USER GUIDE e-LICENSING

IONISING RADIATION LICENCE RENEWAL

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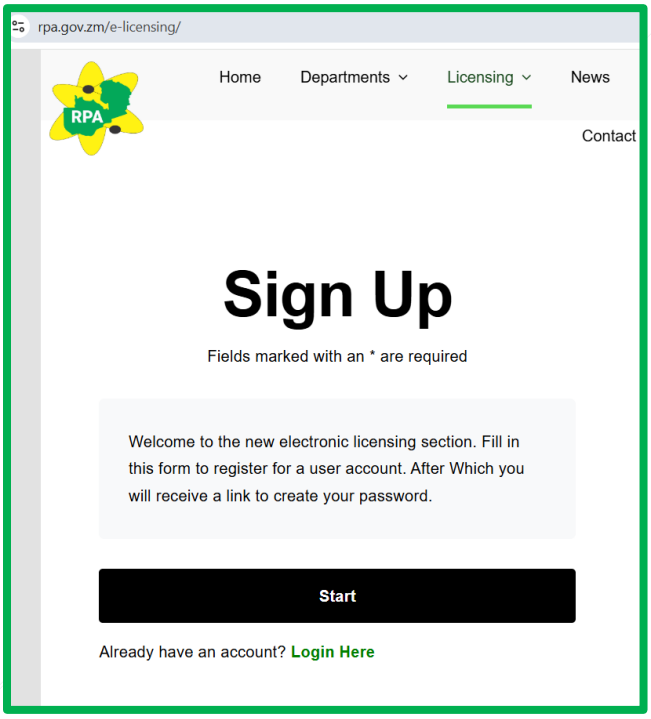
Welcome to the Online Licensing Portal!

This guide provides step-by-step instructions for submitting a renewal application for your license through the e Licensing website. Follow these steps to complete the process successfully.

Step 1: Register for access on the RPA website

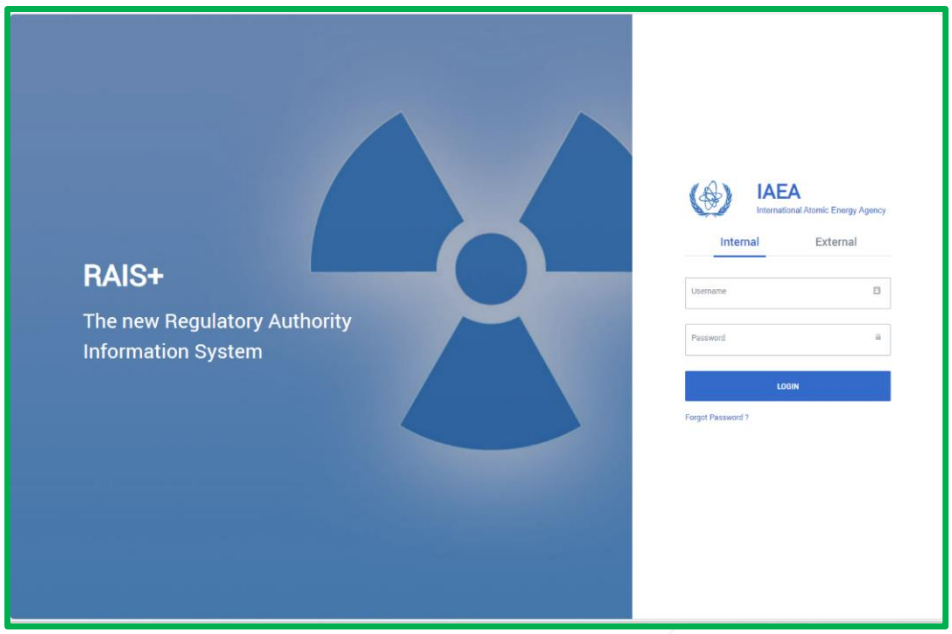
1. Open a web browser and visit the registration page at www.rpa.gov.zm/e-licensing
2. Register for an account by providing your contact information. Proceed to step 2 after you receive a link via your email address containing your username and a link for you to create a password.



Step 2: Access the Portal

1. Open a web browser and visit the eLicensing portal at www.rais.rpa.gov.zm/idp

2. Log in as an external user using your registered **Username** and **Password**. If you have forgotten your login details, use the **Forgot Password** option.



Step 3: Update your Inventory (Only if there are some changes to your existing inventory or you have never submitted any inventory information online!)

