



USER GUIDE

NAPSA ICARE PROFILE CREATION USERGUIDE

Version 1.0

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STEP 1: USER PROFILE APPLICATION

1.1. HOW TO START THE REGISTRATION OF A USER PROFILE

A) Visit the link <https://icare.napsa.co.zm> then click Register Here.

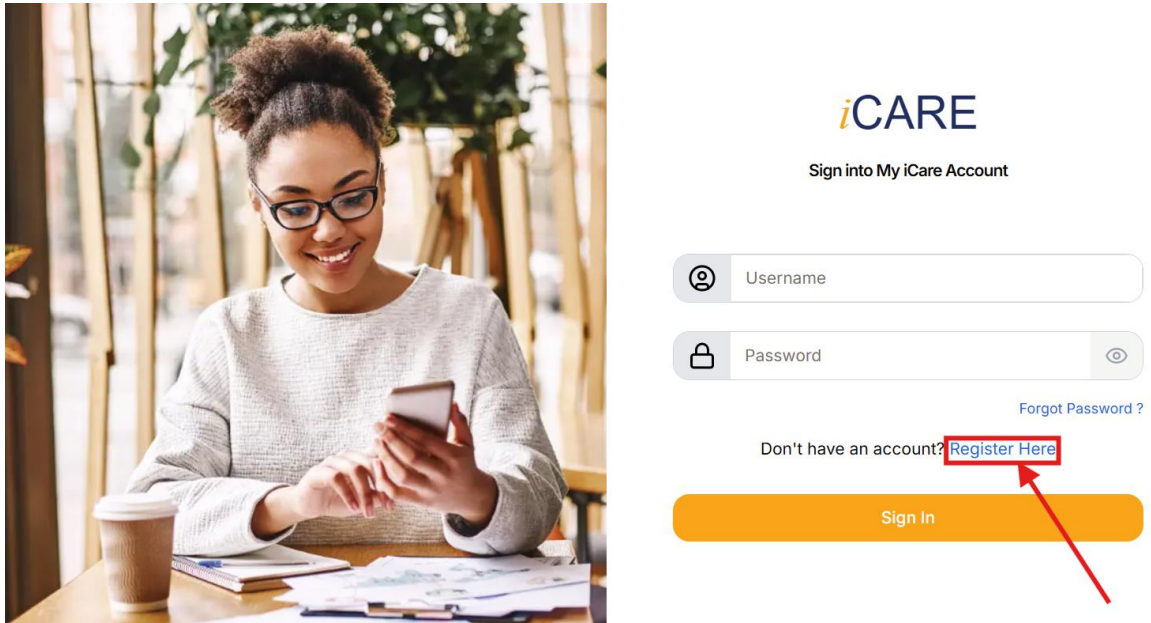


Figure 1: iCARE login page

B) On the pop-up window, to proceed, read and **Agree** to the Data Privacy Consent to proceed with registration.

