



HOW TO ACCESS THE “COMPLETED FOLDER” ON ZAMPORAL

To retrieve **road tax, fitness, driver licensing forms/certificates** and any **other** RTSA documents bought using the online platform kindly follow the steps below:

1. Search for the Zamportal website (zamportal.gov.zm) and click **Login**





2. Enter your username (NRC **without** the slashes) and password then select “**Continue**”.

 - For users who do not yet have existing accounts, select “**Register Now**” option to create an account before proceeding.

3. For those that have forgotten their password, proceed by entering your username then select “**Forgot Username or Password**” option. You will be prompted to enter the email address linked to the profile that was used at the time of account creation.

A **password reset link** will be sent to that email address with instructions on how to create/reset the password.

4. After resetting the password, repeat steps 1 and 2 to login.



5. After logging in, proceed to buy e-service of your choice (e.g. road tax or fitness application etc.)
6. Once e-service has been bought and receipt has been generated go to the home page then select “**Applications**” tab.

The screenshot shows the NAMES user interface. At the top, there is a header with a user profile icon, the text "Hello, NAMES", and a "LOGOUT" button. Below the header is a sidebar with navigation options: "Available Services", "Applications" (highlighted with a red circle), "Services", "Valid", "Expired", "Payments", "Pending", and "Receipts". The main content area features a search bar for "Service Type" with "ROAD" entered, and an "APPLY FOR SERVICE" button. Below this is a table listing services and their providers.

Service Type	Service Provider
Motor Vehicle Licence ("Road Tax") Bulk Application	Road Transport and Safety Agency
Motor Vehicle Licence ("Road Tax")	Road Transport and Safety Agency
Examination of Motor Vehicle ("Road Fitness Test") Bulk Application	Road Transport and Safety Agency
Examination of Motor Vehicle ("Road Fitness Test")	Road Transport and Safety Agency
Local Road Tank Vehicle Inspections	Zambia Compulsory Standards Agency
Foreign Road Tank Vehicle Inspection	Zambia Compulsory Standards Agency

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7. A drop down menu appears with different folder names

The screenshot shows the user interface of the e-services.gov.zm portal. On the left, there is a sidebar menu under 'Applications' with folders: Drafts, Submitted, Reverted, Completed, Fines, In Progress, For Signing, and Services. A red bracket highlights these folders. The main content area has a search bar with 'Service Type' set to 'ROAD' and an 'APPLY FOR SERVICE' button. Below is a table of services:

Service Type	Service Provider
Motor Vehicle Licence ("Road Tax") Bulk Application	Road Transport and Safety Agency
Motor Vehicle Licence ("Road Tax")	Road Transport and Safety Agency
Examination of Motor Vehicle ("Road Fitness Test") Bulk Application	Road Transport and Safety Agency
Examination of Motor Vehicle ("Road Fitness Test")	Road Transport and Safety Agency
Local Road Tank Vehicle Inspections	Zambia Compulsory Standards Agency
Foreign Road Tank Vehicle Inspection	Zambia Compulsory Standards Agency

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8. Select the **Completed** folder. All successfully purchased e-services or documents appear on the right hand side of the screen.

Select the **case number** of interest to highlight it (e.g. **RTSA-1767651/2-2024** shown below) then select **Preview** to open the document.

The screenshot shows the user interface of the e-services.gov.zm portal with the 'Completed' folder selected in the sidebar. The main content area has a search bar with 'Case Number' and a 'PREVIEW' button highlighted with a blue circle. Below is a table of case numbers:

Case Number	Service Type	Case Closed On	Status Result
RTSA-1767651/2-2024	Motor Vehicle Licence ("Road Tax")	29/02/2024	Approved
PACRA-377818/1-2024	Certificate of Existence (Printout)	15/01/2024	Approved
RTSA-1601343/1-2024	Examination of Motor Vehicle ("Road Fitness Test")	04/01/2024	Approved
RTSA-1599576/1-2024	Motor Vehicle Licence ("Road Tax")	04/01/2024	Approved
RTSA-1488796/12-2023	Examination of Motor Vehicle ("Road Fitness Test")	15/12/2023	Approved



9. The document will open in a new window. Select either the “**Print**” option to print the document directly or the “**Download**” option to save the document onto your electronic device.



10. Once document has been printed or downloaded, close the window and log out.

-----**END**-----

Take Note:

1. For cases successfully paid for but for some reason do not appear in the **completed folder** – contact the RTSA call center to have the case investigated and completed. Once case has been resolved by RTSA, refer to steps 6 to 10.
2. These steps apply to users that have an existing Zamportal account and used their personal accounts to purchase the e-service.
3. Clients that purchase e-services using 3rd party account profiles (e.g. insurance agents etc.) must retrieve their generated documents from the actual 3rd party agent they bought from.
4. Username does not always have to be NRC number, even passport number can be used at time of account creation (however NRC is more reliable as it does not change or expire).