



# ONLINE APPLICATION PLATFORM FOR CERTIFICATES



POLICE CLEARANCE CERTIFICATE



CERTIFICATE OF GOOD CONDUCT





- ▶ Visit: <https://services@upf.go.ug> to access the Uganda Police online Platform for certificates (Good Conduct and Police Clearance) Application



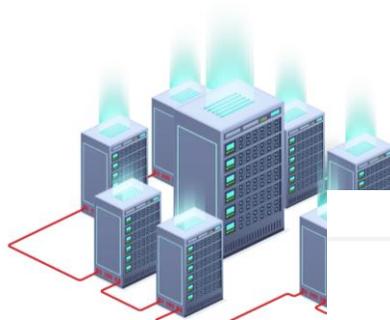


## Welcome to our Online Application platform

You can now Apply for either the Certificate of Good Conduct or Police Clearance, from this platform

REGISTER

LOGIN



# WELCOME PAGE

- ▶ On this page an applicant is required to either register for an account or log in for those with accounts created



## Renewal of your Certificates Made easier

You can initiate certificate renewal from anywhere, anytime.

REGISTER

LOGIN



## Pay with mobile Money, VISA or walk in any bank

Pay for any of our Non-Tax Revenues Using MTN Mobile Money, Airtel Money, VISA, MasterCard, Direct Bank Transfer, PayWay, Walk in to any bank in Uganda

REGISTER

LOGIN





# HOW TO APPLY FOR THE CERTIFICATES



Step 1: Online Registration and Payment

Step 2: Booking Appointment

Step 3: Photo and Fingerprint Capture

Step 4: Release of the Certificate



## Online Registration and Payment

- First time applicants will be required to register for accounts
- The next step is to login, select 'New Applicant' to start the application process for either the certificate of good conduct or police clearance.
- The application registration ends with generation of Payment details which are printable on a Payment slip.
- With the Payment slip, the applicant is expected to go and make payment using any preferred method such as; bank, mobile money, Payway, visa or Mastercard payment



# ► Terms and Conditions: Agree prior to creation of an Account



UGAND  
PROTECT A

SIGN IN HERE

## Terms & Condition

Select Language ▼ Powered by Google Translate

**Note:**Please Check all the Checkboxes to Continue

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**Agreement**

This Service Agreement ("Agreement") sets forth the terms and conditions of your use of this System in applying for a National Police Clearance and related services. In this Agreement, "you" and "your" refer to you as "Applicant of National Police Clearance" and "PNP", "our", "we" or "us" as the "Philippine National Police".

**Privacy Policy**

By using any of our services, visiting our website <https://pnpclearance.ph> or giving us your personal information, you agree to your information being collected, stored, used and disclosed as set out in this Privacy Policy.

We are committed to protecting your personal information, and ensuring its privacy, accuracy and security. We will handle your personal information in a responsible manner in accordance with the Data Privacy Act of 2012 (RA No. 10173).

The PNP may use your contact information in order to send e-mail or other communications regarding your clearance or updates about this service. We may also use your data for statistics, summaries, research and studies.

Previous

Next

Register



# Account Registration



[PDF Tutorial](#)

## New Applicant Registration

Required fields are indicated with \*

Email Address should be VALID and ACTIVE

Email address \*

Password \*

Confirm password \*

First name \*

Middle name

Surname \*

Gender \*

Select birth date \*

Terms and Conditions

[Register](#)



# Log In



**UGANDA POLICE FORCE**  
PROTECT AND SERVE

Not yet registered?

[REGISTER HERE](#)

## Logging in

**Log in using the email address and password used during the registration process.**

Applying for a clearance? **Sign in** your email address and password if you have already registered.

E-mail \*

Password \*

[Forgot password? Click here.](#)

[Sign in](#)

[PDF Tutorial](#)

Applying for a Certificate of Good Conduct or Police clearance? **Sign in** with your email address and password if you have already registered.

E-mail \*

Password \*

[Forgot password? Click here.](#)

[Sign in](#)



