

KNEC E-Certificate Platform

Kenya National Examinations Council

Combined User Guide — Applicants & Verifier Organizations

Version 3.0 — June 2026

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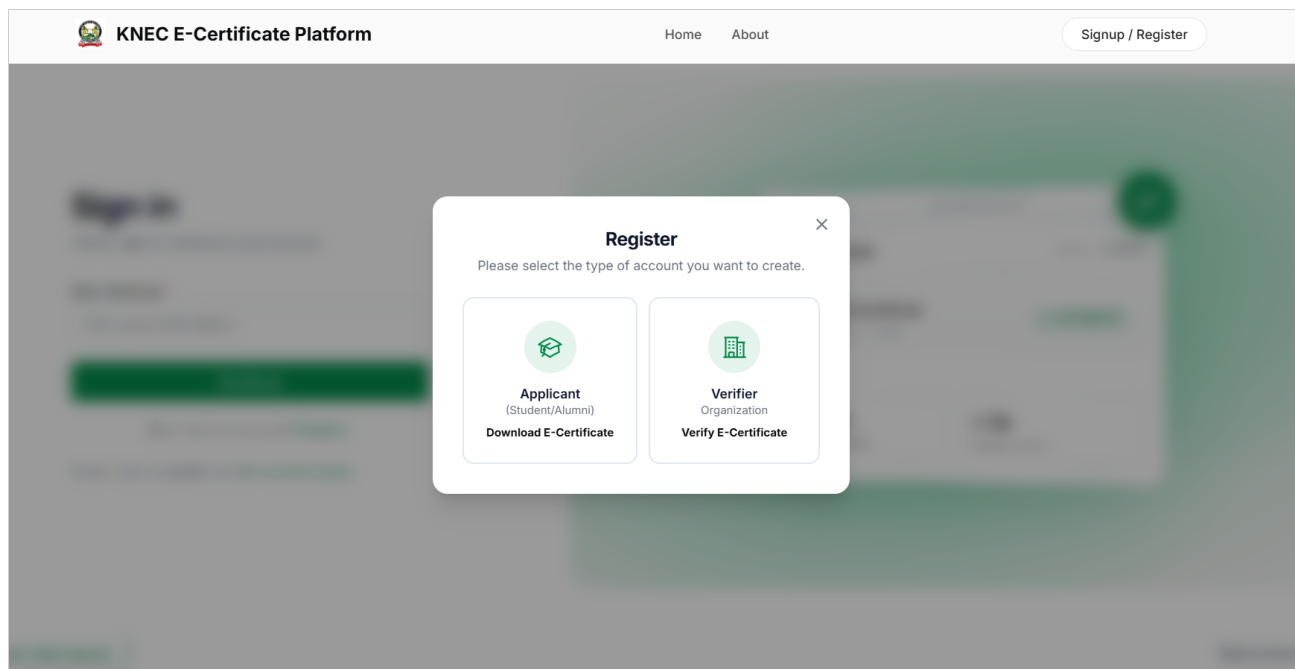
Part A — Applicants (Students / Alumni)

1. Getting Started

Registration

Visit k nec.ac.ke and click E-Certificate to access the KNEC E-Certificate portal, then click Sign Up / Register. The Sign Up page will open. Choose your account type:

- Applicant (Student / Alumni) — for individuals requesting their own certificates.
- Verifier Organization — for institutions verifying candidate credentials. See Part B for the verifier flow.



Sign Up / Registration page

Applicant Registration

Enter your full name and email address. Click Send OTP to receive a 6-digit verification code via email. Enter the code to proceed with registration.

Note: OTP codes expire after 10 minutes. If your code expires, request a new one.

Login

If you already have an account, click Login from the homepage, enter your email, and request an OTP. Enter the OTP to access your dashboard.

2. Updating Your Profile

After logging in, click Fill / Update Profile from the dashboard. Complete the following three steps:

Step 1 — Profile Details

- Select your Citizenship (Kenya or Other Country)
- Enter your full name as per your National ID
- Provide your email, date of birth (dd/mm/yyyy), and phone number
- Kenya citizens must enter their National ID number
- Upload a profile photo (optional)

Step 2 — Review

Review all entered information for accuracy before proceeding.

Step 3 — Verification

Your profile is saved and your identity is verified against IPRS (Integrated Population Registration System) using your National ID. Verification happens automatically and typically completes within seconds.

3. Generating an E-Certificate

Click Generate E-Certificate from your dashboard. The process involves four steps:

Step 1 — Applicant Details

- Your name, date of birth, National ID, and phone number are pre-filled from your profile.
- Enter your Index Number (this is your examination index, not your National ID).
- Select the Exam Type (KCSE or KCPE).
- Select or type the Exam Year (1989 to present).

