



MINISTRY OF
COMMUNICATIONS AND
DIGITALISATION
GHANA



**NATIONAL
COMMUNICATIONS
AUTHORITY**

STEPS TO COMPLETE YOUR SIM CARD REGISTRATION USING THE SELF SERVICE APP

**Operator on-site/Agent
Registration still ongoing**



**AVAILABLE ON
ANDROID**



Communications for Development



KINDLY TAKE NOTE

1. Make sure you have completed **STAGE 1 (*404#)** of the SIM Card Registration process before using the App.
2. Kindly have the following before using the App:
 - a. Smartphone/device
 - b. Internet
 - c. Email Address
 - d. Ghana Card
 - e. Unique Code (from Stage 1)
 - f. Mobile Money Account
 - g. Ghana Digital Address
3. App is currently only on the Google Play Store.
4. The Mobile Money Number to be used for payment doesn't have to be necessarily the same number used for the registration.
5. The App currently accepts Ghana Card only.

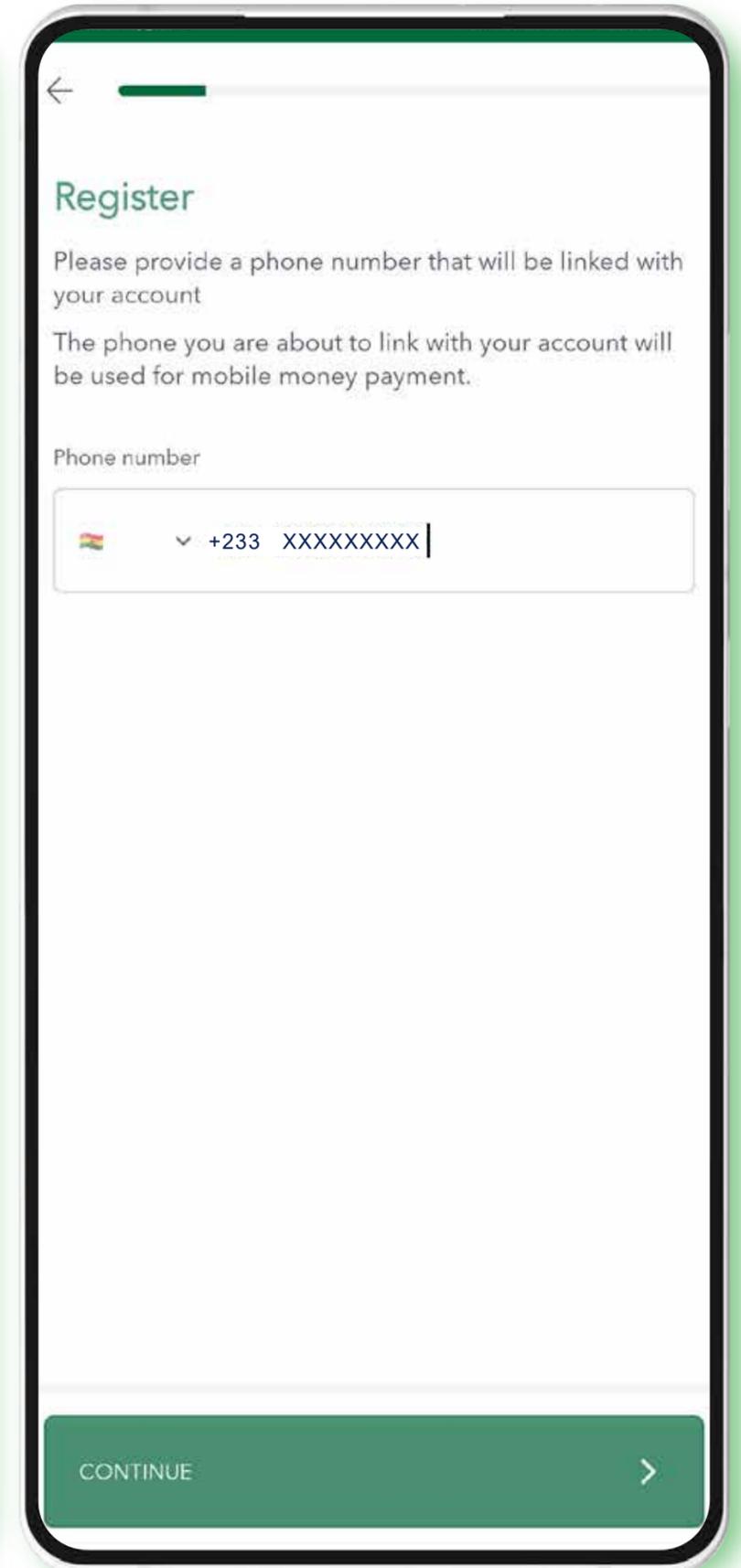
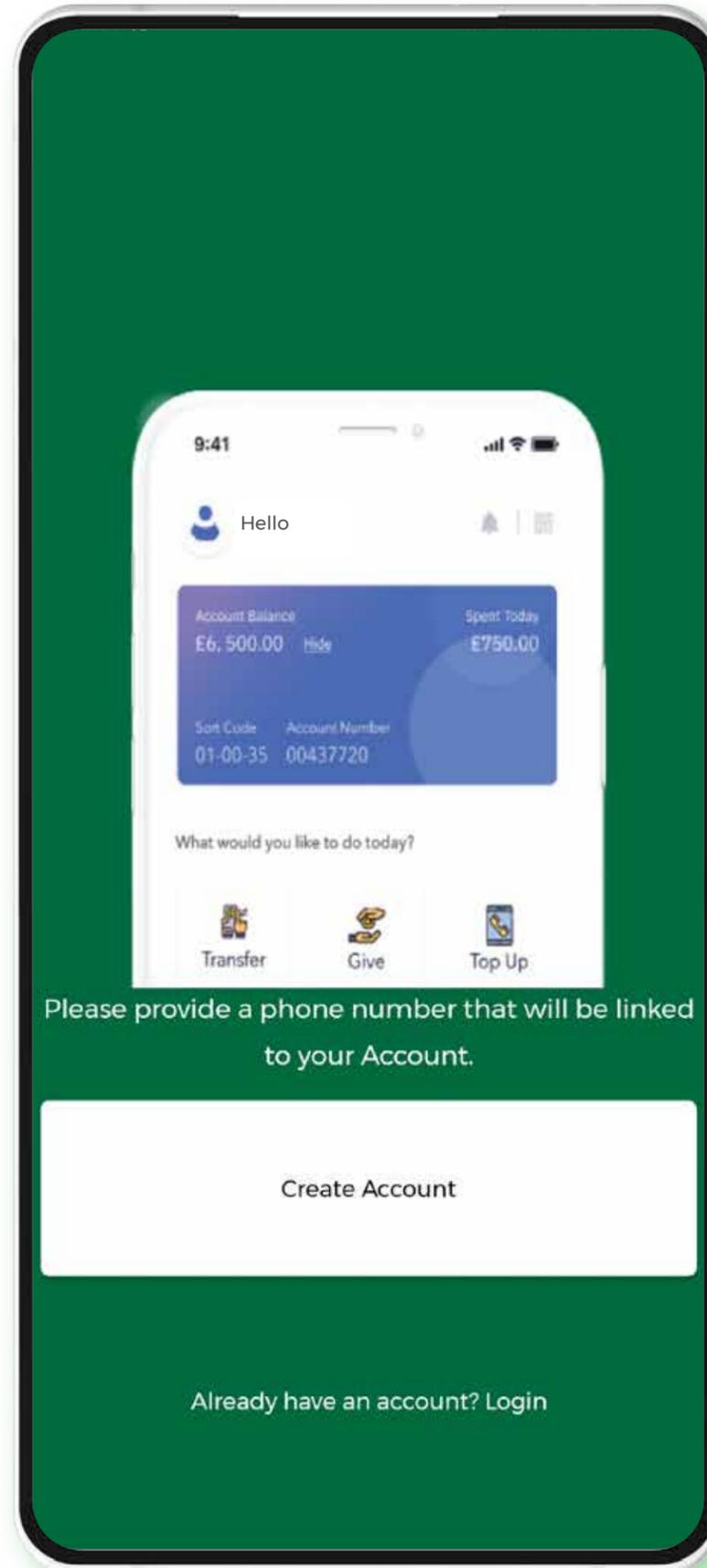


