

# e-kasneb: Frequently Asked Questions (FAQs)



**Q. How do I register for an account?**

- Click on <http://online.kasneb.or.ke> and navigate to Sign Up
- If registered, key in your log in details.
- If new, create a new account
- Complete the form and sign up; then await confirmation via Email/SMS
- Click on the Activation link sent to your email to activate your account.



**Q. Is it possible to obtain my registration Number via SMS?**

Yes you will receive an SMS notification with your Registration number once the KASNEB team has approved your payment.



**Q. Can I get a refund for the payment made?**

Yes you can, call JambaPay Call center on 0709920000 and request for a refund. You will receive your reimbursement following approval from KASNEB.



**Q. How do I book my exams online?**

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**Q. How do I book for Exemptions online if I am a KASNEB Graduate?**

- Click on <http://online.kasneb.or.ke> and login to the Portal
- Choose KASNEB Exemptions on the sidebar menu
- Thereafter you will be presented with the eligible papers.
- After successful payments you will be able to download a provisional exemption letter via Email



**Q. How do I renew my subscription?**

- Click on <http://online.kasneb.or.ke> and then choose the Renewal icon on the sidebar
- Thereafter proceed to make payment for renewal
- After successful payment, your renewal status will be updated to: Up to Date.



**Q. How can I view my transactions report?**

- Click on <http://online.kasneb.or.ke> and login to the Portal
- Choose the transaction option. It will give you all your transaction history and downloadable receipts.



**Q. How do I register for an account?**

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**Q. What happens if my registration for Examination is rejected due to mismatch of names on supporting documents and Identification Document?**

If your registration is rejected due lack of supporting documents, you will have a second chance to reattach proper supporting documents when you log in. After reattaching the supporting documents, your documents will be approved by a KASNEB administrator.



**Q. How can I make a Wallet Top up?**

Go to Mpesa/Airtel Paybill Options  
Enter Business no. 832222  
Enter your Phone number as account number  
Enter the Amount  
Enter your M-PESA PIN and Send  
You will receive a confirmation via SMS



**Q. What happens if I put the wrong pay bill during wallet Top up?**

Call JambaPay Support on 0709920000 and inform them of the wrong Paybill number used.



**Q. What happens if I don't receive an SMS during account Sign up when using the Mobile Application?**

During account signup, an Email notification is also sent with your account details. You can proceed to activate your account using the account activation link sent to your email.



**Q. What happens if the session ends when making a Payment?**

When you log back into the Portal, you will be able to view your invoice under the invoice icon. You can thereafter proceed to make payment according to the invoice amount.



**Q. Can I use my e-mail address to set up multiple accounts?**

For account sign up you must use an email address only once as it is tied to only one account.



**Q. What happens if I forget my Account Password?**

If you happen to forget your password:

- Select the forgot password icon
- A password reset link will be sent to your email.
- Click on the link and follow the steps to reset your password.



**Q. What happens if I don't have an ID number during signup of Existing Students?**

If you don't have an ID you can proceed to create an account without providing your ID. Once you sign up, you will be prompted to update your profile. Once you update your profile the details will have to be verified by a KASNEB administrator before you can proceed.



**Q. How long does KASNEB take to verify the registration details after course registration?**

It takes a maximum of 24 hours to have your details verified. You will receive an SMS notification with the verification details.



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