

Implementation of the “Profiled Email” service to substitute Lost SIM

Step 1: Obtain and Complete the Template

1. Candidate Visits any accredited CBT Center

The candidate goes to an authorized CBT center and requests the required template for the new process (TEMPL 006)

2. Template Completion

- The candidate completes the template, which includes filling in the necessary details as available such as Registration Number/ Phone number/ Profile code and the mandatory new email address (must not have been used on JAMB Platform before).
- A declaration/attestation section is included on the template to affirm the candidate's responsibility for the accuracy of the information provided.
- The candidate signs the template to make the declaration binding.

Step 2: CBT Center Processes the Template

3. CBT Official Login

- The CBT official initiates the application on the CBT Registration App (e.g., "add email" feature) using their authorized credentials.
- This ensures secure access to upload and verify candidate information.

4. Template Upload

- The CBT official uploads the completed and signed template into the system to complete the application.
- The uploaded document will be stored for reference and future validation.

Step 3: Authentication of New Email

5. Authenticate the New Email

- The system validates the new email address provided by the candidate, ensuring it is active, accessible and not previously associated with another profile.
- The system will send a verification link or code to the new email for confirmation which must be clicked to confirm or a code retrieved from the inbox of the email address.

Step 4: Candidate Profile Update

6. Access New Profile Features

- Once the email is authenticated, the system updates the candidate's profile to include the new email (Profiled Email).
- The candidate logs in to their profile using their credentials and sees an updated menu with the following features:
 - Access to all 55019/66019 features such as Password Reset, RESEND, RESULT, e PIN

- A new **Messages** menu, where notifications related to UTME activities are displayed (this represents the SMS inbox of the Lost SIM).

Step 5: Enhanced Communication

7. Email and Profile Notifications

- All transactions performed by the candidate (e.g., communications from 55019/66019, payments, updates, or inquiries) are sent to:
 - The new email address.
 - The **Messages** section of their profile for quick access.
- This ensures transparency and improves record-keeping for both the candidate and the Board.