



iCARE IS HERE

Access it at icare.napsa.co.zm. If you already signed up on the previous eNAPSA, simply click "**Forgot your password**" and follow the prompts to reset your password. If this is your first time signing up, click "**Register here**" and follow the onboarding steps. For more information, download the sign-up guides on www.napsa.co.zm

Contact Center Toll-free Line 677 | Integrity Toll-free Hotline 5080

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CREATE YOUR iCARE PROFILE IN

6 Simple Steps

Signing up on the iCARE platform is quick and secure. Follow these steps to create your individual iCARE profile and gain access to NAPSA's digital services.

Step 1: Start Registration

- Go to icare.napsa.co.zm
- Click "Register Here"
- Read and agree to the Data Privacy Consent
- Ensure you have your NRC or passport and a portrait photo ready
- Click "Proceed" to begin

Step 2: Enter Identity Information

- Fill in your details according to your citizenship status:
 - a. Zambians in Zambia or abroad
 - b. Foreign nationals in or outside Zambia
- Click "Next" when done

Step 3: Upload ID Documents

- Zambians and foreign national residing in Zambia: Upload front and back of your NRC
- Foreign Nationals outside zambia: Upload your valid passport
- Click "Next"

Step 4: Enter Personal & Contact Details

- Fill in your details as reflected on your NRC or Passport and upload a passport-size photo
- Enter your primary phone number (must be in your name)
- Optionally add secondary number or email
- Enter the OTP sent to your phone/email to verify

Step 5: Create Your Password

- The password must be at least 10 characters, with a capital letter, small letter, number, and special character (e.g., Napsa@1234)
- Click "Next"

Step 6: Review And Submit

- Double-check all information then proceed to submit
- Accept the Terms & Conditions
- A reference number is sent to your registered phone number and email

Once approved, you'll get a confirmation message and can start using your iCARE profile.