The screenshot shows the 'Generate E-Certificate' page in the KNEC E-Certificate System. The user ID is 13795121. The page has a navigation bar with 'Home', 'About', and 'Sign Out'. The main heading is 'Generate E-Certificate'. Below it, there's a progress bar with four steps: 'Applicant Details' (active), 'Verification', 'Payment Confirmation', and 'Download Certificate'. The 'Applicant Details' section contains the following fields:

Field	Value	Source
Full Name	[Pre-filled]	Sourced from your profile
Date of Birth	5 Aug 1974	Sourced from your profile
National ID	1379	Sourced from your profile
Phone Number	254722	Sourced from your profile
Exam Type	Select exam type	
Index Number *	e.g. 01100003130	
Exam Year *	Select year	

Step 1 — Applicant Details

Step 2 — Verification

The system performs two checks automatically:

- IPRS Identity Verification — confirms your name and date of birth match IPRS records.

- **System Certificate Lookup** — the system searches for a certificate matching your index number, exam type, and year.

Both checks must pass to proceed. If either fails, review your details and try again.

 **KNEC E-Certificate System**

HomeAboutSign Out

Generate E-Certificate

User ID: 123456789

 Applicant Details

 Verification

 Payment Confirmation

 Download Certificate

Verification

We are verifying your identity and checking for your certificate in KNEC records.

Name	CHANDRAKANTH KUMAR		
Date of Birth	15/08/1991		
Exam Type	Index Number	Exam Year	
KCSE	123456789	2022	

 Identity verified

 Certificate found in KNEC records

Verification successful — your certificate is ready for download.

Step 2 — Verification

Step 3 — Payment

The certificate generation fee is 1,200 KES + VAT + eCitizen charges:

- Click Proceed to Pay — pay through M-Pesa or any other method offered by eCitizen. For M-Pesa, an STK push is sent to your registered phone number.
- Enter your M-Pesa PIN on your phone to complete payment.
- Alternatively, click Open Payment Page to pay via the browser.
- Payment confirmation typically takes 10-30 seconds.

 **KNEC E-Certificate System**

[Home](#) [About](#) [Sign Out](#)

Generate E-Certificate

User ID: 123456789

✓

Applicant Details

✓

Verification

>

Payment Confirmation

>

Download Certificate

Pay the applicable fee to proceed with e-Certificate generation.

Subtotal	1,250 KES
VAT (16%)	200 KES
Total	1,450 KES

Above Amount excludes E-citizen service fee

PAYMENT METHODS:

 **eCitizen**

Make payment to proceed →

Payment Status

⌚ Awaiting Payment...

Step 3 — [Cancel](#) Payment

Step 4 — Download

Once payment is confirmed, your certificate is ready for download. Click Download Certificate to open the PDF in a new browser tab. The certificate includes a blockchain verification hash for authenticity.

KNEC E-Certificate System

Home About Sign Out

Generate E-Certificate

✓ Applicant Details ✓ Verification ✓ Payment Confirmation > Download Certificate

Your certificate is ready for download
✓ **E-Certificate Ready!**
A copy will also be sent to your registered email.

Exam Type	Exam Year	Status
KCSE	1993	Ready

Send to Employer/Third Party

Download Certificate ↓

Finish & Return to Dashboard

User Manual Terms and Conditions

Step 4 — Download

Download window: generated certificates remain downloadable from the My Certificates list for 6 months from the issue date. After that window the row stays in your history but the Download button is disabled — regenerate a fresh copy by paying again, which creates a new entry with its own 6-month window.

4. Sending a Verification Report

Click Verify & Send Report from your dashboard to send a verification report to an employer or other third party. This is a five-step process:

Step 1 — Applicant Details

- Enter your index number, select exam type and year.
- Upload your e-certificate PDF. Make sure you have downloaded the e-certificate first (see Section 3).
- The system matches your record in the KNEC database.

 **KNEC E-Certificate System**

[Home](#) [About](#) [Sign Out](#)

Send Verification Report

User ID: 123456789

>

Applicant Details

>

Verification

>

Verifier Details

>

Payment Confirmation

>

Final Status

Enter your Details and Upload E-Certificate

Your name and National ID are pre-filled. Please enter your Index number, select examination and year, and match to verify your record. Then upload your e-certificate.

Full Name

JOHN KAMAU

Sourced from your profile

National Id Number

123456789

Sourced from your profile

Exam Year *

— Select exam year —

▼

Index Number *

e.g. 01100003130

Exam Type *

— Select exam type —

▼

Upload E-Certificate * (PDF only, max 5 MB)

Only e-Certificates generated through this platform are accepted for verification.

Step 1 — Applicant Details

Step 2 — Identity Verification

Your identity is verified via IPRS (same as certificate generation).

Step 3 — Verifier Details

- Select the verifier institution from the dropdown, or enter custom details.
- Provide the officer's name, email, title, and reason for verification.
- Select delivery methods (email, etc.).
- Accept the consent declaration.

Send Verification Report

User ID: 13795121

✓ Applicant Details

✓ Verification

➤ Verifier Details

➤ Payment Confirmation

➤ Final Status

Verifying Institution Details
Choose whether the verifier is based in Kenya or outside Kenya. Provide verifier details and specify delivery preferences.

