



RWANDA STANDARDS BOARD

CUSTOMER PORTAL USER GUIDE

Basket (0) | Register | Login

WELCOME TO THE RSB PORTAL

You can now apply and manage your RSB services online.

Start today!

Create Account

Login

Check Certificate Validity

Type in the certificate code

Verify

www.rsb.gov.rw

RSB Customer Portal | VERSION 1.0

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RWANDA STANDARDS BOARD

CUSTOMER PORTAL USER GUIDE

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Summary

1.0 Overview

This documentation is meant to assist customers easily utilize and get the most out of the system so as to apply for the various services offered by RSB efficiently and effectively.

If you do not get the assistance you require using this guide, reach out to us using the contact form or email us at info@rsb.gov.rw or call us on **+250788303492**.

2.0 Logging in and Authentication

2.1 Logging In

You will login with the email address and password you used when creating your new account. In the event that you do not remember the email address you used, kindly reach out to us on info@rsb.gov.rw or **+250788303492**.

If you cannot remember your password, reset your password.

(See Section 2.4 and related image next page)

2.2 Creating an Account

If you do not have an account, you will need to create one to proceed. From the dashboard click on the Register button.

All the information requested on this page is mandatory. Once you have successfully created an account, you can proceed to the login page to manage your account. The email address specified when creating the account will be your username. **(See related image next page)**

2.3 Updating Password

You can only update your password only when you are logged in. Once logged in, click on the Edit button. Click on your name on the account menu. Under the Edit Password tab, enter your current password and new password. **(See related image next page)**

2.4 Resetting Password

If you cannot remember your password, use the Forgotten your Password? feature on the login page. An email will be sent to you shortly with a link to reset your password.

(See related image next page)

2.5 Logging Out

The button is located on the account top menu on the right, next to your name. See as outlined in Red. **(See related image next page)**

Basket (0)

Register

Login

Login to your RSB Account

Please provide your username (Email address) and password below to login to your Rwanda Standards Board customer account

Username

youremailaddress@domain.com

Password

••••••••

Login to your Account

Forgotten your Password?

If you have forgotten your password, please enter your email address in the box below and click on the "RESET" button to reset your password

Email Address

Reset

Don't have an RSB Account?

If you do not have an account yet, kindly click on the button below to create one

Create Account

My Dashboard

Zamukana Programme

Subscriptions

Orders & Payments

Basket (0)

JANE (#111111201)

Logout

DASHBOARD

Start a New Application

For System Certification, please refer to the documents attached

Here

You have not made any applications yet

RSB

Rwanda Standards Board

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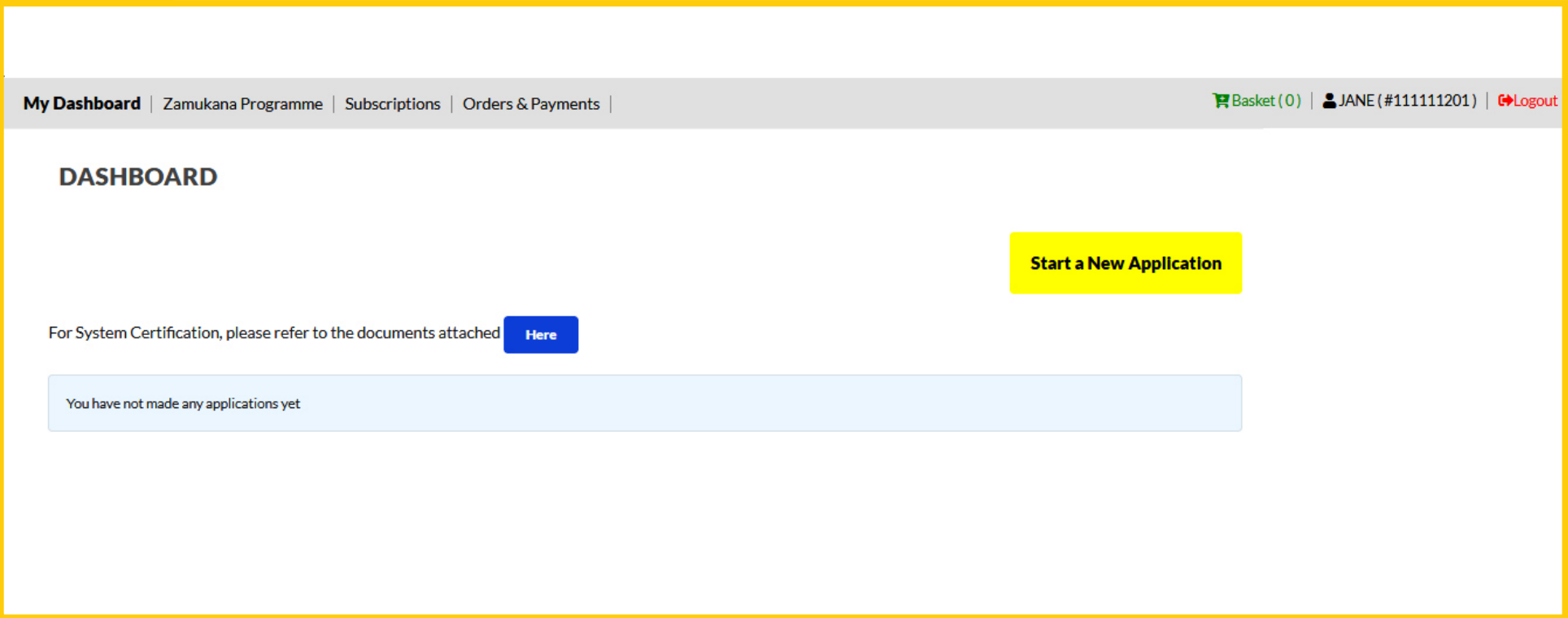
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3.0 Dash Board

