



INTRODUCTION TO THE **WEB CUSTOMER
PORTAL (WebCP) OF THE AUTOMATED
SPECTRUM MANAGEMENT SYSTEM
(ASMS)**

PRESENTED BY THE NATIONAL COMMUNICATIONS AUTHORITY



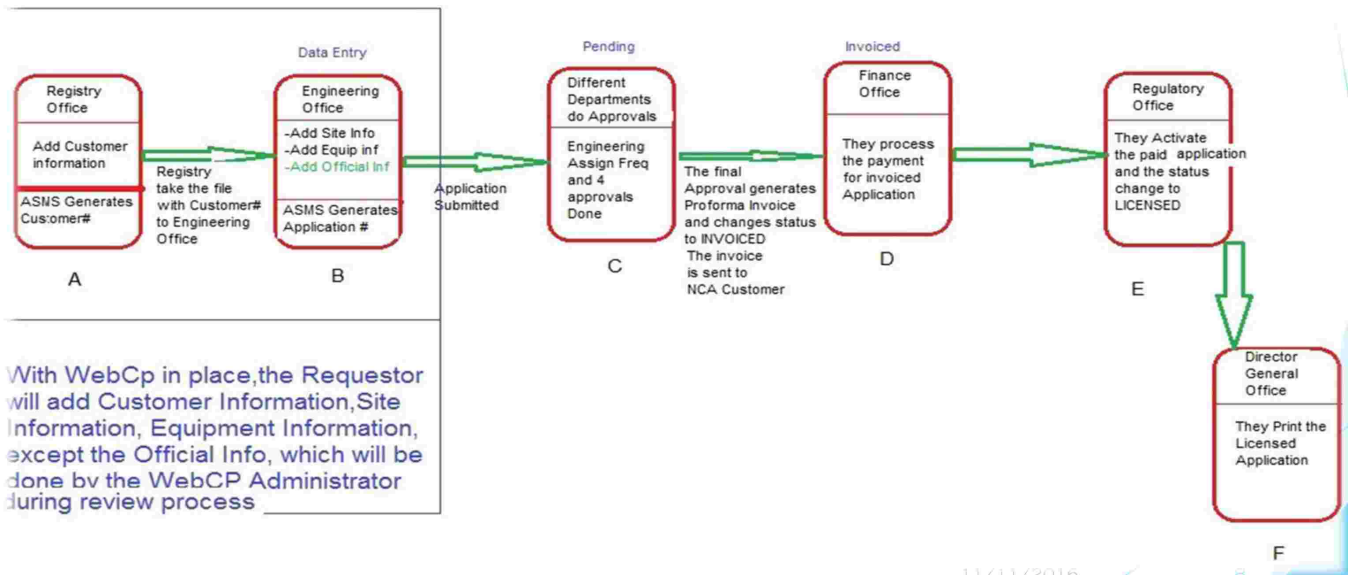
INTRODUCTION TO THE WEB CUSTOMER PORTAL (WebCP) OF THE AUTOMATED SPECTRUM MANAGEMENT SYSTEM (ASMS)

PRESENTED BY THE NATIONAL COMMUNICATIONS AUTHORITY

WEB CUSTOMER PORTAL (WebCP)

WHAT IS WEBCP?

A module integrated with ASMS that allows applicants to submit applications online.



WHY WebCP?

- It allows customers to accurately complete and submit their applications online. This helps resolve the issue of incomplete and inaccurate application submission of data into the ASMS.
- It dramatically reduces data-entry costs and frees resources for other tasks.
- It promotes a paperless environment.

USERS OF WebCP

WebCP HAS THREE (3) MAIN USERS.

THE REQUESTOR - is someone who is applying in WebCP on behalf of a company. e.g. Paa Kay is working for a company called ABC Company Limited. He is someone who will register with WebCP, so that he can submit the application online on behalf of the company. Paa Kay is therefore the Requestor.

THE COMPANY - the entity (ABC Company Limited) that has tasked the Requestor to apply on their behalf.

USERS OF WEBCP - CONT'D

THE WEBCP ADMINISTRATOR - is someone at the National Communications Authority (NCA) who will be administering the applications submitted in the WebCP. He/She will be responsible for the following:

- Reviewing the application.
- Remanding the application.
- Adding official information on both site/equipment.
- Accepting the application into the ASMS.

REGISTRATION


This process allows the Requestor to register an online account with WebCP. Click the link “**online applications**” on NCA website (www.nca.org.gh). The link will lead to the registration page as shown below:

Sign In To Your Account

If you do not have an account click [here](#) to create an account, otherwise enter your email address and password below.

Username * :

Password * :



Enter security code above *

[Forgot Your Password?](#)

All fields in **bold** and marked with * are required.

File or review a Complaint or Enquiry.

REGISTRATION - CONT'D

If the Requestor does not have a sign in account, he/she can click “**here**” as shown below, to start the registration process.


If the Requestor already has online account, he/she can enter the email address, password and security code, and sign in.

Sign In To Your Account

If you do not have an account click [here](#) to create an account, otherwise enter your email address and password below.

Username * :

Password * :



Enter security code above *

[Forgot Your Password?](#)

All fields in **bold** and marked with * are required.

REGISTRATION – CONT'D

The link “**here**” will lead to the page shown below

Choose your customer type from the following list:

Next

REGISTRATION – CONT'D

The Requestor will then choose the Type of Customer he/she is representing.
Then click “**Next**” button.