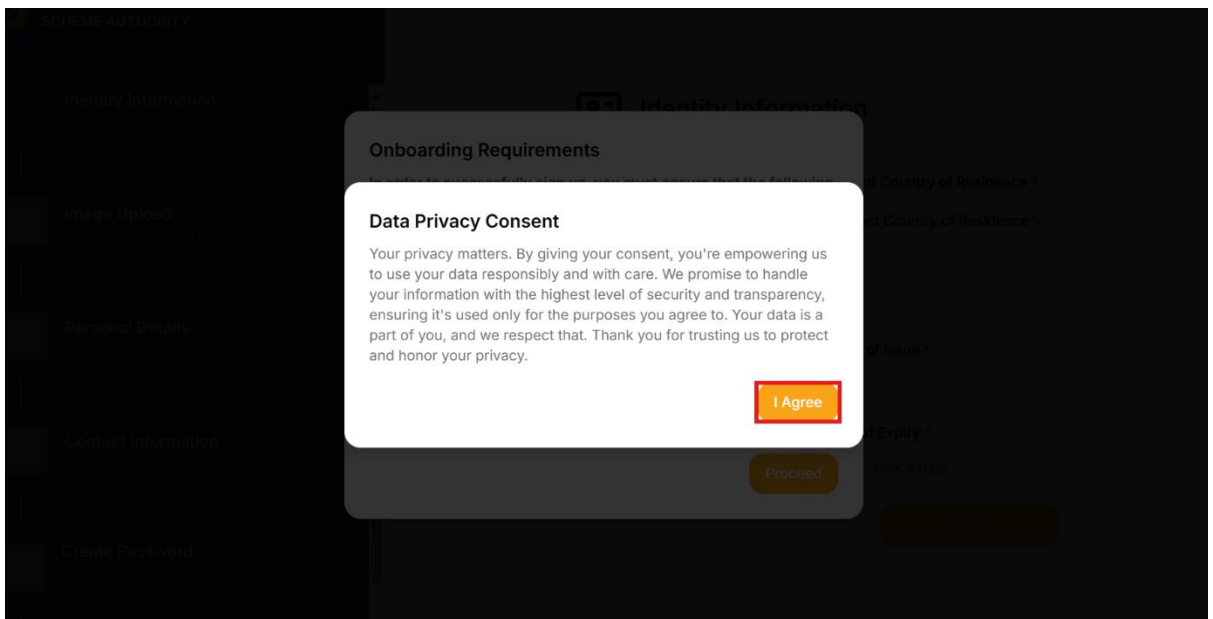


Figure 2: Data Privacy Content Agreement

C) To successfully create a profile, you must ensure that the requirements in the figure below are in hand. Then click **Proceed**.

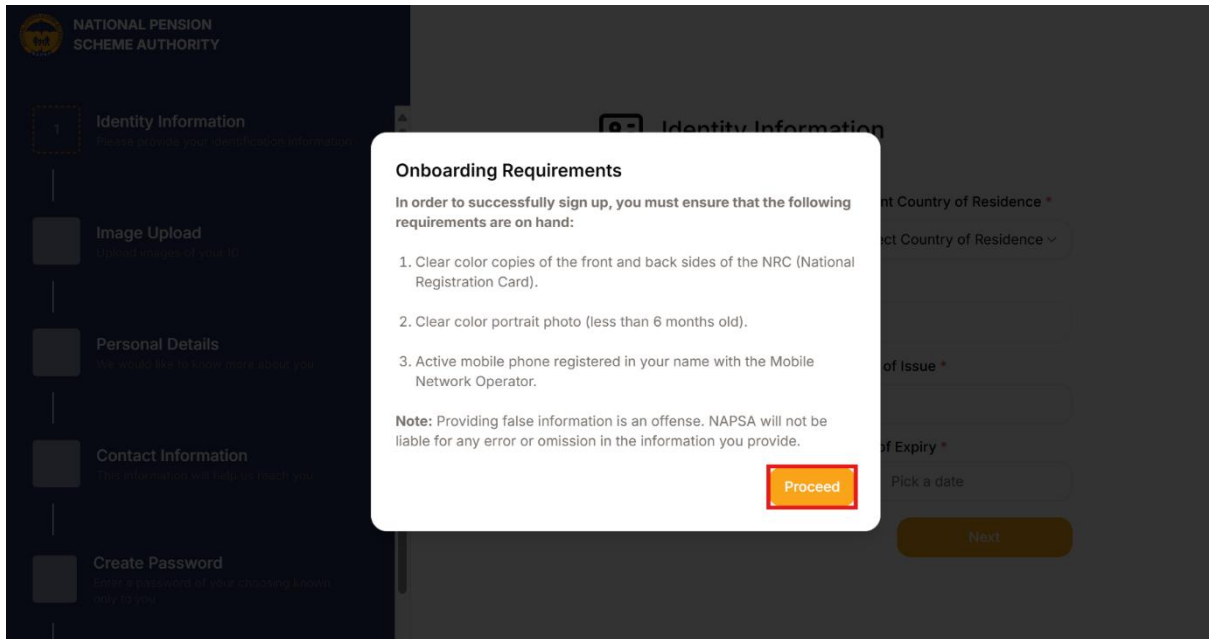


Figure 3: Onboarding Requirements

STEP 2: HOW TO REGISTER

2.1. IDENTITY INFORMATION

A) Proceed to fill in the required fields then click **Next**.