The dashboard is the first page you will see immediately after logging in. All applications you make will be listed here.



4.0 Services Offered

By clicking on Services in the main menu, you will be able to see all services offered by RSB that you can apply for. Once you select the service you want to apply for, follow the prompts to complete the application.

If you are not sure if you qualify for a particular service, please apply for Zamukana Ubuziranenge first. It is a free service that will provide you with the support and advice you need in order to improve the chances of a successful application.


Below are services that are currently offered:

1. Customer Testing Requests
2. Lab Designation
3. Request for Authorization to Break Seal
4. Made In Rwanda Certification
5. Request for Training
6. Metrology Calibration
7. Request for Internship
8. Metrology Verification
9. Apply for a License
10. System Certification
11. Product Certification


4.1 Making an Application

You can apply for services using any of these two ways:

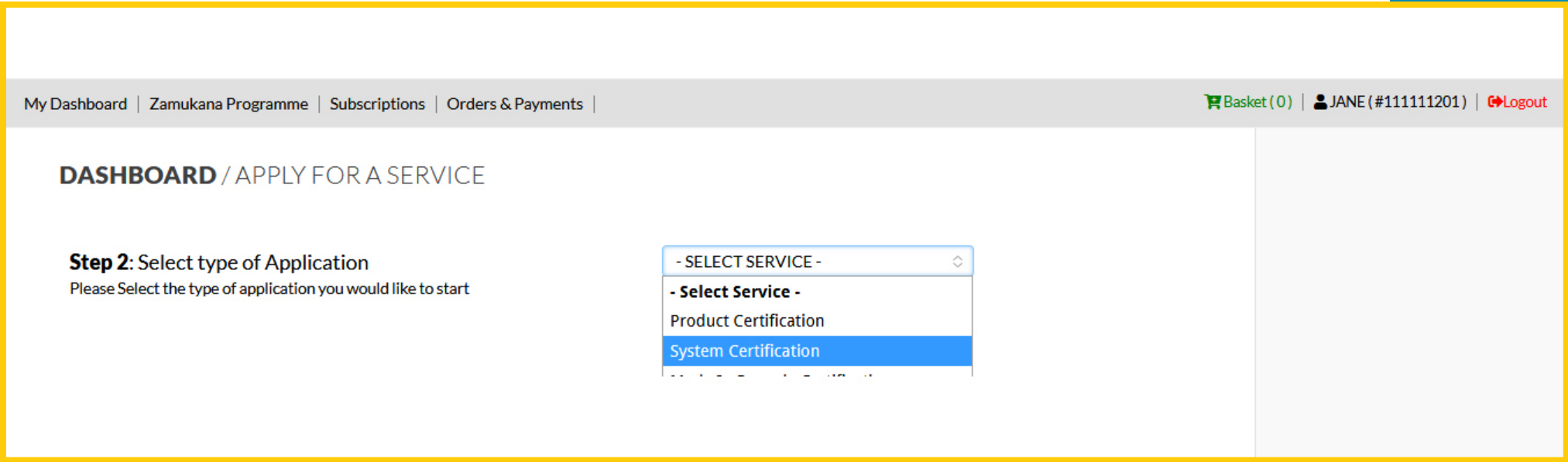
1. From the Services page.

