ELAM - Applicant Manual.

Elam is a web-based application portal that enables applicants to apply for various licenses online and check for progress and payment status. Electronic copies of Licenses and receipts will be uploaded into the system. Each facility should appoint an official contact person who will be the applicant for that particular facility.

Application instructions are as follows:

- Logon to elam.rpaz.co.zw , click **Sign-up** on the Login box. You will be taken to a sign-up page.
- Fill in all the required fields and proceed by submitting the form.
- An email will be sent to the email address that you provided. The email contains an account activation link and login credentials. Copy the activation link and paste it ib the address bar and strike enter. Account should now be activated.
- Switch back to elam.rpaz.co.zw and login to your account with your credentials. You should be in your account now.
- Download electronic application forms from elam.rpaz.co.zw
- Use Adobe Reader to open the application form. Complete the application form by clicking the text box and putting text.
- Upon completion, digitally sign the document by clicking the signature tab and go through the signature creation and sign. Please make use of your company email address if available.
- Login to **elam** and upload the application form along with other relevant documents. You should also upload a proof of payment. It is important to note that the system accepts a minimum of **3 Documents** before application submission.
- Upon successfully uploading the documents, click **Submit Application.** Your application will be submitted.
- You can login anytime to check the progress of your application and it is found in a vertical panel on the right side.
- You will receive an email notifying the **License Issued.** Login to the system and retrieve a copy of the License whilst you await the hard copy.
- For license renewal, login to **elam** and click on the **Renewal** tab and put comments communicating changes to the previous application if any.
- Initiate renewal. Upload proof of payment and other required documents.
- Submit the renewal application.

For further clarification and system support, contact us.