

ZamMobile

User Manual

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**Project: Maintenance, Support & Expansion of the
Government Service Bus & Payment Gateway (2023-26)**

Client: Ministry of Finance of Zambia

Contract No. MOFNP/ICT/CS/002/2023

Developed by: dotGov Solutions, LLC



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Document History

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1 General Information

1.1 Document purpose

This user manual provides clear instructions and guidance on how to effectively use the e-Government Service Suite ZamMobile application. It aims to help users navigate its features, understand its functionality, and maximize the convenience and security of accessing government services through their mobile devices.

1.2 Target audience

The target audience includes authenticated individual citizens and corporate representatives in Zambia who require seamless access to e-Government Services, such as digital identity management, e-payments, e-signature, and notifications, through their smartphones.

The target audience of this document includes users with the smart phones:

- **ZamMobile users with unverified ZamPass Account**
- **ZamMobile Users with verified ZamPass Account**

Role-based access control ensures secure and efficient access by granting verified ZamPass users permission to specific application features, such as e-signatures, digital IDs, and their land properties or businesses. Access is managed through robust user authentication and authorization processes facilitated by ZamPass.

1.3 Glossary

Term	Definition
ZamPass	National Digital Identity and Authentication Service is owned by the Ministry of Finance and National Planning and operated by Smart Zambia Institute.
KYC	Know Your Customer
App	Mobile Application
ZamPass	Digital Identity Service
ZamPay	Government Payment Gateway
In-App Payment	Transaction within App
QR	Quick Response code
OTC	One-Time-Code

ZamPKI	Zambian Public Key Infrastructure System
NDR	National Data Register

1.4 ZamMobile key features

ZamMobile, the e-Government Service Suite for Mobile Users empowers users to interact with government services conveniently from their smartphones. With secure access to identity verification, digital signature, e-payments, and personal records, ZamMobile simplifies interactions with the Government of Zambia.

This manual guides you through the features and functionalities of ZamMobile, ensuring you can make the most of this powerful app.

This comprehensive tool was designed to bring together the following key features necessary to interact with the government:

Digital Identity Management

ZamMobile enables secure storage and use of your digital identity for various purposes.

Use Cases:

Present your Digital ID for offline verification.

How-To:

Open the ZamMobile app.

Access the "My Personal Documents" section in the app.

Note: You must have a verified ZamPass account to get access to Digital ID section.

Provide required documents (e.g., Driver's Licence).

Use biometric verification for enhanced security.

Digital Signature

ZamMobile allows verified users to securely sign documents electronically, directly from their mobile devices.

Use Cases:

Sign official documents without the need for physical presence.

Quickly approve agreements, forms, and applications.

Streamline workflows by signing and sending documents digitally.

Access and manage signed documents within the app.

How-To:

Open the ZamMobile app.

Navigate to the "Sign" section.

Note: You must have a verified ZamPass account to use the e-signature feature.

Initiate a New Signature

Select "Sign New Document".

Select the Document.

The app will access your phone's gallery.

Choose the required PDF file you wish to sign.

Position your signature appropriately on the document.

Tap the "Sign" button.

A loading indicator will appear, followed by a success message upon completion.

You will be redirected to the Sign page.

Find your signed document in the "Signed Documents" section.

Note: The signature includes your mimicked handwritten name for authenticity.

Notifications

Stay informed about your government-related updates.

Use Cases:

Open the ZamMobile app.

Note: You must have a verified ZamPass account to use Notifications feature.

Receive notifications via SMS, email, or in-app.

Receive custom alerts for payment due dates or document expiration.

How-To:

Navigate to "Notifications" in the menu.

Customize your preferred communication channels.

Payments

Manage all government-related payments securely.

Use Cases:

Pay invoices directly through the app.

View payment history and upcoming dues.

How-To:

Go to the "Payments" section.

Select an invoice and choose a payment method (e.g., bank transfer, mobile wallet).

Confirm payment to receive an acknowledgment.

Additional Documents

Access and manage your records, including land lots and businesses.

Use Case:

View personal and business-related records.

How-To:

Open the ZamMobile app.

Navigate to the "Additional Documents" section from the main menu.

Note: You must have a verified ZamPass account to get access to personal records.

Select the record category to preview: Private Property or My Business.

Services

Access various public services, categorized for ease of use.

Use Case:

View a list of public services.

Submit applications through the app.

How-To:

Open the ZamMobile app.

Navigate to "Services."

Select the desired service and follow the application process.

Application-Specific Operations:

- a. **KYC (ZamPass):** User can enroll in the KYC process to get a verified ZamPass account. This gives you access to all the app's features. Just open the app, push "Confirm Identity" button, and submit your application by following the instructions.

- b. *Set Avatar:* You can personalize your profile by setting an avatar. Choose a photo from your phone's gallery to use as avatar. Go to the avatar, push the photo icon to set an avatar, and pick a desired photo.
- c. *Scan QR Code:* The app allows users to scan QR codes for quick access to services or information. Open the QR scanner from the side panel menu, allow camera access if asked, and point your camera at the QR code you want to scan.
- c. *Get OTC:* For extra security, you can generate a One-Time Code (OTC) when needed. Navigate to the security section, tap on "Get OTC," and use the code provided within the time limit.
- e. *Send Feedback:* User can send feedback directly to the developers to help improve the app. Go to the left side bar in the "User Settings", select "Send Feedback," and write your comments or suggestions. You can also attach screenshots if necessary.
- f. *Log Out:* If you need to log out of your account, especially on a shared device, you can do so easily. Go to the settings, tap on "Log Out," and confirm when prompted.
- g. *Delete Account:* User can delete ZamPass account permanently within the app. Tap "Delete Account" button in the "User Settings" and follow the steps. Be aware that this action is irreversible.

These features are designed to give you control and flexibility while using ZamMobile.

1.5 ZamMobile app pre-conditions

The user must have smartphone Android or iOS with internet access, downloaded and installed from the official app store ZamMobile application.

Must hold ZamPass account, and authenticate in the application with the ZamPass credentials.

Note: New unverified user should register by providing his personal details and uploading necessary documents for verification.

2 ZamMobile Modules and Processes

Workflows Review

ZamMobile, the e-Government Service Suite for smartphones users, offers a range of features to facilitate interaction with government services. With secure access to digital identity management, digital signature, payments, notifications, and more, ZamMobile ensures a user-friendly and efficient experience for its users. This chapter provides a detailed review of ZamMobile's key modules and their workflows, guiding you to maximize the app's potential.

1. Navigate to the Google Play/App Store.
2. Click on **[Search icon]**.
3. Enter ZamMobile and tap **[Instal]**.
4. After successful installation tap **[Open]**, and you are redirected to the login page of ZamMobile app (Figure 1).



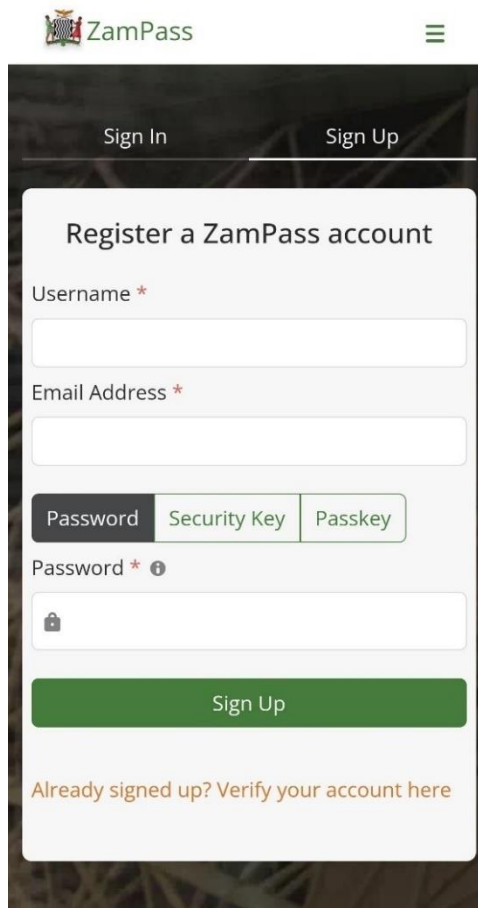
Figure 1. ZamMobile Login Page

2.1 Authentication into ZamMobile

2.1.1 Use Case 1: Authentication by creating a new ZamPass Account

New user must authenticate into the ZamMobile via ZamPass, creating ZamPass account:

1. The authentication page displays (**Error! Reference source not found.**).
2. Click on **[Login]**. You are re-directed to the ZamPass [Sign In/Sign Up](#) form.
3. Create your ZamPass account (Figure 2) by choosing a username, entering a valid email address and password, then tap **[Sign Up]**.
4. When prompted, enter the OTC code provided to your email address (Figure 3 & Figure 4).
5. After successful authentication and giving ZamMobile application consent on your profile information (Figure 5), you are redirected to the ZamMobile Create PIN page.
6. Create 4-digit PIN and confirm it (Figure 6 & Figure 7). You will receive system's message, that PIN was successfully created.
7. After successful PIN creation, you are redirected to the ZamMobile Main Page (Figure 8).



The screenshot shows the 'ZamPass' mobile application interface. At the top, there's a header with the 'ZamPass' logo and a menu icon. Below the header, there are two tabs: 'Sign In' and 'Sign Up', with 'Sign Up' being the active tab. The main content area is titled 'Register a ZamPass account'. It contains the following fields and elements:

- Username ***: A text input field.
- Email Address ***: A text input field.
- Password ***: A text input field with a lock icon and an information icon.
- Security Key / Passkey**: A section with two buttons, 'Security Key' and 'Passkey', where 'Security Key' is selected.
- Sign Up**: A large green button.
- Already signed up? Verify your account here**: A link in orange text.