☒ Verifier from Kenya

☐ Verifier outside Kenya

Select Verifier *

— Choose institution —

Verifier's Email Id *

email@example.com

Officer's Title *

— Select title —

Reason for Verification *

— Select reason —

Address *

Postal or physical address

Send Report Via *

☒ Email

☐ I hereby consent to share my certificate and its corresponding verification report with the verifying agency

Subtotal 1,250 KES

VAT (16%) 200 KES

Total: 1,450 KES

Above Amount excludes E-citizen service fee

Step 3 — Verifier Details (empty)

Send Verification Report

User ID:

✓ Applicant Details

✓ Verification

➤ Verifier Details

➤ Payment Confirmation

➤ Final Status

Verifying Institution Details
Choose whether the verifier is based in Kenya or outside Kenya. Provide verifier details and specify delivery preferences.

☒ Verifier from Kenya

☐ Verifier outside Kenya

Select Verifier *

Other (specify)

Verifier Name *

University

Verifier's Email Id *

helpdesk@university.com

Officer's Title *

Director

Reason for Verification *

University Admission

Address *

#160, test town, Kenya, 90887

Send Report Via *

☒ Email

☒ I hereby consent to share my certificate and its corresponding verification report with the verifying agency

Subtotal 1,250 KES

VAT (16%) 200 KES

Total: 1,450 KES

Step 3 — Verifier Details (filled)

Step 4 — Payment

Payment is handled through eCitizen.

Bulk Verification

Upload Files

Recipient Details & Delivery

Payment Confirmation

>

Download Report

Pay the applicable fee to proceed with verification and delivery.

12 candidates

Subtotal

VAT (16%)

Total

15,000 KES

2,400 KES

17,400 KES

Above Amount excludes E-citizen service fee

PAYMENT METHODS:

eCitizen

Make payment to proceed →

Cancel

Back

Next →

Step 4 — Payment

Step 5 — Final Status

The verification report is generated and delivered to the specified recipient via your chosen delivery method(s). An email is also sent to your registered address confirming the process.

KNEC E-Certificate System

HomeAboutSign Out

Send Verification Report

User ID: *****

✓ Applicant Details

✓ Verification

✓ Verifier Details

✓ Payment Confirmation

> Final Status

Verification and Delivery Status

Your verification report has been emailed to: [helpdesk@university.com](#)

Below is the status of your delivery preferences

Email : Verification report emailed successfully

🕒 Your verification request #142 has been submitted successfully.

Home →

User ManualTerms and Conditions

Step 5 — Final Status

5. Managing Notifications & Orders

Notifications

The notification panel on your dashboard shows recent activity. You receive notifications for:

- Profile verification completion
- Certificate generation and payment confirmation

- Verification report status updates

Click [View all Notifications](#) to see your complete notification history.

Orders

Every certificate generation or verification request creates an order. The orders panel shows recent orders with their payment status. Click [View all Orders](#) for the complete list.

Part B — Verifier Organizations

A Verifier Organization is any institution that needs to verify a candidate's KNEC credentials — universities, employers, professional bodies, immigration agents, and so on. Verifier accounts are separate from applicant accounts: they have a different signup flow, different dashboard, and different verification tools.

6. Verifier Signup & Onboarding

Step 1 — Choose Verifier Organization on Sign Up

From the Sign Up page, select Verifier Organization.

Step 2 — Organization & Contact Details

Provide the following details about your organization:

- Organization name (as registered)
- Organization type (e.g., University, Employer, Professional Body, Government Agency)
- Full name of the primary contact / officer
- Designation (e.g., HR Manager, Admissions Officer)
- Official email address — verification reports and account notifications will be delivered here.
- Phone number
- Physical address of the organization

Upload your incorporation / registration certificate (PDF) — this is required and used by KNEC to validate the organization before approving the account.

Step 3 — Email OTP Verification

Click Send OTP. A 6-digit code is sent to the email you provided. Enter the code to confirm the email.

Step 4 — Account Approval

After OTP confirmation, your account enters a Pending Approval state. KNEC administrators review the organization details and the uploaded incorporation certificate. You will receive an email when:

- Your account is approved — you can log in and start verifying.
- Your account is rejected — the email includes a reason; you may re-apply with corrected information.

Typical approval time: within one business day during KNEC working hours.