B) For Zambian citizens residing in Zambia

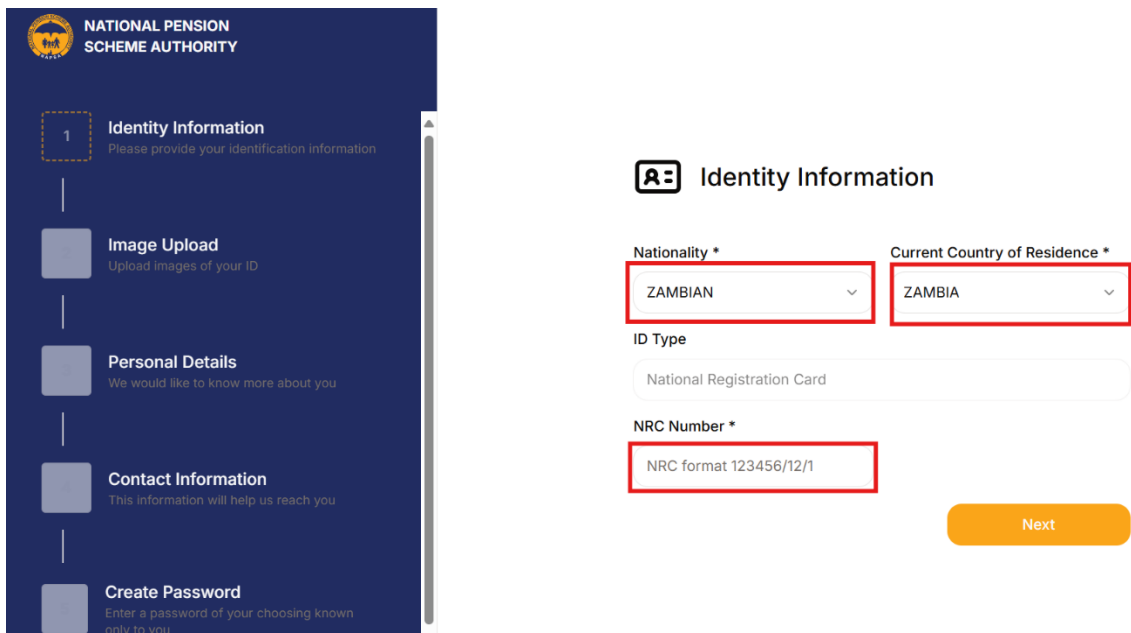


Figure 4: Stage 1 of Profile Registration for Zambian citizens residing in Zambia

C) For Zambian citizens residing outside Zambia

The screenshot shows the registration process for Zambian citizens residing outside Zambia. On the left, a vertical sidebar lists the steps: 1. Identity Information (highlighted), Image Upload, Personal Details, Contact Information, and Create Password. The main form area is titled 'Identity Information' and contains the following fields:

- Nationality ***: A dropdown menu with 'ZAMBIAN' selected.
- Current Country of Residence ***: A dropdown menu with 'AFGHANISTAN' selected.
- ID Type ***: A text input field containing 'National Registration Card'.
- NRC Number ***: A text input field containing 'NRC format 123456/12/1'.

A yellow 'Next' button is located at the bottom right of the form.

Figure 5: Stage 1 of Profile Registration for Zambian citizens residing outside Zambia

D) For Foreign Nationals residing in Zambia

The screenshot shows the registration process for Foreign Nationals residing in Zambia. On the left, a vertical sidebar lists the steps: 1. Identity Information (highlighted), Image Upload, Personal Details, Contact Information, and Create Password. The main form area is titled 'Identity Information' and contains the following fields:

- Nationality ***: A dropdown menu with 'AFGHAN' selected.
- Current Country of Residence ***: A dropdown menu with 'ZAMBIA' selected.
- ID Type ***: A text input field containing 'National Registration Card'.
- NRC Number ***: A text input field containing 'NRC format 123456/12/1'.

A yellow 'Next' button is located at the bottom right of the form.