Figure 2. ZamPass Sign Up Form

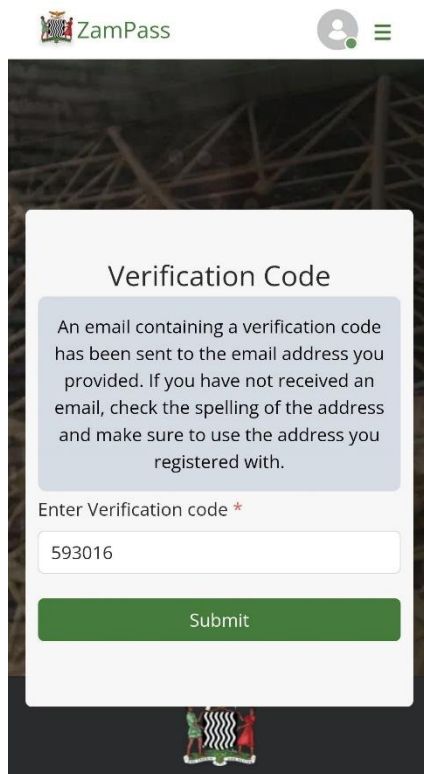


Figure 3. ZamPass: Verify Email

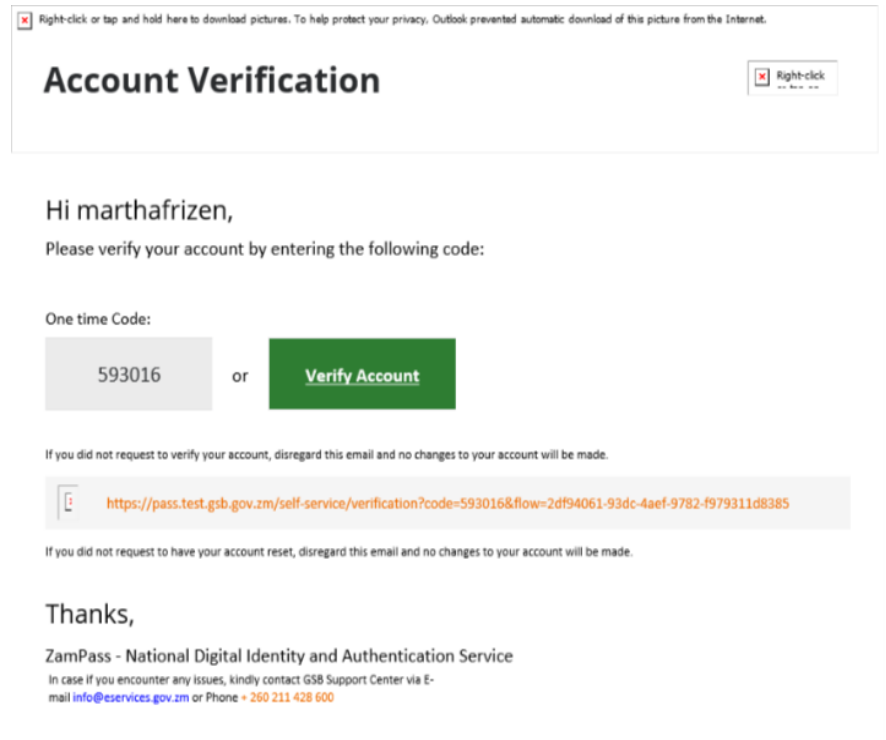


Figure 4. User Mailbox: OTP Email

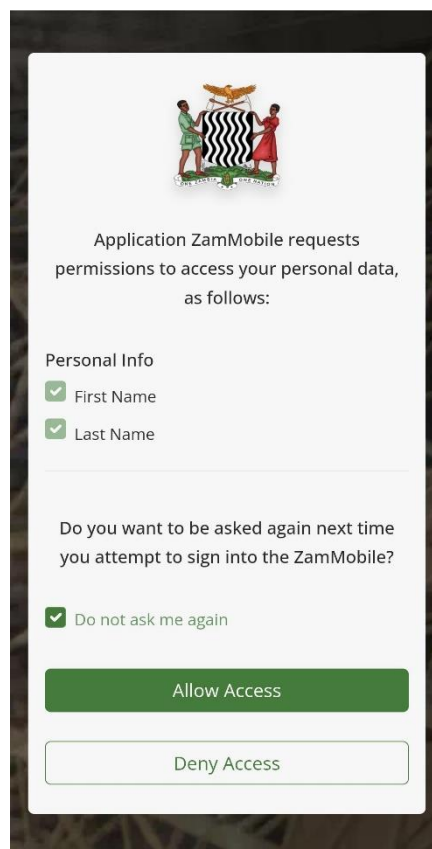


Figure 5. ZamMobile: Consent Page

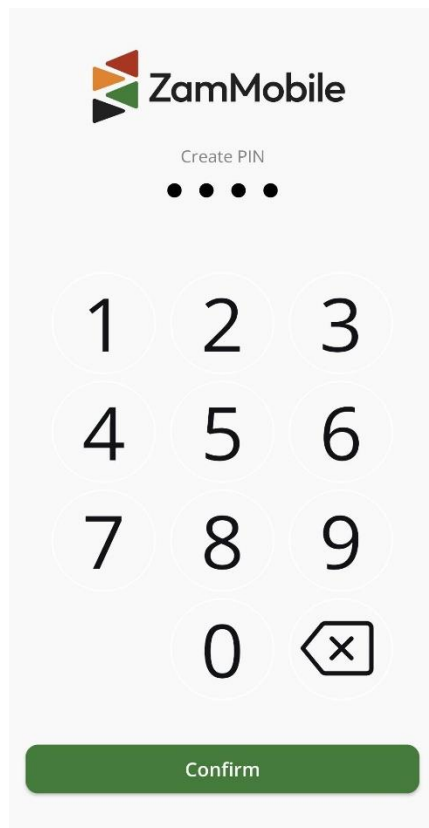


Figure 6. ZamMobile: Create PIN

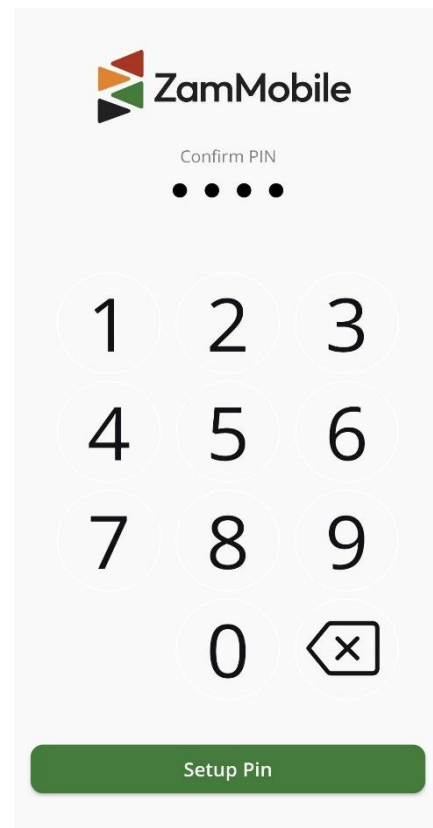


Figure 7. ZamMobile: Setup PIN

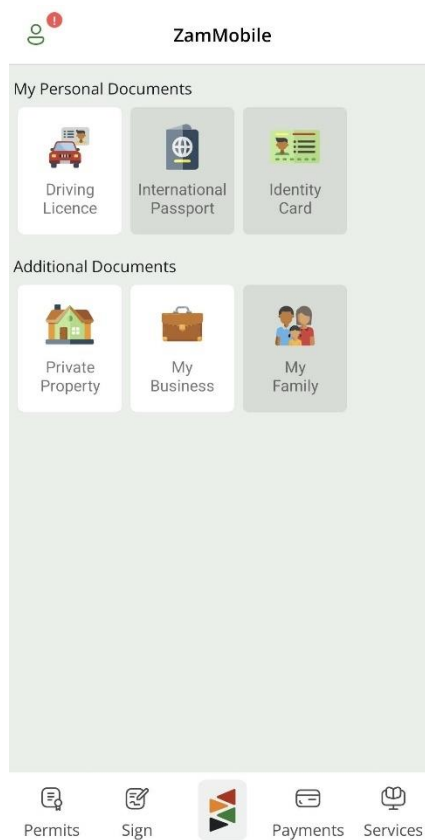


Figure 8. ZamMobile: Main Page (Unverified User)

2.1.2 Use Case 2: Authentication using the existing ZamPass account

The user must authenticate into the ZamMobile via ZamPass, using his/her ZamPass user's credentials (i.e., Username and Password):

1. The authentication page displays (**Error! Reference source not found.**).
2. Click on **[Login with ZamPass]**. You are re-directed to the ZamPass Sign In/Sign Up form.
3. Enter your Username and Password (Figure 9) and click on **[Sign In With Password]**.
4. After successful authentication and giving ZamMobile application consent on your profile information (Figure 5), you are redirected to the ZamMobile Create PIN page.
5. Create 4-digit PIN and confirm it (Figure 6 & Figure 7). You will receive system's message, that PIN was successfully created.
6. After successful PIN creation, you are redirected to the ZamMobile Main Page (Figure 10).

Figure 9. ZamPass: Sign In Page

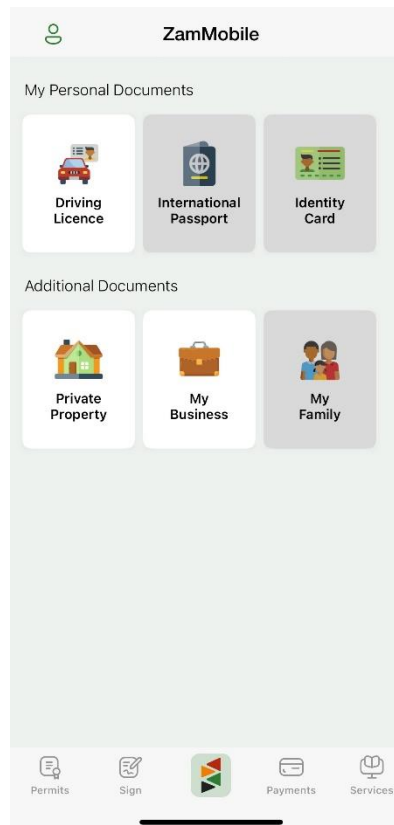


Figure 10. ZamMobile: Main Page(Verified User)

2.2 ZamMobile User Enrollment (KYC) - optional

The ZamMobile User Enrollment process is designed to ensure secure access to the app's features through a streamlined **Know Your Customer (KYC)** procedure. During enrollment, users are required to verify their identity by submitting personal information and government-issued documents, such as a National Registration Card or Passport.

This process also includes biometric verification, such as selfie recognition, to match the submitted details with issued by government documents, ensuring authenticity. Upon successful verification, users receive a verified **ZamPass account**, granting them access to the full suite of ZamMobile's e-government services. The KYC process prioritizes security and compliance.

2.2.3 Use Case 3: Unverified ZamPass User Enrollment

The user with unverified ZamPass account has a warning info tag next to profile icon. Clicking on this icon user is being redirected to User Settings section and can see system's warning message about his digital identity status (Figure 11) and taping [**Confirm Identity**] initiates enrollment process.

1. Supply basic personal data (Figure 12):

- **First Name**
- **Middle Name (if applicable)**
- **Last Name**
- **Date of Birth**
- **Gender**

2. The **Country & Document Type** page is displayed with Zambia preselected as the country of citizenship and National ID as the default document for scanning (Figure 13).
Note: Users have the option to select any country and/or **International Passport** as an alternative document for scanning.
3. To proceed, tap **[Scan Document Front]** and follow the provided guidelines to scan both the front and back sides of the selected document, , tap **[Scan Document Back]** (Figures from 13 till Figure 17).
Note: Users who selected **International Passport** as a document for scanning, have to scan only one side of the document, the one with MRZ.
4. Enter the required document details and validate if prepopulated (First Name, Middle Name, Last Name, Date of Birth, Gender correspond with the scanned document):
 - **Document Number**
 - **Personal Number**
 - **Issued On date**
 - **Expires On date (if applicable)**
 - **First Name**
 - **Middle Name (if applicable)**
 - **Last Name**
 - **Date of Birth**
 - **Gender**

After entering the information, tap **[Next]** (Figure 18).

5. Follow the screen guidelines and take a selfie by tapping **[Take Selfie]**.
6. Read carefully the guidelines to take a selfie and tap **[Got It!]** to proceed with the selfie capture (Figure 19).
7. Enter a valid Zambian mobile phone number to proceed (Figure 20).
8. Review submitted basic information (First Name, Middle Name, Last Name, Date of Birth, Gender) and attached documents (User Photo and Identity Card). Once satisfied, submit the enrollment application for review by tapping **[Submit]** (Figure 21).
9. Close the dialog window with the status of application submission process: Submitted (Figure 22).
10. Check the status of Identity Verification Application by clicking **[Check Status]** in User Settings section (Figure 23).

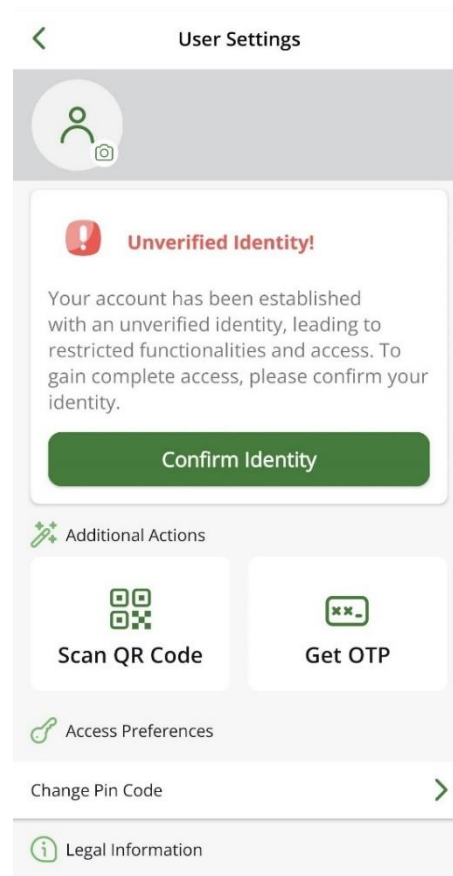


Figure 11. ZamMobile: Confirm Identity`

This is a mobile app screen titled 'Personal Information'. It features a back arrow at the top left. The form contains five input fields: 'First Name' with the text 'Miyambo', 'Middle Name' with the placeholder 'Ex: Elliot', 'Last Name' with the text 'Mumba', 'Date of Birth' with the text '21 October 1997', and 'Gender' with the text 'Male'. A green 'Next' button is located at the bottom of the screen.

Figure 12. ZamMobile: Personal Information

This is a mobile app screen titled 'Country and Document type'. It features a back arrow at the top left. The first field is 'Country of citizenship' with 'Zambia' selected and a dropdown menu icon (three dots) to its right. Below this, a section titled 'Choose one of the documents available for scanning.' contains two radio button options: 'National ID' and 'International Passport'. A green 'Next' button is located at the bottom of the screen.