7. Verifier Login & Dashboard

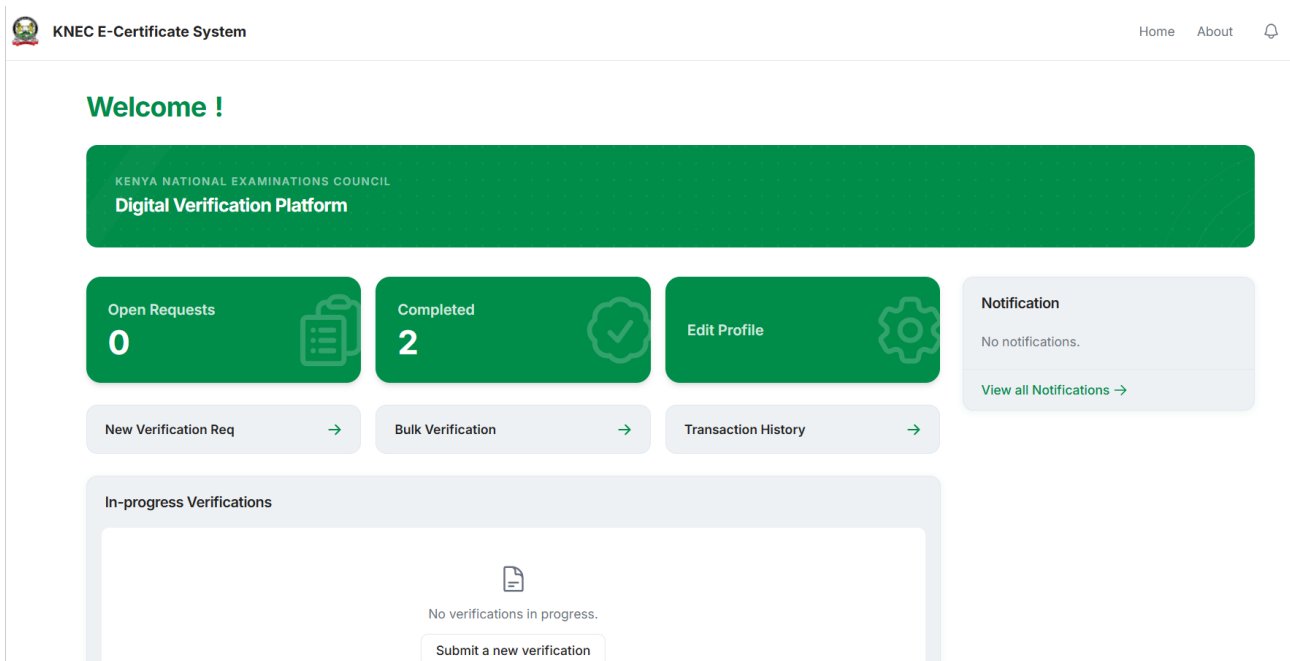
Login

Once approved, go to the Login page, enter your email, request an OTP, and sign in.

Dashboard at a glance

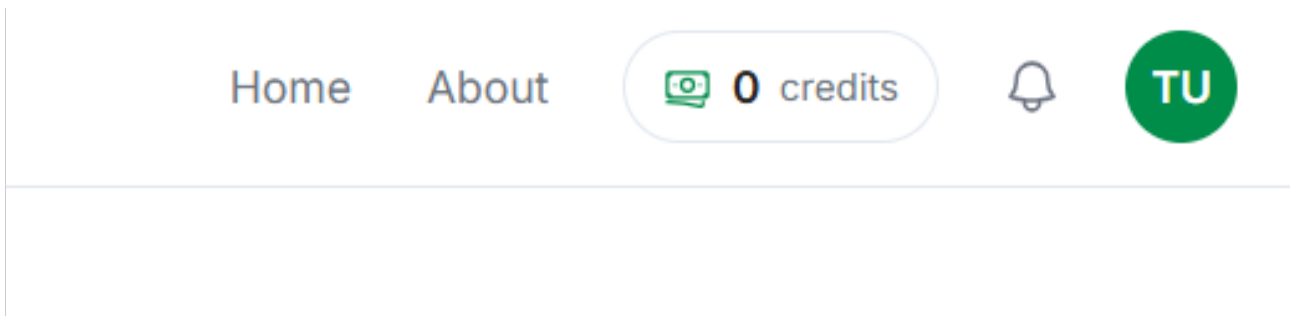
After login you land on the Verifier Dashboard. Key surfaces:

- Hero banner — KNEC branding + your organization name.
- Stat cards — open requests, completed requests, profile shortcut.
- Quick action links — New Verification Request, Bulk Verification, Transaction History.
- Recent Requests panel — your most recent verification work, newest first.
- In-Progress Verifications panel — anything still flowing through the pipeline so you can resume it.
- Wallet indicator in the navbar — current credit balance + shortcut to the wallet page.
- Notifications sidebar — recent activity on your account.



Verifier Dashboard

The wallet shortcut in the navbar shows your current credit balance and links straight to the wallet page:



Wallet icon in the navbar

8. Managing Your Organization Profile

Click Edit Profile (or the profile stat-card) to keep your organization details current. You can update:

- Organization name, type, and address
- Primary contact officer (name, designation, phone)
- Official email address (a change here requires fresh OTP confirmation on the new address)

The KNEC team may re-verify after substantive changes (e.g., a change of incorporation certificate).

