Instructions for Submitting Online Requests for Duplicate Documents

Users already registered with the Council can go to http://cisce.org and click on the **Plus** symbol on the *SERVICES* tile, and then click on the *Login to CISCE Service Portal* link below. This will open the Services login screen where they can enter their login credentials to go to the Services Home page. In the Services Home Page, they can click on the *Document Duplicate* tile. This will take them to the Duplicate Requests landing page. They can use the *Add New Request* link at the top right corner of this page, and follow the instructions provided from No: 2 below, to submit a verification request.

Users who have not yet registered with the Council, will first have to create an account to request for a duplicate document. Such users are advised to follow the step by step instructions provided below for submitting requests for duplicate documents.

1. Create an account.
    a. Go to http://cisce.org, click on the **Plus** (+) symbol on the *SERVICES* tile, and then click on the "*Login to CISCE Service Portal*" link. This will open the Services login screen.
    b. In the Services login screen, click on the link: *Not yet registered? Register Now*
    c. In the screen that opens, enter a valid email address and password, and click on the *Register* button. This will send a confirmation message to the email address that you provided.
    d. Access your mail box and click on the activation link that was sent to you, or copy and paste the link in the address bar of your browser.
    e. In the screen that opens now, enter your password and click on the *Submit* button. This will open the *User Profile* screen.
    f. In the User Profile screen, enter the relevant details. Select *Individual* from the dropdown against *Organisation Type*.
    g. After entering all the details, click on the *Update* button. This will take you to a new page with two tiles: *Document Duplicate*, and *Verification & Enquiry*.
    h. Click on the *Document Duplicate* tile. This will open the *Duplicate Requests* Landing page. This screen has four tiles: *Requests Drafted, Requests Requiring More Clarification, Requests Being Processed,* and *Completed Requests*. The *Add New Request* link at the top right corner of the screen will now be enabled.
2. Click on the *Add New Request* link. This opens the *Terms & Conditions* page.
3. Check the confirmation checkbox in the *Terms & Conditions* page and click on the *Next* button. This will open the *Applicant Information and Examination Details* page. The details of the individual making the request will be visible on the left part of the screen.
4. In the Applicant Information and Examination Details page, enter the Full Name used at the Time of the Examination, Date of Birth, Sex, Mother's Name, Father's Name, and Name of the School.
5. Select the Course from the dropdown.
6. Enter the Year of Examination in the field provided.
7. Enter the UID / Index Number in the field provided.
8. Select the document for which a duplicate is being requested by checking the checkbox against the document. Applicable charges are shown against each document type.
9. Two command buttons are provided to the bottom right of the screen: *Save as Draft*, and *Save and Continue*. Click on the *Save as Draft* button if you want to save the details entered, and

revisit the page later to proceed further. Click on the *Save and Continue* button if you want to proceed to the next step. This will take you to the *Upload Supporting Documents* screen.

10. Upload supporting documents where required. Click on the *Choose File* button to locate and upload the supporting document from your system. (Applications for issue of Certifying Statement of Examination Results must be accompanied by a notarized affidavit stating that the applicant's Pass Certificate has been irretrievably lost, as well as a newspaper clipping stating the same, both in original. The newspaper clipping must clearly mention the name of the applicant, along with the Index Number, year of passing, and name of the school.)

11. There are two command buttons to the bottom right of the screen: *Back* and *Submit*. Click on the *Back* button to go back to the previous page. Click on the *Submit* button to submit your request to the Council.

12. Clicking the *Submit* button will take you to the *Payment Summary* screen.

13. Click on the *Proceed* button in the *Payment Summary* screen to connect to the payment gateway to make the payment.

14. Follow the normal procedure for making payments to the Council.