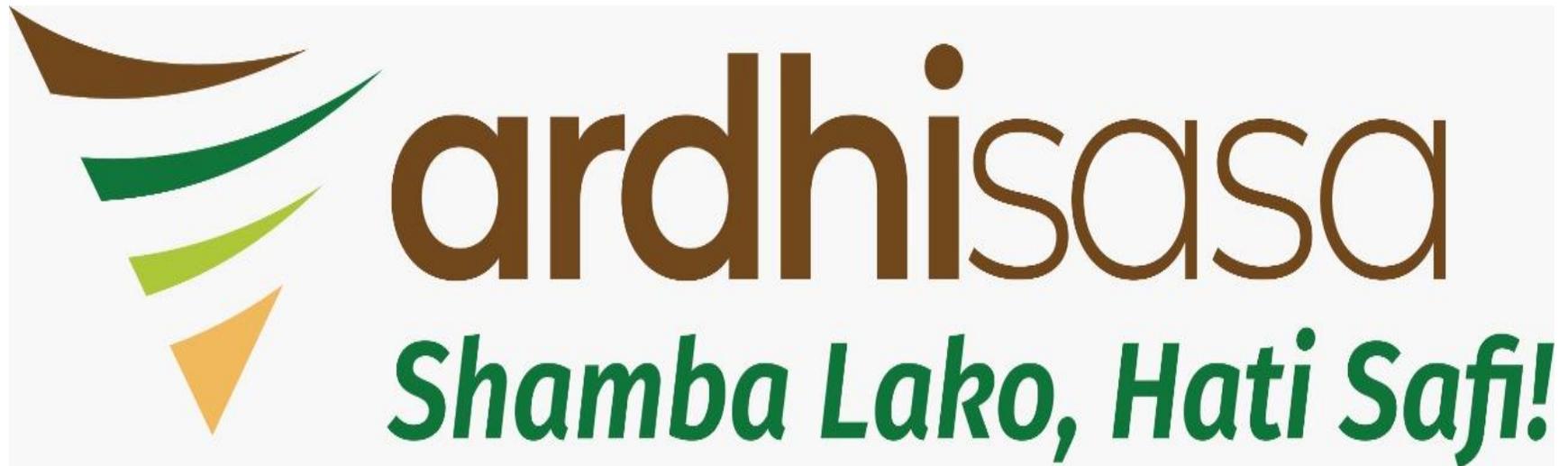


Customer care

User - guide



User Registration- ardhisasa.lands.go.ke

The user visits ardhisasa.lands.go.ke upon which he/she will be directed to Ardhisasa platform.



The screenshot shows the Ardhisasa website homepage. At the top left is the logo for Ardhisasa with the tagline "Shamba Lako, Hati Safi!". To the right of the logo are navigation links for "Home", "Services", and "FAQs". Further right are two buttons: "LOGIN" and "REGISTER". The main header features a large background image of a green landscape with the word "Ardhisasa" in large white text. Below this, a paragraph states: "Ardhisasa is an online platform that allows Citizens, stakeholders and interested parties to interact with land information held and processes undertaken by Government." Below the text are four service icons in rounded rectangular boxes: "Search Property" (magnifying glass), "Transfer Property" (handshake), "Order A Plan" (cloud with download arrow), and "Order A Title" (document with checkmark). Below the icons is a section titled "What is Ardhisasa" with a paragraph of text. In the bottom right corner, there is a small circular icon with a speech bubble and the text "We Are Here!".

ardhisasa
Shamba Lako, Hati Safi!

Home Services FAQs LOGIN REGISTER

Ardhisasa

Ardhisasa is an online platform that allows Citizens, stakeholders and interested parties to interact with land information held and processes undertaken by Government.

Search Property Transfer Property Order A Plan Order A Title

What is Ardhisasa

Ardhisasa is an online platform that allows Citizens, other stakeholders and interested parties to interact with land information held and processes undertaken by Government. It has been developed jointly by the Ministry of Land and Physical Planning (MoLPP) and the National Land Commission (NLC) and key partners in Government. It allows the lodgment of applications for various services offered by the Ministry and the Commission. The applications are handled through the platform and responses presented through it.

We Are Here!

User Registration

The user clicks on the “Register” button. The user can either register as an individual or as a company.



[Home](#) [Services](#) [FAQs](#)

 LOGIN

 REGISTER

Individual Registration

Company Registration



Ardhisasa

User Registration- Identification

The user keys in the national identification number and then clicks on the verify button to proceed.