Dashboard > Bulk Verification

Bulk Verification

✓ Upload Files

> Recipient Details & Delivery

> Payment Confirmation

> Download Report

Verifier Details

☒ Self Verification
 ☐ Verification on behalf of others

Organisation Details

Full Name of Recipient *

Email Id *

Officer's Title *

Engineer

Reason for Verification *

Job

Address *

#161 test address, 500000

Send Report Via

☒ Email

Cancel

Back

Pay →

Verifier Details

☒ Resident of Kenya
 ☐ Resident of other Country

Delivery Details

Address

#161 test address, 500000

☒ Same as registered address

Recipient's Email Id

☒ Same as registered Email Id

Fee Breakdown

Per candidate	1,250 KES
Candidates	x 12
Subtotal	15,000 KES
VAT (16%)	2,400 KES
Total	17,400 KES

Above Amount excludes E-citizen service fee

Verifier organization profile

9. Prepaid Wallet — Top Up & Pay by Credits

The prepaid wallet lets you pre-fund your verification activity and then pay for each verification by deducting credits instantly, instead of going through the payment gateway every time. Useful when you run high volumes of verifications.

The wallet page

Click the wallet shortcut in the navbar to open the wallet page. It shows your current credit balance, top-up history, and a single Top Up call-to-action.

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[Home](#)
[About](#)

0 credits

TU

Dashboard > Wallet history

Wallet history

Every credit, debit, refund, and adjustment on your wallet — with the running balance after each row.

All

[Pesaflow top-up](#)
[Bank top-up](#)
[Spend](#)
[BV spend](#)
[Certificate spend](#)
[Refund](#)
[Adjustment](#)

No transactions yet

Top up your wallet to see your first credit posting here.

Top up wallet

New top-up

Wallet page

Topping up — two ways to choose the amount

Click Top Up. You can specify how much to add in either of two ways, depending on how you think about your purchases:

- By credit amount — enter the amount of credits you want to buy (e.g., KES 5,000). The page shows the equivalent verifications + total cost.

Number of credits

Amount (KES)

1000

1000

1 credit = 1 KES

Buys 1000 credits

ORDER SUMMARY

Credits (1,000 × 1 KES)

1,000 KES

Total

1,000 KES

Above Amount excludes E-citizen service fee

Back

Pay 1,000 KES →

Top Up — by credit amount

- By number of verifications — enter how many verifications you plan to run (e.g., 50). The page shows the equivalent credit amount + total cost.

**KNEC E-Certificate System**

HomeAbout0 credits

Dashboard > Wallet > Top up > eCitizen

eCitizen Top-up

Pay instantly. Credits appear in your wallet as soon as the payment confirms.

**Plan by number of verifications**

Not sure how many credits to buy? Tell us how many verifications you plan to run.

Number of verifications

1,250 KES per verification + 16% VAT

Subtotal
12,500 KES

VAT (16%)
2,000 KES

Total
14,500 KES

Use 14,500 KES →

Top Up — by number of verifications

Payment method

Once you have chosen the amount, pick the payment method. Today the wallet supports eCitizen (M-Pesa, Visa / MasterCard, and any other channel eCitizen supports).

**KNEC E-Certificate System**

HomeAbout0 credits

Dashboard > Wallet > Top up

Top up your wallet

Choose how you'd like to add credits.

**eCitizen Top-up**

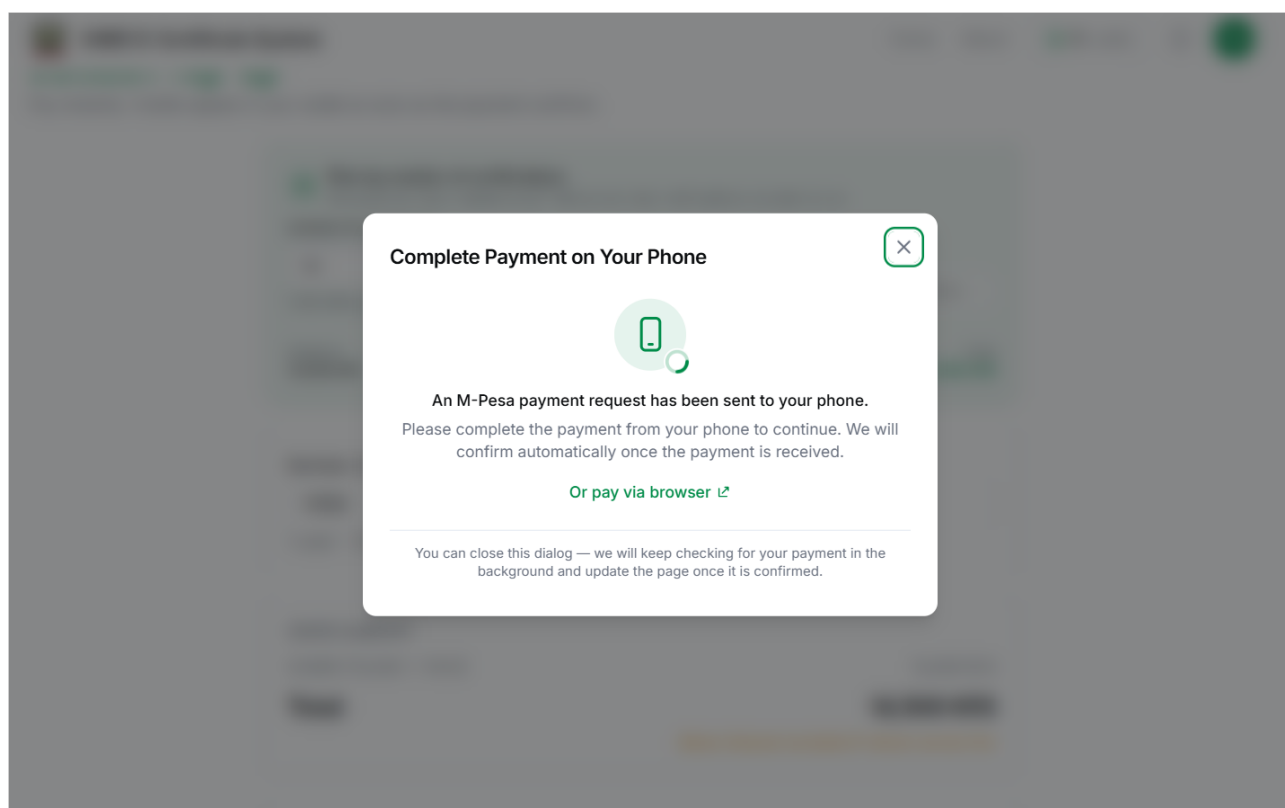
Pay instantly via eCitizen — credits appear in your wallet as soon as the payment confirms.