You will be presented with a list of all services available. Click on  button. This will prompt you to log in. Proceed as per number 2.

2. From the Dashboard page.

This requires for you to be logged in to your account. Click on  button. You will be presented with the different categories of services that you can apply for. Select the one that suits you and click Next.

Each category contains a sub-category. Select the service you wish to apply for and click **Next**.



Once you have selected the service, you will be presented with an application, whereby you are required to complete it with the requested information in order to proceed.

Notifications will appear at the top of the overview tab to show you all the missing information.

My Dashboard | Zamukana Programme | Subscriptions | Orders & Payments |

Basket (0)

 |

JANE (#111111201)

 |

Logout

DASHBOARD / SERVICES

Back to My Applications

System Certification (#CES000129 / JANE DOE)

STATUS: **Draft** (Kindly Fill in, Review and then Submit your Form for it to be Processed)

OVERVIEW

QUESTIONNAIRE

MESSAGES

OVERVIEW / SYSTEM CERTIFICATION #CES000129

Some information is not complete. Please fill in this information before you can submit your application

The number of questions completed in the Questionnaire are not sufficient (0%). Please complete at least 60% of the questions to proceed

CUSTOMER INFORMATION

NAME	JANE DOE (INDIVIDUAL:111111201)
CRN	crn
TIN	1216494
INDUSTRY	AGRICULTURE
CONTACT PERSON	JANE DOE fggsdg youremail@domain.com 250121212121
ADDRESS	hihi tonw Afghanistan

SYSTEM CERTIFICATION

Edit

CUSTOMER	JANE DOE
SYSTEM TYPE TO CERTIFY	incomplete
QUANTITY	incomplete
CERTIFICATION TYPE	incomplete
CERTIFICATION SCOPE	incomplete
DESCRIPTION	incomplete
NUMBER OF SITE(S)	incomplete
NUMBER OF PERMANENT EMPLOYEES	incomplete
NUMBER OF CASUAL EMPLOYEES	incomplete
DATE	2021-06-16 14:45:03

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Below the customer information is the application information. Click on the Edit button to complete the application.

My Dashboard | Zamukana Programme | Subscriptions | Orders & Payments |

Basket (0) | JANE (#111111201) | Logout

DASHBOARD / SERVICES

Back to My Applications

System Certification (#CES000129 / JANE DOE)

STATUS: **Draft** (Kindly Fill in, Review and then Submit your Form for it to be Processed)

System Certification (#CES000128 / HILLARY)

My Dashboard | Zamukana Programme | Subscriptions | Orders & Payments |

Basket (0) | JANE (#111111201) | Logout

250121212121

ADDRESS

hihi
tonw
Afghanistan

SYSTEM CERTIFICATION

CUSTOMER

SYSTEM TYPE TO CERTIFY

QUANTITY

CERTIFICATION TYPE

CERTIFICATION SCOPE

DESCRIPTION

NUMBER OF SITE(S)

NUMBER OF PERMANENT EMPLOYEES

NUMBER OF CASUAL EMPLOYEES

DATE

250121212121

hihi
tonw
Afghanistan

JANE DOE

incomplete

CUSTOMER INFORMATION

NAME

CRN

TIN

CUSTOMER

SYSTEM TYPE TO CERTIFY

QUANTITY

CERTIFICATION TYPE

CERTIFICATION SCOPE

DESCRIPTION

NUMBER OF SITE(S)

General

Reference

NUMBER OF SITE(S)

1-10

NUMBER OF PERMANENT EMPLOYEES

1 - 10

NUMBER OF CASUAL EMPLOYEES

1 - 10

Depending on the service you are applying for, there's going to be additional information you will be required to provide such as document upload (made in Rwanda, break of seal, license application, lab designation), completed questionnaire (training, system certification), product (product certification) and equipment specification (verification and calibration).