STEP 1a

CREATE AN ACCOUNT

After downloading the App, create an account by providing the following details:

1. Phone Number



**TAP ON CONTINUE
TO PROCEED**





STEP 1b

CREATE AN ACCOUNT

Provide the following
details to proceed:

2. First Name
3. Middle Name
4. Last Name
5. Date of Birth
6. Gender

Personal Details

We'll need the information to setup your complete profile

First Name
Araba

Middle name

Last Name
Coco

Date of Birth
1998-2-12

CONTINUE >

Gender

Let us know what you identify as

CONTINUE >

**TAP ON CONTINUE
TO PROCEED** >



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STEP 1c

CREATE AN ACCOUNT

Enter your
7. Email Address
and confirm your details

←

Email address

We will use this to send your notifications and updates related to your account

Email

←

Confirm Details

First Name
Araba

Last Name
Coco

Phone number
233XXXXXXXXX

Email address
araba.coco@sim.com

**TAP ON CONTINUE
TO PROCEED** >



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STEP 1d

CREATE AN ACCOUNT

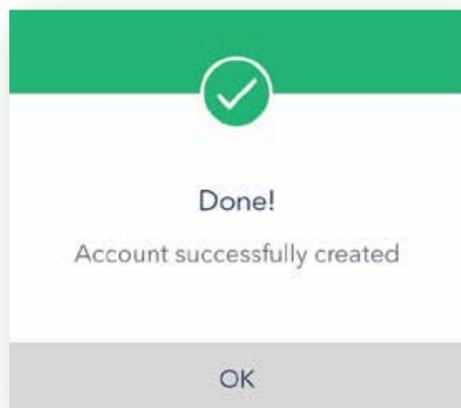
Create a

1. Password

2. PIN (4 Digit)

to protect your account
and authorize transactions

This completes your
account creation



←

Create a password

Create a password to help protect your account from unauthorised access

Password

Confirm Password

CONTINUE >

←

Create a PIN

This is a 4 digit passcode that will be used to authorize your transactions

PIN

Confirm PIN

CONTINUE >

**TAP ON CONTINUE
TO PROCEED**



National Communications Authority Ghana



@NCAGhana



National Comm. Authority



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STEP 2a

REGISTER YOUR SIM CARD

Login and provide the following details:

1. Identification Type
2. Network Provider
3. Number to Register
4. Unique Code
5. Number to make payment

Confirm disclaimer, tap **NEXT** and wait for your unique code validation

SIM REGISTRATION

SIM Registration
register your number to avoid limited access to our service.

Please select your identification type
Ghana Card

Please select your network provider
Select Mobile Network

Please enter number to register
+233 XXXXXXXXX

Enter your Unique Code
XAS234DT5

Please enter number to make payment (optional)
+233 XXXXXXXXX

Please confirm you have read the disclaimer. Click to view.

CANCEL NEXT

SIM REGISTRATION

SIM Registration
register your number to avoid limited access to our service.

Please select your identification type
Ghana Card

Please select your network provider
Select Mobile Network

Please enter number to register
+233 XXXXXXXXX

Enter your Unique Code
XAS234DT5

Please enter number to make payment (optional)
+233 XXXXXXXXX

Please confirm you have read the disclaimer. Click to view.