A screenshot of a registration form. A grey rounded rectangle contains a dropdown menu with a checkmark icon and the text "Choose your Customer Type...". Below this are four options: "Company", "Government", "Non-Governmental Organization", and "Person". A white rectangular box is positioned to the right of the dropdown menu, with a thin line connecting the right side of the dropdown menu to the left side of the white box. The white box is empty.

REGISTRATION – CONT'D

The “Next” button leads to the page shown below.

Follow the instructions to complete the registration.

New Account Request: Company

Welcome	Customer Entity - Information	Requestor Information	Terms and Conditions
----------------	-------------------------------	-----------------------	----------------------

In order to apply for a Radio License you will have to complete these tasks:

- 1) Enter the information of the customer related to the application. A customer is the legal entity that is applying for a radio communication license. The license will be issued in the customer's name.
- 2) Enter the information of the requestor related to the application. The requestor is the person who uses WebCP to complete and submit the license application on the customer's behalf. The e-mail address you provide during registration of the requestor will become the username on your account.
- 3) Submit request to create a WebCP account.
- 4) Verify e-mail address by clicking on link provided in a verification e-mail.
- 5) Select sublicenses related to the application.
- 6) Enter information about stations, equipment and antennas for each sublicense.
- 7) Submit Application

Click Next to continue

REGISTRATION – CONT'D


Once the Registration request has been submitted, the message below will be displayed, informing the Requestor to check his/her email, in order to verify the email address.




Thank you for submitting your request.


You will receive an email from us that contains a link you must click on so we can verify your email address

REGISTRATION –CONT'D

The email the Requestor receives for email address verification is shown below.

National Communications Authority Email Verification Inbox x 

 **NCA** <webcp@nca.org.gh> 10:14 AM (1 minute ago)  

to me 

To: Paa Kay,

You have requested an online account, using the email address andohpk21@gmail.com, with the National Communications Authority. Please click the following link so we can verify your email address.

[Verify Email](#)

Sincerely,

National Communications Authority

1st Rangoon Close
Switchback Road,Cantonments, Accra
P. O. Box CT 1568
Cantonments, Accra
Ghana, West Africa
Tel: +233 - (0)30 - 2776621/2771701
Fax: +233 - (0)30 - 2763449

Email message: 5045

REGISTRATION – CONT'D

The Requestor clicks the link “**verify Email**”, and the message below appears, indicating that the Requestor’s registration is now complete.

Thank you, your email address has been verified and approved for access. Click [Here](#) to go to the login page.

LOG IN


The Requestor will enter email address, password and security code to sign in

Sign In To Your Account

If you do not have an account click [here](#) to create an account, otherwise enter your email address and password below.

Username * :

Password * :




Enter security code above *

[Forgot Your Password?](#)

All fields in **bold** and marked with * are required.






LOG IN - CONT'D


When the Requestor login, the page below will appear.

 Logged in User: Timo Pee Kay --- peekaay69@gmail.com

[Home](#) [Logout](#)

Customer Dashboard

-  Create or edit Radio License Application
-  Edit Customer Information
-  Change Password
-  Dealer License
-  Equipment Type Approval

Receipt of payment of application fee
 Click button to enter/review Payment Details

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In this page the requestor can;

- Add/Edit Radio/Spectrum License,
- Edit Company/Requestor Information,
- Change Password
- Add Radio Dealer Application
- Add Type Approval Application.

CHANGING PASSWORD

The Requestor can change his/her password at any time, while logged in, by clicking the **“Change Password”**, as shown below.

The screenshot shows the NCA Customer Dashboard. At the top left is the NCA logo. To its right, it says "Logged in User: Timo Pee Kay --- peekaay69@gmail.com". Below this are links for "Home" and "Logout". The main dashboard area is titled "Customer Dashboard" and contains five buttons: "Create or edit Radio License Application", "Edit Customer Information", "Change Password" (circled in red), "Dealer License", and "Equipment Type Approval". Below the dashboard is a section for "Receipt of payment of application fee" with a button to "Click button to enter/review Payment Details". At the bottom, there is a copyright notice: "Copyright 2007-2016, TCI International, Inc."

CHANGING PASSWORD – CONT'D

The link will lead to the page shown below.



Logged in User: Paa Kay --- andohpk21@gmail.com

[Home](#) [Logout](#)

Change Password

If the change of password is successful, you will be required to log in again using the new password. If the system was unable to change your password you will be returned to this page.

Current Password	<input type="password"/>
New Password	<input type="password"/>
Retype New Password	<input type="password"/>

Password Strength:
Must contain upper and lower case letters, numbers and special characters.
The following symbols cannot be used: # + & %

- Once the Requestor has filled the fields above, clicking “**update**” will lead to a login page, where he/she will supply new password.
- An email will also be sent to Requestor to acknowledge him/her that the password has been changed.

FORGOTTEN PASSWORD

In case the Requestor forgot his/her password, he/she can click on the link "Forgot your Password", as shown below.

Sign In To Your Account

If you do not have an account click [here](#) to create an account, otherwise enter your email address and password below.

Username * :

Password * :



Enter security code above *

[Forgot Your Password?](#)

Sign In

All fields in **bold** and marked with * are required.

File or review a Complaint or Enquiry.

FORGOTTEN PASSWORD – CONT'D

The link will lead to a page shown below;

The Requestor will enter email address, and security code, and then click request for password.

Forgot Password

If you have forgotten your password, enter your email address and your password will be emailed to you.