Documents can be uploaded at the bottom of the overview tab, below the application information.
The questionnaire will accessible using the questionnaire tab, next to overview.

Note: Questionnaires must be at least 60% complete in order to proceed.

Once you have provided all the necessary information, the application is now ready to be submitted. Click on **Submit Application**.

My Dashboard | Zamukana Programme | Subscriptions | Orders & Payments |

Basket (0)

JANE (#111111201)

Logout

DASHBOARD / SERVICES

Back to My Applications

System Certification (#CES000129 / JANE DOE)

STATUS: **Draft** (Kindly Fill in, Review and then Submit your Form for it to be Processed)

OVERVIEW

QUESTIONNAIRE

MESSAGES

OVERVIEW / SYSTEM CERTIFICATION #CES000128

Thank you for filling in your application form for System Certification. You may now click on the button called **Submit Application** to submit your application for processing

Submit Application

Questionnaire has been completed sufficiently. (73%) Information Collected in this Questionnaire is sufficient. You may proceed to the next stage

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4.2 Paying for an Application

Some services will require payment after approval by the officer in charge. At the bottom of the overview tab, you will see the notification Customer Payment Pending. You will be able to retrieve the order from the orders page. You can now make payment for the application. Once the order is fully paid for, the payment information will appear in the overview tab.

4.3 Uploading Documents

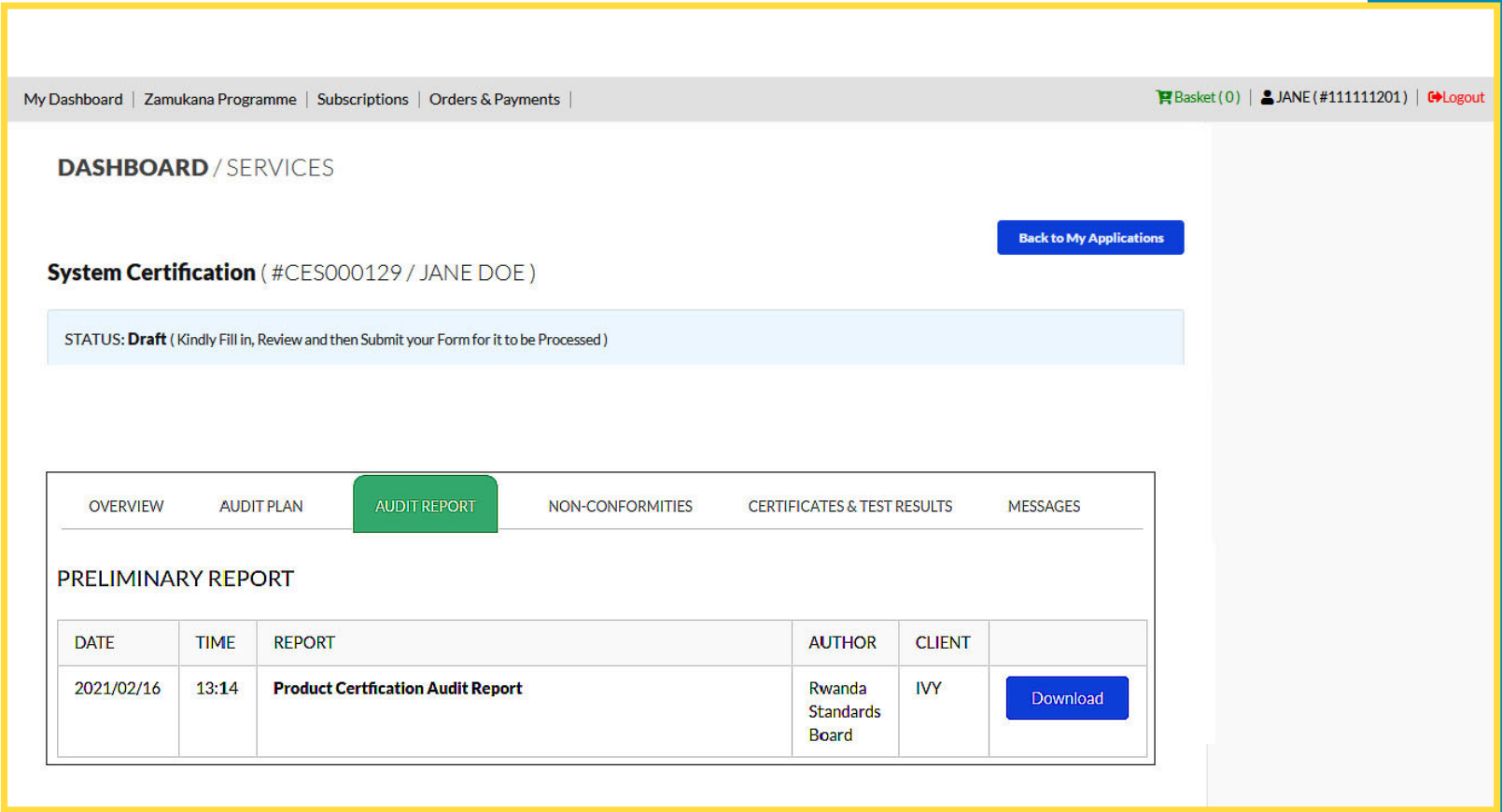
In some applications, you will be required to submit documents in the course of the application. A document upload facility will appear in the overview tab, just below the application information.

