



# STUDENT MANAGEMENT PORTAL

FREQUENTLY ASKED QUESTIONS



# STUDENT MANAGEMENT PORTAL FAQs

## 1. GETTING STARTED

### What is the Student Management Portal?

**Answer:** Your portal is designed to help you communicate with kasneb. You will be able to:

- Submit a new registration application to kasneb.
- Submit an exemption application.
- Select and book for specific papers in an examination.
- Submit a renewal application.
- Submit a centre re-allocation application.
- Make all payments online via M-Pesa.
- Lookup your student information including registered examination accounts, student exemption letter, student timetable, student receipts and more.

### How do I set up an account?

**Answer:** Open a browser and use the following link to bring up the Student Portal login page: <https://online.kasneb.or.ke/>

- To login you will need your email address and password. If this is the first time you are accessing the portal, you will use the Signup Now button and proceed to fill in the details. Student accounts are created automatically based on registration data and a one-time password is shared on email.
- Proceed to login and change your password. Login and proceed with the offered services.
- If you have forgotten your password, use the Forgot Password link on the the Student Portal login page to reset your password.

## 2. USING THE STUDENT PORTAL

### How do I register for an examination as a new student?

**Answer:** Login to the portal using your credentials and proceed with the following steps:

- If you do not have an existing student number, select 'No'. You will be redirected to the student portal dashboard.
- Select the type of examination, read the general instructions, and click on Register Examination to proceed with the registration application.
- Fill in the registration application as guided by the portal steps, agree to the Terms and Conditions, and submit the application.
- Proceed to payment to view the invoice and make the payment via M-Pesa as guided by the instructions.
- Wait for back-office registration approval. You will receive your student registration number details via email once your application has been approved.
- Login to your portal account on receipt of the email and proceed with exemption and booking as applicable.

### How do I register for an examination as an existing student?

**Answer:** Login to the portal using your credentials and proceed with the following steps:

- If you have an existing student number, select 'Yes' and proceed to fill in the examination and registration number and confirm the details displayed if correct. You will be redirected to the login page again.
- On the left side pane, navigate to Registration, Existing Student Registration and select Registration.
- Select the type of examination, read the general instructions and click on Register Examination to proceed with the registration application.
- Fill in the registration application as guided by the portal steps, agree to the Terms and Conditions, and submit the application.
- Proceed to payment to view the invoice and make the payment via M-Pesa as guided by the instructions.
- Wait for back-office registration approval. You will receive your student registration number details via email once your application has been approved.
- Login to your portal account on receipt of the email and proceed with exemption and booking as applicable.



## How do I apply for exemptions?

**Answer:** Login to the portal using your credentials and proceed with the following steps:

- On the left side pane, navigate to Applications for Exemption and select Applications for Exemptions.
- Read the exemption policies and click on Apply Now.
- Select the qualification type and code, select the papers to be exempted, attach the mandatory documents, agree to the Terms and Conditions, and submit the application.
- Wait for back-office exemption approval. You will receive your invoice once your application has been approved and proceed with payment.
- Login to the portal and navigate to Applications for Exemption, Exemption Payments, and view your invoice
- Proceed to payment to view the invoice and make the payment via M-Pesa as guided by the instructions.
- You will receive your exemption receipt and exemption letter via email on successful payment.
- To view your exemption letter from the portal, navigate to Applications for Exemption and select Letter of exemption.

## How do I book for an examination?

**Answer:** Login to the portal using your credentials and proceed with the following steps:

- On the left side pane, navigate to Examination Booking, Student Booking and select Examination Booking.
- Click on Book Examination on the displayed information.
- Select the sitting cycle, preferred papers and preferred examination centre, agree to the Terms and Conditions, and submit the application.
- Proceed to payment to view the invoice and make the payment via M-Pesa as guided by the instructions.
- You will receive your booking receipt and student timetable via email on successful payment.
- To view your student timetable from the portal, navigate to Examination Booking, Student Booking and select Student Timetable.

## How do I change my examination centre?

**Answer:** Login to the portal using your credentials and proceed with the following steps:

- On the left side pane, navigate to Examination Booking, Student Booking and select Centre Reallocation.
- Read the general instructions and click on Apply for centre Reallocation on the displayed information.
- Select the preferred examination centre within the same region and zone and click on submit request.
- Wait for back-office reallocation approval. You will receive an email on the successful approval of the reallocation or rejection.

## How do I pay for renewal or account reactivation?

**Answer:** Login to the portal using your credentials and proceed with the following steps:

- On the left side pane, navigate to Renewal and select New Renewal Applications.
- Click on Make Renewal Application on the displayed information.
- Confirm the displayed information is correct and click on Renew.
- Proceed to payment to view the invoice and make the payment via M-Pesa as guided by the instructions.
- You will receive your renewal receipt via email on successful payment.



### 3. GENERAL ENQUIRIES

#### **I want to update my profile photo. Where do I go?**

**Answer:** Login to the portal using your credentials and proceed with the following steps:

- On the left side pane, navigate to Profile and click on it.
- On the displayed field the grey fields are not editable.
- Proceed to Choose File, select the preferred profile photo and click on Upload to update it.

#### **I did not complete my registration application. Where do I find it?**

**Answer:** Login to the portal using your credentials and proceed with the following steps:

- On the left side pane, navigate to Registration, Existing Student Registration and select Drafts.
- Click on Edit on the displayed information to proceed with the registration application.
- Fill in the registration application as guided by the portal steps, agree to the Terms and Conditions, and submit the application.
- Proceed to payment to view the invoice and make the payment via M-Pesa as guided by the instructions.
- Wait for back-office registration approval. You will receive your student registration number details via email once your application has been approved.
- Login to your portal account on receipt of the email and proceed with exemption and booking as applicable.

#### **I submitted my registration application but did not pay. Where do I find it?**

**Answer:** Login to the portal using your credentials and proceed with the following steps:

- On the left side pane, navigate to Registration, Existing Student Registration and select Drafts.
- Click on View Invoice on the displayed information to view the invoice.
- Proceed to payment to make the payment via M-Pesa as guided by the instructions.
- Wait for back-office registration approval. You will receive your student registration number details via email once your application has been approved.

- Login to your portal account on receipt of the email and proceed with exemption and booking as applicable.

### **My registration application was rejected. Where do I find it?**

**Answer:** Login to the portal using your credentials and proceed with the following steps:

- On the left side pane, navigate to Registration, Existing Student Registration and select Rejected Applications.
- Click on Edit on the displayed information to proceed with the registration application.
- Fill in the registration application as guided by the portal steps, agree to the Terms and Conditions, and submit the application again.
- Wait for back-office registration approval. You will receive your student registration number details via email once your application has been approved.
- Login to your portal account on receipt of the email and proceed with exemption and booking as applicable.





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