E-Mail Address * :



Enter security code above * :

Request Password

All fields in **bold** and marked with * are required.

FORGOTTEN PASSWORD – CONT'D


The message below will appear once “Request Password” button is clicked.

To prevent our users' email addresses from being collected by spammers, we cannot disclose whether andohpk21@gmail.com is in our database or not. However, if it is, then an email was just sent to that address.

FORGOTTEN PASSWORD – CONT'D

The email with Requestor's password will be sent to Requestor as shown below. The Requestor can now login to submit his/her application.

National Communications Authority Email Forgotten Password Inbox x 🔍 🖨 📧

 **NCA** <webcp@nca.org.gh> 11:11 AM (20 hours ago) ☆ ↩ ▾

to me ▾

To: Paa Kay,

Your password is

1234567@Paa

Sincerely,

National Communications Authority

}

1st Rangoon Close
Switchback Road,Cantonments, Accra
P. O. Box CT 1568
Cantonments, Accra
Ghana, West Africa
Tel: +233 - (0)30 - 2776621/2771701
Fax: +233 - (0)30 - 2763449

Email message: 5505






PAYMENT OF APPLICATION FEE


Once the Requestor login he/she will click on the application fee button below to complete application fee form.

Logged in User: Timo Pee Kay --- peekaay69@gmail.com

[Home](#) [Logout](#)

Customer Dashboard

 Create or edit Radio License Application	 Edit Customer Information	 Change Password	 Dealer License	 Equipment Type Approval
---	--	--	---	--

Receipt of payment of application fee
 Click button to enter/review Payment Details


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PAYMENT OF APPLICATION FEE – CONT'D


Complete the form to submit application fee.


Note that you are to attach a copy of the pay-in slip to the application at the end of the process.


Customer Dashboard

 Create or edit Radio License Application


 Edit Customer Information

 Change Password

 Dealer License

 Equipment Type Approval

Receipt of payment of application fee

 Click button to enter/review Payment Details

Paying Bank Name

Paying Bank ID

Paying Bank Address

Transaction Type Wire Deposit Demand Draft

Transaction Date


Transaction Amount

Transaction Number

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ADDING A RADIO LICENCE APPLICATION


To add a Radio/Spectrum License Application, the Requestor Clicks the icon “Create or Edit Radio Application” as circled in **red** below.


 National Communications Authority


Logged in User: Timo Pee Kay --- peekaay69@gmail.com

Home Logout


Customer Dashboard

 Create or edit Radio License Application


 Edit Customer Information

 Change Password

 Dealer License

 Equipment Type Approval

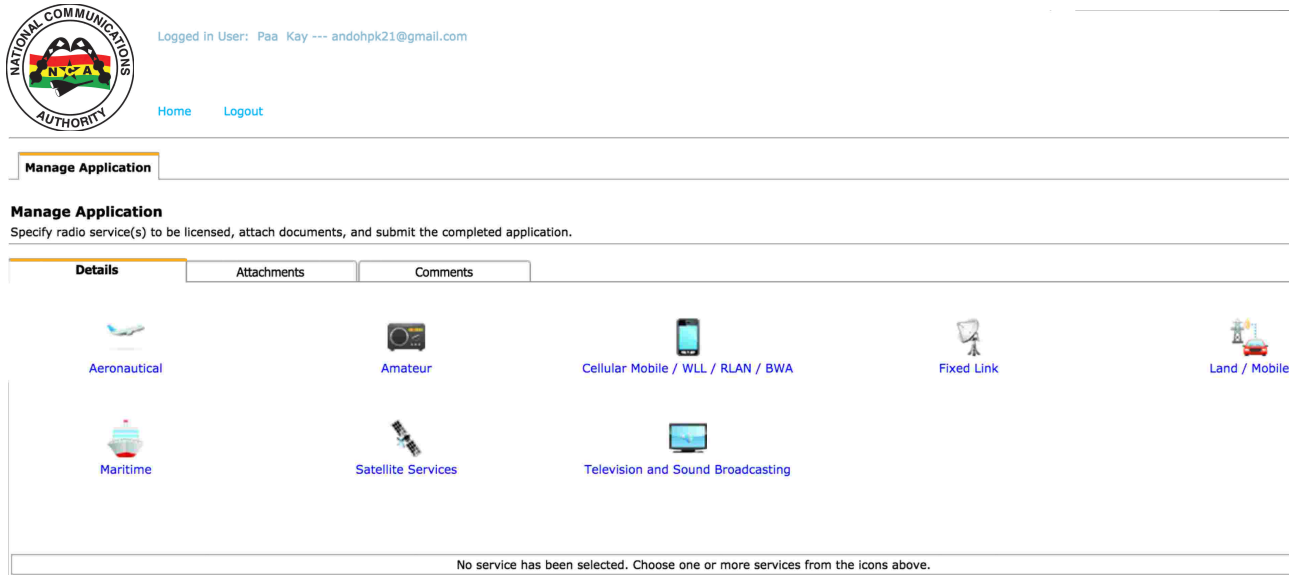
Receipt of payment of application fee

 Click button to enter/review Payment Details

Copyright 2007-2016, TCI International, Inc.