Individual Registration



1 ID verifica... — 2 Phone number verifica... — 3 Email verifica... — 4 Set your Pass...

Identification Type *

NATIONAL ID

ID Number *

29343

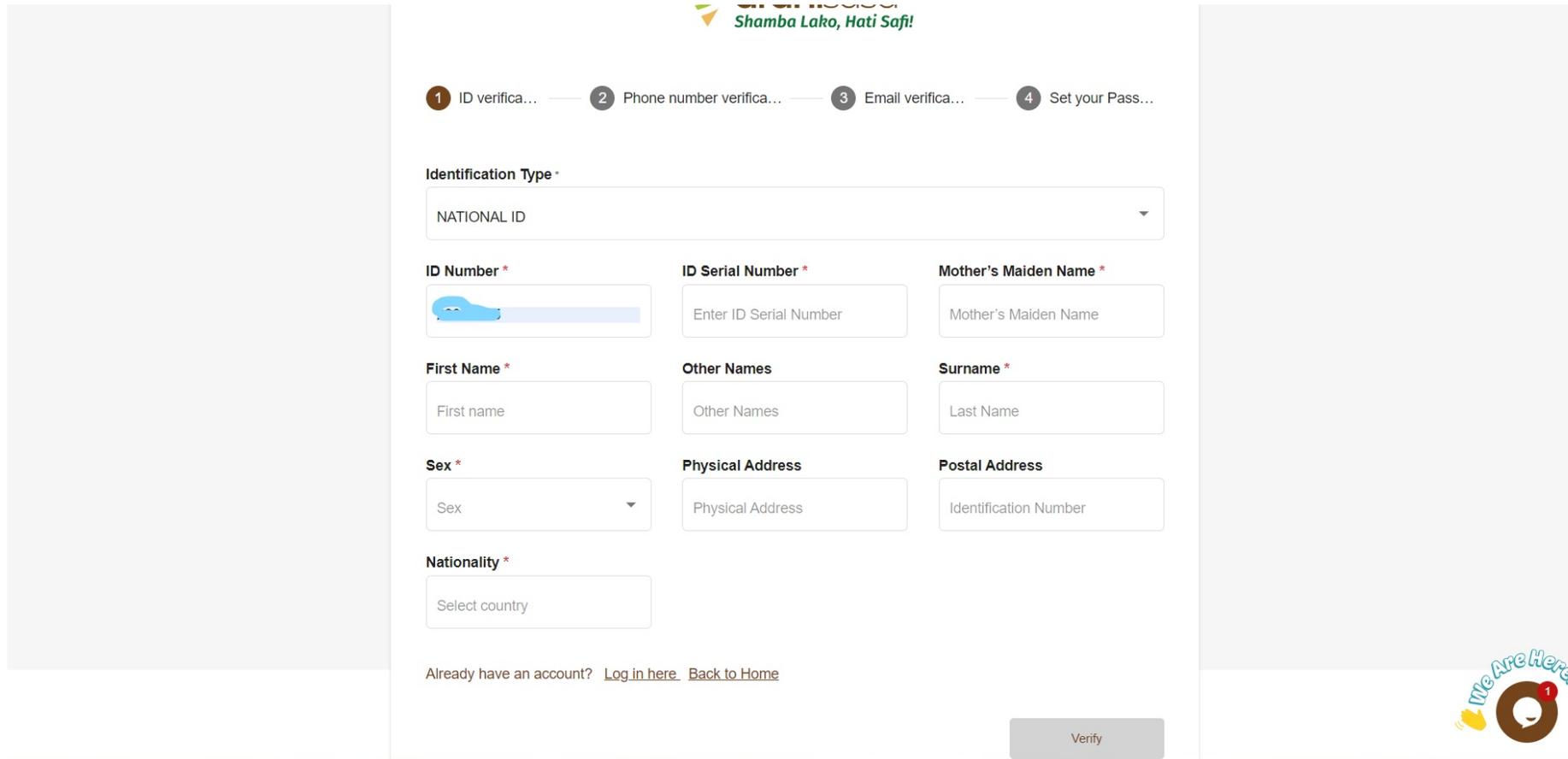
Already have an account? [Log in here](#) [Back to Home](#)

Verify



User registration- Id verification

The user keys in the required information and then clicks on the verify button.



