

AITI Online Services Guide

User Registration and Validation

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01 Registration



STEP 1

Visit AITI Online Portal at **<https://online.aiti.gov.bn>** or scan the QR code.

STEP 2

ON MOBILE PHONE

Click on **'Register'** to start your registration.

ON WEBSITE

Click on **'Do you want to Sign Up?'** to start your registration.

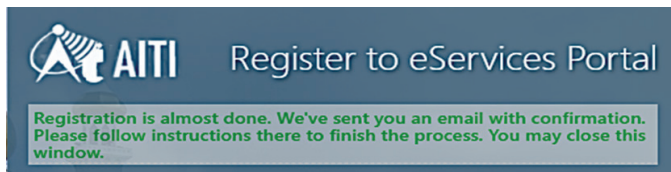
STEP 3

Fill in all your details. Once you have completed it, click **SEND**.

Important Notes

- Each user account is uniquely identified by one email address only.
- For mobile phone details, fill in the seven (7) numeric characters only excluding any symbols or country code.
- Each password must be at least seven (7) characters including at least one (1) symbol character e.g. '/' '#' '!' '@'
- Choose your security question carefully and remember the answer. You will be asked to answer this question if you forget your password and need to reset it.

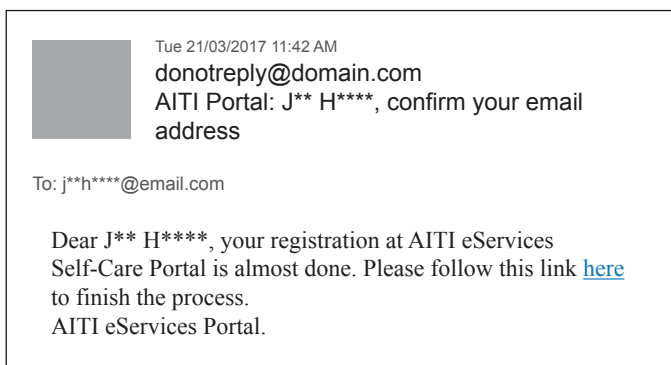
02 Confirmation



STEP 1

After your registration has been sent, this message will appear on the screen.

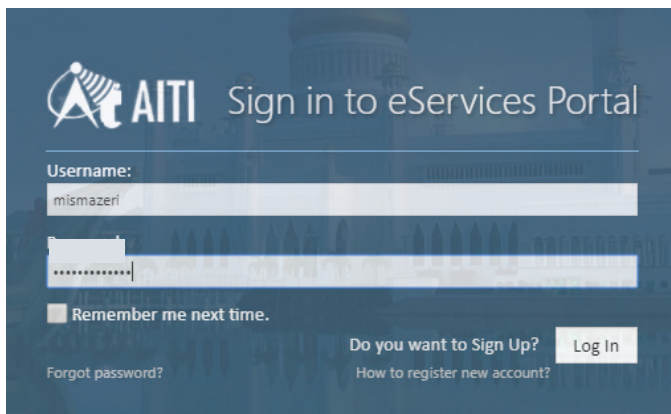
Please go to your **email inbox** to continue with the confirmation process.



STEP 2

You will receive an email similar to this one. Please click the link **'here'** in the email to confirm your registration.

You will be redirected to the login page at SCP with your registered user name.

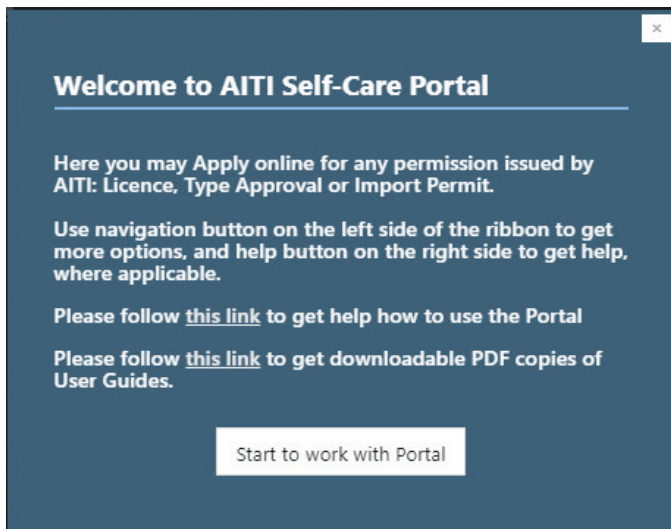


STEP 3

Please enter your password and click **'Log in'** to see the SCP landing page.

Please update your information for successful registration.

03 Updating Your Information



STEP 1

Once logged in, you **must** update your profile by clicking on **'Start to work with portal'** at the welcome message.