CANCEL NEXT

Please wait while we validate your unique code



STEP 2b

REGISTER YOUR SIM CARD

Proceed to make payment when the pop up screen with payment method appears

1. **Select Payment Option**
2. **Enter your Payment Option PIN**

Tap on **OK** and proceed to **CONFIRM PAYMENT.**

The screenshot shows the 'SIM REGISTRATION' screen. At the top, there's a header with a back arrow and the title 'SIM REGISTRATION'. Below it is a 'SIM Registration' section with a user icon and a note: 'register your number to avoid limited access to our service.' The main form has two dropdown menus: 'Please select your identification type' (set to 'Ghana Card') and 'Please select your network provider' (set to 'Select Mobile Network'). A white modal box is overlaid on the screen with the text: 'Payment Required of ₵5.0. To proceed with the SIM registration, a payment of ₵5.0 has to be made. Kindly select your preferred payment option below.' At the bottom of the modal are two buttons: 'MOBILE MONEY' and 'CANCEL'. Below the modal, there's a text input field containing 'XAS234DT5'. Further down is another text input field for 'Please enter number to make payment (optional)' with a dropdown for '+233' and 'XXXXXXXX'. At the bottom, there's a checked checkbox for 'Please confirm you have read the disclaimer. Click to view.' and two buttons: 'CANCEL' and 'NEXT'.

The screenshot shows the same 'SIM REGISTRATION' screen as the previous one, but with a different modal box. The modal box contains the text: 'Thanks for your confirmation' and a single 'OK' button. The background form elements are dimmed.