The screenshot shows a web form for ID verification. At the top, the logo for 'Shamba Lako, Hati Safi' is displayed. Below the logo is a progress indicator with four steps: 1. ID verification (active), 2. Phone number verification, 3. Email verification, and 4. Set your password. The form contains several input fields: 'Identification Type' (a dropdown menu set to 'NATIONAL ID'), 'ID Number' (a text field with a blue mask), 'ID Serial Number' (a text field with placeholder 'Enter ID Serial Number'), 'Mother's Maiden Name' (a text field with placeholder 'Mother's Maiden Name'), 'First Name' (a text field with placeholder 'First name'), 'Other Names' (a text field with placeholder 'Other Names'), 'Surname' (a text field with placeholder 'Last Name'), 'Sex' (a dropdown menu with 'Sex' selected), 'Physical Address' (a text field with placeholder 'Physical Address'), 'Postal Address' (a text field with placeholder 'Identification Number'), and 'Nationality' (a dropdown menu with 'Select country' selected). At the bottom left, there is a link for 'Already have an account? Log in here Back to Home'. At the bottom right, there is a 'Verify' button and a circular logo with the text 'We Are Here!' and a red notification bubble with the number '1'.

User registration - Phone number verification

The user keys in the country, phone number, and OTP sent to their phone, then clicks on the “verify” button to proceed.

Individual Registration



1 ID verifica... 2 Phone number verifica... 3 Email verifica... 4 Set your Pass...

Country*

Phone Number (Hint: 0700123123)*

OTP Code *



User registration - Email verification

The user keys in the email address and the OTP sent to their phone.

Individual Registration



1 ID verifica... — 2 Phone number verifica... — 3 **Email verifica...** — 4 Set your Pass...

Email *

OTP Code *

User registration - Password

The user keys in a strong password and the account is registered.

Individual Registration



Shamba Lako, Hati Safi!

1 ID verifica... — 2 Phone number verifica... — 3 Email verifica... — 4 Set your Pass...

Password *

Must be at least 6 characters!
Must contain at least 1 number!
Must contain at least 1 in Capital Case!
Must contain at least 1 Letter in Small Case!
Must contain at least 1 Special Character!

Confirm Password *

I agree to the [Terms & Conditions](#)



User login

After successful registration, the user logs in using their ardhisasa ID/ID number, password, and OTP sent to their phone. Ardhisasa Id is sent to the user's email address and to their phone.

Login



Shamba Lako, Hati Safi!

Identification Number or Ardhisasa ID

Password

OTP Code

0:58 :40 Resend

Login

[Don't have an account. Register here](#) [Back to home](#) [Forgot your password?](#)



Account upgrade to professional account

Professionals are required to apply for an account upgrade to enable them to initiate transactions on Ardhisasa. These professionals include:

- Advocates
- Licensed Surveyors
- Approved county surveyors
- Licensed Valuers
- Registered county Physical Planners
- Registered Physical Planners

Application for Account upgrade

The professional logs in as a private user and on the dashboard clicks on the “Account” button.

11:35:09 AM
September 19, 2022

SHAMBA LAKO, HATI SAFI

98
Private account

ardhisasa
Shamba Lako, Hati Safi!

Home / Dashboard / Settings

Your Account Settings

Account Details | Update Settings | Upgrade Account | Account Activity

You completed setting up your account.

- Profile Information
- Security Questions
- Add Signature
- Upload Your ID Copies

Profile information

 Change photo	First Name [REDACTED]	ID Type National ID
Middle Name [REDACTED]	ID Number [REDACTED]	
Last Name [REDACTED]	Ardhisasa ID PB0A14K000	
Phone Number [REDACTED]	Email Address [REDACTED]	
Physical Address NAIROBI 	Postal Address 16-30307	
	KBA PIN A0051225100	

We Are A

Application for Account upgrade

The professional is directed to account settings and clicks on the account upgrade. They will then click on the add profession button.

11:39:09 AM
September 19, 2022

SHAMBA LAKO, HATI SAFI

98
Private account

ardhisasa
Shamba Lako, Hati Safi!

Home / Dashboard / Settings

Your Account Settings

Account Details Update Settings **Upgrade Account** Account Activity

Upgrade Account Add Profession

Search

No.	Profession	Date Added	Status	Actions
1	REGISTERED COUNTY PHYSICAL PLANNER	May 30, 2022	PENDING	View

Application for Account upgrade- professional details and document upload

The professional keys in their details and uploads the required documents then clicks on the save button.