ADDING A RADIO LICENCE APPLICATION - CONT'D

The link leads to the page shown below:

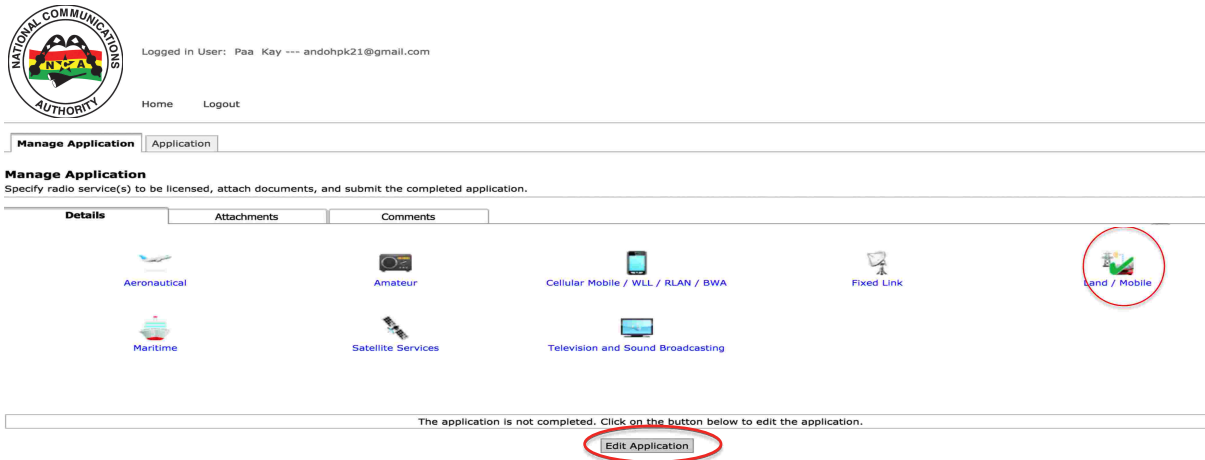



The screenshot shows the NCA web portal interface. At the top left is the NCA logo, a circular emblem with the text 'NATIONAL COMMUNICATIONS AUTHORITY' and a central graphic of a map of Nigeria. To the right of the logo, the text 'Logged in User: Paa Kay --- andohpk21@gmail.com' is displayed. Below this are two links: 'Home' and 'Logout'. A horizontal line separates the header from the main content area. The main content area has a tabbed interface with three tabs: 'Details' (selected), 'Attachments', and 'Comments'. Below the tabs, there is a grid of service selection icons. The icons are arranged in two rows. The first row contains: 'Aeronautical' (airplane icon), 'Amateur' (radio icon), 'Cellular Mobile / WLL / RLAN / BWA' (smartphone icon), 'Fixed Link' (tower icon), and 'Land / Mobile' (tower and truck icon). The second row contains: 'Maritime' (ship icon), 'Satellite Services' (satellite icon), and 'Television and Sound Broadcasting' (television icon). Below the grid, a message states: 'No service has been selected. Choose one or more services from the icons above.'

ADDING A RADIO LICENCE APPLICATION – CONT'D

In this Case, The Requestor Paa Kay, has selected the Land Mobile Service, as shown by the **red** circle which is termed as a sub licence.

The Requestor will then Click On “Edit Application” at the bottom of the Page.











 Logged In User: Paa Kay --- andohpk21@gmail.com

Home Logout

Manage Application | Application

Manage Application
Specify radio service(s) to be licensed, attach documents, and submit the completed application.

Details	Attachments	Comments		
 Aeronautical	 Amateur	 Cellular Mobile / WLL / RLAN / BWA	 Fixed Link	 Land / Mobile
 Maritime	 Satellite Services	 Television and Sound Broadcasting		

The application is not completed. Click on the button below to edit the application.

[Edit Application](#)

ADDING A RADIO LICENCE APPLICATION – CONT'D

The page shown below appears.

The screenshot displays the National Communications Authority (NCA) web application interface. At the top left is the NCA logo. The user is logged in as 'Paa Kay --- andohpk21@gmail.com'. Navigation links for 'Home' and 'Logout' are present. The main content area is titled 'Application' and includes a sub-header 'Application Started' and a message: 'Sub License does not contain any Stations or Equipment.' A red banner at the bottom of the main content area states 'Application is not completed.' The left sidebar contains a 'Navigator' menu with the following items: 'Application' (highlighted), 'Application Started : 2846', 'Customer [Completed and Approved]', 'Manage Application', and 'TYPE: RCL Land / Mobile (No Equipment)' (highlighted in red).

Notice that the text is in **red** under “manage application”, on the left panel. This is because every application must have at least one (1) site and that site must have at least one (1) equipment.

ADDING A RADIO LICENCE APPLICATION – CONT'D

To add a Site, the Requestor should click the icon marked **red** below.



Logged in User: Paa Kay --- andohpk21@gmail.com

[Home](#) [Logout](#)


Manage Application **Application**

Application
Enter particulars of sites and equipment to be licensed*; add official use information to sites and equipment.*normally performed by the requestor.


Navigator <

- Application
 - Application Started : 2846
 - Customer [Completed and Approved]
 - Manage Application
 - TYPE: RCL Land / Mobile (No Equipment)

Application 2846

Click on the  to edit the technical information of the sublicense or click in the navigator on the left to select the sublicense type you want to modify.

Application Started

 (RCL) Land / Mobile

Sub License does not contain any Stations or Equipment.

Application is not completed.

ADDING A RADIO LICENCE APPLICATION – CONT'D


Once this icon is clicked, the page below appears.