4.4 Application Correspondence

You will be able to view all correspondence related to the application on the messages tab. You can also communicate to the officer cer in charge from here.

4.5 Audit Reports

All reports generated for the application will appear under the Audit Report tab of the particular application.



Note: Viewing of the reports is under the discretion of the officer in charge. You will only be able to view reports you have been granted access to.

4.6 Audit Plan

Some services will require to a plan to be created so as certain activities can be conducted by the RSB staff e.g. product certification. All audit plans generated for the application will appear under the Audit Plan tab.

4.7 Non Conformities

When a product or system does not fulfill the intended requirements, a non-conformity will be created for it. All non conformities defined for the product or service will appear under the Non Conformities tab.

When you have fixed the non-conformity, give your feedback using the comment button. The officer in charge will view your feedback and decide on how to proceed.

My Dashboard | Zamukana Programme | Subscriptions | Orders & Payments |

Basket (0)

 |

JANE (#111111201)

 |

Logout

DASHBOARD / SERVICES

Back to My Applications

System Certification (#CES000129 / JANE DOE)

STATUS: **Draft** (Kindly Fill in, Review and then Submit your Form for it to be Processed)

OVERVIEW

QUESTIONNAIRE

AUDIT PLAN

NON-CONFORMITIES

MESSAGES

NON-CONFORMITIES

#	DATE	TIME	ISSUE	CLIENT COMMENT	STATUS	
NC00074	2021/05/04	11:12	system is faulty the system is not working		No Action Taken	<div>Comment</div>

4.8 Certificates & Test Results

You can access all your certificates and test results using the Certificates & Test Results tab, when they are made available to you.

4.9 Zamukana Ubuziranenge

Zamukana is a free service that aims at providing support and advice to customers in order to improve the chances of a successful application. This will ensure that you meet the requirements for the certification before you submit a certification request.

If you are not sure whether you qualify for a service, you should apply for zamukana first. One of our officers will reach out to you and take you through the entire process, advising you what you need to do so you meet the application requirements.

All certification customers are advised to apply for zamukana first before making certification applications for their products. Each new product should have its own application. If for example you had applied for zamukana for milk (a dairy product), and you want to get certification for meat, you should make a new application for meat, even if you had passed the milk zamukana application.

5.0 Web Store

The webstore is an online store where we sell products and services to the public. In our catalogue of items is Rwanda Standards and Training Sessions.

If you cannot find the item you are looking for, you can use the category filters on the left side of the page or the search bar. Make sure to use key words when searching. Remember, the more descriptive your search term is, the less results you will get.

