ONLINE SERVICES USER MANUAL – PRACTITIONER RENEWAL
**Step 1:** Log into the HPCZ online services portal using portal.hpcz.org.zm

**Step 2:** Log into the system by entering your user name and password. If not registered for online services, go to Not Registered below.
Step 3: Enter your HPCZ registration in full, your NRC and your valid email address to register, then press **Register for Online services** button to finish registration for online services process. After you create your Username and Password you will go back to Figure 1 for Logging in

**Registration for online services Select your cadre**

Step 4: Search for your HPCZ Number by clicking on the **Forgot your Registration number**
**Step 5:** Input your NRC to search for your HPCZ Number.

**Step 6:** Check for your details searched by your NRC. Use your Registration Number to register at Log in page.

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<thead>
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<tbody>
<tr>
<td>NRC</td>
<td>464306/677</td>
</tr>
<tr>
<td>Index Number</td>
<td>HPCZ/101/2/00001-N5</td>
</tr>
<tr>
<td>Registration Number</td>
<td>HPCZ/101/2/11/1384</td>
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**Step 7:** Press on Profile to view your profile. Check if your details are correct. Update details such as photo, phone number, email address and change your password if necessary.
The system will give you a privilege to create/change your own unique password.
**Step 8:** Click on **Renewals** to begin the process of renewing your Annual practicing certificate and then proceed with clicking the **New Renewal Application Button**

**Step 9:** Fill in the form with details and press **Submit Application button** to make an application
**Step 9:** After submitting your application successfully, an invoice will be displayed indicating how much you are required to pay. You can download your invoice by pressing the Download Invoice button. To proceed to payment press the Make Payment Button.
Step 10: When you click on Make Payment button in Figure above, this page will pop up which will give you options of renewal. If you are not on DDAC you use the VISA Option which will take you to a payment portal where you have to enter your card details. If your payment is done through DDAC press option DDAC and you details will be verified with the Council if the deduction was made to give access to proceed.
How to pay Using VISA

**Step 11:** Fill in the form and press **Pay Now** to Pay Using VISA

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**STRUCTURE OF VISA CARD**

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**TYPES OF DATA ON A CREDIT/DEBIT CARD**

- **CID (American Express)**
- **CID/CVV2 (Discover/JCB/MasterCard/Visa)**

- Chip (data on magnetic stripe image)
- PAN
- Expiration Date
- Magnetic Stripe (data on tracks 1 & 2)
**Step 12:** After a successful payment or verification of DDACC payment, download your Licence and your receipt by pressing **Download Licence** and **Download Receipt** respectively.