The screenshot shows the NCA web application interface. At the top left is the NCA logo. To its right, it says "Logged in User: Paa Kay --- andohpk21@gmail.com". Below the logo are links for "Home" and "Logout". A navigation bar contains "Manage Application" and "Application". The main content area is titled "Application" and includes the instruction: "Enter particulars of sites and equipment to be licensed*; add official use information to sites and equipment.*normally performed by the requestor." A "Navigator" sidebar on the left shows a tree view with "Application", "Application Started : 2846", "Customer [Completed and Approved]", "Manage Application", and "TYPE: RCL Land / Mobile (No Equipment)". The main panel shows "Application 2846" with a form for "(RCL) Land / Mobile" containing the text "Sub License does not contain any Stations or Equipment." Below this is an "Add Station" section with five buttons: "Base station", "Mobile Station", "Portable Station", "Receiver Station", and "Repeater Station". A red banner at the bottom of the form reads "Sub license is not completed. Missing station or equipment."

In this case, the RCL sub-license has five (5) types of sites. The Requestor must choose which type is applicable.

ADDING A RADIO LICENCE APPLICATION – CONT'D

If the Requestor selects site type as base station, the page below appears.



Logged In User: Paa Kay --- andohpk21@gmail.com

[Home](#) [Logout](#)

Manage Application **Application**

Application

Enter particulars of sites and equipment to be licensed*; add official use information to sites and equipment. *normally performed by the requestor.

Navigator

- Application
 - Application Started : 2846
 - Customer [Completed and Approved]
 - Manage Application
 - TYPE: RCL Land / Mobile (No Equipment)
 - Base station
 - Station : New Base Station 284205 (284205)**

Application 2846

Station Information

Land / Mobile (RCL) : Base station

Station Information

Station Location *	New Base Station 284205
Contact Person	
Number of Stations	
Operation Date	-0-0

Physical Address of Base Station or Area of Operation

Street	
Town/Village	
District *	Select...
Region *	Select...
Country *	Ghana

Geographic Information

Station Altitude (m)	
Latitude *	0 0 0 N
Longitude *	0 0 0 E

ADDING A RADIO LICENCE APPLICATION – CONT'D

Manage Application **Application**

Application

Enter particulars of sites and equipment to be licensed*; add official use information to sites and equipment. *normally performed by the requestor.

Application 2846

Station Information

Land / Mobile (RCL) : Base station

Station Information

Station Location * Dansoman

Contact Person

Number of Stations

Operation Date 2016-10-20

Physical Address of Base Station or Area of Operation

Street

Town/Village

District * Accra Metropolis

Region * Greater Accra Region

Country * Ghana

Geographic Information

Station Altitude (m) 33

Latitude * 5 33 20 N

Longitude * 0 11 46 W

All fields in **bold** and marked with * are required.

Save Station Add Station Delete Station **Add Receiver** Add Transceiver Add Transmitter

Station is not completed and does not contain any Equipment.

ADDING A RADIO LICENCE APPLICATION – CONT'D

Note the dropdown on the left panel. There is sub license land/mobile without any site information and equipment.

The Requestor must complete the form and click on save station to save the form.

ADDING A RADIO LICENCE APPLICATION – CONT'D

Once the site information is completed and saved, the Requestor will add equipment using the buttons at the bottom of the page, and the window below will appear.

Manage Application | Application

Application
Enter particulars of sites and equipment to be licensed*; add official use information to sites and equipment. *normally performed by the requestor.

Application 2846

Equipment
Land / Mobile RCL-Base Station-Receiver

Equipment Specifications

Equipment ID *	165597
Make *	Select Make
Model *	Select Model
Approval Number *	Select Approval No.
Equipment Serial Number	
Pref. Frequency Band	

Antenna Specifications

Make *	Select Make
Model *	Select Model
Approval Number *	Select Approval No.
Antenna Gain (dB) *	

Station Specifics

Height A. G. L. (m) *	
Main Lobe Azimuth (deg) *	
Tilt Angle (deg) *	
Feed Type	
Feeder Loss	Cable - Line Attenuation
Cable Type	Select Cable Type
Feed Length (m)	
Line Attenuation (dB)	

All fields in **bold** and marked with * are required.

Save Equipment Add Receiver Add Transceiver Add Transmitter Delete Equipment

Equipment is not completed.

ADDING A RADIO LICENCE APPLICATION – CONT'D

Once the equipment information is completed, the Requestor can click on the save button and the information on the left panel will turn green because both site and equipment information have been completed.

The screenshot displays a web-based application management interface. The main window is titled "Application" and contains a "Navigator" on the left and a "Form" on the right. The "Navigator" shows a tree view of the application structure, including "Application Started : 2846", "Customer [Completed and Approved]", "Manage Application", "TYPE: RCL Land / Mobile (1 piece of equipment)", "Base station", "Station : Dansoman (284205)", "Rx : -165597", and "Antenna : Omni Default VHF/UHF - Omni Default V". The "Form" is titled "Application 2846" and contains various fields for equipment and antenna specifications. A yellow pop-up box is overlaid on the form, stating: "Application is completed. Return to the Manage Application tab to submit application if you are done." The form fields include: "Make" (MOTOROLA), "Model" (CP040), "Approval Number" (GHA/TA/RECEIVER:216), "Antenna Specifications" (Make: Omni Default VHF/UHF, Model: Omni Default VHF/UHF, Approval Number: GHA/TA/ANT/596, Antenna Gain: 2.1), and "Station Specifics" (Height A. G. L. (m): 60, Main Lobe Azimuth (deg): 22, Tilt Angle (deg): 45, Feed Type: Coaxial line, Feeder Loss: Cable, Cable Type: Select Cable Type, Feed Length (m): 0, Line Attenuation (dB): 0). At the bottom of the form, there are buttons for "Save Equipment", "Add Receiver", "Add Transceiver", "Add Transmitter", and "Delete Equipment". A green bar at the bottom of the form indicates "Equipment is Completed." A note at the bottom of the form states: "All fields in bold and marked with * are required."