Figure 13. ZamMobile: Citizenship and Document Type



Figure 14. ZamMobile: Scan NRC Front Side



Figure 15. ZamMobile: Scanning NRC Front Side



Figure 16. ZamMobile: Scan NRC' Back Side



Figure 17. ZamMobile: Scanning NRC' Back Side

9:58

< Document Info Confirmation

Document Number *

Z125717171

Personal Number (NRC) *

545736720

Registration Date *

14-January-2014

Expiration Date

Expiration Date

First Name

Miyambo

Last Name

Mumba

Date of Birth

21 Oct 1997

Gender

Male

Next

Figure 18. ZamMobile:Supply Document Details

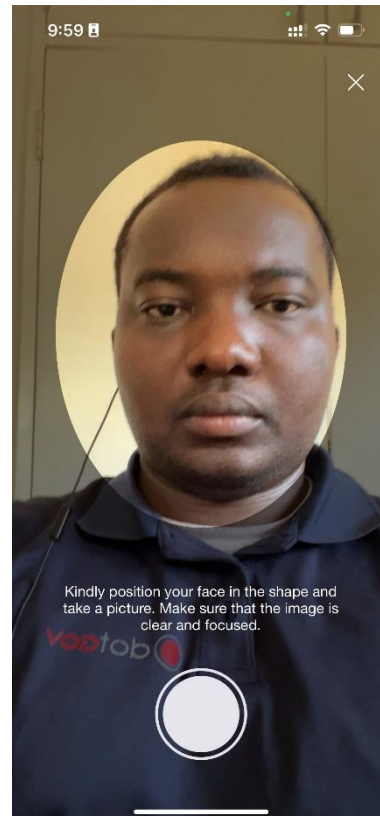


Figure 19. ZamMobile: Take Selfie

9:59

< Mobile Phone

Provide your phone number

+260 77233 33

Next

Figure 20. ZamMobile:Supply Phone Number

10:00

< Review Information

First Name

Miyambo

Last Name

Mumba

Date Of Birth

21 Oct 1997

Gender

Male

National ID

User Photo

Submit

Figure 21. ZamMobile:Preview Personal Data

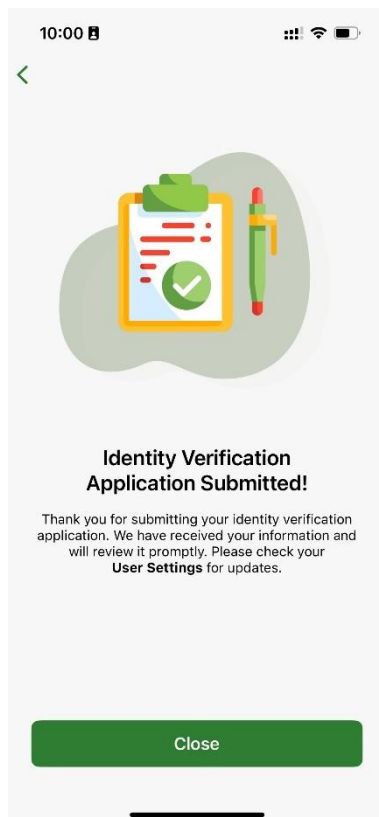


Figure 22. ZamMobile: Application Submission

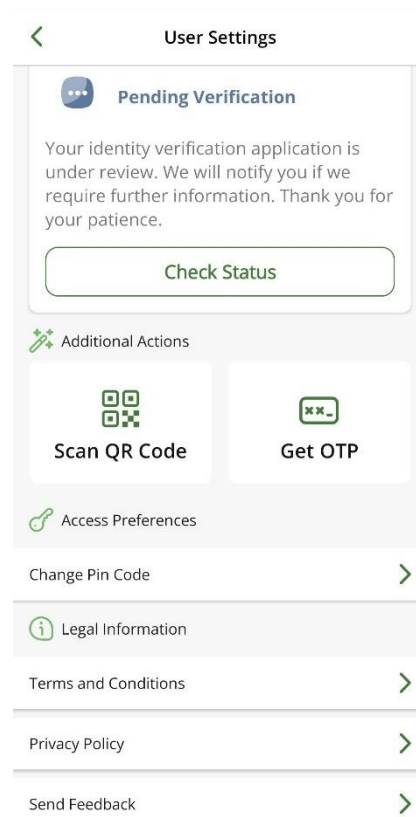


Figure 23. ZamMobile: Application Status

2.3 Services Module

The **Services Module** in ZamMobile provides users with access to a wide range of public services through a dedicated tab. This module simplifies the application process for government services by offering a possibility to mobile users to apply for a public service. Mobile users can explore available services, view detailed descriptions, and initiate application submission process being redirected to the web-based ZamServices portal: <https://eservices.gov.zm/#/service-directory>.

2.3.1 Use Case 4: Submitting an Application to Public Service through the ZamMobile Application

1. Navigate **Services Tab** in the ZamMobile app (Figure 24).
2. Search for specific public service by Service Name or select a required service from the list (Figure 25).
3. The app displays the service details (Figure 26), including:
 - **Service Description**
 - **Who Can Apply**
 - **Validity**
 - **Fee**
 - **For More Information:** Includes a link to the e-Services portal's Service Description page.

4. Review service details and tap the **[Start Application]**.
5. The app redirects the user to the ZamServices portal, landing on the selected service's description page (Figure 27).
6. Complete the application process on the web portal.

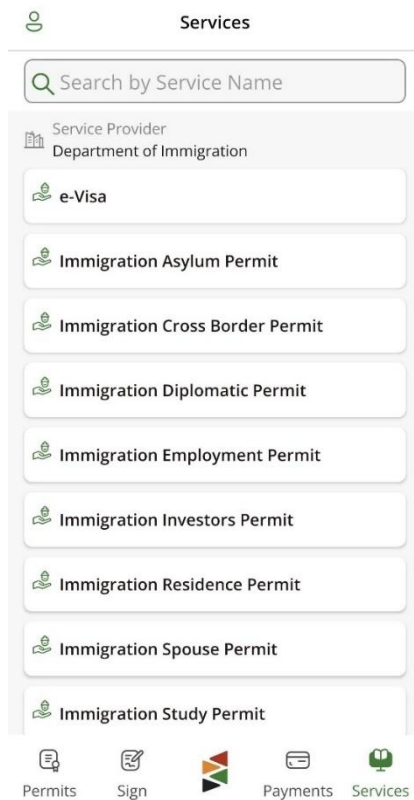


Figure 24. Services Tab:e-Services List

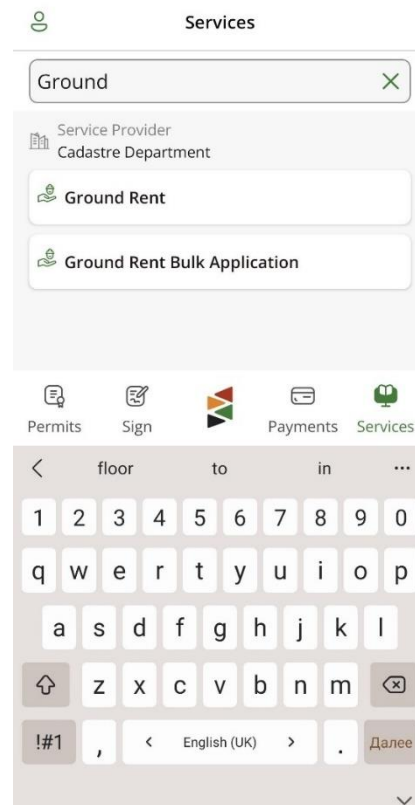


Figure 25. Services Tab:Select e-Service

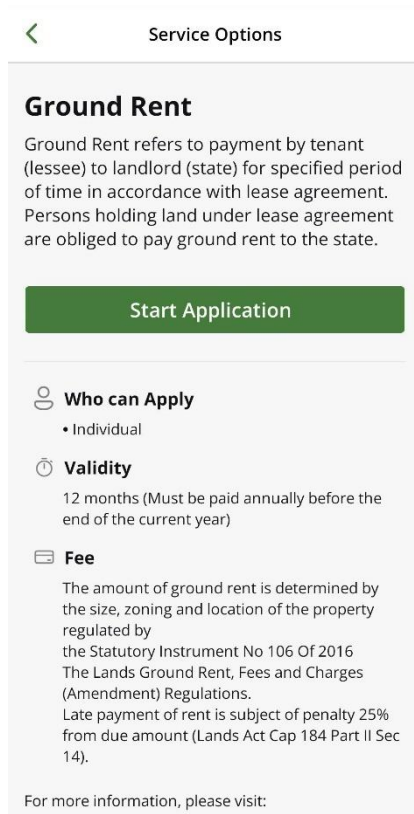


Figure 26. ZamMobile:e-Service Details

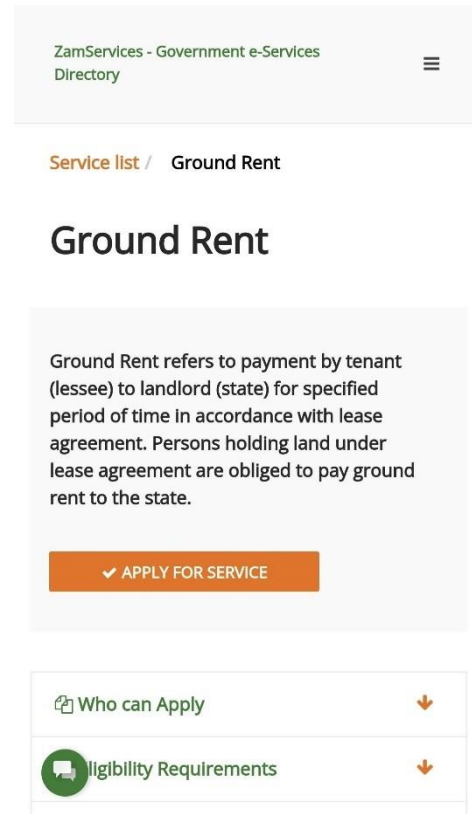


Figure 27. ZamServices Portal: e-Service Details

2.4 Payments Module

The **Payments Module** in ZamMobile allows users with a verified identity profile to securely manage their financial obligations. Through the Payments tab, users can preview detailed invoices and receipts related to public services and initiate payments from the app via the web-based ZamPay platform. This module ensures users have full visibility of their payment statuses and related details, providing a efficient payment process.

2.4.1 Use Case 5: Initiating a Payment through the ZamMobile Application

Preconditions:

- The user has a verified identity profile.
- The user has accessed the **Payments Tab** in ZamMobile.

Steps:

- Navigate to the **Invoices Tab** in the Payments module (Figure 28).
- Selects a required invoice and preview its details (Figure 29):
 - Invoice Number**
 - Payment For**
 - Service Type**

- **Case Number**
 - **Invoice Date**
 - **Invoice Expiry Date**
 - **Invoice Amount**
3. Tap **[Pay]** to initiate the payment process.
 4. Select one of the available Payment Methods (Mobile Money, Visa/Mastercard, Online Banking, Cash and Digital Wallet) (Figure 30).
 5. If Visa/Mastercard or Online Banking or Cash was selected as payment method, select payment processor (Figure 31).
 6. The app redirects you to the web-based **ZamPay** platform, landing on the selected payment processor page (Figure 32).
 7. Complete the payment securely on the web portal.