1. Navigate to **Inventory** section: **Sources and Registers:**

Update inventory existing under your facility, such as;

- (**Radiation Generators**, **sealed sources** and **unsealed sources**) that you are applying for renewal for use or possession.
- Update the number of occupationally exposed workers that are employed under your facility
- Submit this information so that it can be validated and approved via the system by Radiation Protection Authority
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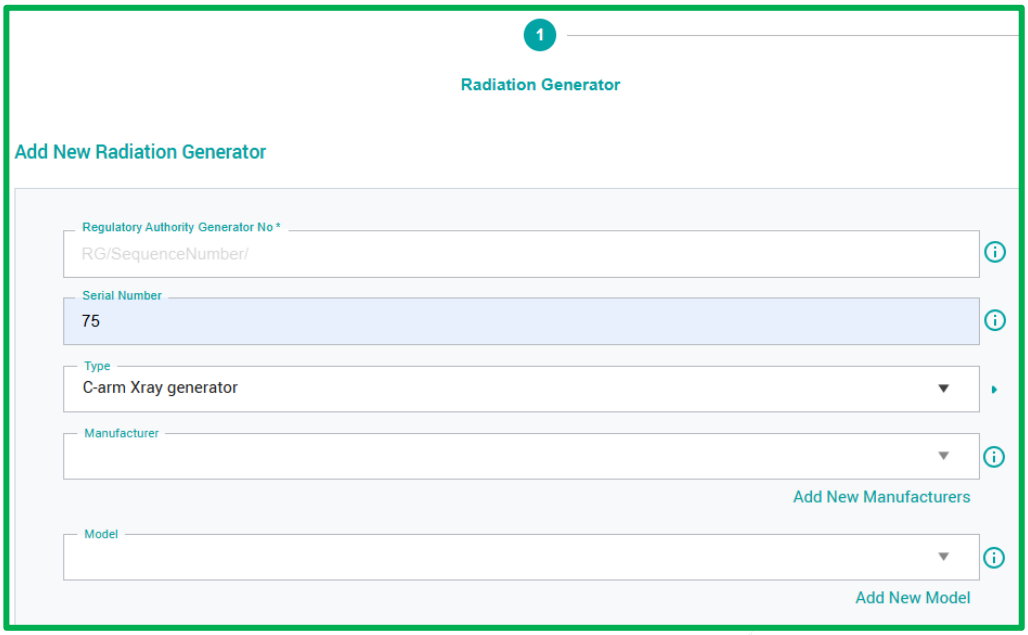
Important Note: For **Radiation Generators** Inventory**;**



- If the **Type** of equipment is not visible on the drop-down menu, please contact Radiation Protection Authority to add it to the system
- You have user rights to add the **Manufactures** name and model of equipment should you be unable to see it in the system

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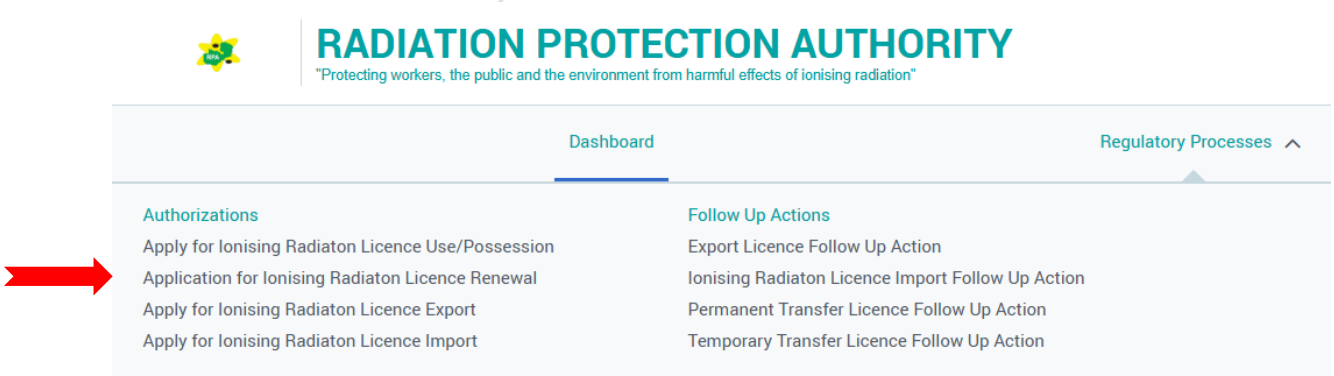
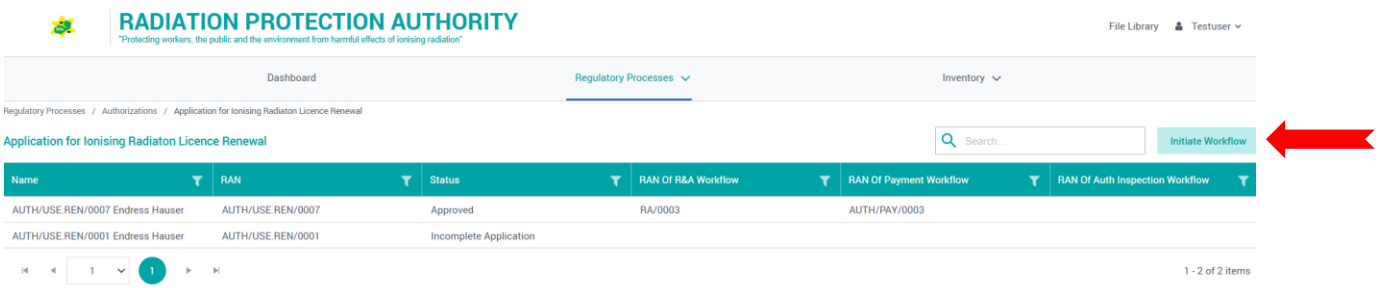
Step 4: Navigate to the Renewal Section