STEP 2

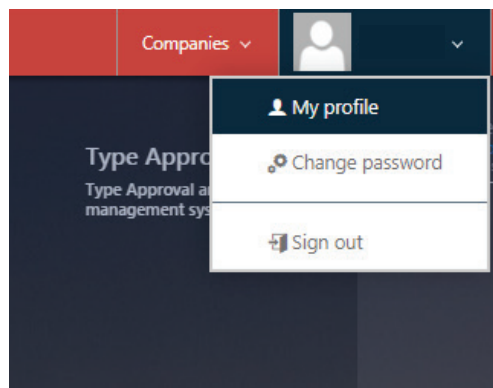
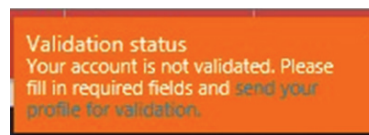
There are two (2) ways of updating your profile:

OPTION 1

Click the link in the **orange notification box** on the upper right corner of the page; or

OPTION 2

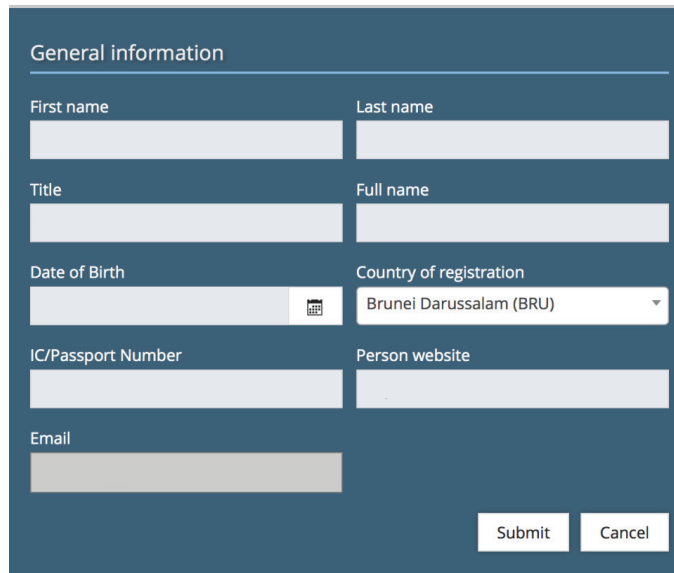
Click on your **'name'** on the top of the page and then click on **'My Profile'**.



STEP 3

On your profile page, place your mouse cursor over the text and a pen icon ✎ will appear, as shown in the screenshot. Click on the **pen**.

Information that must be updated are as follows:



General information

First name: Last name:

Title: Full name:

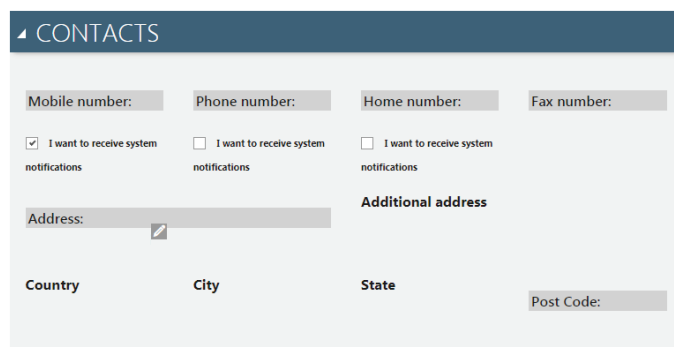
Date of Birth: Country of registration:

IC/Passport Number: Person website:

Email:

General Information

Please fill in your date of birth, country of registration (if not filled in earlier) and IC/Passport Number (if not filled in earlier), then click **Submit**.



CONTACTS

Mobile number: Phone number: Home number: Fax number:

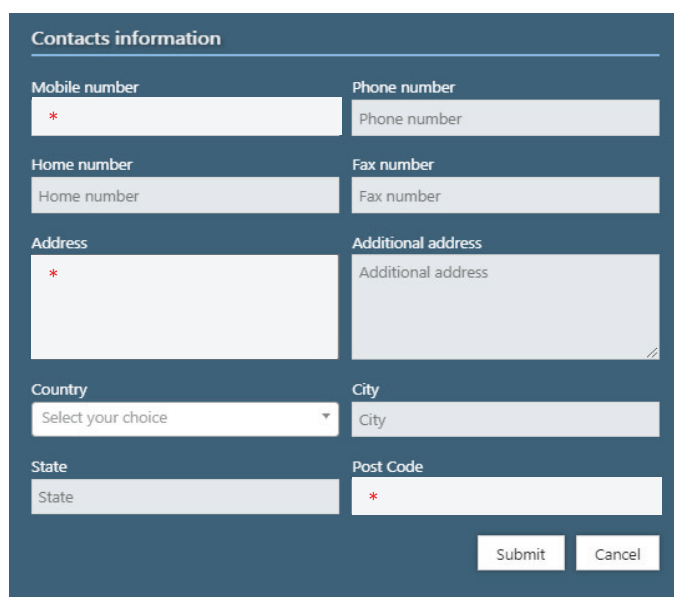
☒ I want to receive system notifications ☐ I want to receive system notifications ☐ I want to receive system notifications

Address: Additional address:

Country: City: State: Post Code:

Contact Information

Go to the “Contacts” tab and click the **pen icon** 



Contacts information

Mobile number: Phone number:

Home number: Fax number:

Address: Additional address:

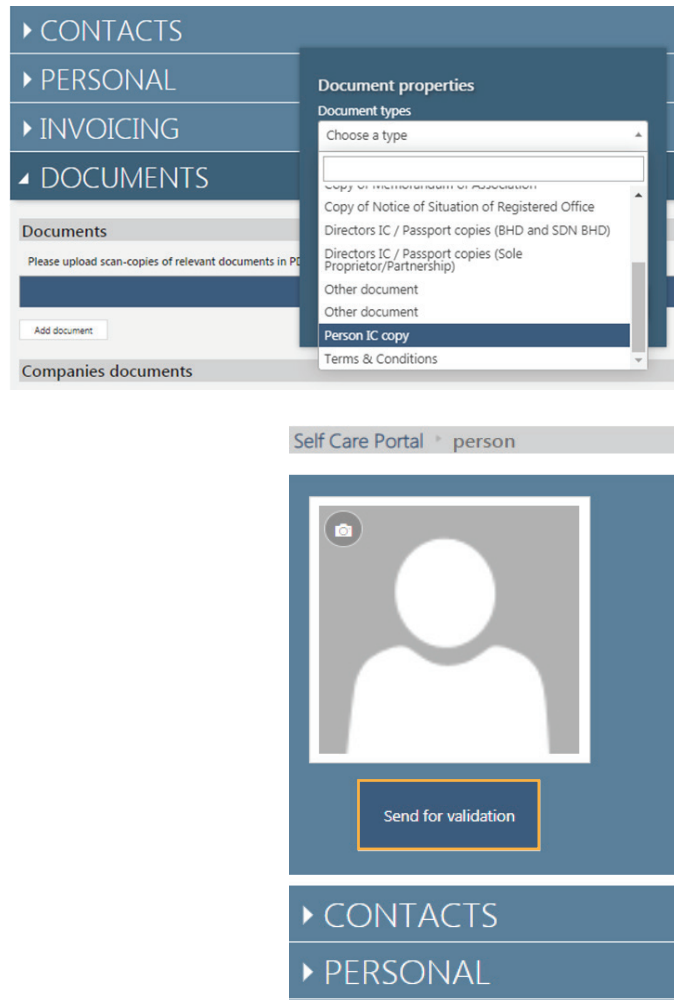
Country: City:

State: Post Code:

Please fill in your mobile number, address and postcode and click **Submit** when done.

04 Validation

For validation, please **upload** a clear copy of your Identity Card (IC).



STEP 1

Go to the “Documents” tab.

STEP 2

Click “Add document”.

STEP 3

Select “Person IC Copy”. and upload a copy of your IC.



Important Note

Copy of the IC must be the both sides of your IC in one image.

STEP 4

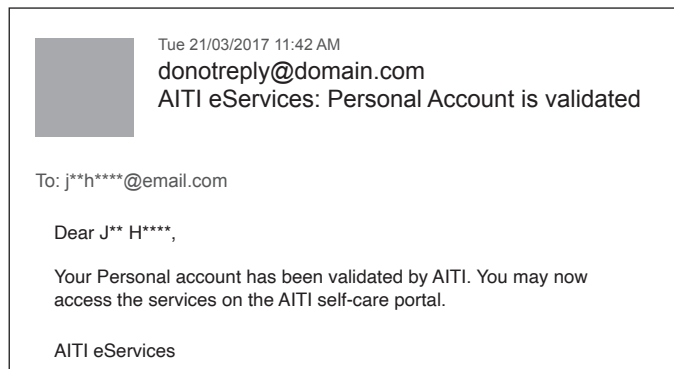
Click “Submit”.

STEP 5

Click “Send for Validation” at the bottom of your profile picture to complete the validation process.

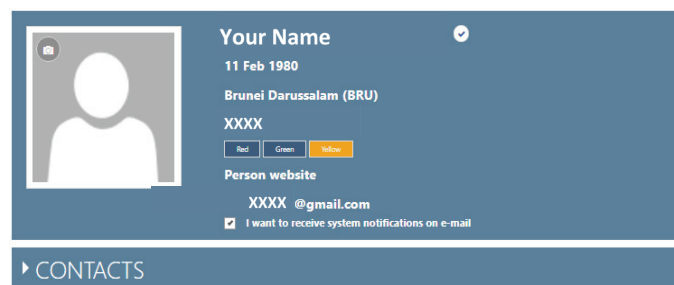
Once you have sent a validation request, AITI will double-check your profile and validate it once all the information is provided.

There are two (2) ways to check if your account has been validated.



OPTION 1

Check your email inbox for an email notification.



OPTION 2

Visit the Self Care Portal/AITI Online Portal. The “Send for Validation” button below of your profile picture will have disappeared and there will be a blue tick ✓ next to your name.

You can now use all the services available on the Self Care Portal for individual applications under your registered account or name. However, business applications under a business or company name must be made through:

- 1 A registered and validated company account; or
- 2 An individual account which is linked to a company account.

The individual account can be linked to a company account by invitation from the administrator who is responsible for the company account. User Guides for registration or creation of company accounts are available at the AITI website www.aiti.gov.bn -> **AITI Online Services User Guide -> User Guide for Customer accounts management** or scan the QR code.