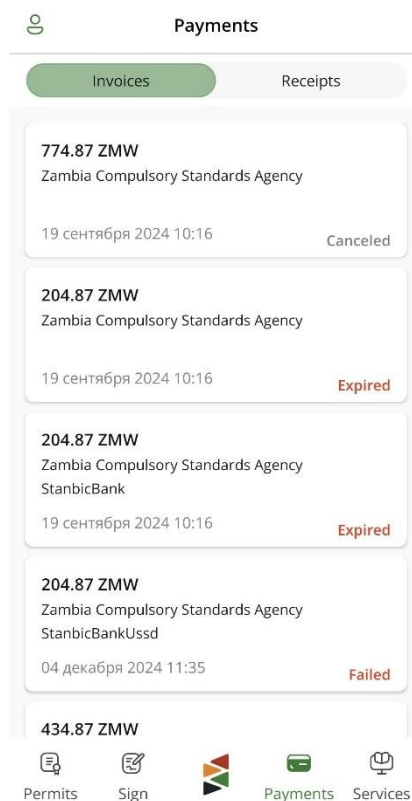


Figure 28. Payments Tab: Invoices

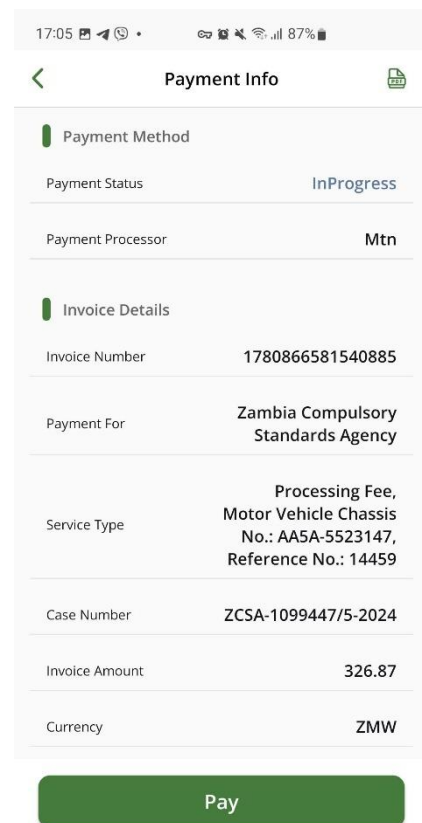


Figure 29. Payments Tab: Invoice Details

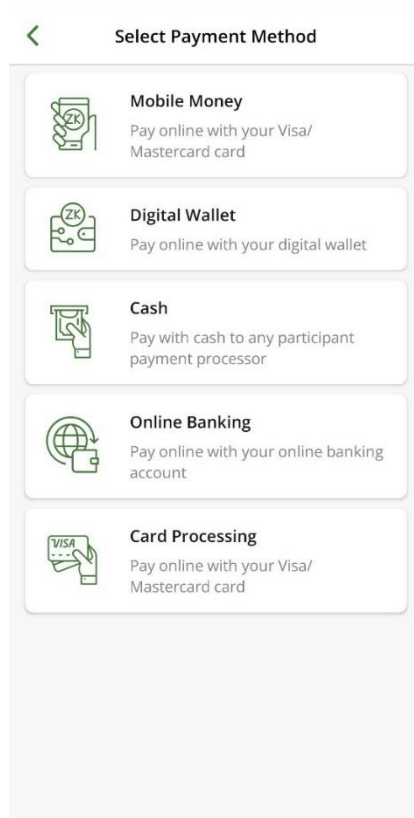


Figure 30. Payments Tab: Payment Methods

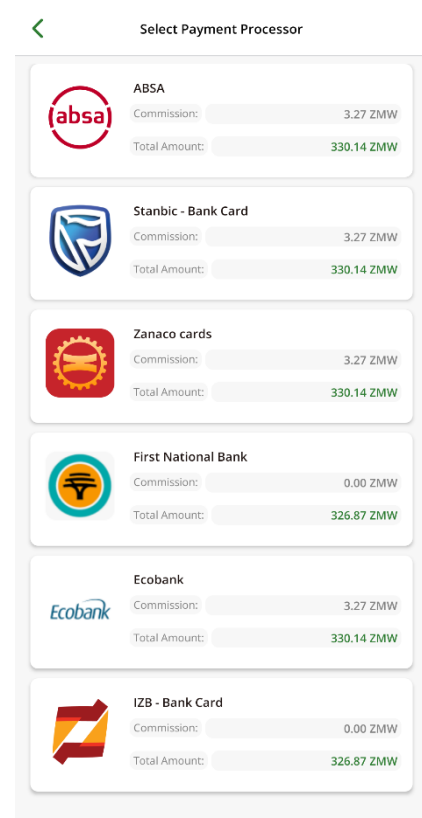


Figure 31. Payments Tab: Payment Processors

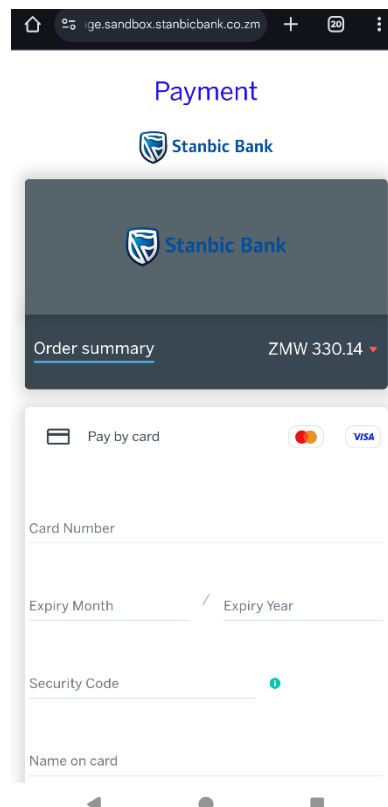


Figure 32: ZamPay:Redirect to Payment Processor's Web Page

2.4.2 Use Case 6: In-App Payment through the ZamMobile Application

Preconditions:

- The user has a verified identity profile.
- The user has accessed the **Payments Tab** in ZamMobile.
- The user has chosen Mobile Money or Digital Wallet as a payment method.

Steps:

1. Choose the required Mobile Operator (MTN, Airtel, ZamTel) (Figure 33).
2. Provide the Zambian mobile number and preview the transactions details (Figure 34).
3. Tap **[Pay]**.
4. The app responds with the payment submission status offering to preview the Receipt in Payments/Receipts tab (Figure 35).
5. Go to Receipts to preview payment details. (Figure 36).

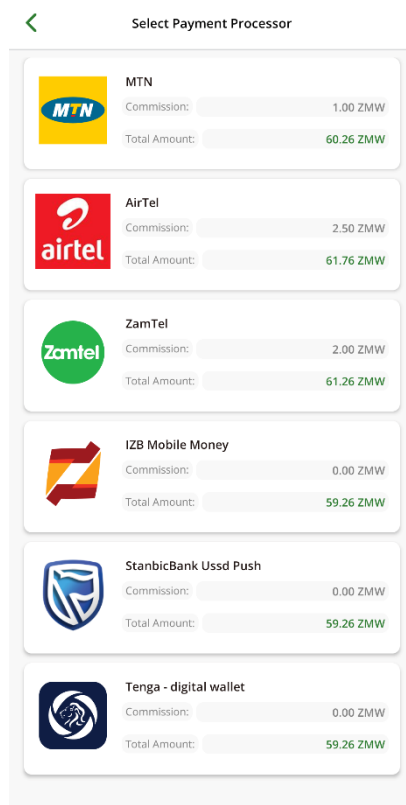


Figure 33. Payments Tab: Select Payment Processor

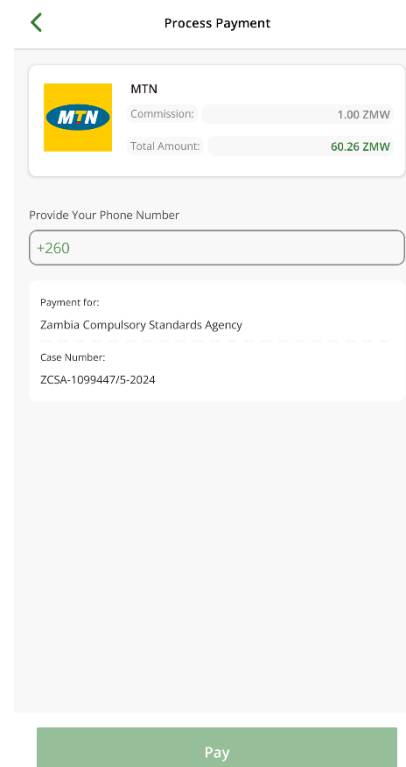


Figure 34. Payments Tab: Provide Mobile Number

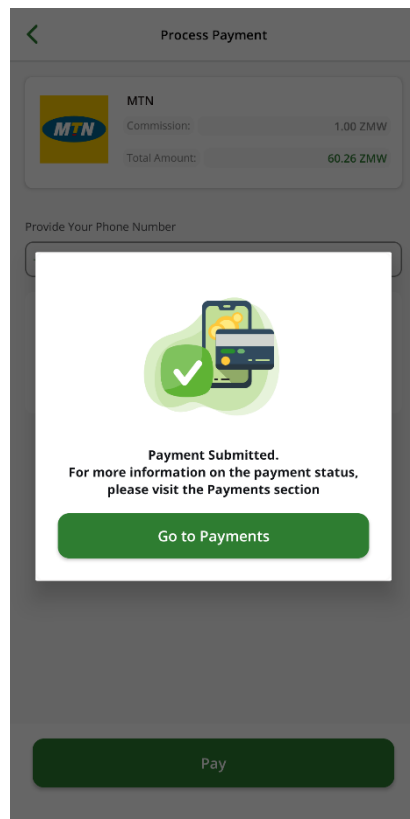


Figure 35. Payments Tab: Payment Status

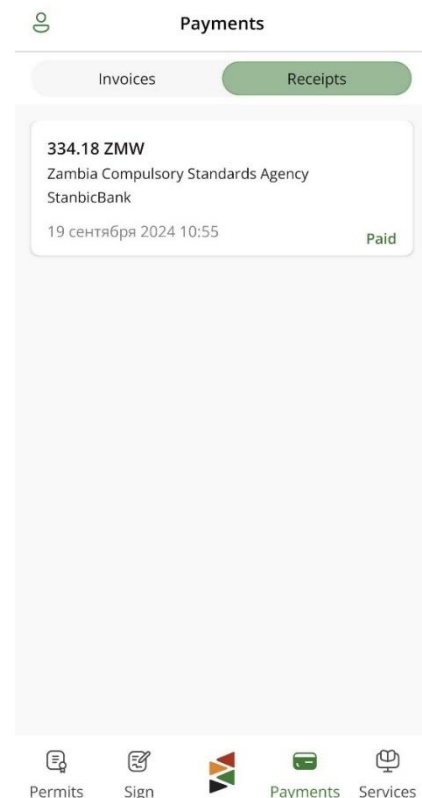


Figure 36. Payments Tab: Receipts

2.5 Sign (Certificates) Module

In the digital world, your electronic signature and certificate serve as your identity. The **ZamPKI system** manages these elements, providing a secure and streamlined way to generate, monitor, and revoke your digital certificates. The **Certificates** component of the ZamPKI system ensures efficient handling of user certificates, supporting functions such as issuance, revocation, and monitoring the certificate's status.

This section guides you through generating, viewing, and revoking your digital certificate for secure online transactions. Your certificate is essential for ensuring the authenticity of your electronic signature and enabling trusted communication.

2.5.1 Use Case 7: Generate, View, and Revoke Certificate

Preconditions:

- The user has a verified identity profile.
- The user has accessed the **Sign** tab in ZamMobile (Figure 37).

Steps:

1. Navigate to the **Certificates** component in the **Sign** tab.
2. Preview the **Certificates** page displaying a list of certificates (Figure 38).
3. Tap on the certificate and view detailed certificate information (Figure 39):

- **Certificate Owner Name** (First/Last Name)

- **Issue Date**
 - **Expiration Date**
 - **Certificate Status** (Active, Expired, Revoked)
4. To revoke certificate, press the [**Revoke Certificate**] to initiate the revocation process (Figure 40).
 5. Confirm revocation pressing [**Yes**] and return to **Certificates** page (Figure 41:
 6. After revocation, select **Generate New Digital Certificate** option (Figure 42).
 7. Close the dialog window about successful certificate creation (Figure 43).