Figure 6: Stage 1 of Profile Registration for Foreign Nationals residing in Zambia

E) For Foreign nationals residing outside Zambia

The screenshot shows the registration process for foreign nationals. On the left is a vertical progress bar with five steps: 1. Identity Information (highlighted with a dashed box), 2. Image Upload, 3. Personal Details, 4. Contact Information, and 5. Create Password. The main content area is titled 'Identity Information' and contains several form fields, all of which are highlighted with red boxes: 'Nationality *' (dropdown menu with 'AFGHAN' selected), 'Current Country of Residence *' (dropdown menu with 'AFGHANISTAN' selected), 'ID Type' (text input with 'Passport' entered), 'Passport Number *' (empty text input), 'Place of Issue *' (empty text input), 'Date of Issue *' (calendar icon and 'Pick a date'), and 'Date of Expiry *' (calendar icon and 'Pick a date'). A yellow 'Next' button is located at the bottom right.

Figure 7: Stage 1 of Profile Registration for Foreign nationals residing outside Zambia

2.2. IDENTIFICATION DOCUMENT UPLOAD

A) For **Zambian citizens**, and **foreign nationals** residing in Zambia, proceed to upload both the front and back of your National Registration Card. When done, click **Next**.

The screenshot shows the registration process for Zambian citizens and foreign nationals residing in Zambia. On the left is a vertical progress bar with five steps: 1. Identity Information (checked), 2. Image Upload (highlighted with a dashed box), 3. Personal Details, 4. Contact Information, and 5. Create Password. The main content area is titled 'Image Upload' and contains two columns: 'NRC Front *' and 'NRC Back *'. Each column has a placeholder image of a National Registration Card and a 'Choose File' button with 'No file chosen' text below it. Below the buttons are instructions: 'Upload an image (max 5MB, formats: jpg, png, webp, gif)'. A yellow 'Go Back' button is on the left and a yellow 'Next' button is on the right.

Figure 8: Upload of identification documents for Zambian citizens

B) For **foreign nationals** residing outside Zambia, proceed to upload your **passport**. When done, click **Next**.

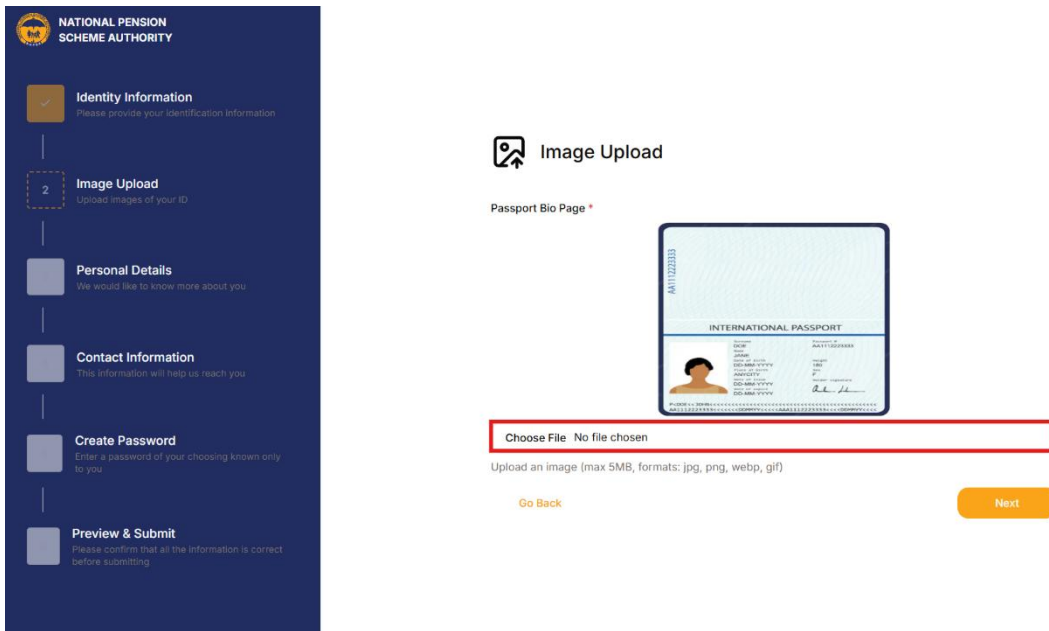


Figure 9: Upload of identification documents for foreign nationals

2.3. PERSONAL DETAILS

A) Proceed to enter your details as reflected on your **NRC** or **Passport** in the fields highlighted in the figure below and upload your **portrait photo**. When done, press **Next**.