Instant No admin review

Continue →

Top Up — payment method selection (eCitizen)

A payment popup confirms the amount and the method before redirecting you to eCitizen.



Payment popup — final confirmation

Credits arrive — usually within seconds

After the payment is captured, credits are added to your wallet and you see the confirmation. The transaction also appears in the Transactions tab with a clear "Top Up" label.

KNEC E-Certificate System

[Home](#)
[About](#)

14500 credits

Dashboard > **Wallet history**

Wallet history

Every credit, debit, refund, and adjustment on your wallet — with the running balance after each row.

All

[Pesaflow top-up](#)
[Bank top-up](#)
[Spend](#)
[BV spend](#)
[Certificate spend](#)
[Refund](#)
[Adjustment](#)

DATE	TYPE	AMOUNT	REFERENCE	BALANCE AFTER
22 Jun 2026, 14:47	Top-up (Pesaflow)	+14,500 KES	Top-up-26	14,500 KES

New top-up

Credits added to the transaction history

Paying for a verification using credits

Whenever you start a new verification (single or bulk), the payment step shows two options:

- Pay with credits — instant deduction from your wallet, no external gateway
- Pay with eCitizen — falls back to the regular payment flow

If you don't have enough credits, the "Pay with credits" option disables and you are prompted to either top up or pay via eCitizen for this request.

10. New Verification Request

Use this flow when you need to verify one candidate, or a small group, with a copy of each candidate's certificate. Click New Verification Request from the dashboard. The process is a guided wizard.

Step 1 — Candidate Details

For each candidate, provide:

- Index Number
- Exam Type (KCSE / KCPE)
- Exam Year
- Candidate's full name (as on the certificate)
- Upload the candidate's certificate PDF

You can add multiple candidates in this step — each row gets its own row in the table.

Step 2 — Verifier / Delivery Details

- Confirm the delivery email (defaults to your registered organization email).
- Provide the reason for verification (e.g., employment, admission, immigration).
- Accept the consent declaration.

Step 3 — Payment

A fee is charged per candidate. Click Proceed to Pay. You can:

- Pay with credits — instant if your wallet balance is sufficient (see Section 9).
- Pay via eCitizen — M-Pesa or any other supported channel.

Step 4 — Processing

KNEC's verification engine runs three checks against each candidate:

- Index/Year/Exam-Type match in the KNEC database.
- Identity match (name on the uploaded certificate vs the KNEC record).
- Blockchain tamper check — the certificate is hashed and matched against the on-chain anchor.

This typically completes within a few seconds per candidate. While the request runs, you can leave the page — your work is persisted and visible in the In-Progress Verifications panel on the dashboard when you return.

Step 5 — Download Report

When verification finishes, you get:

- A consolidated report PDF covering every candidate in the request.
- A per-candidate report PDF for each row.
- A list view showing each candidate's result — Genuine or Referred to KNEC — alongside their name, index number, and the original filename of the uploaded certificate.

You can filter the list by result (All / Referred to KNEC / Genuine). Referred-to-KNEC rows sort to the top by default so cases that need follow-up surface first.

A copy of the consolidated report is also emailed to the verifier email automatically.

KNEC E-Certificate System

HomeAboutTU

Dashboard > Third Party Verification

Third Party Verification

> Candidate Details

> Review & Declaration

> Recipient Details & Delivery

> Payment Confirmation

> Download Report

Upload only e-Certificates generated through this platform — uploads from other sources will fail verification.

Candidate Name *

Index Number *

Examination Type *

Examination Year *

Upload E-Certificate *

Candidate name

e.g. 1234567

KCSE

2026

Upload E-Certificate

Add Candidate +

Cancel

Review & Declaration →

User Manual

Terms and Conditions

New Verification Request

KNEC E-Certificate System

HomeAbout0 creditsTU

Bulk Verification

✓ Upload Files

✓ Recipient Details & Delivery

✓ Payment Confirmation

> Download Report

✓ Verification Completed!