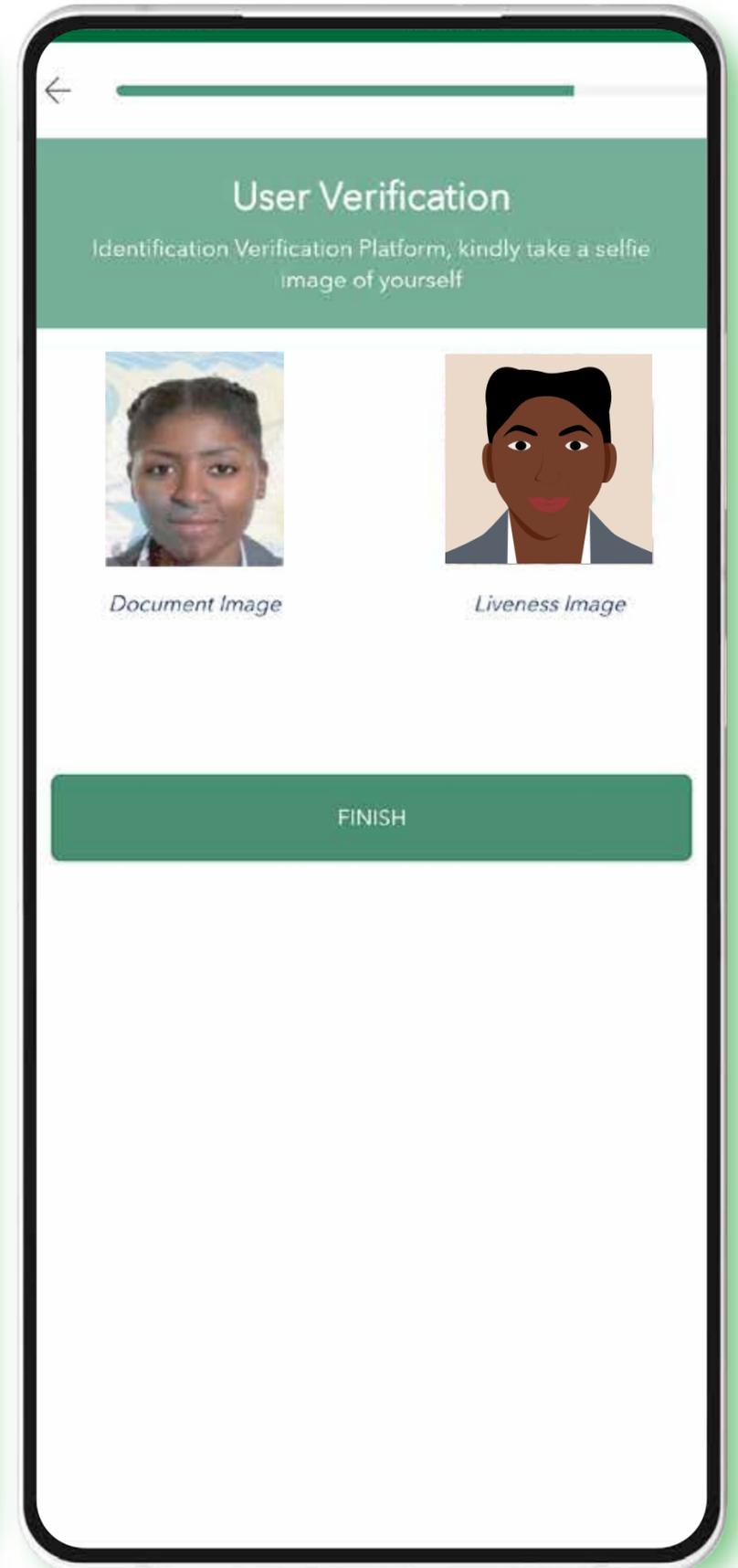
STEP 4

CAPTURE YOUR FACE (SELFIE)

Tap on **START LIVENESS**
to capture your face.

Make sure your face is
in the frame for capture.

Tap on **FINISH** to