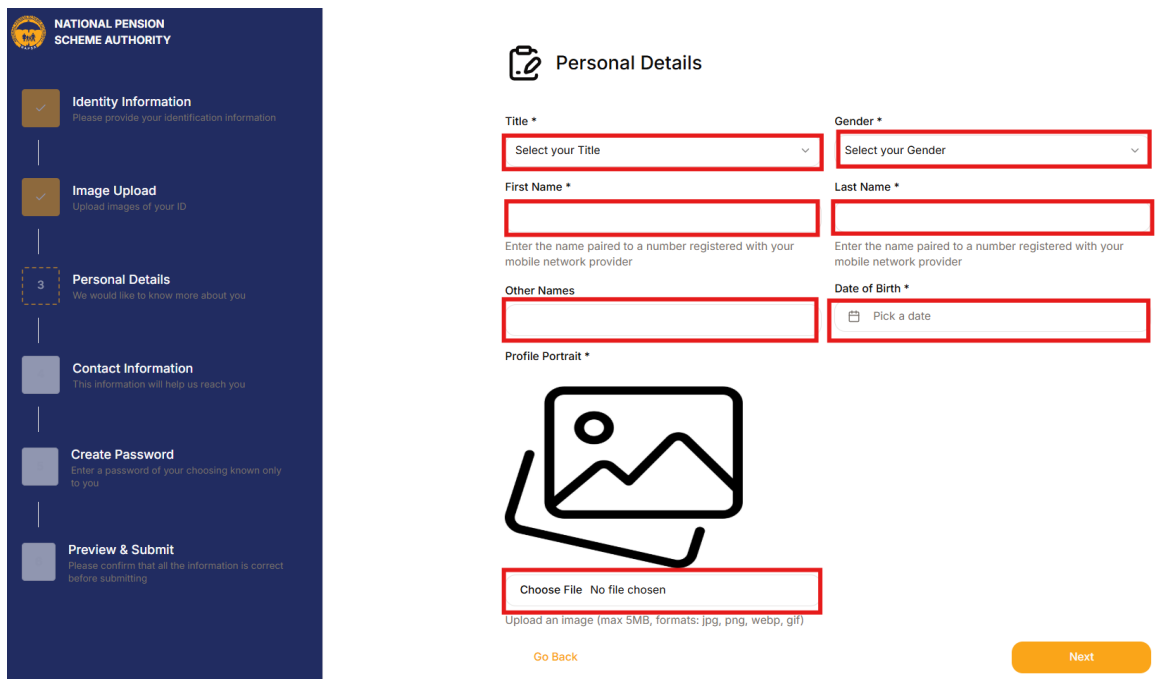


Figure 10: Personal details of applicant

2.4. CONTACT INFORMATION

- A) Proceed to enter and **verify** your primary {main} phone number, secondary {alternate} phone number (optional), and email address (optional).
- B) **Note:** The phone numbers entered should be registered in your names.
- C) The system will then send a one-time pin (OTP) to each of the contact details provided.