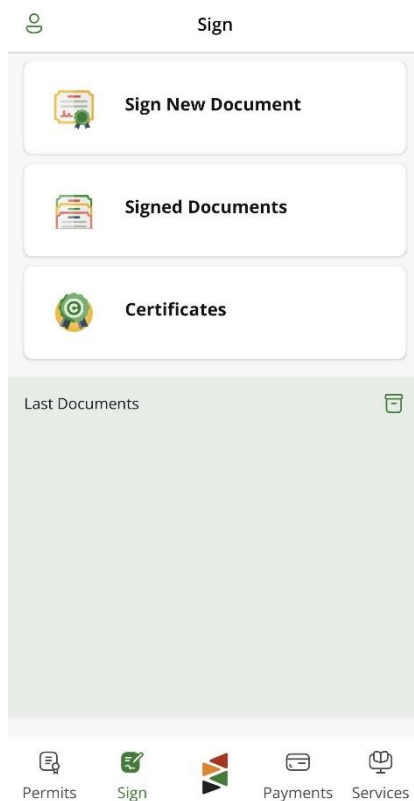


Figure 37. Sign Tab

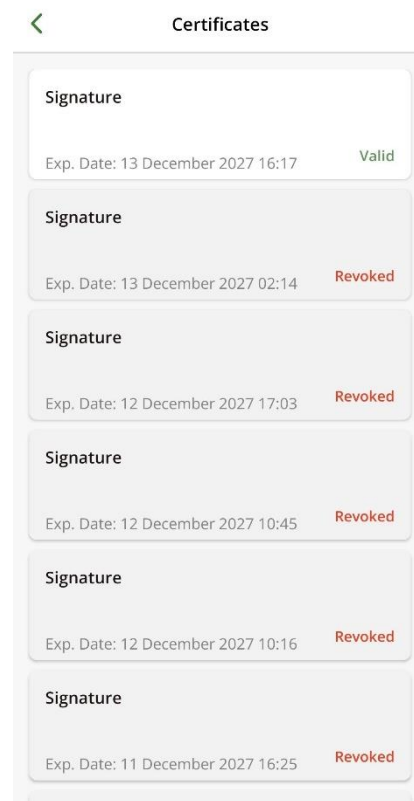


Figure 38. Sign Tab: Certificates



Figure 39. Sign Tab: Certificate Info

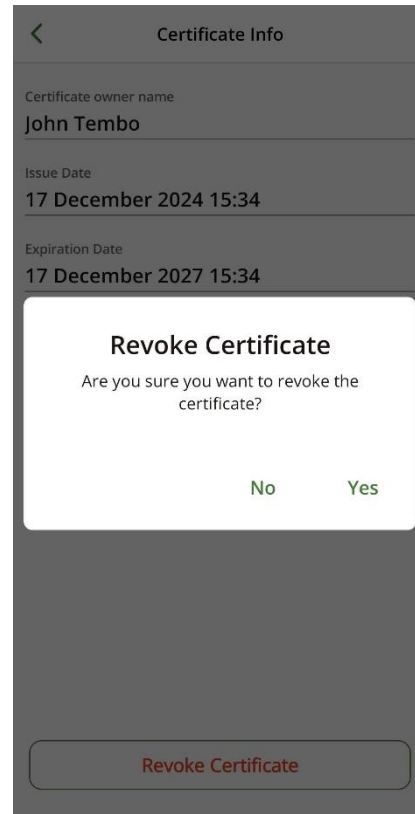


Figure 40. Sign Tab: Revoke Certificate

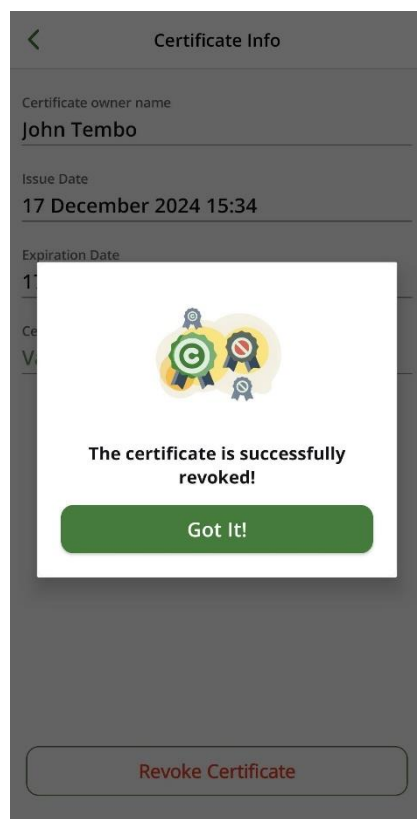


Figure 41. Sign Tab: Certificate Revocation Status

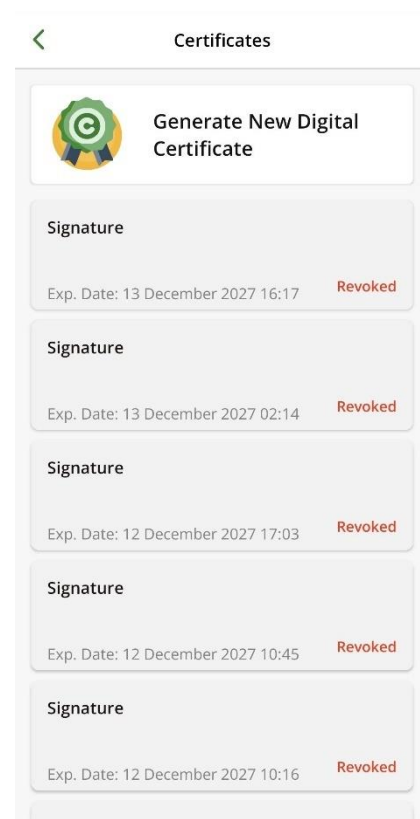


Figure 42. Sign Tab: Generate Certificate

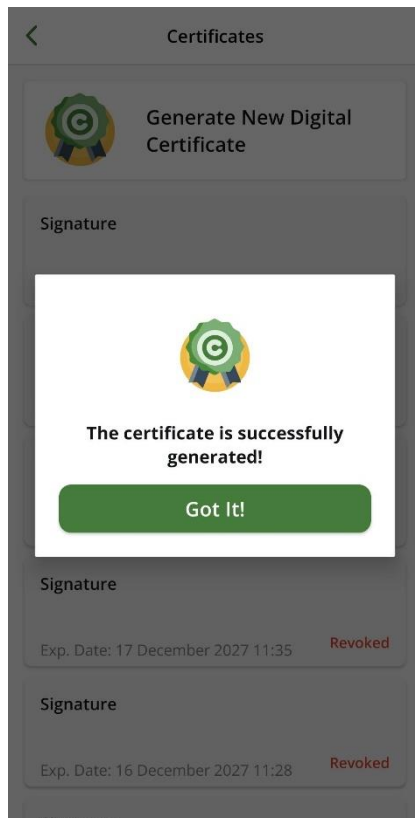


Figure 43. Sign Tab: Certificate Generation Status

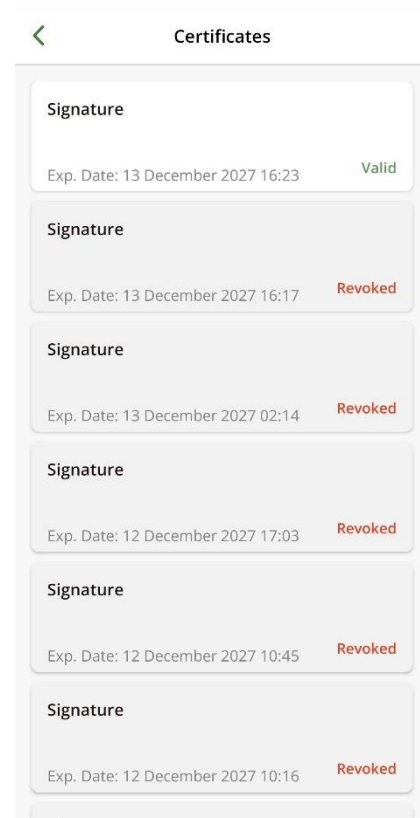


Figure 44. Sign Tab: Certificates

ZamMobile app provides a possibility to digitally sign applications, documents, contracts, or agreements, ensuring the authenticity and integrity of your identity.

Use Case 8: Digitally sign Application to public service

Preconditions:

- The user has a verified identity profile.
- The user has initiated application submission process on ZamServices portal.
- The user has reached Preview step on ZamServices portal (Figure 45).
- The user has pushed **[Sign]** to generate the OTP (Figure 46).
- The user has accessed ZamMobile app
- The user has entered **Sign** tab in ZamMobile.

ZamServices
Government e-Services Directory

ZamPortal E-Services Directory My Workplace

Service List / Registration of Trade Union

Preview

Print Download

Sign

1 из 5

Automatic

Government of the Republic of Zambia
E-GOVERNMENT SERVICE PORTAL

GS-1. APPLICATION FOR A GOVERNMENT SERVICE



1. CASE DETAILS

Note: Entered by the Applicant or his/her representative

CASE NO. (AUTO-NUMBERED)	C-0000043/12-2024			DATE OF SUBMISSION (CURRENT DATE)	16th day of December 2024
SERVICE PROVIDER (AGENCY)	SERVICE LOCATION (PROVINCE)	DISTRICT	STATION (POST)		
Labour Department	LUSAKA PROVINCE	LUSAKA	Ministry of Labour and Social Security Headquarter		
SERVICE NAME				SERVICE TYPE	
Registration of Trade Union				New	
CUSTOMER TYPE (INDIVIDUAL OR CORPORATE)	CUSTOMER ID	CUSTOMER'S FULL NAME			
Individual	409816111	John Tembo			
REPRESENTATIVE TYPE (INDIVIDUAL OR CORPORATE)	REPRESENTATIVE ID	REPRESENTATIVE'S FULL NAME			

2. DISCLAIMER

I am fully aware of my legal rights regarding protection of my personal data. By submitting this application, I give the Service Provider my explicit consent to use my personal data as required for processing my application, including retrieving additional information from other government authorities. I understand my personal information will not be shared with any unauthorized third party without my written consent. I also understand I have the right to request the complete removal of my personal data from the system unless required otherwise by law. Under penalties of perjury, I declare that I have examined this application and accompanying documents, and to the best of my knowledge and belief, they are true, correct, and complete.

3. SIGNATURE

FULL NAME	SIGNATURE	DATE
John Tembo		16th day of December 2024

Process Steps

○ Fill Application

✓ Case Details

✓ Applicant Details

✓ Service Details

✓ Eligibility

○ Preview

○ Pay

○ Submit

Figure 45. ZamPortal: e-Service Application Preview Step



ZamServices
Government e-Services Directory

ZamPortal

Service List / Registration of Trade Union

Preview

Print Download

565208

Check

1 of 5

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Government of the Republic of Zambia
E-GOVERNMENT SERVICE PORTAL

GS-1. APPLICATION FOR A GOVERNMENT SERVICE



1. CASE DETAILS

Note: Entered by the Applicant or his/her representative

CASE NO. (AUTO-NUMBERED) C-0000043/12-2024		DATE OF SUBMISSION (CURRENT DATE) 16th day of December 2024	
SERVICE PROVIDER (AGENCY) Labour Department	SERVICE LOCATION (PROVINCE) LUSAKA PROVINCE	DISTRICT LUSAKA	STATION (POST) Ministry of Labour and Social Security Headquarter
SERVICE NAME Registration of Trade Union			SERVICE TYPE New
CUSTOMER TYPE (INDIVIDUAL OR CORPORATE) Individual	CUSTOMER ID 409816111	CUSTOMER'S FULL NAME John Tembo	
REPRESENTATIVE TYPE (INDIVIDUAL OR CORPORATE)	REPRESENTATIVE ID	REPRESENTATIVE'S FULL NAME	

2. DISCLAIMER

I am fully aware of my legal rights regarding protection of my personal data. By submitting this application, I give the Service Provider my explicit consent to use my personal data as required for processing my application, including retrieving additional information from other government authorities. I understand my personal information will not be shared with any unauthorized third party without my written consent. I also understand I have the right to request the complete removal of my personal data from the system unless required otherwise by law. Under penalties of perjury, I declare that I have examined this application and accompanying documents, and to the best of my knowledge and belief, they are true, correct, and complete.

3. SIGNATURE

FULL NAME John Tembo	SIGNATURE	DATE 16th day of December 2024
--------------------------------	-----------	--

Figure 46. ZamPortal: e-Service Application Preview Step: Sign

Steps:

1. After successful document upload, tap **[Sign Document]** (Figure 47).
2. Provide the OTP generated on ZamServices portal (Figure 48).
3. App displays a **Signing** loader, followed by **Successful Signing** message (Figure 49).
4. After successful document signing, you are redirected back to the **Sign page**, where you can find the signed document in the **Last Documents** (Figure 50) section or in the **Documents Library** section.

Sign Document

Government of the Republic of Zambia
E-GOVERNMENT SERVICE PORTAL
GS-L APPLICATION FOR A GOVERNMENT SERVICE

1. CASE DETAILS

Case Reference: C-400003712-2024
Date of Submission: 16th day of December 2024
Ministry: Ministry of Labour and Social Security
Department: LUSAKA PROVINCE
LUSAKA
Registration of Trade Union: New
Individual: 409016111
John Tembo
16th day of December 2024

2. DECLARATION

I am fully aware of my legal rights regarding protection of my personal data. By submitting this application, I give the Service Provider my explicit consent to store my personal data as required for processing my application, including providing additional information from other government authorities. I understand that my personal information will not be shared with any unauthorised third party without my written consent. I also understand that I have the right to request the complete removal of my personal data from the system within the required retention period. I declare that I have provided the application and all supporting documents, and to the best of my knowledge and belief, they are true, correct, and complete.