The screenshot displays the Ardhisasa web application interface. The top navigation bar includes the time (11:44:20 AM), date (September 19, 2022), user name (SHAMBA LAKO, HATI SAFI), a notification bell with 98 alerts, a profile picture, and the account type (Private account). The left sidebar contains navigation options: Services, My Properties, My Wallet, My Appointments, My Tickets, Notifications, and Account. The main content area shows the 'Your Account Section' with an 'Upgrade Account' modal form open. The modal form contains the following fields and buttons:

- Upgrade Account** (Title)
- Profession *** (Dropdown menu): ADVOCATE
- Admission Number *** (Text input): P.105/.....|
- Current Practicing Certificate *** (Upload button)
- Certificate of Admission *** (Upload button)
- Supporting Documents * (ID or any other supporting documents)** (Upload button)
- Cancel** and **Save** buttons at the bottom.

In the background, a table with columns 'Status' and 'Actions' is visible, showing a 'PENDING' status and 'View' actions. A 'We Are Here!' watermark is present in the bottom right corner.

Application for Account upgrade - application is placed

The application is successfully placed

The screenshot displays the Ardhisasa user interface. At the top, the user is identified as SHAMBA LAKO, HATI SAFI, with a private account status and 99+ notifications. The navigation menu on the left includes Services, My Properties, My Wallet, My Appointments, My Tickets, Notifications, and Account. The main content area shows 'Your Account Settings' with tabs for Account Details, Update Settings, Upgrade Account (selected), and Account Activity. A modal window is open, displaying a green checkmark and the text 'Successfully placed' with a 'Close' button. Below the modal is a table of professional registrations.

No.	Profession	Added	Status	Actions
1	REGISTERED COUNTY PHYSICAL PLANNER	May 30, 2022	APPROVED	View
2	ADVOCATE	Mar 4, 2022	DEACTIVATED	View
3	LICENSED SURVEYOR	Feb 7, 2022	APPROVED	View
4	REGISTERED PHYSICAL PLANNER	Jan 24, 2022	APPROVED	View
5	ADVOCATE	Sep 19, 2022	PENDING	View

Approval of the application

Once the application is approved, the applicant is able to view the status of the application

The screenshot displays the user interface for Ardhisasa. At the top, the user's name is SHAMBA LAKO, HATI SAFI, and the account is marked as 'Private account'. The navigation menu on the left includes Services, My Properties, My Wallet, My Appointments, My Tickets, Notifications, and Account. The main content area is titled 'Your Account Settings' and has tabs for Account Details, Update Settings, Upgrade Account (selected), and Account Activity. Under the 'Upgrade Account' tab, there is a search bar and a table of professions. The table has columns for No., Profession, Date Added, Status, and Actions. One profession is listed: 'ADVOCATE' with status 'APPROVED' and a 'View' button.

11:58:01 AM
September 19, 2022

SHAMBA LAKO, HATI SAFI

99+
Private account

ardhisasa
Shamba Lako, Hati Safi!

Home / Dashboard / Settings

Your Account Settings

Account Details Update Settings **Upgrade Account** Account Activity

Upgrade Account Add Profession

Search

No.	Profession	Date Added	Status	Actions
1	ADVOCATE	Sep 19, 2022	APPROVED	View

Switch accounts

The applicant will be able to switch from a private account to a professional account.



- Services
- My Properties
- My Wallet
- My Appointments
- My Tickets
- Notifications
- Account

12:01:16 PM SHAMBA LAKO, HATI SAFI 99+ Private account

September 19, 2022

Hi Grace, welcome

Home / Dashboard

Services

Search for a Service

Find Service

Land Registration

Search

Transfer

Land Administration

Land Rent

Change of User

Welcome to ARDHISASA, if you need help simply reply to this message, we are online and ready to help.

Customer Support just now

Write a reply..

Advocate Account

Logout

Professional account

Once the account has been switched, the professional is able to transact on the ardhisasa platform.

The screenshot shows the professional account dashboard for SHAMBA LAKO, HATI SAFI. The top navigation bar includes the time (12:17:13 PM), date (September 19, 2022), a notification bell with 99+ alerts, a profile picture, and the role 'Advocate'. A personalized welcome message is displayed below the header. The left sidebar contains navigation options: Services, My Properties, My Wallet, My Appointments, My Tickets, Notifications, and Account. The main content area is titled 'Services' and features a search bar labeled 'Search for a Service' with the placeholder text 'Find Service'. Below the search bar, there are two service category cards: 'Land Registration' and 'Land Administration'. The 'Land Registration' card lists 'Search', 'Transfer', and 'Charge' with a 'View More' button. The 'Land Administration' card lists 'Land Rent', 'Change of User', and 'Extension of User' with a 'View More' button. A 'We Are Here' chat widget is visible in the bottom right corner.