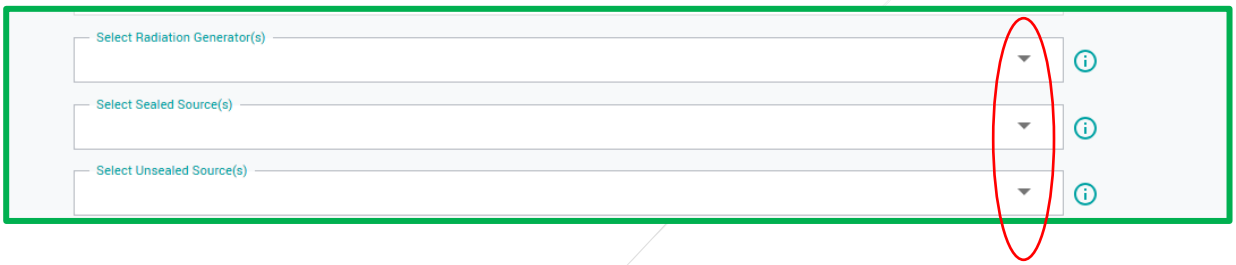
1. Once logged in, locate the **Application for Ionising Radiation License Renewal** section under the **Regulatory Processes** drop down menu.
2. Click on **initiate workflow** to proceed.





Step 5: Submit Your Details

1. The system will display Form IX (Application for Renewal of Licence) for you to fill in your existing license details, including:
    - Radioactive Source inventory (Radiation Generators, sealed sources and unsealed sources) that is already existing under your facility



    - Personal or organization information

2. Review the information and ensure it is accurate.

    - If there are errors, review the form to check for mandatory fields and update the information accordingly.
    - Upload any supporting documents required for updates.
    - Ensure all mandatory fields are filled out.
    - After verifying all details and documents, click **Submit Application**
    - A confirmation message will appear, indicating your application has been submitted successfully.
    - You will receive an email with the application reference number for tracking purposes

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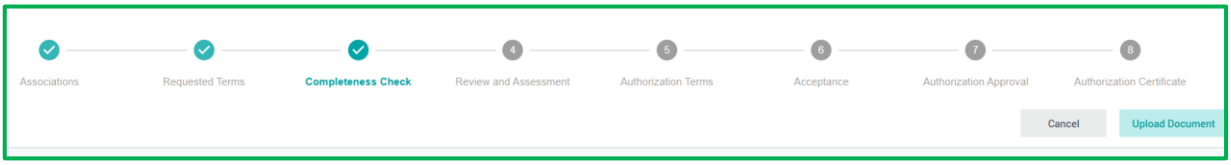
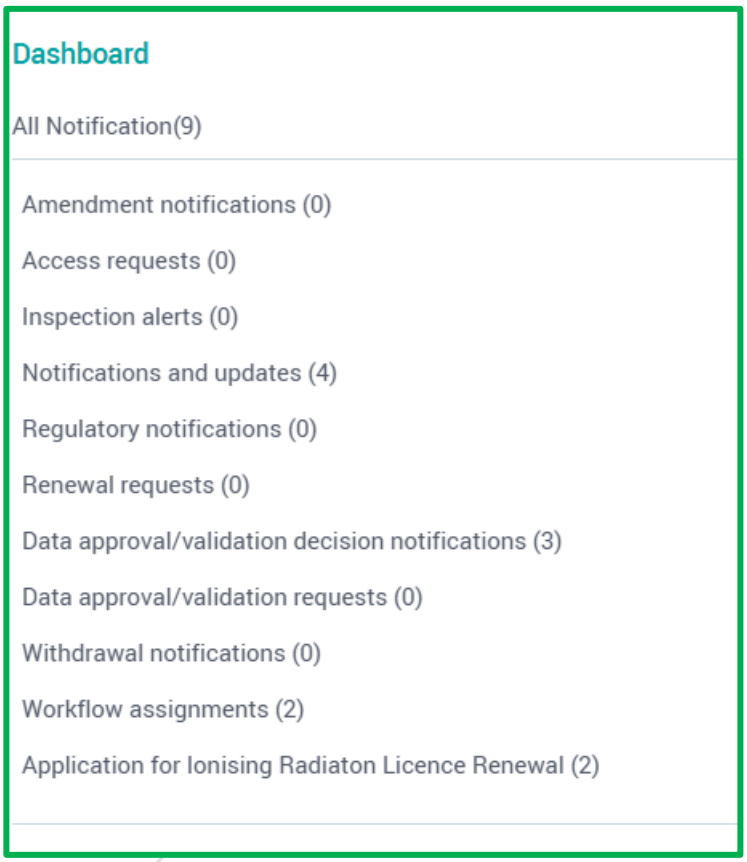
Step 6: Track Application Status