5.1 Purchasing a Standard

You will need to identify the standard you would like to purchase on the webstore. Make sure to view the details by clicking on the **View Details** button to make sure it is the one you want. You will be presented with additional details of the standard such as the description, the category the standard belongs to, how much it costs and a preview of the standard in PDF format. To proceed and buy the standard, click on **Add to Cart**

My Dashboard | Zamukana Programme | Subscriptions | Orders & Payments |

Basket (0) | JANE (#111111201) | Logout

1 - 7 of 7 | << PREV 1 NEXT >> |

CODE	TITLE	THEMATIC AREA	CLASSIFICATION	PRICE		
RS EAS 952-4:2020	Transport of dangerous goods — Emergency information systems — Part 4: Transport emergency card	Environment. Health protection. Safety	EAST AFRICAN STANDARDS	RWF16,500	View Details	Buy
ISO 16634-2	Food products — Determination of the total nitrogen content by combustion according to the Dumas principle and calculation of the crude protein content — Part 2: Cereals, pulses and milled cereal products	Food technology	ADOPTED ISO STANDARDS	RWF36,000	View Details	Buy
CAC/GL 50: 2004	General guidelines on sampling	Generalities. Terminology. Standardization. Documentation	CODEX STANDARDS	RWF99,000	View Details	Buy
RS ARS 1411: 2018	Radial-type-honey-extractor — Specification	Agriculture	AFRICAN STANDARDS	RWF19,500	View Details	Buy
RS ARS 1402: 2018	Beehives — Specification	Agriculture	AFRICAN STANDARDS	RWF42,000	View Details	Buy

5.2 Cart

The cart page displays a list of webstore products that you have selected for purchasing. The cart page can be accessed from the account menu or by clicking the Add to Cart button under a webstore item. You can also edit (remove item, add or reduce item quantity) the cart items.

If you are satisfied, proceed to checkout by clicking **Buy.**

My Dashboard | Zamukana Programme | Subscriptions | Orders & Payments |

Basket (1)

JANE (#111111201)

Logout

WEBSTORE / CART

Continue Shopping

	ITEM	EACH	QTY		SUB-TOTAL	
1	Rwanda Standards RS ARS 1411: 2018 RADIAL-TYPE-HONEY-EXTRACTOR – SPECIFICATION	19,500.00	<div>-</div>	1 <div>+</div>	19,500.00	<div>x</div>
TOTAL					RWF 19,500.00	

Empty Cart

Buy

5.3 Checkout

The cart checkout page will allow you to confirm their order and proceed to make payment against the order.

My Dashboard | Zamukana Programme | Subscriptions | Orders & Payments |

Basket (1)

JANE (#111111201)

Logout

WEBSTORE / CHECKOUT

Below are your order details. If the items are as you have selected, click on the "Confirm Order and Proceed to Make Payment" button below. If you would like to make changes to your order, click on the "Edit Order" button

Order Details

Edit Order

Continue Shopping

	ITEM	EACH	QTY	SUB-TOTAL
1	Rwanda Standards RS ARS 1411: 2018 RADIAL-TYPE-HONEY-EXTRACTOR – SPECIFICATION	19,500.00	1	19,500.00
TOTAL				RWF 19,500.00

☐ By clicking on **Confirm & Make Payment**, you agree to the **Terms and Conditions**.

Confirm & Make Payment

Check/Click to Agree to the **Terms and Conditions** then proceed by clicking the Confirm & Make Payment button.

5.4 Making Payment

You can access this page by clicking on Orders & Payments on the account menu and selecting the particular order.

My Dashboard | Zamukana Programme | Subscriptions | Orders & Payments |

Basket (0) | JANE (#11111201) | Logout

DASHBOARD / ORDERS & PAYMENTS

Order #11111201-02391

Payment is PENDING for this Order

CODE	DESCRIPTION	@EACH	QTY	SUBTOTAL
45409	Radial-type-honey-extractor – Specification	19,500.00	1	19,500.00
TOTAL				19,500.00
PAID				0.00
Balance Due				RWF 19,500.00

IREMBO

To make a payment via IREMBO, please use the Billing Number below:-
#990616177253

CREDIT / DEBIT CARD

If you would like to pay using your Credit Card or Debit Card, Click on the button below to proceed

Pay by Credit / Debit Card

BANK OF KIGALI / BK YACU AGENT

Visit the nearest Bank of Kigali Branch or the BK Yacu Agent closest to you and present the Billing Number (990616177253) to complete your payment.