proceed to the next step.



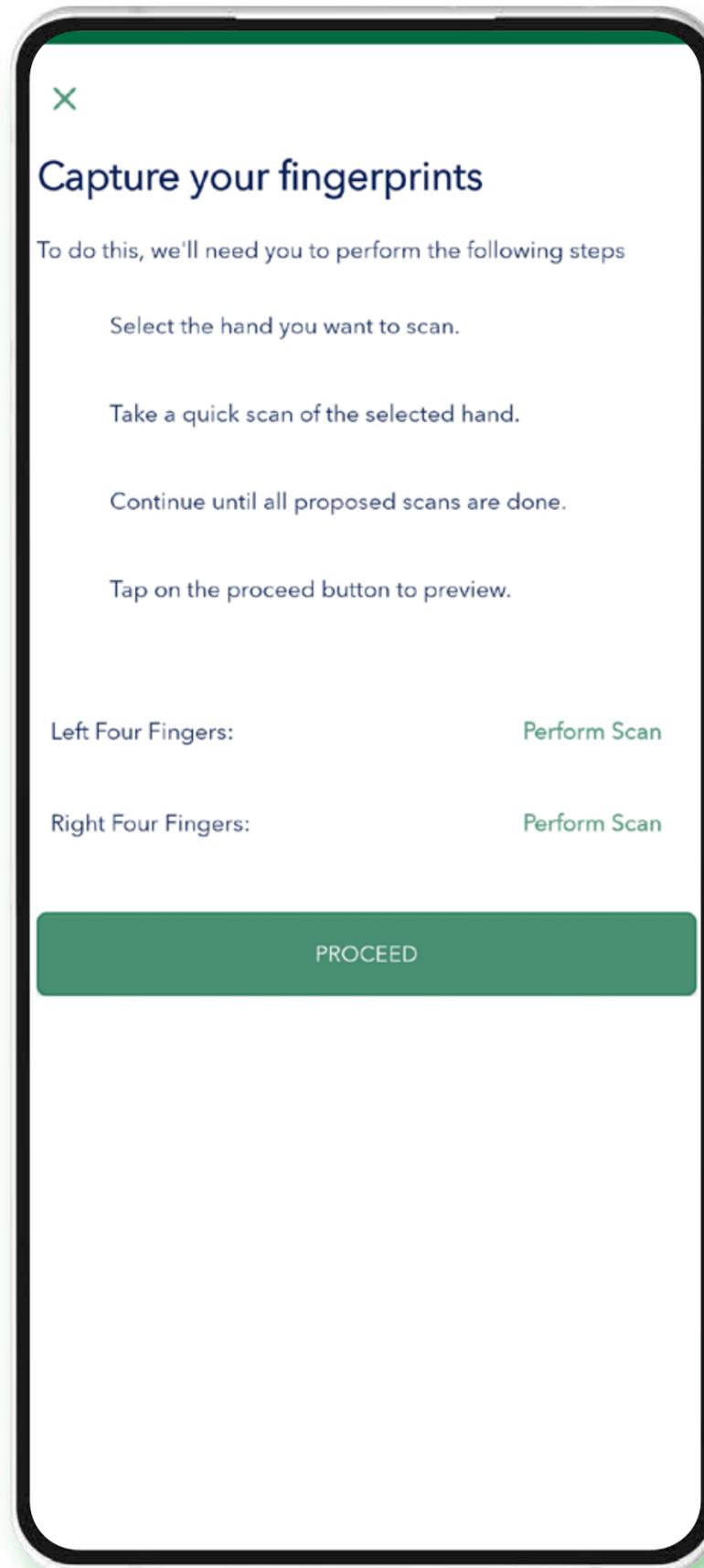


STEP 5a

CAPTURE YOUR FINGERPRINTS

Tap on **Perform Scan** to capture both your Left and Right Four Fingers.