All results are now available. Download the consolidated report or grab any individual candidate's report below.

Total Documents Submitted

10

Successfully Verified

6

Referred to KNEC

4

Download Reports

The consolidated report contains every candidate's verification result in a single PDF. Individual reports are also available as a ZIP and can be downloaded one at a time from the list below.

Download Consolidated Report

Download All Individual Reports (ZIP)

Individual reports are available now. The consolidated report stays accessible from your verification history.

Verification result screen

11. Bulk Verification (BV)

Use this flow for large batches — up to 1,000 candidates in a single request. Instead of entering rows by hand, you upload a CSV metadata file plus a ZIP of all the certificate PDFs. Click Bulk Verification from the dashboard.

Step 1 — Upload Files

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- Upload your CSV file containing each candidate's metadata (one row per candidate). Required columns: index number, exam type, exam year, full name, and a filename column pointing at the matching PDF inside the ZIP.
- Upload your ZIP file of certificate PDFs.
- The portal parses both, matches each row to a PDF, and flags unrecognised documents so you can choose whether to include them in a blockchain-only tamper check.
- Accept the declaration.

The screenshot shows the 'Bulk Verification' page in the 'KNEC E-Certificate System'. The page has a header with 'Home', 'About', and a 'TU' profile icon. The breadcrumb trail is 'Dashboard > Bulk Verification'. The main heading is 'Bulk Verification'. Below it is a progress bar with four steps: 'Upload Files' (active), 'Recipient Details & Delivery', 'Payment Confirmation', and 'Download Report'. The 'Upload Files' section contains instructions: 'Upload a ZIP file containing the KNEC certificate PDFs you want to verify. The candidate details, exam year, and exam type are automatically extracted from each certificate's metadata. Up to 1,000 certificates per request.' There is a large dashed box for file upload with a central icon and the text 'Upload ZIP File' and 'Click to browse or drag & drop (.zip)'. Below this is a confirmation checkbox: 'I confirm that the uploaded certificates are authentic documents that I have authorization to verify. I understand that providing fraudulent documents may result in legal consequences.' At the bottom left is a 'Cancel' link, and at the bottom right is a green 'Recipient Details →' button.

Bulk Verification — Upload step

Step 2 — Recipient & Delivery Details

- Confirm the delivery email.
- Choose the officer title (e.g., HR Manager).
- Provide the reason for verification.
- Confirm the organization address (pre-filled from your profile).
- Choose delivery methods (Email, etc.).

Step 3 — Payment

The fee scales with the number of certificates in the batch. The payment screen offers:

- Pay with credits — if your wallet has the required balance, credits are deducted instantly and the run starts (see Section 9).
- Pay via eCitizen — fall back to the gateway if you don't want to spend credits or don't have enough.


KNEC E-Certificate System

[Home](#)
[About](#)


14500 credits


1


TU

Bulk Verification

 Upload Files

 Recipient Details & Delivery

 **Payment Confirmation**

 Download Report

Pay the applicable fee to proceed with verification and delivery.

10 candidates	
Subtotal	12,500 KES
VAT (16%)	2,000 KES
Total	14,500 KES

Above Amount excludes E-citizen service fee

PAYMENT METHOD

☒

Use wallet credits (Balance: **14,500 KES** = 14500 credits)
 Charges 14500 credits (14,500 KES)

☐

eCitizen
 Pay 14,500 KES via M-Pesa or eCitizen checkout.

Use wallet (-14500 credits)

Bulk Verification — payment with credits option

Step 4 — Processing

Bulk verification runs as an asynchronous worker pipeline. The portal shows a live progress view across four stages:

- Ingest — the ZIP is decompressed.
- Verify — each PDF gets a blockchain tamper check.
- Match & Finalise — each row is matched against the KNEC database.
- Report & Notify — per-candidate and consolidated PDF reports are generated and emailed.

Typical wait time: 6-10 minutes for 1,000 certificates. You can safely leave the page — return any time via the In-Progress Verifications panel on your dashboard.

Step 5 — Download Report

When the run finishes you get:

- Consolidated report (single PDF) — every candidate, every result, in one document.
- All individual reports as ZIP — one PDF per candidate, bundled for download.
- Per-candidate downloads — pull any single candidate's report from the table.
- Results list with Name, Index Number, Filename (the original filename of the uploaded PDF, truncated for readability), Year, Result, and Download.
- Filter chips — All / Referred to KNEC / Genuine, with counts. Referred-to-KNEC rows sort to the top by default.

A consolidated report copy is emailed to the verifier email automatically.


KNEC E-Certificate System
Home
About



Dashboard > Bulk Verification

Bulk Verification

 Upload Files
 Recipient Details & Delivery
 Payment Confirmation
 **Download Report**


Verification Completed!
 All results are now available. Download the consolidated report or grab any individual candidate's report below.

Total Documents Submitted
12

Successfully Verified
6

Referred to KNEC
6


Download Reports
 The consolidated report contains every candidate's verification result in a single PDF. Individual reports are also available as a ZIP and can be downloaded one at a time from the list below.