MTN MOBILE MONEY

1. Please dial *182#
2. Select 1 - for English or 2 for Kinyarwanda.
3. Select 3 - Pay Bill
4. Select 7 - Irembo Services
5. Enter the Billing Number (990616177253) and follow the steps

TIGO CASH

1. Please dial *310#
2. Select Irembo Payments
3. Enter Billing Number (990616177253) and follow the steps

AIRTEL MONEY

1. Please dial *507#
2. Select 1 - for English or 2 for Kinyarwanda
3. Select 4 - Pay Bill
4. Select 1 - Utilities
5. Select 5 - Irembo Services
6. Enter the Billing Number (990616177253) and follow the steps

Help Topics

- Zamukana Ubuziranenge
- How to Make an Application
- Paying for an Application
- Purchasing a Standard
- Cart
- Checkout
- Making Payment
- Accessing Purchased Standards
- Accessing Your Certificate(s) and Test Results
- Submit Feedback

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You will be presented with order information; order id, quantity, amount for each item and the total amount of the order on the right side of the page, you will be able to see the different payment options you can use to make the payment.

Once the order is fully paid, the order details will be updated automatically. You can also view all orders for all services (paid and unpaid) in the orders page.

My Dashboard | Zamukana Programme | Subscriptions | Orders & Payments |

Basket (0) | JANE (#11111201) | Logout

DASHBOARD / ORDERS & PAYMENTS

Order #11111201-02391

This Order is fully PAID

CODE	DESCRIPTION	@EACH	QTY	SUBTOTAL
45406	Beehives – Specification	42,000.00	1	42,000.00
TOTAL				42,000.00
PAID				42,000.00
Balance Due				RWF 0.00

Payments Received for this Order

RECEIPT#	DATE	REFERENCE	PAYMENT METHOD	AMOUNT
788	2021/05/03	100QWIY7HA	IREMBO	RWF 42,000.00

Note: You will only have access to the standard document for the duration specified in the order, usually one year. During this time, you will only be able to download the document only three times. Once the duration has elapsed, access to the document will be revoked and you will have to purchase the standard again.

5.5 Accessing Purchased Standards

You can access all the standards you have purchased using the Subscriptions menu item located on the account menu.

Once on the page, you will see a list of all your standards and their respective statuses and expiry dates.

6.0 Certificate Verification

The certificate verification facility allows you to verify a certificate issued by RSB. Most services will issue you with a certificate. Each certificate contains a unique number, which can be found just below the name of the certificate. Take note of the certificate number as you will need it to verify the certificate. The certificate will also have a Quick Response (QR) code on the bottom right of the certificate.

You can verify a certificate using either one of three ways:

1. From the Main Menu

Once on the certificate verification page, type the certificate number of the certificate you wish to verify in the search box.

If the certificate is issued by RSB, the details will be displayed under the search box. If not, the message “no record found” will be displayed. **(See related image next page)**