Antenna Specifications	
Make *	Omni Default VHF/UHF
Model *	Omni Default VHF/UHF
Approval Number *	GHA/TA/ANT/596
Antenna Gain (dB)	2.1

Station Specifics	
Height A. G. L. (m)	60
Main Lobe Azimuth (deg)	22
Tilt Angle (deg)	45
Feed Type	Coaxial line
Feeder Loss	Cable - Line Attenuation
Cable Type	Select Cable Type
Feed Length (m)	0
Line Attenuation (dB)	0

Note that a yellow pop-up box will appear informing you that your equipment and site information is complete.


ADDING A RADIO LICENCE APPLICATION – CONT'D

The Requestor will then click on the “Manage Application” Tab, as circled in red below.

The screenshot displays a software interface for managing radio licence applications. The top navigation bar shows two tabs: "Manage Application" (circled in red) and "Application". Below the navigation bar, the main content area is titled "Application" and contains a message: "Enter particulars of sites and equipment to be licensed*; add official use information to sites and equipment.*normally performed by the requestor." A "Navigator" pane on the left shows a tree view of the application structure, including "Application Started : 2846", "Customer [Completed and Approved]", "Manage Application", "TYPE: RCL Land / Mobile (1 piece of equipment)", "Base station", "Station : Dansoman (284205)", "Rx : -165597", and "Antenna : Omni Default VHF/UHF - Omni Default V". The main form area is titled "Application 2846" and contains a message: "Application is completed. Return to the Manage Application tab to submit application if you are done." The form includes several sections: "Equipment Serial Number" (with fields for Pref. Frequency and Band), "Antenna Specifications" (with fields for Make, Model, Approval Number, and Antenna Gain), and "Station Specifics" (with fields for Height A. G. L., Main Lobe Azimuth, Tilt Angle, Feed Type, Feeder Loss, Cable Type, Feed Length, and Line Attenuation). At the bottom of the form, there are buttons for "Save Equipment", "Add Receiver", "Add Transceiver", "Add Transmitter", and "Delete Equipment". A green bar at the bottom of the form indicates "Equipment is Completed."

ADDING A RADIO LICENCE APPLICATION – CONT'D









Manage application leads to the page shown below.

 Logged in User: Paa Kay --- andohpk21@gmail.com
[Home](#) [Logout](#)

Manage Application | [Application](#)

Manage Application
Specify radio service(s) to be licensed, attach documents, and submit the completed application.

Details | [Attachments](#) | [Comments](#)

 Aeronautical	 Amateur	 Cellular Mobile / WLL / RLAN / BWA	 Fixed Link	 Land / Mobile
 Maritime	 Satellite Services	 Television and Sound Broadcasting		

This application is not completed and cannot be submitted yet. No Attachments were found.

Click on the button below to edit the application.

[Edit Application](#)

ADDING A RADIO LICENCE APPLICATION – CONT'D

- The application is still not complete until the necessary attachments have been added as indicated in the slide above.
- Click on the “**Attachments**” button as indicated in the slide below to add your attachment.
- The attachment should include pay-in slip of application fee, copies of registration documents, any other relevant document pertaining to the application.

ADDING A RADIO LICENCE APPLICATION – CONT'D



Logged in User: Paa Kay --- andohpk21@gmail.com

[Home](#) [Logout](#)

Manage Application [Application](#)

Manage Application

Specify radio service(s) to be licensed, attach documents, and submit the completed application.

Details **Attachments** **Comments**



Aeronautical



Amateur



Cellular Mobile / WLL / RLAN / BWA



Fixed Link



Land / Mobile



Maritime



Satellite Services



Television and Sound Broadcasting

This application is not completed and cannot be submitted yet. No Attachments were found.

Click on the button below to edit the application.

[Edit Application](#)

ADDING A RADIO LICENCE APPLICATION – CONT'D

Documents to be attached should be in PDF or a picture format.



Logged in User: Paa Kay --- andohpk21@gmail.com

[Home](#)

[Logout](#)

Manage Application

[Application](#)

Manage Application

Specify radio service(s) to be licensed, attach documents, and submit the completed application.

[Details](#)

[Attachments](#)


[Comments](#)

Attached Documents

Description of Upload

ADDING A RADIO LICENCE APPLICATION – CONT'D

The Requestor can now submit the Application by clicking on the submit button or still edit the Application and submit later.











Logged in User: Paa Kay --- andohpk21@gmail.com

[Home](#) [Logout](#)

Manage Application | [Application](#)

Manage Application
Specify radio service(s) to be licensed, attach documents, and submit the completed application.

Details	Attachments	Comments		
 Aeronautical	 Amateur	 Cellular Mobile / WLL / RLAN / BWA	 Fixed Link	 Land / Mobile
 Maritime	 Satellite Services	 Television and Sound Broadcasting		

This application appears to be complete and can be submitted at this time. Please check your application thoroughly before submitting.