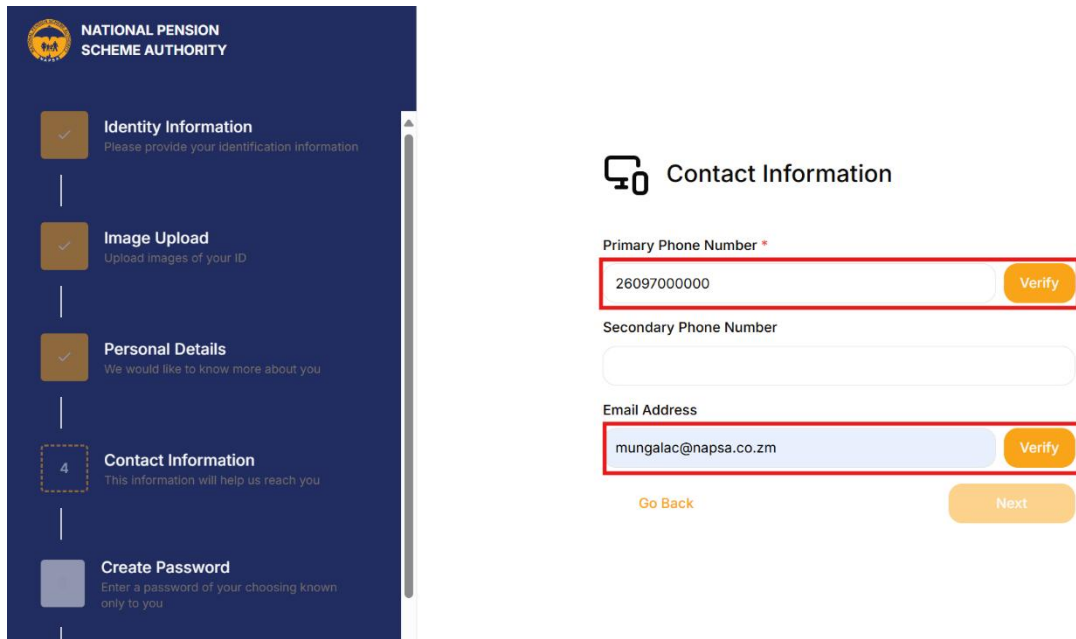


Figure 11: Verification of applicants contact details

- D) On the pop-up screen, enter the OTP(s) received then click **Next**.

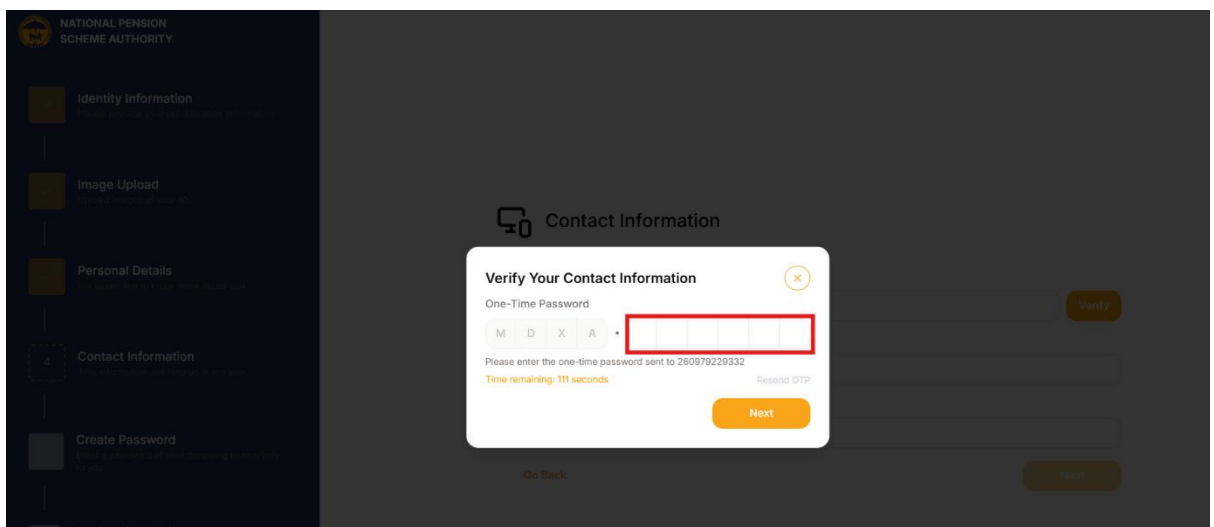


Figure 12: OTP verification for contact details

2.5. CREATE PASSWORD

- A) (The password must be at least 10 characters long and include an uppercase letter, a lowercase letter, a number, and a special character. e.g. Napsa@1234). When done, click **Next**.