Select 'New Applicant' for New Applicants to start the application Process



Welcome: *Ivan*

Log out

Start Application

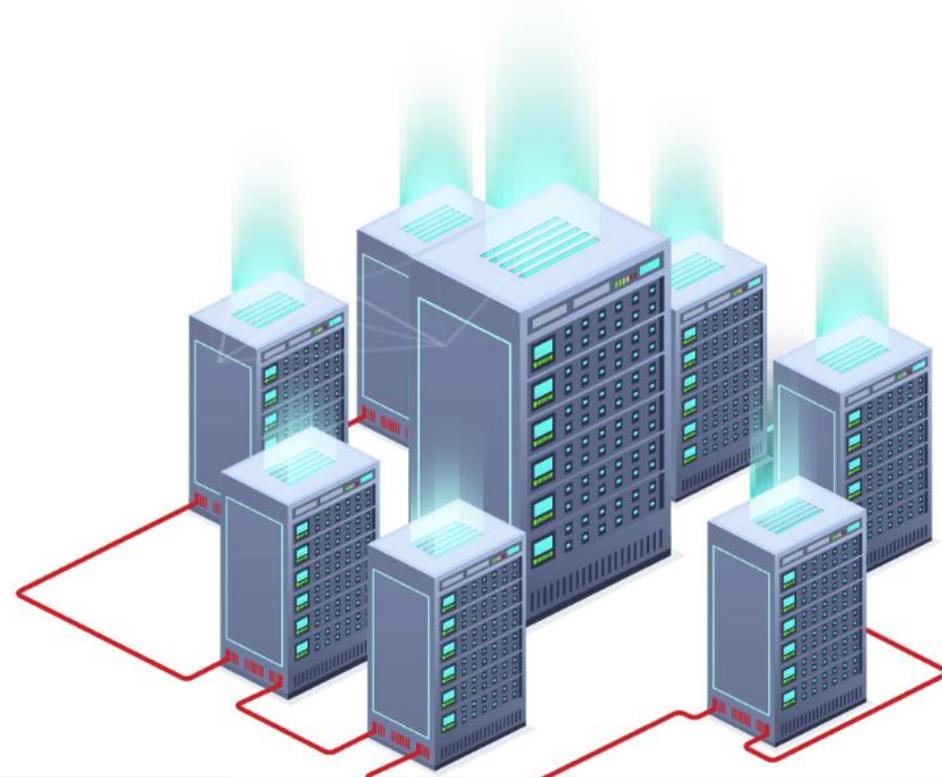


# Online Certificate Application platform

If you are a new Applicant, please click the New Applicant button. If on the other hand you are a returning to complete your application, please click the returning applicant button

New Applicant

Returning Applicant



# Booking for an Appointment

- ▶ After payment, Applicant will then log in to book for an appointment at Uganda Police Interpol and International relations head office
- ▶ On successful log in, the applicant selects 'Returning Applicant' and then selects
- ▶ 'book for an appointment'

The screenshot shows the Uganda Police Force website interface. At the top left is the logo and text "UGANDA POLICE FORCE PROTECT AND SERVE". To the right, it says "Welcome: Ivan" and has "Log out" and "Register Payment" buttons. Below the header is a "Self Service Options" menu with links: "Regenerate Payment Details", "Re-Book For An Appointment", "Check Application Status", and "How to Apply". In the center is a calendar for August 2020. The 5th is highlighted in green, and the 8th through 16th are highlighted in purple. Below the calendar is a "Selected Date" input field and a "Confirm Booking" button. On the right is a "Guidelines for booking" box with the following text:

**Guidelines for booking**

- \* You cannot select previous dates, they are grayed out
- \* All dates colored green are already booked
- \* Please do not week end dates
- \* Select a preferable date, it will be previewed in the textbox below
- \* If the previewed date is the preferable date, proceed to confirm your booking
- \* After Successful booking, please create an account to enable you track the progress of your application



## Photo and Fingerprint Capture

- ▶ On the day of the appointment, the applicant presents the following documents at Uganda Police Interpol and International relations head office
  - Copies of Valid Identification Documents(Passport or National ID). Note National ID is Mandatory for Ugandans.
  - Two Passport Sized Photographs
  - Payment receipt printed from the system
  - Clearance letter from the Office of the Prime Minister for Refugees.
  - A preview of your application details printed from the system
- On presentation of the above, your photo and finger print will be captured and this will be followed by certificate processing



## Certificate Pickup

- ▶ During the application process, the applicant will be able to track the progress of the application.
- ▶ From the log in page on the next page, select 'Returning Applicant' and then select 'Application Progress' to view the progress
- ▶ Once the certificate is ready for pick up, the applicant will then proceed to Uganda Police Interpol and International relations to pick the certificate
- ▶ This marks the end of the application process
- ▶ The same procedure applies to renewal of certificates



# Application Progress



**UGANDA POLICE FORCE**  
PROTECT AND SERVE

Welcome: *Ivan*

Log out

Register Payment



## Self Service Options

Regenerate Payment  
Details

Re-Book For An  
Appointment

Check Application Status

How to Apply

## APPLICATION PROGRESS

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- SUBMISSION
- PAYMENT
- BOOKED FOR APPOINTMENT
- FINGER PRINT CAPTURED
- APPLICATION PROCESSING
- PRINTING CERTIFICATE
- CERTIFICATE READY FOR PICK UP