1. Use the **Notifications** feature on your dashboard to monitor the progress of your renewal.
2. You will receive notifications via email regarding updates on your application.
3. The application is been reviewed by Radiation Protection Authority for completeness at this stage

4. After the completeness review by RPA, you will receive dashboard and email notifications for you to complete the payment process.

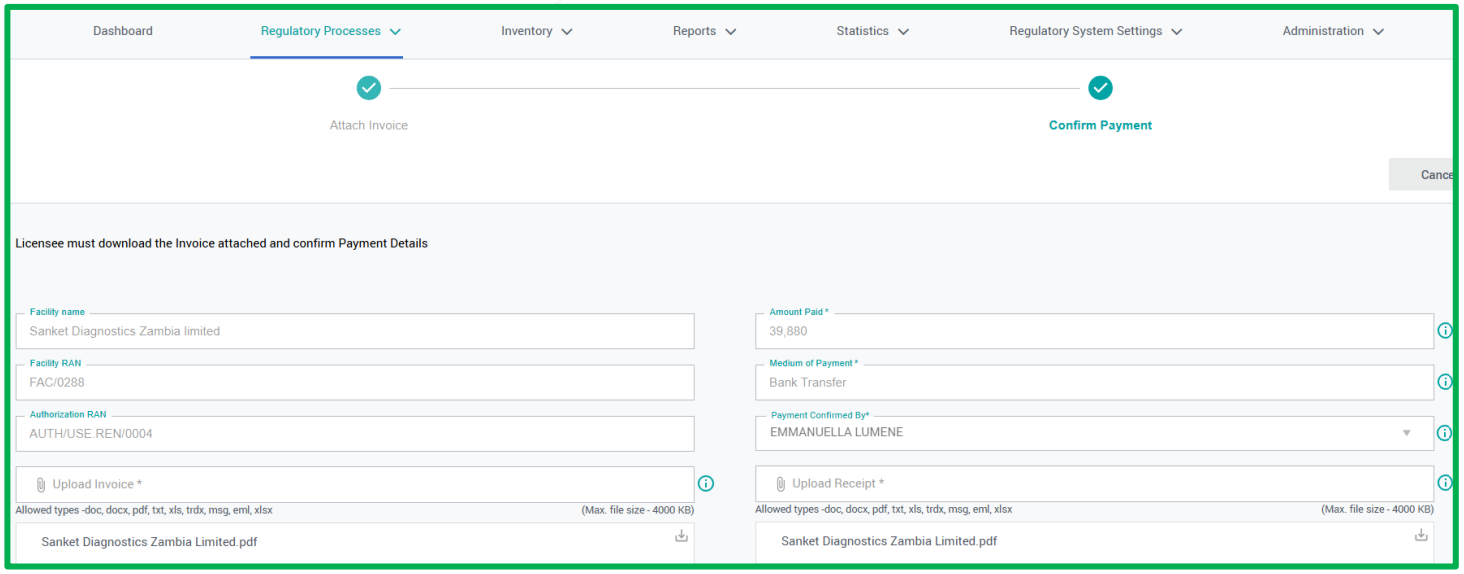




Step 7: Payment of Renewal Fees

1. You can access the pending payment tasks or workflows by accessing the dashboard and then clicking on **Supporting Processes**, **Payment for Authorizations**

1. The system will provide you with an option to download the invoice based on the inventory you submitted in form IX
2. Download the invoice uploaded by the accountant by clicking on the download icon
3. Indicate the amount paid and mode of payment (e.g., online payment, bank transfer).
4. Attach proof of payment where it says **upload receipt**
5. Submit the information.



6. You may track application status via dashboard notifications
7. After verifying all details and documents, click **Submit**
8. You will receive notifications via email regarding updates on your application

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Additional Support

- If you encounter any issues, contact the support team at **radiation@rpa.gov.zm** or **0956319080**
- Check the FAQ section on the portal for quick solutions.

Step 8: Additional information and certificate issuance

1. After we verify the payment you have made, we shall carry out an internal review and assessment from which, if you satisfy all the requirements, licence conditions and a certificate will be issued to you. Kindly accept the conditions by ticking the **I accept checkbox** and submit the form.