



USER GUIDE

SOCIAL SECURITY NUMBER APPLICATION GUIDE

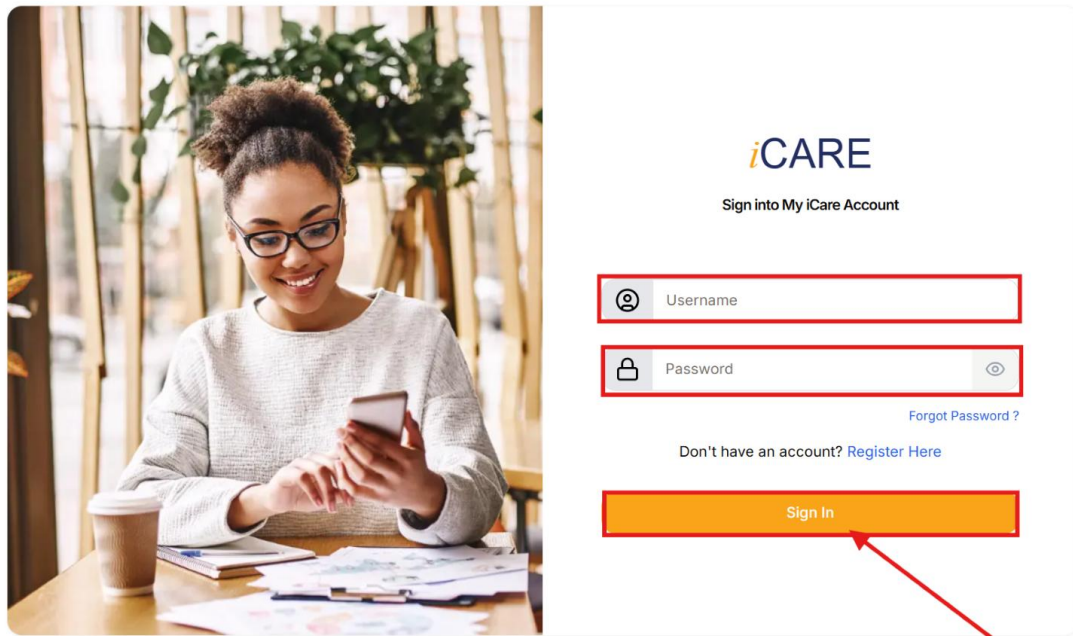
Version 1.0

TABLE OF CONTENTS

STEP 1 – HOW TO ACCESS THE PORTAL AND SET SECURITY QUESTIONS.....	3
STEP 2 – APPLY FOR A SOCIAL SECURITY NUMBER.....	4

STEP 1 – HOW TO ACCESS THE PORTAL AND SET SECURITY QUESTIONS

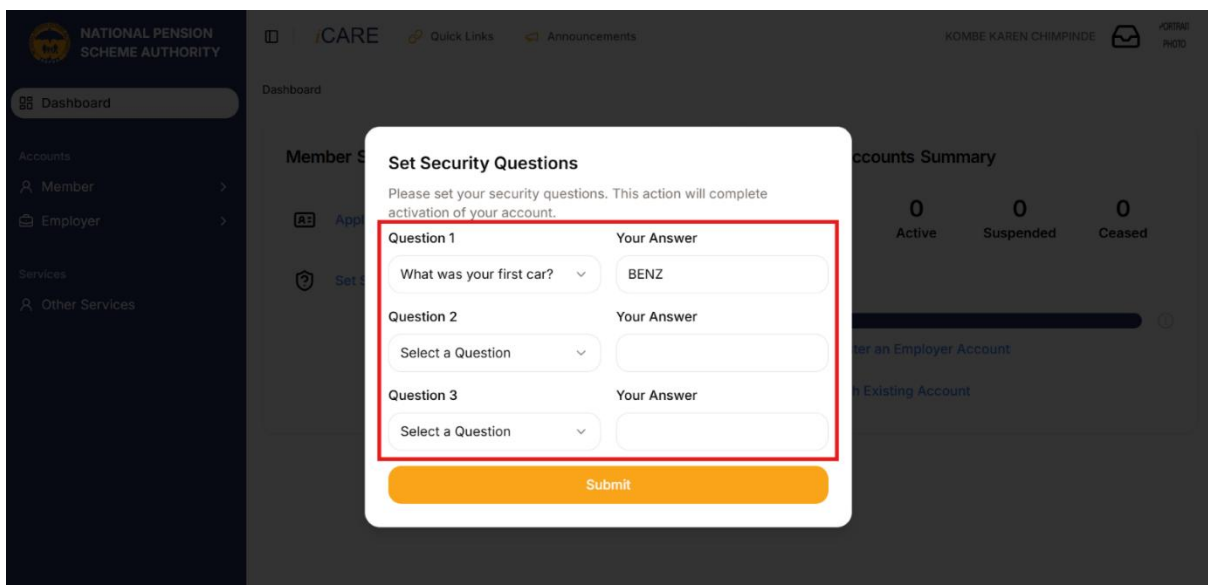
To apply for a Social Security Number, proceed to login on <https://icare.napsa.co.zm> using your National ID and Password created at Profile Creation.