3. SIGNATURE

Signature: John Tembo
Date: 16th day of December 2024

Sign Document

Cancel Signing

Figure 47. ZamMobile Sign Tab:Application Signing

ZamMobile

One time password

5 | 6 | 5 | 2 | 0 | 8

1 2 3
4 5 6
7 8 9
0 X

Confirm

Figure 48. ZamMobile Sign Tab:OTP

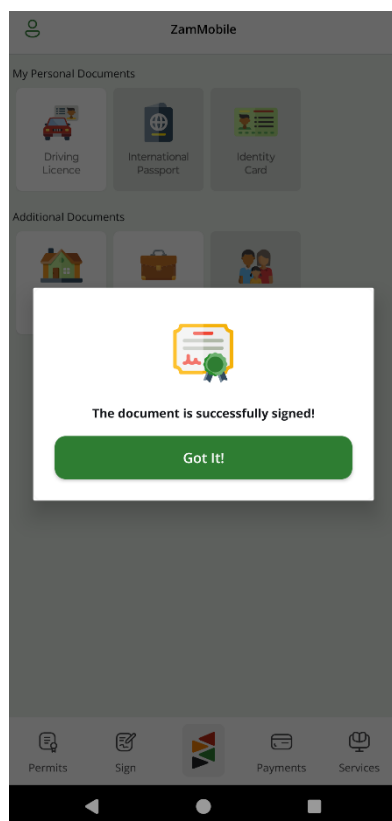


Figure 49. ZamMobile Sign Document Status

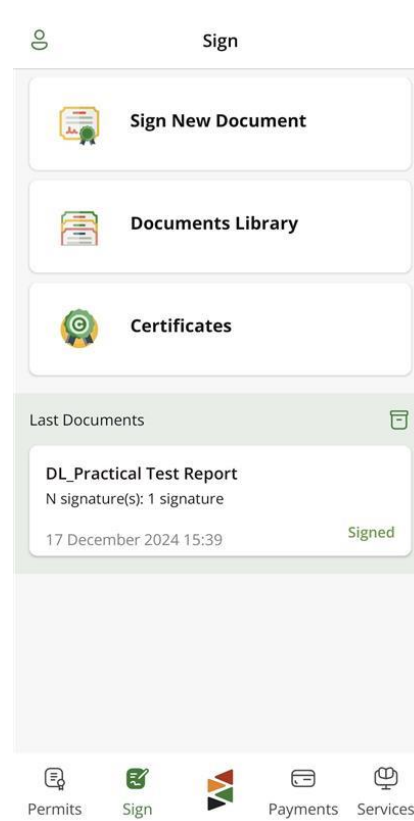


Figure 50. ZamMobile Sign Tab:Last Documents

Use Case 9: Digitally sign PDF file uploaded from your mobile device

Preconditions:

- The user has a verified identity profile.
- The user has accessed the **Sign** tab in ZamMobile.

Steps:

5. Select **Sign New Document** section (Figure 51).
6. **Choose Document** accessing your phone's gallery and selecting the required PDF file.
7. After successful document upload, position your mimicked handwritten signature and e-signature in the appropriate place on the document (Figure 52)
8. Tap **[Sign Document]**.
9. Confirm the existing document name or rename it (Figure 53).
10. App displays a Signing loader (Figure 54), followed by Successful Signing message (Figure 55).
11. After successful document signing, you are redirected back to the **Sign page**, where you can find the signed document in the **Last Documents** section or in the **Documents Library** section (Figure 56).
12. To preview the signed document, tap on the required one to open it (Figure 57).

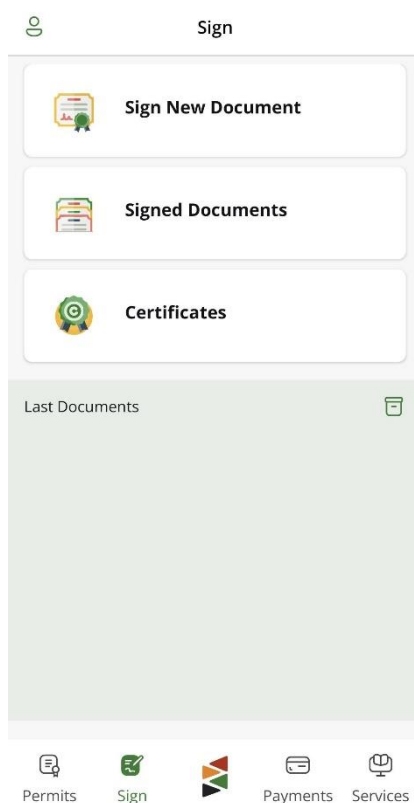


Figure 51. Sign Tab: Sign New Document



Figure 52. Sign New Document: Position Signature

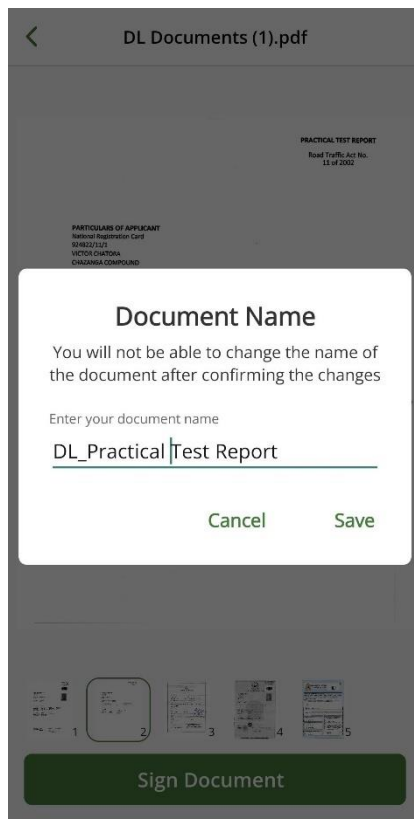


Figure 53. Sign New Document: Rename Document

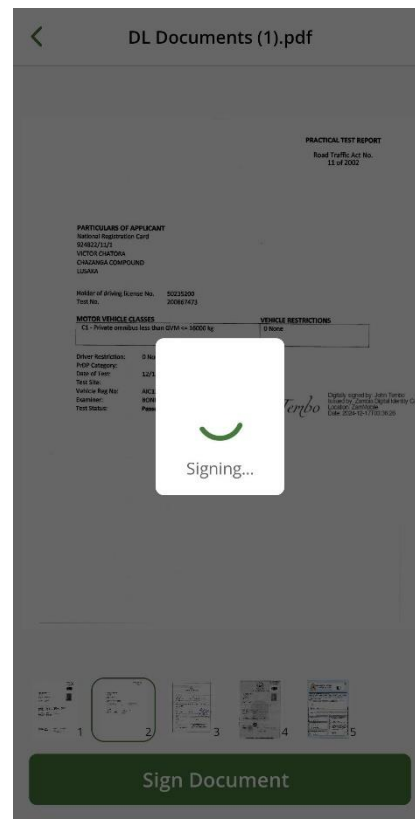


Figure 54. Sign New Document: Signing Process

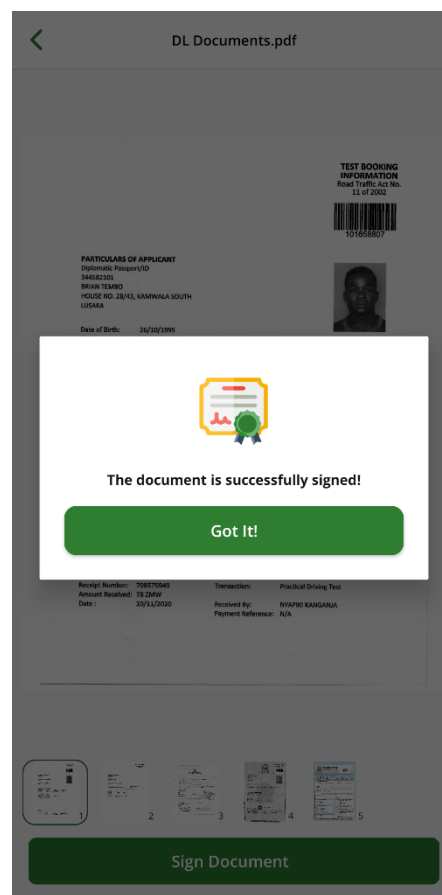


Figure 55. Sign New Document: Sign Document Status

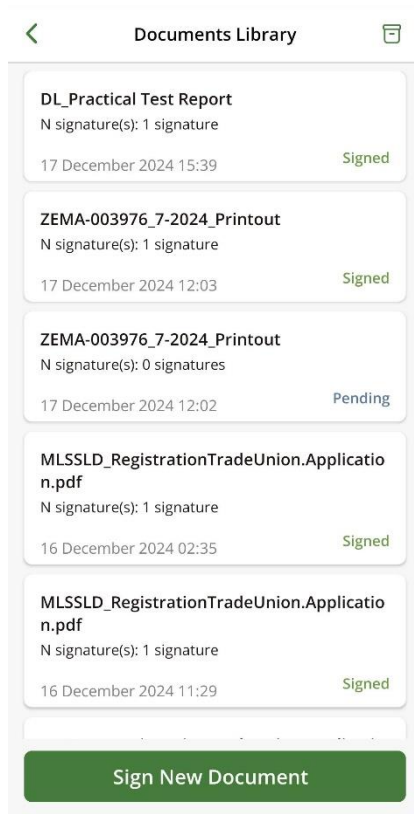


Figure 56 Document Library: List of Documents

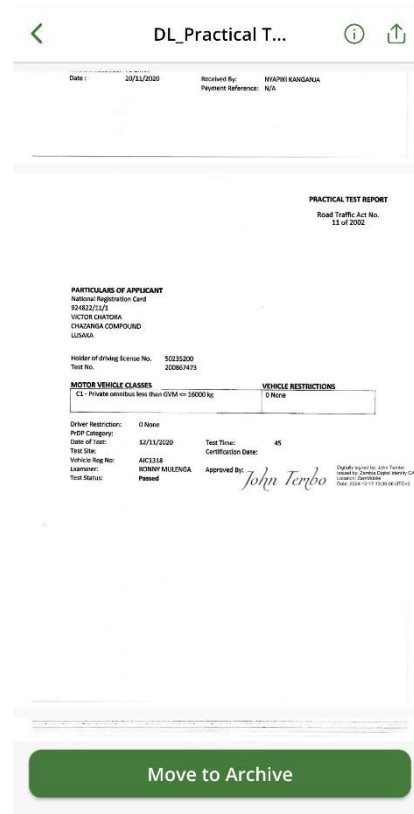


Figure 57. Signed Document Preview

Extension to Use Case 9: Archive Digitally Signed PDF file

Steps:

1. Tap **[Move to Archive]** (Figure 58).
2. Confirm willing to archive the opened PDF document.
3. Once the document is successfully archived, navigate to the Archive (Figure 59).
4. Long tap on the archived document to select it for restoring (Figure 60).
5. Tap **[Restore]** to restore the document from Archive (Figure 61).