Make sure your fingers fits in the frame.

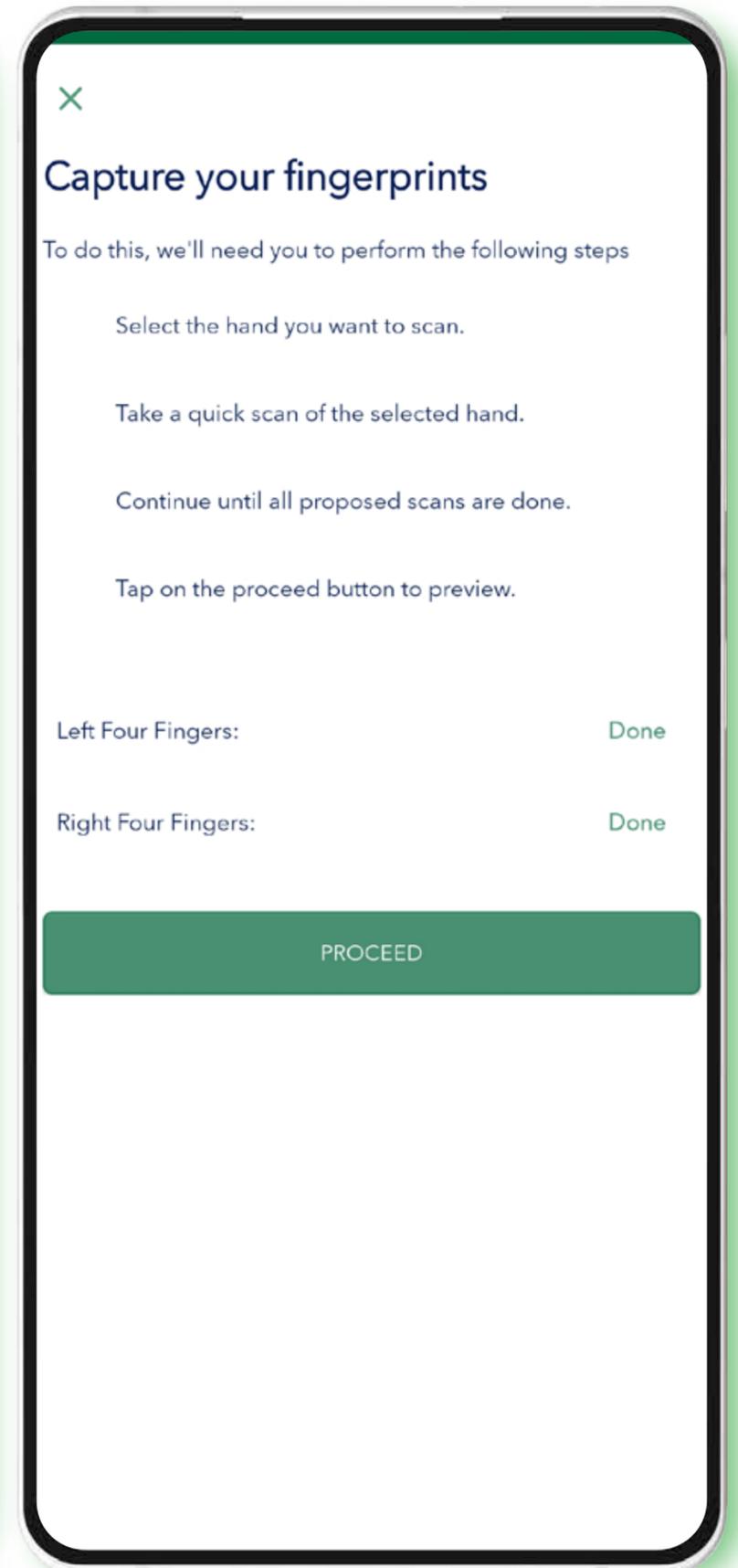




STEP 5b

CAPTURE YOUR FINGERPRINTS

Tap on **PROCEED** to
move to the next step.





