CREATING AN e-CITIZEN ACCOUNT

1. Open your browser e.g Mozilla firefox or google chrome and key in www.ecitizen.go.ke
2. Follow the registration process to register.

Important Notes to remember:
- You must be Kenyan Citizen or a Foreign resident
- You must be above the age of 18
- You must have a National identity card number or a National alien card number

3. Choose Kenya Citizen Account as shown below here
4. Enter ID Number and First name as it appears on your ID. See example below
Enter your email address and password and confirm your password

Login to the email account you specified above. Once you

A confirmation link will be sent to your email ad-

NOTE: Please use a valid email address as all notifications and applications status will be sent to the specified address
Enter your mobile phone number and a verification code will be sent to the number you

![Image of mobile number verification](image1.png)

Enter the verification code sent to your mobile phone in the next screen and click on verify

![Image of verification code entry](image2.png)

Skip or Upload your photo to complete the registration process.

![Image of photo upload](image3.png)

Your e-Citizen account has been created you can apply for the Police Clearance Certificate.
MAKING POLICE CLEARANCE CERTIFICATE APPLICATION

Log into your newly created Account and Click DIRECTORATE OF CRIMINAL INVESTIGATIONS menu from the dashboard as shown below.

1. Click on "Make application" button as shown below.

2. On the next screen, click on the Police Clearance certificate (adult) as shown below.

Scroll down and Click on APPLY NOW button. Read carefully the instruction displayed and click on apply now button.
Fill out the details you are being request on the application form then click on the CONTINUE button below the form.

The following screen will be displayed and you will be able to view your application details before submission. Click on SUBMIT.

Select a payment method of your choice and make payment as per instructions shown.

Once you have made your payment and received confirmation of the same on your mobile phone, you can then complete your application by clicking on ‘complete’ as shown in the following screen shot below.
Download the C24 form and 2 copies payment receipt. You will present the doc-