[Submit this Application](#)

Click on the button below to edit the application.

[Edit Application](#)

ADDING A RADIO LICENCE APPLICATION – CONT'D

When the Requestor submits the application the window below appears.











Logged in User: Paa Kay --- andohpk21@gmail.com

[Home](#) [Logout](#)

Manage Application

Manage Application
Specify radio service(s) to be licensed, attach documents, and submit the completed application.

Details | Attachments | Comments

 Aeronautical	 Amateur	 Cellular Mobile / WLL / RLAN / BWA	 Fixed Link	 Land / Mobile
 Maritime	 Satellite Services	 Television and Sound Broadcasting		

This application has been submitted. If you want to make changes click the button below. You will have to resubmit your application after you have made your changes.

[Continue editing Application](#)

ADDING A RADIO LICENCE APPLICATION – CONT'D

Once the Application is submitted, an email will be sent to Requestor, acknowledging him/her that the application is submitted.

National Communications Authority Application has been SUBMITTED Inbox x



NCA <webcp@nca.org.gh>

8:28 AM (1 minute ago) ☆



to me ▾

To: Paa Kay,

This is to confirm that the Application **2846** has been submitted. Your application is receiving the necessary attention and the outcome will be communicated to you in due course.

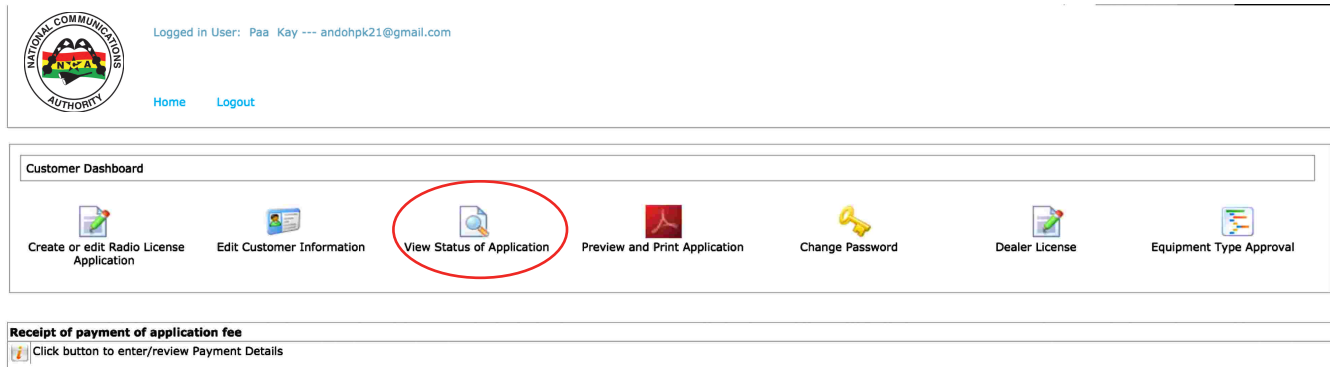
Sincerely,

National Communications Authority
1st Rangoon Close
Switchback Road, Cantonments, Accra
P. O. Box CT 1568
Cantonments, Accra
Ghana, West Africa
Tel: +233 - (0)30 - 2776621/2771701
Fax: +233 - (0)30 - 2763449

Email message: 5058

VIEW APPLICATION STATUS

The Requestor can login at any time, to view status of his/her application, by clicking the icon highlighted below.




The screenshot shows the NCA Customer Dashboard interface. At the top left is the NCA logo. To its right, the text reads "Logged in User: Paa Kay --- andohpk21@gmail.com". Below this are links for "Home" and "Logout". The main dashboard area is titled "Customer Dashboard" and contains seven icons with corresponding labels: "Create or edit Radio License Application", "Edit Customer Information", "View Status of Application" (circled in red), "Preview and Print Application", "Change Password", "Dealer License", and "Equipment Type Approval". Below the dashboard is a section titled "Receipt of payment of application fee" with a button labeled "Click button to enter/review Payment Details".

VIEW APPLICATION STATUS - CONT'D

- **Submit:** When a customer has submitted an application in the WebCP, the status reads “submit”.
- **Review :** After a customer submits an application on WebCP and the WebCP administrator reviews the application, the status will read “review”
- **Remand:** When a submitted application is returned by the WebCP administrator for whatever reason (incomplete application etc), the status will read “remand”.
- **Pending:** When an application submitted to WebCP has been accepted into the ASMS by the WebCP Administrator, the status will read “pending”.

PREVIEW AND PRINT APPLICATION – CONT'D








The Requestor can also preview the application he/she submitted, by clicking the icon highlighted below.




Logged in User: Paa Kay --- andohpk21@gmail.com

[Home](#) [Logout](#)

Customer Dashboard

 Create or edit Radio License Application	 Edit Customer Information	 View Status of Application	 Preview and Print Application	 Change Password	 Dealer License	 Equipment Type Approval
---	--	---	--	---	---	--

Receipt of payment of application fee

 Click button to enter/review Payment Details

PREVIEW AND PRINT APPLICATION – CONT'D

The link will lead to the page shown below, where the Requestor can either open the file in PDF format, or web browser view.









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[Home](#) [Logout](#)

PDF Application

PDF Application

From this page, a PDF can be generated of the Application or the Application can be viewed as a web page.