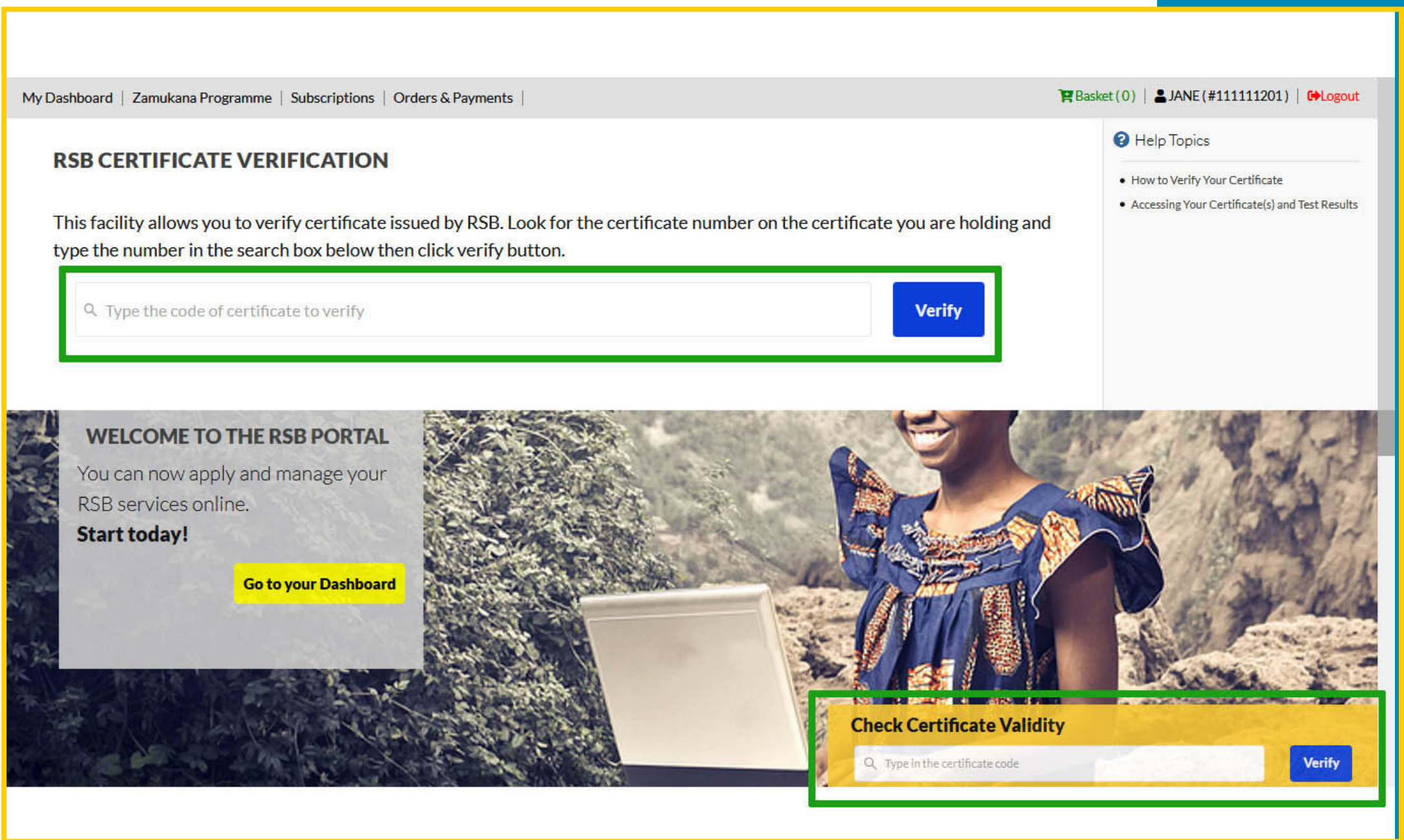
2. From the Home Page

Provide the certificate number of the RSB certificate you want to verify into the search box and click on the “Verify” button. You will be directed to the certificate verification page where the certificate details will be displayed if the certificate is genuine and issued by RSB.

(See related image next page)

3. Scanning the QR on the certificate

You will need to scan the certificate’s QR code using a QR code scanner application. You will get a URL, going to the URL will display the certificate’s information including the duration of the certificate validity (start & expiry date).



7.0 How to Send Feedback

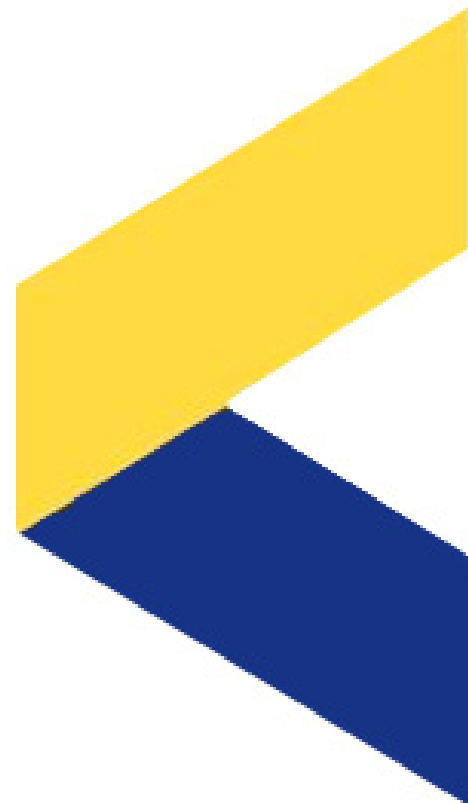
You can send us your feedback, complaints or make an enquiry on any of our services from the **Contacts** page and one of our officers will be in touch as soon as possible.

To get in touch with the officer(s) in charge of your application, navigate to the relevant application and submit your feedback under the **Messages** tab.

You can also check the **Help** section to see if your question has been covered. To get in touch with us directly, you can email us at info@rsb.gov.rw or call us on **+250 788 303 492**.

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