Download Consolidated Report
Download All Individual Reports (ZIP)

Individual reports are available now. The consolidated report stays accessible from your verification history.

Bulk Verification — Report

12. Transactions & Reports

Click Transaction History (quick action on the dashboard) to see every verification you've initiated plus every wallet top-up.

- Each row shows the request reference, candidate name (or count if bulk), exam type/year, status, payment method (credits vs eCitizen), and date.
- Wallet top-ups appear with a clear "Top Up" label.
- Click any verification row to open its full report.
- Use All Requests to see every request including drafts and pending-payment items.

If a payment was made but the system shows the request as Pending Payment, the row exposes a Check Status Now button — use it to reconcile a missed payment callback. Reports stay accessible from this page indefinitely.


KNEC E-Certificate System

[Home](#)
[About](#)



Dashboard > **History**

History

View and manage all your past transactions

Date Range
Verification Type
Payment Status
Verification Status

Reset Filters

TRAN. ID	DATE	TYPE	AMOUNT	PAYMENT	STATUS	ACTIONS
BV-0386	19 Jun 2026	Bulk	17,400 KES	Paid	Verified	
BV-0385	19 Jun 2026	Bulk	17,400 KES	Paid	Verified	
BV-0384	19 Jun 2026	Bulk	17,400 KES	Paid	Verified	

Last 30 days

Total Paid
52,200 KES

Total Transactions
3

Pending Transactions
0

Failed Transactions
0

Lifetime

Total Paid
52,200 KES

Total Transactions
3

Pending Transactions
0

Failed Transactions
0

Verifier Transaction History

13. Verifier Notifications

The Notifications sidebar on the dashboard surfaces:

- Verification request completion ("Your verification report is ready").
- Bulk verification progress milestones.
- Wallet top-up confirmations.
- Payment confirmations.
- Account changes (profile edits, role updates).

Click View all Notifications for the full history.

Part C — General

14. Frequently Asked Questions

Wallet & credits (Verifier)

Q: How are credits priced?

A: Credits are priced at the same rate as a single verification — 1 credit = 1 verification fee. The Top Up page shows the exact KES amount before you confirm.

Q: Do credits expire?

A: No — credits do not expire. They remain on your wallet until you use them or KNEC explicitly clears them on account closure.

Q: Can I refund unused credits?

A: Refund requests are reviewed case-by-case by KNEC support. Email your registered KNEC support contact with the wallet balance you'd like refunded and the reason.

Q: What happens if my wallet balance runs out mid-bulk-run?

A: It doesn't — the wallet check happens at payment time, before the run starts. The system will not consume more credits than the run requires; if you don't have enough, you're prompted to top up or pay via eCitizen.

Security & authenticity

Q: How are certificates secured?

A: Each certificate is anchored on a blockchain using Merkle-tree cryptographic proofs. A unique blockchain hash is provided with every certificate for independent verification.

Q: Can I download certificates from past years?

A: Yes. The system contains certificates from 1989 onwards. Enter your index number, exam type, and year to locate yours.

Q: How long does verification take?

A: Identity verification via IPRS typically completes within seconds. Certificate lookup is instant. Payment confirmation takes 10-30 seconds via M-Pesa. Bulk verification of 1,000 certificates typically finishes in 6-10 minutes.

Q: What if I lost my certificate?

A: The E-Certificate system provides digital copies of all certificates in the KNEC database. If your record exists, you can download it after identity verification and payment.

Payments

Q: What payment methods are supported?

A: M-Pesa via eCitizen, plus any other payment method offered by eCitizen (Visa / MasterCard, etc.). For M-Pesa an STK push is sent to the registered number. Verifier organizations have an additional option — wallet credits (see Section 9).

Q: I paid but the system still says "Pending Payment". What now?

A: On the relevant row in your dashboard or Transaction History, click Already paid? Check status now (applicants) or Check Status Now (verifiers). The system polls eCitizen for the latest payment state and reconciles automatically.

Verifier-specific

Q: How long does verifier-account approval take?

A: Typically within one business day during KNEC working hours. You receive an email when the account is approved or rejected.

Q: What's the difference between a New Verification Request and Bulk Verification?

A: Use New Verification Request for one candidate at a time or a small handful where you'll enter rows by hand. Use Bulk Verification for large batches (up to 1,000 candidates) where you upload a CSV + ZIP of certificate PDFs.

Q: What does "Referred to KNEC" mean on a report?

A: It means the system could not confirm the certificate against the KNEC database OR the blockchain tamper check failed. Both cases require KNEC follow-up. Forward the affected rows to KNEC support along with the report reference.

Q: Can I cancel a Bulk Verification once started?

A: A request that's still in Pending Payment can be abandoned and will not be processed. Once payment is captured and the worker pipeline begins, the run completes to a final report. Refunds for incorrect data should be raised with KNEC support.

Identity

Q: What if my IPRS verification fails?

A: Ensure your name and date of birth in your profile match your National ID exactly. If the issue persists, contact KNEC support.