-   Preview Application for: **Application Cover Sheet**
-   Preview Application for: **Customer Information**
-   Preview Application for License Type: **Land / Mobile**

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ADDING A RADIO DEALER APPLICATION








ADDING RADIO DEALER APPLICATION – CONT'D


At the home page, navigate to the icon labelled, dealer license as circled in **red** below

 Logged in User: Paa Kay --- andohpk21@gmail.com

[Home](#) [Logout](#)

Customer Dashboard

 Create or edit Radio License Application	 Edit Customer Information	 View Status of Application	 Preview and Print Application	 Change Password	 Dealer License	 Equipment Type Approval
---	--	---	--	--	---	--

Receipt of payment of application fee
 Click button to enter/review Payment Details

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ADDING A RADIO DEALER APPLICATION – CONT'D

Click on icon add dealer as circled in red below



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[Home](#) [Logout](#)

Dealer


	License No.	Customer No.	Company	Activities	Date Issued	Status
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
			Ben Company Limited	MS01		Pending
			Ben Company Limited	MS01		Pending
			Ben Company Limited	MS01		Pending
			Ben Company Limited	MS01		Pending

[Add Dealer License](#)

1 — Records from 1 to 4 of 4

ADDING A RADIO DEALER APPLICATION – CONT'D

At the home page, navigate to the tab labeled “dealer” as indicated in red below



Logged in User: Paa Kay --- andohpk21@gmail.com

[Home](#)

[Logout](#)

Dealer

Official Use / Attachments

Dealer Information

Radio Dealer	Ben Company Limited
Licence No	
Status	Created

Physical Address

Area	Accra
Street	
Town/Village	
District*	Accra Metropolis
Region*	Greater Accra Region

Dealer Information

Dealer Telephone No.	02011122222
Dealer Fax No.	
Are Financial Statements, Copies of Academic Technical Certificates for Staff, List of Radio Test equipment, and Certificate of Incorporation attached to application? - Field Required	<input type="checkbox"/>
Total Number of Outlets/Stores	1

Service Support

Only in workshops	<input type="checkbox"/>
Field service	<input type="checkbox"/>
By Manufacturer	<input type="checkbox"/>
By User	<input type="checkbox"/>

Notes:
 1) On tab Dealer in section Dealer Information input Are Financial Statements, Copies of Academic Technical Certificates for Staff, List of Radio Test equipment, and Certificate of Incorporation attached to application? - Field Required
 2) On tab Dealer in section Main Activities of Dealer input 1 - Field Required
 3) No files have been attached to this application.

[Update](#) | [Submit Application](#) | [Delete](#)

Main Activities of Dealer

Activity 1*	Select Activity
Activity 2	Select Activity
Activity 3	Select Activity
Activity 4	Select Activity
Activity 5	Select Activity
Activity 6	Select Activity
Workshops Available	<input type="checkbox"/>

Dealer Ownership (Client)

Owner 1	
Owner 2	
Owner 3	
Owner 4	
Owner 5	
Owner 6	
Owner 7	

COMPLAINTS

COMPLAINTS



To register a complaint, you have to login to NCA website (www.nca.org.gh), and go to 'online application', which will lead to the page shown below.

Sign In To Your Account

If you do not have an account click [here to](#) create an account, otherwise enter your email address and password below.

Username * :

Password * :

Enter security code above *

[Forgot Your Password?](#)

All fields in **bold** and marked with are required.

[File or review a Complaint or Enquiry.](#)

COMPLAINTS - CONT'D



Once on the page, you click the button “File or review Complaint or Enquiry”, as circled in red below

Sign In To Your Account

If you do not have an account click [here](#) to create an account, otherwise enter your email address and password below.

Username * :

Password * :

Enter security code above *

[Forgot Your Password?](#)

All fields in **bold** and marked with * are required.

COMPLAINTS – CONT'D

The screenshot shows a web browser window with the URL `complaints.nca.org.gh`. The browser's address bar and tabs are visible at the top. The website header features the National Communications Authority (NCA) logo on the left, which includes a circular emblem with a map of Ghana and the acronym 'NCA'. To the right of the logo, the text 'NATIONAL COMMUNICATIONS AUTHORITY' is displayed. A large blue banner across the top of the page reads 'NCA COMPLAINTS MANAGEMENT SYSTEM' in white capital letters.

Below the banner, the main content area is centered and contains the following text:

Welcome To The National Communications Authority's Complaints Management System
This system is currently under trial but all complaints lodged through the system will be considered duly.

A blue horizontal bar contains the instruction: **If You Have Lodged A Similar Complaint before, Please Check the status of your complaint below.**

Below this bar is a form with a text input field labeled 'NCA Reference Number' and a red button labeled 'Check Status'.

Another blue horizontal bar contains the instruction: **Please Read Instructions Carefully Before Lodging Your Complaint**

Below this bar, the text reads: **Have you contacted your Service Provider on this complaint? Kindly contact your Service Provider first for redress of your issue. However, if you are not completely satisfied with the outcome of your complaint, You may proceed in filling this form by clicking the button below.**

A blue button labeled 'Lodge Complaint' is positioned below the text.

Finally, the text reads: **Do you want to make an enquiry from the National Communications Authority? Please Click on button below.**

A green button labeled 'Make An Enquiry' is partially visible at the bottom of the page.

COMPLAINTS – CONT'D

Once on the page, a complainant can;

- Make a complaint
- Make an enquiry
- Check the status of an already filed complaint
- Track the progress of a filed complaint

Note that the complainant will have fill contact information to be able to receive complaint updates.