 5 below)



Where an account is compliant all fields will be green.

Click on “Generate Certificate” to proceed.

Accept the terms and conditions after review. (Figure 6 below)



STEP 4 – HOW TO DOWNLOAD A CERTIFICATE

The system will generate the compliance certificate which you can download.

A sample of the compliance certificate can be seen below.

(Figure 7 below)



NATIONAL PENSION SCHEME AUTHORITY

COMPLIANCE CERTIFICATE

Employer Account Number: 1054
Certificate Number: CE63B6817174470639
Date Issued: 15th April 2025



This compliance certificate is issued to
**MINING CONSTRUCTION ZAMBIA
LIMITED**
without any alterations and is valid till
14th July 2025


Authorized Signatory

To authenticate this certificate, scan the QR code or visit www.icare.napsa.co.zm/compliance/verify
and enter the Certificate Number to verify.

P.O Box 51275
Levy Business Park
Corner of Church Road and Kabelenga Road
Contact center Toll-free Line 677

+260 973 000 677 +260 211 395 677 info@napsa.co.zm www.napsa.co.zm

Be smart. Secure your future

STEP 5 – HOW TO RESOLVE COMPLIANCE ISSUES ON AN EMPLOYER ACCOUNT

If your account has unresolved compliance issues, the system will generate a compliance summary, highlighting the issues that require to be attended to before a compliance certificate is issued.

Areas requiring attention will be highlighted in *yellow* as per example below

(Figure 8 below)

Compliance Summary

⊖ Application for compliance certificate failed
Kindly resolve the anomalies detailed below. If you have any challenges, email compliancecertificate@napsa.co.zm or visit the nearest NAPSA office for assistance.

⊖	Outstanding Penalties	Resolve →
⊖	Outstanding Principal	Compliant ☑
⊖	Unbalanced Returns	Compliant ☑
⊖	Unposted Returns	Compliant ☑
⊖	Payments on Returns	Resolve →
⊖	Incomplete Inspections	Compliant ☑
⊖	Prosecutions	Compliant ☑
⊖	Missing Contributions	Compliant ☑
⊖	Contact Details	Compliant ☑
⊖	Entity Profile	Compliant ☑

(See Figure 9 below)

Compliance Summary

⊖ Application for compliance certificate failed
Kindly resolve the anomalies detailed below. If you have any challenges, email compliancecertificate@napsa.co.zm or visit the nearest NAPSA office for assistance.

⊖	Outstanding Penalties	Compliant ☑
⊖	Outstanding Principal	Compliant ☑
⊖	Unbalanced Returns	Compliant ☑
⊖	Unposted Returns	Compliant ☑
⊖	Payments on Returns	Compliant ☑
⊖	Incomplete Inspections	Compliant ☑
⊖	Prosecutions	Compliant ☑
⊖	Missing Contributions	Resolve →
⊖	Contact Details	Resolve →
⊖	Entity Profile	Resolve →

NOTE: Click “Resolve” to clear any of the flagged issues.

Interpretation of compliance summary for a non-compliant account:

- a) **Outstanding Penalties** – Your account has unpaid penalties.
- b) **Outstanding Principal** - Your account has unpaid principal contributions.
- c) **Unbalance Returns** – Your account has returns that do not match the amount paid.
- d) **Unposted Returns** – Your account has a paid period with undeclared returns.
- e) **Payments of Returns** - Your account has unpaid returns.
- f) **Incomplete Inspections** – Your account is currently being inspected by NAPSA
- g) **Prosecutions** – **Your employer account is currently subject to legal proceedings.**
- h) **Missing Contributions** - Your account has undeclared and unpaid returns.
- i) **Contact Details** – You need to update your contact details.
- j) **Entity Profile** - You need to update your entity profile details and attach a copy of your registration certificate