NATIONAL PENSION SCHEME AUTHORITY

Identity Information
Please provide your identification information

Image Upload
Upload images of your ID

Personal Details
We would like to know more about you

Contact Information
This information will help us reach you

Create Password
Enter a password of your choosing known only to you

Preview & Submit
Please confirm that all the information is correct before submitting

Create Password

Password

Confirm Password

Note: Password must include:

- at least 1 uppercase letter
- at least 1 lowercase letter
- at least 1 number
- at least 1 special character (e.g., #, @, !)
- at least 10 characters long in total, no spaces allowed
- Example password: Quert123@!

Go Back Next

Figure 13: Create password to access iCARE

1. PREVIEW AND SUBMIT

- B) Review and finalize your information then proceed to **Submit** your application.

NATIONAL PENSION SCHEME AUTHORITY

Preview & Submit

Identity Information

ID Type: National Registration Card ID Number: 2956877310
Nationality: ZAMBIAN Country of Residence: ZAMBIA

Image Uploads

NRC FRONT NRC BACK

ID Image Front ID Image Back

Portrait PHOTO

Portrait

Personal Details

Title: MS
First Name: KDMBE
Surname: CHIMPINDE
Other Names: KAREN
Gender: Female
Date of Birth: 11/04/1992

Contact Information

Primary Phone Number: 26097348027 Email Address: picassotradng19@gmail.com

Create Password

Password Confirm Password

Go Back Submit

Figure 14: Review and submission of the application

- C) On the pop-up window, to proceed read and **Accept Terms and Conditions**.
- D) A reference number is sent to your registered phone number and email for ease of reference.

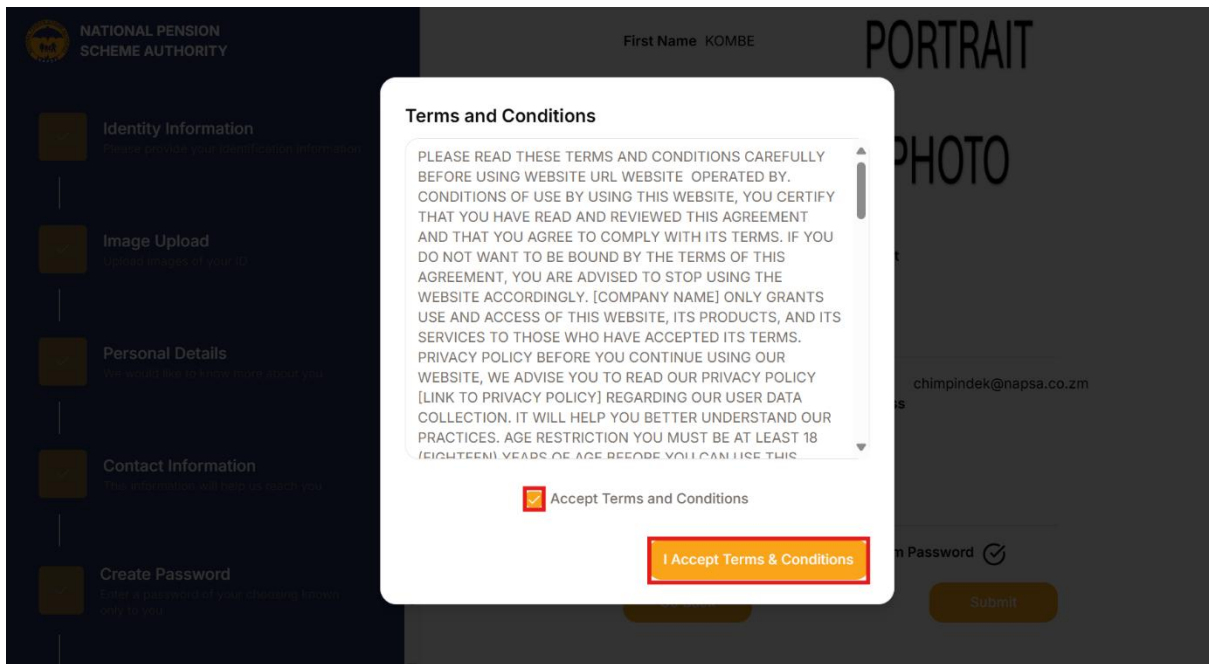


Figure 15: Terms and Conditions

2.6. APPROVAL OF APPLICATION

- A) Once the application is approved, a confirmation SMS and Email will be sent to you.