USER GUIDE ON HOW TO NAVIGATE THROUGH THE KVB ONLINE PRACTITIONER MANAGEMENT SYSTEM PLATFORM

We are pleased to inform you that the Kenya Veterinary Board is currently undertaking a digital transformation of our processes to enhance the quality and efficiency of our service delivery. To this effect the Board is migrating all practitioner services to the online Practitioner Management System.

We invite you to activate your account to ensure uninterrupted access to our services and benefits. Please follow the step-by-step instructions provided below to complete your account activation.

N/B: Beginning 1st July, 2025, all services will be offered through the Practitioners Management System, and practitioners will only be able to access the service after activation of their accounts.

ACTIVATION OF AN ACCOUNT ON THE PORTAL

1. On the KVB Website (www.kenyavetboard.or.ke), click on the Portals Section
2. Click on **First Time Login for Practitioners** in good standing. **IF NOT, CLICK ON THIS LINK TO REGULARIZE YOUR STATUS (*Link to be Provided Later*) THEN PROCEED TO STEP 3.**
3. On the page titled "***Search KVB registration number***", type your KVB registration number as it appears on the KVB register https://kenyavetboard.or.ke/en/registers (e.g. 0001 for BVM (no prefix), VTA00001 for veterinary technologists – Bsc. Degree, VTB00001 for veterinary technologists - Diploma, VTC00001 for veterinary technicians - certificate) and the letters in blue below the email address section (if the **letters** are not clear, click them to refresh).
4. Ensure your name is captured correctly and verify your KVB number.
5. Type in your active/formal personal email address, phone number, national ID number, date of birth, gender, County and Sub-County of practice for account activation and click the button titled "**Send OTP to Email**" (KVB will be communicating through your active/official email address and phone number. **NO CYBER EMAILS**).
6. An activation email will be sent to the active/formal email address in **step 5** which reads; *"We have received your request to reset password and have provided the link below to facilitate the same. Kindly click here to update your password".*
7. Click on the link; "**Click here**" which directs you to update your password. After password update, you will be redirected to the login page where you can login.
8. Successful login opens the practitioner management system home page containing several modules.

VERIFICATION AND UPDATE OF DETAILS

1. Log in "***my profile***". Opens a page that allows you to verify the accuracy.
2. If not correct, click the *"**update**"* option to edit.
3. You will have the option to update your mobile number, national ID number, email address and upload your photo (kindly ensure it is a passport photo – dimensions 600x600 pixels),

KCSE Certificate, National ID and University/College Academic Certificate. Once you have successfully uploaded the documents and updated your details, a red button titled KVB ID shall appear. This shall enable you to download your KVB Card.

MODULES

1. Indexing
Applicable to students and persons who have sat for Board Pre-registration Exams.
It enables the applicant to fill the online application form and upload their certified documents. Successful applicants are able to be indexed online and notified via email after a time period of seven (7) working days.

2. Internship
Applicable to graduates indexed by the Board and are applying for temporary registration as interns.
It enables the applicants to fill the online application form and upload documents.
Successful applicants will be notified via email to download their internship certificate online.

3. Registration
Applicable to interns whose logbooks have been assessed and recommended for registration and notified via text message.
It enables the applicant to fill in the online application form and upload their certified documents. Successful applicants will be notified via email to download their registration certificate and KVB e-card online.

Navigate to the registration section and click **apply**. This shall take you to a login page. Click on the **register account** button (do not put in any email or password). It shall direct you to a page that shall ask you to fill in details such as your names, email address and password. Once done, click the **register account** button. You shall receive an "**account confirmation**" email. Follow the instructions and login using the email and password you typed when you were registering your account.

Once logged in, navigate to the registration module. Click the red button on the right side titled "**New Application**". A set of instructions shall be displayed showing the requirements and fees needed for registration. Once you are sure you have all the listed requirements, click the red button on the right side titled "**Next**". This takes you to a form where you need to fill in your personal details. The next form shall require your educational details and the final form shall require you to upload your scanned documentation. Once you have submitted your application, the KVB team shall review it and instruct you on the fees you need to pay. Once the payment is made and confirmed, you shall receive your KVB registration certificate and ID card.

4. Retention

Applicable to practitioners renewing their retention status after successful activation on the portal.

Payment for Retention

1. click on the **Apply** button on the retention section
2. Click on "**New Retention Application**". Click renew and the applicable amount will be calculated by the system. Click the **Proceed to payment** button.
3. On the E-Citizen page, make payments with a method of your choice.
4. A system generated receipt confirmation will be available for download (Official KVB receipt).

5. CPD Activity Record

A). Registered CPD Activity - The practitioner will be able to view his/her CPD points once the records have been uploaded into the system and can confirm with the provider.

OR

B). Unregistered CPD section
1. Click Apply on **Unregistered CPD** option
2. Click on **New unregistered CPD activity** button. Fill out the required details and upload the required supporting documents as proof. Click the **Save** button.
3. A summary will be generated on your application status
4. You will receive an email notification indicating the points awarded or otherwise.

OR

C). CPD Waiver
Applicable to practitioners eligible for Waiver

1. Click **Apply** on **CPD Waiver** option
2. Click on **New CPD Waiver** button. Fill out the required details and upload the required supporting document. Click **Save.**
3. Upon submission, a pending status summary will be generated.
4. An email confirmation of approval or rejection will be sent.

NB: Your status of professional standing is updated upon acquisition of prerequisite CPD Points/Approval of Waiver/ and payment of retention fees.

6. CPD Provider section

1. This is applicable to those who want to be CPD Providers. Go to **CPD provider** option and click **apply**.
2. A prompt with an option to click **Add new CPD Provider application.**
3. Click "**New CPD Provider application**". Click **Next**.
4. Fill out the required details on the basic information section. After completion, click Save & Next. Fill out the Human and Institutional Capacity by selecting the **add organizational capacity** button and filling out the details of the relevant staff of the organization.
5. Click **next** to will direct you to the **referees** section. Click the **add referee** button to add at least 3 referees. Click **Next** for the payment section. Pay though E-Citizen.
6. You will be notified via the email on the status of your application.

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