

ERB MIS FAQ's

1. **I have been sending the SMS to 15200 to obtain my username and password, but no reply**

A: Send mobile SMS to 15200. The format of the SMS is ERB ET1000XXX or ERB ET2000XXX or ERB PE00XXXX or ERB GE00XXXX or ERB CE00XXXX where **XXXX** is your **RegNo. Add zeros before you're your registration number to have 6 digits**, You must have a balance of at least **Tsh 100 in your phone as Airtime** (NOT SMS bundle OR Mpesa or Tigopesa or Airtelmoney)

2. **I have filled in all the required Information in the NEW MEMBER REGISTRATION form and am yet to receive username and password?**

A: Make sure that you have used a **valid email address** so that the username and password be sent accordingly. Soon after filling in all your information, go directly to your email to obtain your username and password, in a case where a maximum of 24 hours has elapsed without receiving your username and password. Click **MEMBER LOGIN** button followed by **forgot password button**, enter your email and click submit, a token (link) will be sent to your email to create the password of your choice. Once you have successfully created your password go to a **MEMBER LOGIN** button and login using your email and the current password that you have created.



3. I have obtained the username and password but every time that I try logging system tells me “WRONG CREDENTIALS”?

A: Once you have your username and password click the **MEMBER LOG button**. Make sure that you enter a correct username obtained after sending the SMS to 15200. Do not alter (add, remove or correct) anything from the given username including (_ underscore sign, @ at sign, * asterisk). Note that **username is not necessarily your email. USERNAME** is created by the system

4. I have successfully login into my account but I don't know where to add my certificates and where to make payments?

A: To add academic details, you are advised to use **Computers** instead of mobile phones for a better experience. After a successful login into your account, click the word **Profile** to the left hand side of your user dashboard, a drop down menu will pop, further showing **Personal Details, Contact Details and Academic Details**. Click the word Academic details followed by add academic details to start filling academic information and attach the certificates accordingly. Once you have filled in one level of education, repeat the circle for all academic levels

5. I requested the control number for making payments, but the control number is yet to be displayed system displays “WAITING FOR CONTROL NUMBER”

Before requesting ERB control number, make sure you have updated your Contact details first then go directly to Bills and Payments and click my bills, then contact support.



6. I have submitted my application but my STATUS keeps on reading PENDING/RECOMMENDED/AMENDED/REVIEW what do these words mean?

A: PENDING is when the application is successfully submitted to ERB office (make sure you pay the application fees).

RECOMMENDED means the application has been processed and it waits for further approval, **AMMENDED** is when the application has some deficit and is returned to the applicant for rectifications ,

REVIEWED is when the application awaits for Boards decision.

ACCEPTED is when you are successfully registered by the Board (make sure you pay the relevant fees).

7. I had already paid all the outstanding fees but still am billed for the same in the MIS

A: Contact ERB support for clarifications

8. I have filled in my academic details but I don't know where to submit my application

A: After filling in all the academic details click the word **APPLICATION** on the left hand side of your dashboard, followed by **VIEW AND SUBMIT**, scroll down to the bottom page and **SUBMIT**, in the very same page you will get a control number for making **PAYMENTS**

9. I have seen a softcopy of my GRADUATE ENGINEER registration certificate in my account, is it a valid copy? And how long until I get a hard copy.

A: The softcopy certificate seen in your account is not a valid copy since it is not signed by the REGISTRAR; it is a document that helps Engineer to identify the registration number. It'll take at least six weeks from the day that you have completed all the relevant payments to get your CERTIFICATE.

10. I have submitted all the required documents, but my dashboard has a comment that says AMENDED, what should I do?

A: Click the word **APPLICATION** on the left hand side of your dashboard, followed by **VIEW AND SUBMIT**, scroll down to the bottom page and click **VIEW COMMENT** to see the amendments given

11. I have attached the required certificate, but my application is amended with a comment that my certificates can't be seen.

A: The attached documents must be in a PDF format for them to be seen

12. I have been trying to click the MEMBER LOG IN button, but unfortunately it is not reacting

A: Update your **BROWSER** to the latest version (**Google Chrome and Mozilla Firefox** are the preferable browsers for MIS)

13. I have logged in, but most of the pre-fed information are not mine

A: ERB requires you to Update your Profile which includes editing (Personal Details, Contact Details, Academic Details (**From Degree**), Work Experience, Referees- Not mandatory) (**Attach also the Passport Size in jpeg format**).