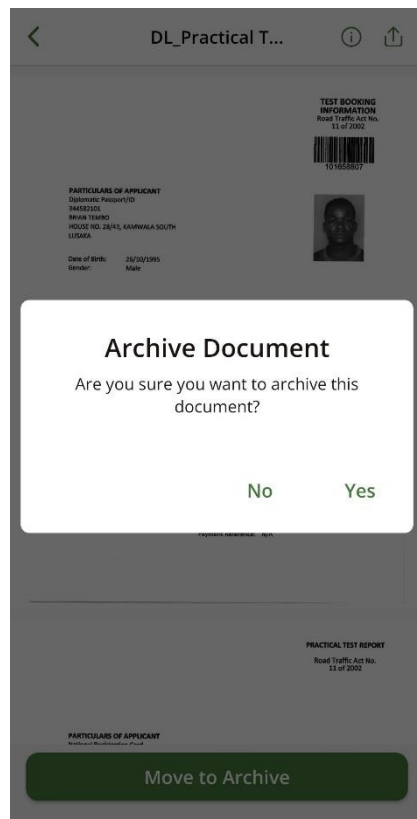


Figure 58. Documents Library: Archive Option

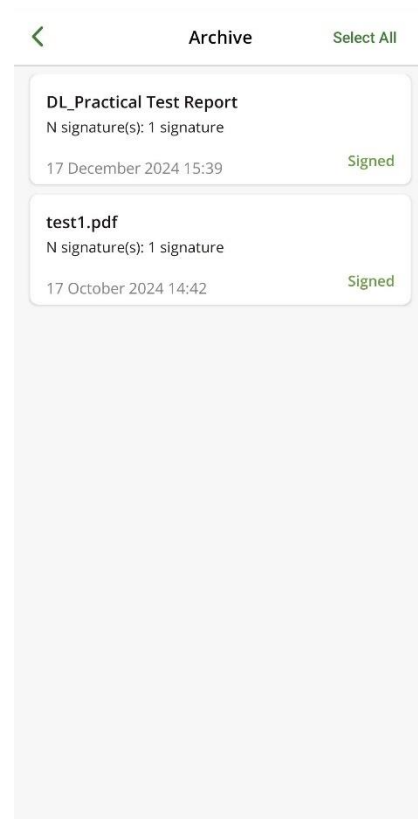


Figure 59. Documents Library: List of Archived Documents

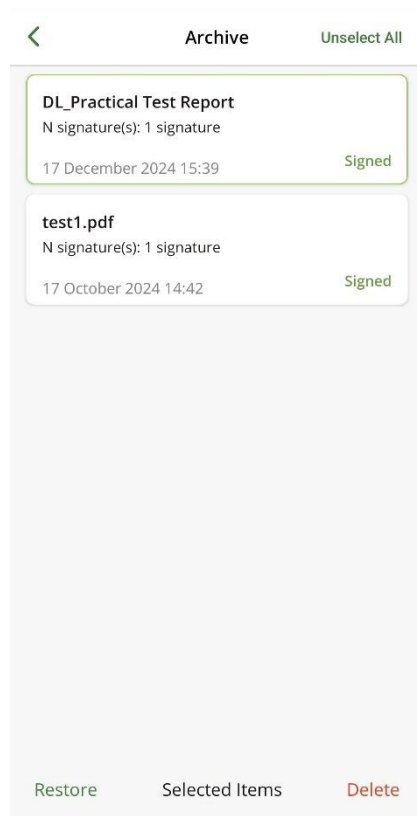


Figure 60. Archive: Select Document

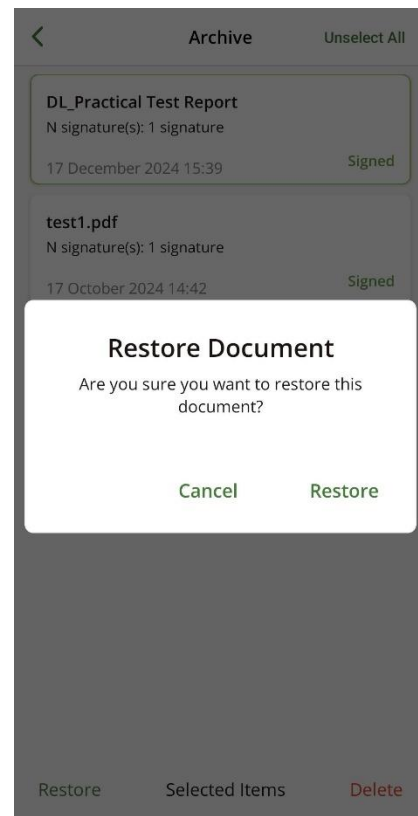


Figure 61. Archive: Restore Option

2.6 Digital Documents Module

The Digital Documents module within ZamMobile encompasses a set of digital documents, enabling users to store, organize, and access ID, Driving Licence, Travel Passport, etc. directly from their mobile devices. Currently, **ZamMobile** is able to provide the **Driving Licence** as a digital document by securely consuming data from the **National Data Register (NDR)**, allowing users to access and present their Driving Licence information directly from their mobile device. (Figure 62).

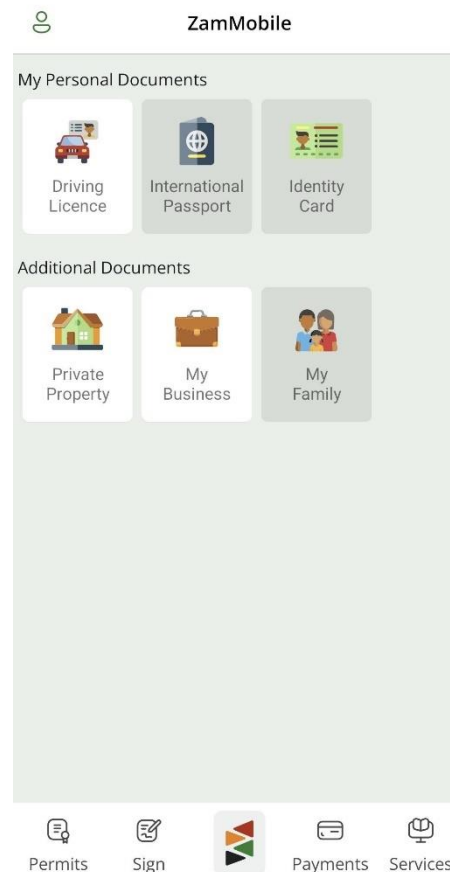


Figure 62. ZamMobile Dashboard

2.6.1 My Personal Documents Section

Currently, ZamMobile provides the Driving Licence (DL) as a secure digital document by accessing data from the National Data Register (NDR). This enables users to easily view and present their digital Driving Licence directly from their mobile device. The digital DL also includes a QR code, which can be scanned to verify its authenticity (Figure 63).

Additionally, ZamMobile sends push notifications to users as reminders for DL renewal well in advance of its expiration. If the DL has already expired, users will receive push notifications prompting them to renew it. (Figure 64).

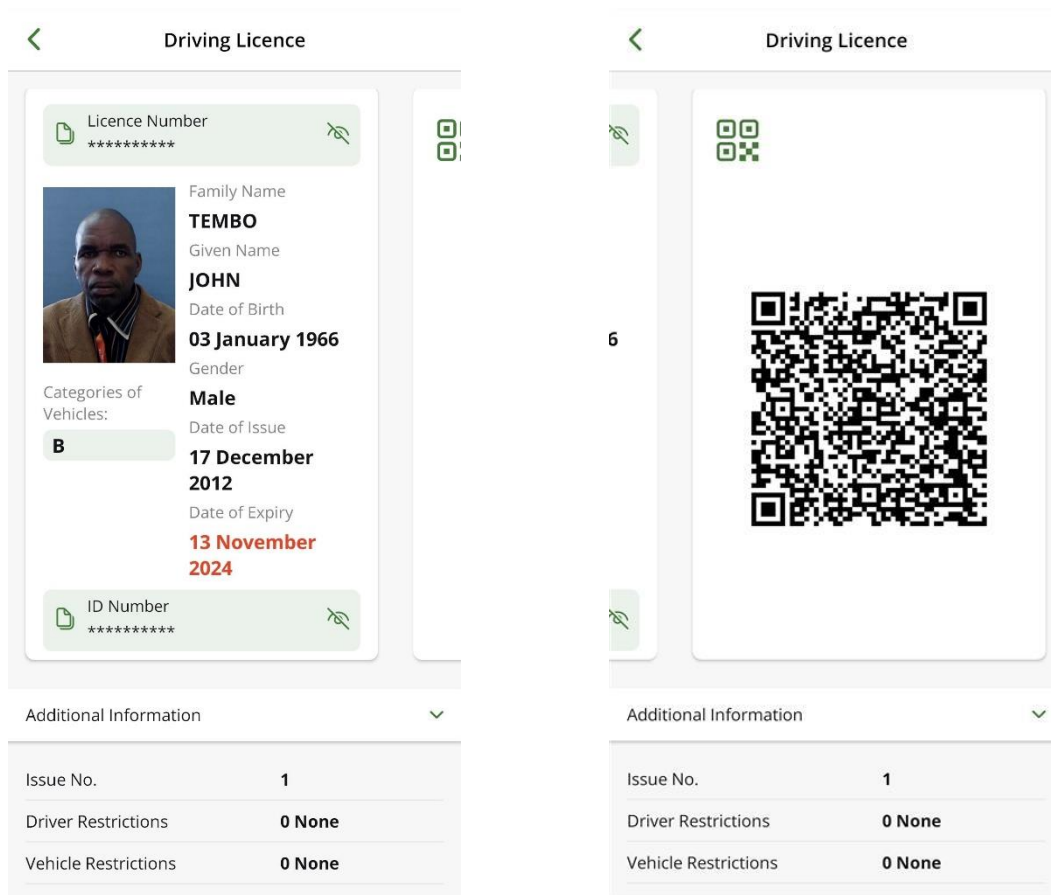


Figure 63. Digital Documents: Driving Licence & QR

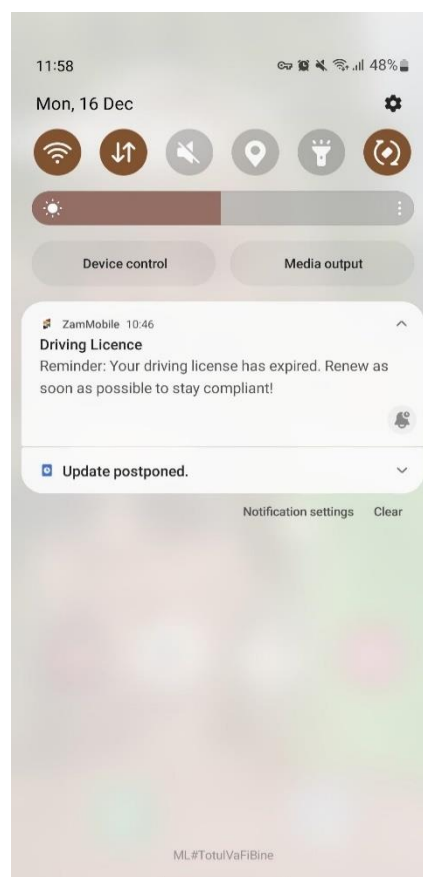


Figure 64. Digital Documents: Driving Licence Expiration Push Notification

2.6.2 Additional Documents Section

The **Additional Documents** section in **ZamMobile** provides users with access to various data held by state institutions, offering a secure and centralized way to view important personal and legal information. This section is divided into several modules: **Private Property**, **My Business**, and **My Family**.

Currently, **ZamMobile** supports the **Private Property** module, which allows users to view a list of land lots they own (Figure 65). And the **My Business** module, which displays information about the business entities, cooperatives, and societies they are involved in (Figure 66).

These modules give users the convenience of accessing essential data related to their assets and business interests directly from their mobile devices

Private Property Module

The **Private Property** module provides a detailed list of land lots owned by the ZamMobile app user. Each land lot includes comprehensive **Property Details** such as (Figure 67):

- **Property Number**
- **Property Address**
- **Land Use Type**
- **Land Type**
- **Area Size**
- **Commencement Date**
- **Lease Term**
- **Survey Diagram Number**

Additionally, users can preview the location of each land lot directly on an interactive map, enhancing accessibility and visualization of their property.

My Business Module

The **My Business** module displays a list of Business, Cooperative, or Society entities owned by the ZamMobile app user. For each entity, the module provides essential details, including (Figure 68):

- **Entity Name**
- **Entity Type**
- **Entity Number**
- **Incorporation Date**
- **Status of the Entity**
- **Nominal Capital** (if applicable)
- **Annual Return Status**
- **Next Annual Return Date**

This module allows users to manage and track their business-related information efficiently, ensuring they stay informed about their entities' status and compliance requirements.