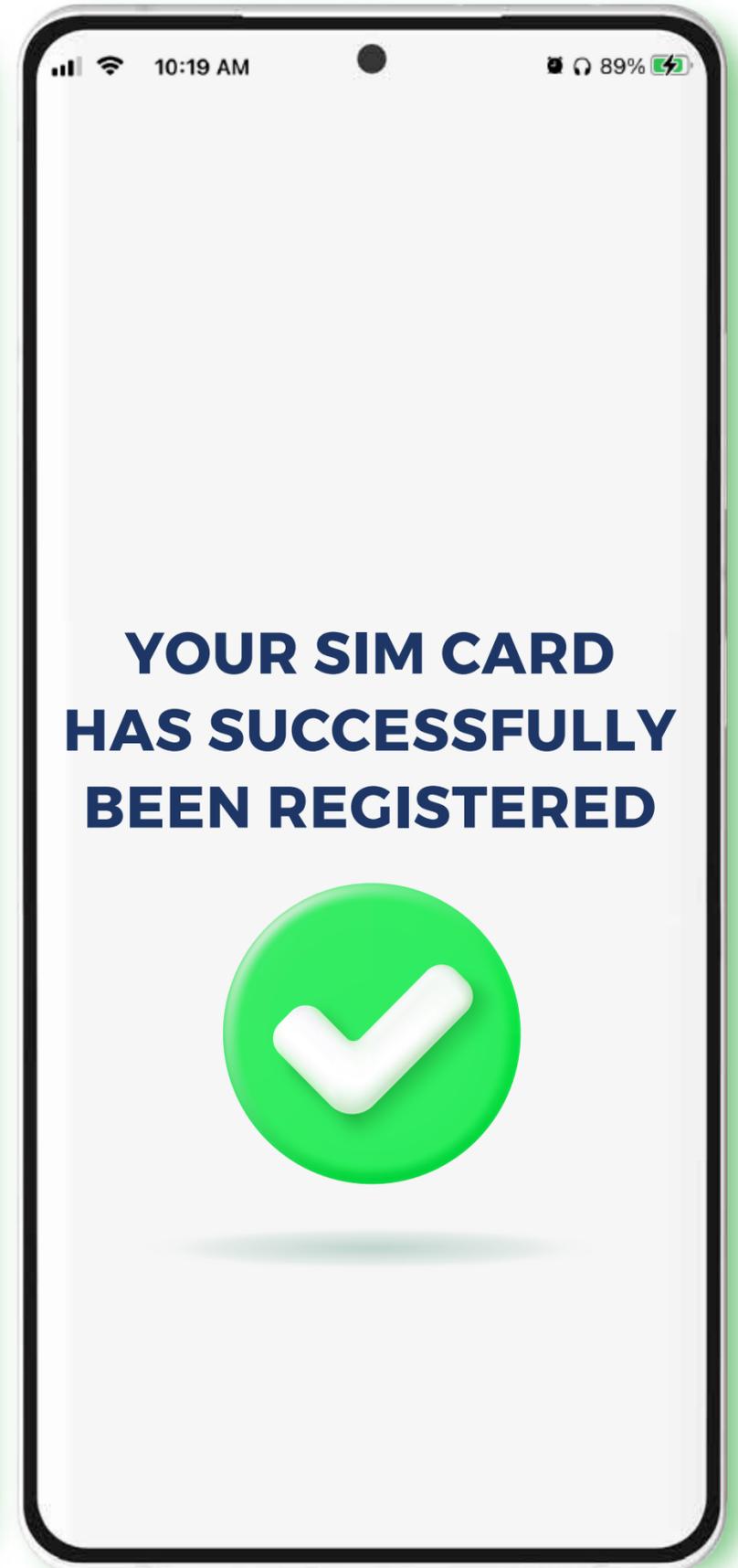
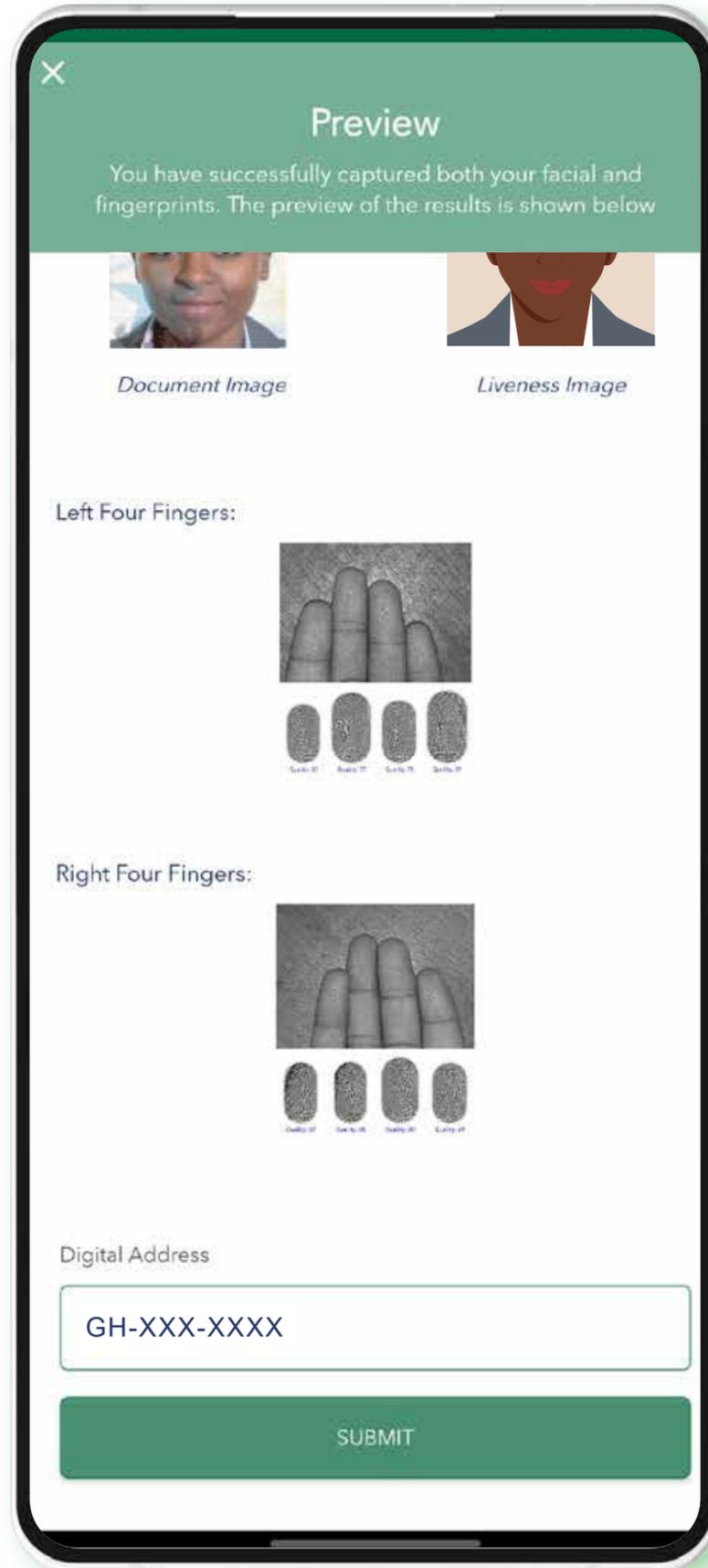
STEP 6

VALIDATE YOUR DETAILS

Enter your
DIGITAL ADDRESS
and tap on **SUBMIT**.

Tap on **PROCEED** on
the next pop up screen
to confirm your Card
Number.

Another pop up will
appear to indicate a
SUCCESSFUL
registration.



CONTACT US

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