14. I was told to have my birth certificate with me when doing my application, but I can't see any place to attach it

A: You don't have to attach the hard copy of your birth certificate in your account, the birth certificate number filled in the preliminary information suffices the need.

15. Is it necessary to attach all academic certificates when doing my online application, or I can just attach my Bachelor degree certificate only?

A: All Engineers are required to attach their academic certificates from their highest level of education to the lowest level of education

16. I used to login successfully into my account, but I have forgotten my password and currently I can no longer login

A: Click **MEMBER LOGIN** button followed by **forgot password button**, enter your email updated in your MIS account and click submit, a token (link) will be sent to your email for you to create a new password of your choice. If this alternative fails please contact support.



17. I have paid all requested fees after being accepted but I don't know where to see my registration number.

A: Option 1: Click on the word **APPLICATION** followed by **VIEW AND SUBMIT** you will find your registration number in Personal Information section

Option 2: Click the word **PROFILE** on the left hand side of your user **DASHBOARD**, and then click the word **REFEREES**. There you will find your Registration Number

18. I get error 500 whenever I try to attach my SEAP report

A: Contact ERB support so that they can link your MIS account to your supervisor's MIS account

19. I have done all the necessary amendments as directed, where I resend my application.

A: Click on the word **APPLICATION** followed by **VIEW AND SUBMIT**, scroll down to the bottom page and click the word **RE-SUBMIT**

20. I am a professional engineer but when I login my account still bear graduate engineer status Eg. Fee, No CPD upload

A: Upgrade your status by first updating your Profile (Personal Details, Contact Details, Academic Details(**From Degree**), Work Experience, Referees- Not mandatory) (**Attach also the Passport Size in jpeg format**).Click on **APPLICATION**, at the top right Click **CHANGE STATUS, UPGRADE YOUR STATUS** accordingly by attaching the appropriate documents then click submit (**ALL DOCUMENTS MUST BE IN PDF FORMART**).On



APPLICATION click **VIEW & SUBMIT** on the professional Eng. level scroll to the bottom page and **SUBMIT.**

21. I am a consulting engineer but when I login, my account still bear the professional engineer status Eg. Fee, No Project registration

A: Upgrade your status by first updating your Profile (Personal Details, Contact Details, Academic Details (**From Degree level**), and Work Experience.) (**Also Attach the Passport Size in jpeg**). Then Click on **APPLICATION** and at the top right click **CHANGE STATUS**. You will be required to register a firm by **joining an existing Firm** or registering a **new company**. If you select a **new company** you will be required to attach the required documents then click **submit**. (**ALL DOCUMENTS MUST BE IN PDF FORMART**). Then **REGISTER A NEW FIRM** by selecting the company registered above, then click **submit**. Click on **APPLICATION AGAIN** then at the top right Click **CHANGE STATUS UPGRADE YOUR STATUS** accordingly by attaching the appropriate documents then **click submit**. On **APPLICATION** click **VIEW & SUBMIT** on the Consulting Eng. level scroll to the bottom page and **SUBMIT.**

22. I have submitted my SEAP application but my STATUS keeps on reading PENDING/RECOMMENDED/ AMENDED/ what do these words mean

A: **PENDING** is when the SEAP application is successfully submitted to ERB office.



RECOMMENDED means the application has been processed and it waits for Boards decision.,

AMMENDED is when the application has some deficit and is returned to the applicant for rectifications,

ACCEPTED is when applicant is successfully admitted to SEAP program

23. I am a consulting Engineer, I have requested my account but I don't know where to go in order to register my project.

A: Click the word **PROJECT** on the left hand side of your user **DASHBOARD**, and then click the word **ADD PROJECT**, start filling out all the required information in the first step and then submit, continue filling out all the required information and attachment an submit until the last step.

24. I am a consulting Engineer, where do I get the bills for the Consulting firm and how to get control number?

A: Go to **BILLS AND PAYMENT**, click **MY BILLS**, you will find the bills for Consulting Engineer and Consulting firm, click on pay now in each bill to get control number