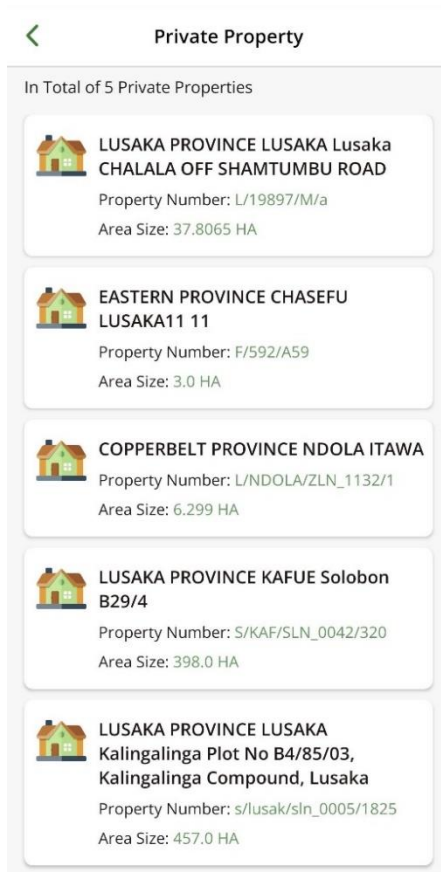


Figure 65. Private Property: List of Land Lots

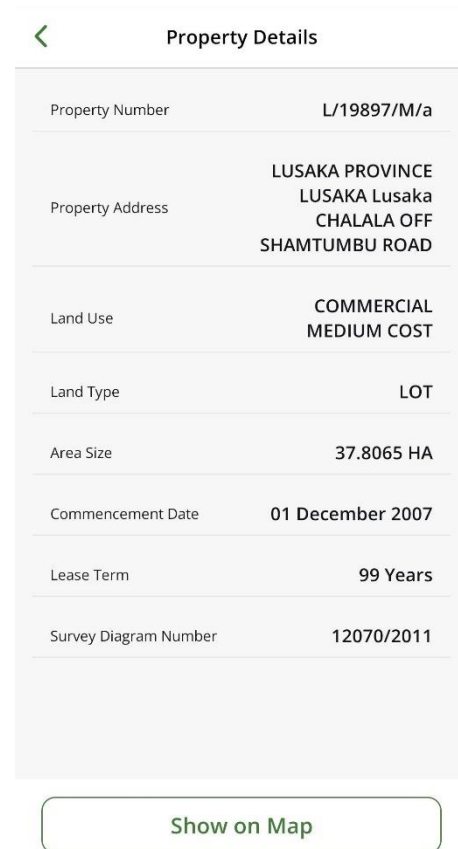


Figure 67. Private Property: Land Lot Details

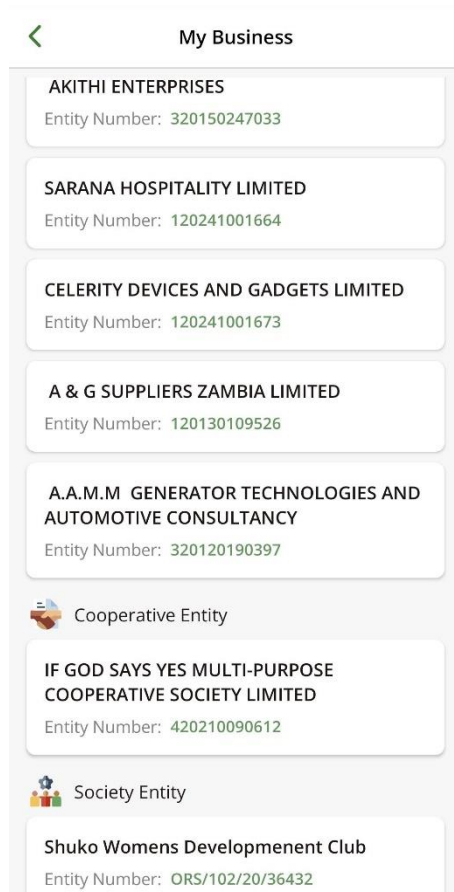


Figure 66. My Business: List of Business/Cooperative/Society Entities

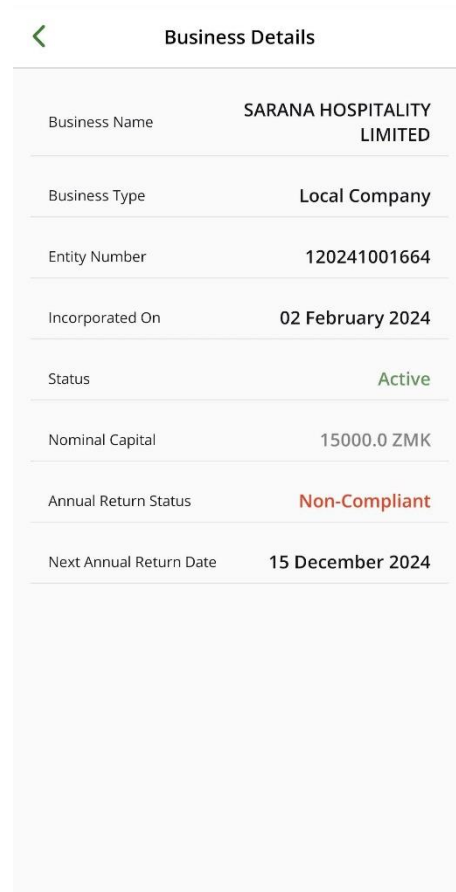


Figure 68. Business Details

2.7 User Settings Module

The **User Settings** module in **ZamMobile** provides a central hub for users to customize their app experience and manage personal preferences. It offers options for updating account information, adjusting notification preferences, and enhancing security settings, such as changing PIN code or accessing accounts through passwordless login. Additionally, the module allows users to manage their privacy settings, review legal information, and provide feedback directly to the development team. Designed for user convenience, it ensures that all essential account management features are easily accessible in one location, giving users full control over their digital experience (Figure 69).

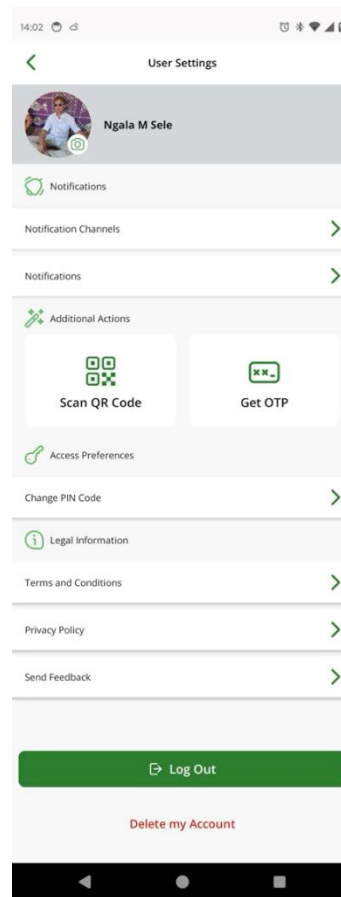


Figure 69. User Settings Module

2.7.1 User Settings: Avatar Component

Through an intuitive user interface, the users can choose an avatar from their mobile device to represent their profile, adding a personalized touch to their account (Figure 69).

2.7.2 User Settings: Notifications

In this section, users can activate their preferred notification channel or all channels from the available options: **Push Notifications**, **SMS Notifications**, and **Email Notifications** (Figure 70).

Additionally, users can preview a list of notifications that include important reminders and alerts, such as document e-sign request, invoices, fines, and expired documents, all sourced from government authorities within the **Government Service Bus** framework. (Figure 71).

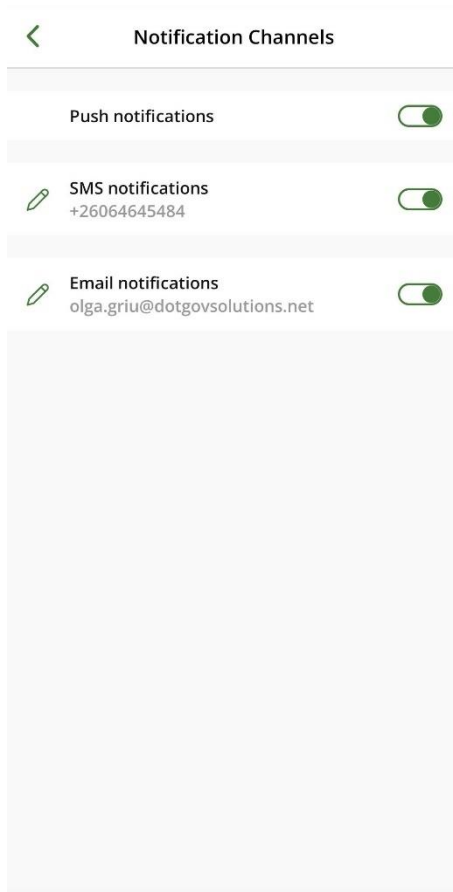


Figure 70. Notifications: Notifications Channels

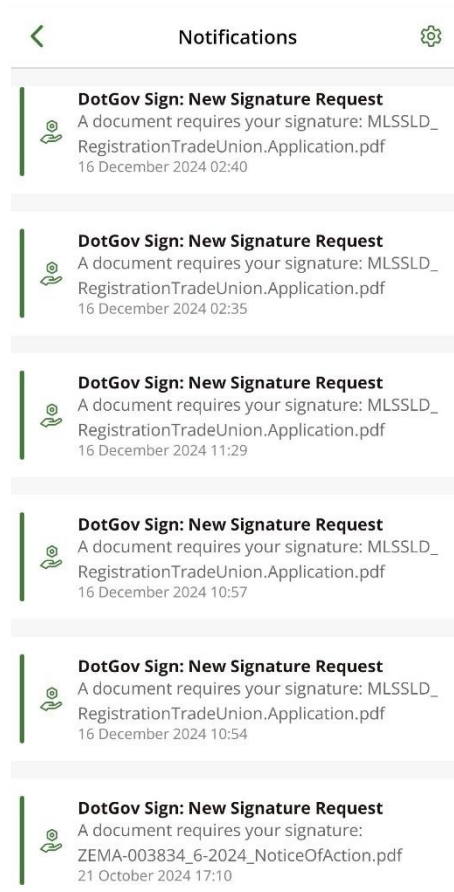


Figure 71. Notifications: List of Notifications

2.7.3 User Settings: Scan QR Code and Get OTP Components

Users can securely and conveniently access their ZamPass account on the web by scanning a QR code, enabling passwordless login. They can also **request an OTP** (One-Time Password) for additional account security, such as for initiating transactions or account verification processes.

2.7.4 User Settings: Change PIN Component

Users can change their **PIN Code** for added security, ensuring their account is always protected.

2.7.5 User Settings: Legal Information Components

The **Legal Information** section provides access to key documents such as the app's **Terms and Conditions**, **Privacy Policy**, and the **Send Feedback** tab.

The **Send Feedback** tab allows users to directly contact the development team to report an issue, suggest new features, or share general feedback about the app (Figure 72).

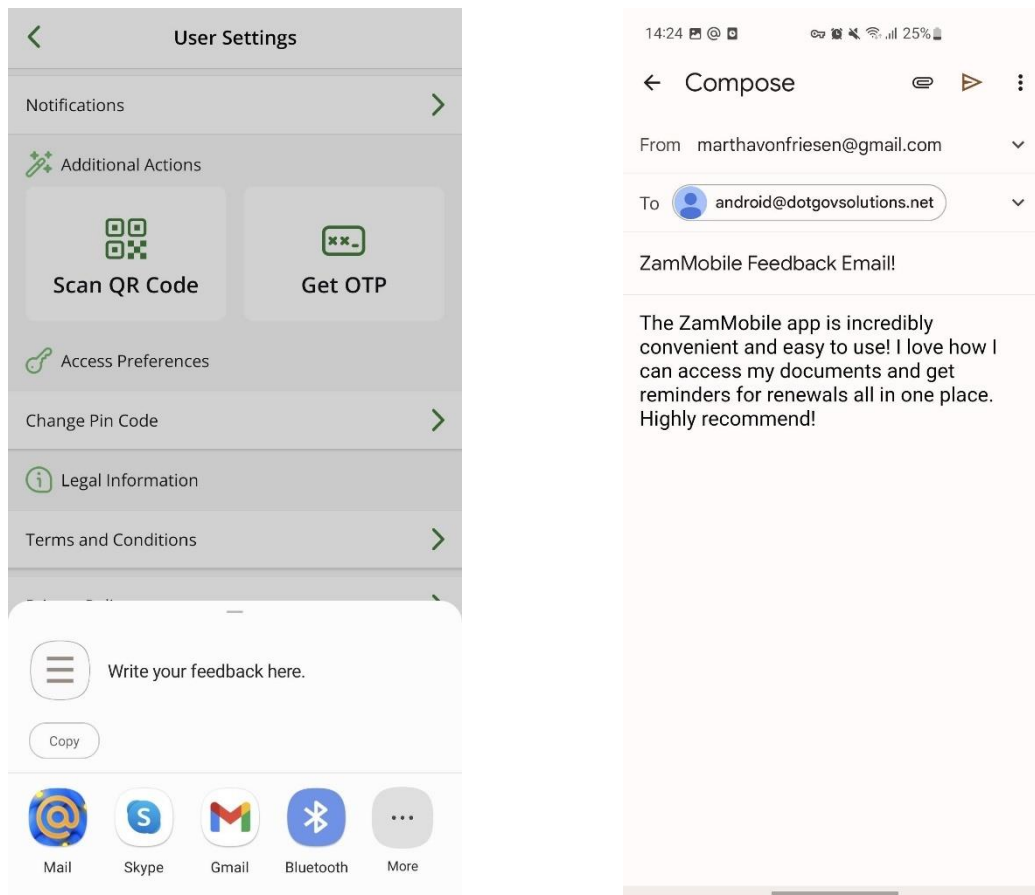


Figure 72. Send Feedback: Choose one of Mail Service Provider, Compose and Send Feedback

2.7.6 User Settings: Log Out Component

Users can choose to log out of their account at any time via the **Log Out** button.

2.7.7 User Settings: Delete My Account Component

If desired, users can delete their **ZamPass** account permanently by selecting the **Delete My Account** button, ensuring they have full control over their account management.

3 Conclusion

ZamMobile transforms your interaction with government services by providing a secure, efficient, and user-friendly mobile application. With features like digital identity, e-signature, e-payments, and document management, ZamMobile is your all-in-one app for public services. Enjoy the convenience of managing your government interactions from the palm of your hand!