1. Set Security Questions

If logging in for the first time you will be required to set your security questions.

Proceed to set security questions and answers to activate your account. When done, click **Submit**.



STEP 2 – APPLY FOR A SOCIAL SECURITY NUMBER

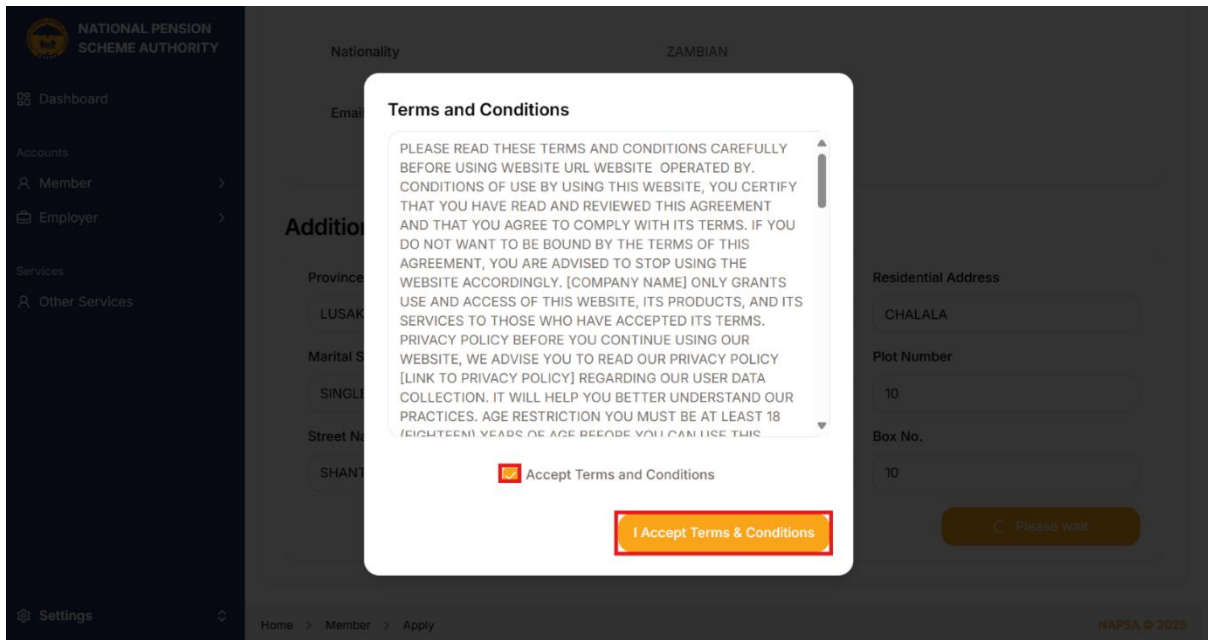
Click on **Apply for SSN**.

The screenshot shows the NPSA dashboard for user KOMBE KAREN CHIMPINDE. The left sidebar contains navigation options: Dashboard, Accounts (Member, Employer), Services (Other Services), and Settings. The main content area is titled 'Dashboard' and features two summary cards. The 'Member Summary' card has a button labeled 'Apply for SSN' which is highlighted with a red box and a red arrow pointing to it. The 'Employer Accounts Summary' card shows zero counts for Total, Active, Suspended, and Ceased accounts, along with a KYC Status bar and links to 'Register an Employer Account' and 'Attach Existing Account'. The footer includes 'NAPSA © 2025'.

Proceed to fill in the required fields under **Additional information**. When done, click **Submit**.

The screenshot shows the 'Apply' form for user MUMBI KAREN KALENGE. The 'Personal Details' section includes fields for Profile Details (Personal Title: MS, First Name: MUMBI, Last Name: KALENGE, Other Names: KAREN, Gender: Female, Date of Birth: 01/05/1996, NATIONAL REGISTRATION CARD: 29568/772/2, Membership: Not a Member) and Nationality/Residence (Nationality: ZAMBIAN, Country of Residence: ZAMBIA). The 'Additional Details' section, highlighted with a red border, contains fields for Province, Town, Residential Address, Marital Status, Occupation, Street Name, Post Name, Plot Number, and Box No. A 'Submit' button is located at the bottom right of the form. The footer includes 'NAPSA © 2025'.

To proceed, read and **Accept Terms & Conditions** on the pop-up screen.



NATIONAL PENSION SCHEME AUTHORITY

Nationality ZAMBIAN

Email

Additional Information

Province

LUSAKA

Marital Status

SINGLE

Street Name

SHANTUNGWA

Residential Address

CHALALA

Plot Number

10

Box No.

10

Settings

Home > Member > Apply

NAPSA © 2025

Terms and Conditions

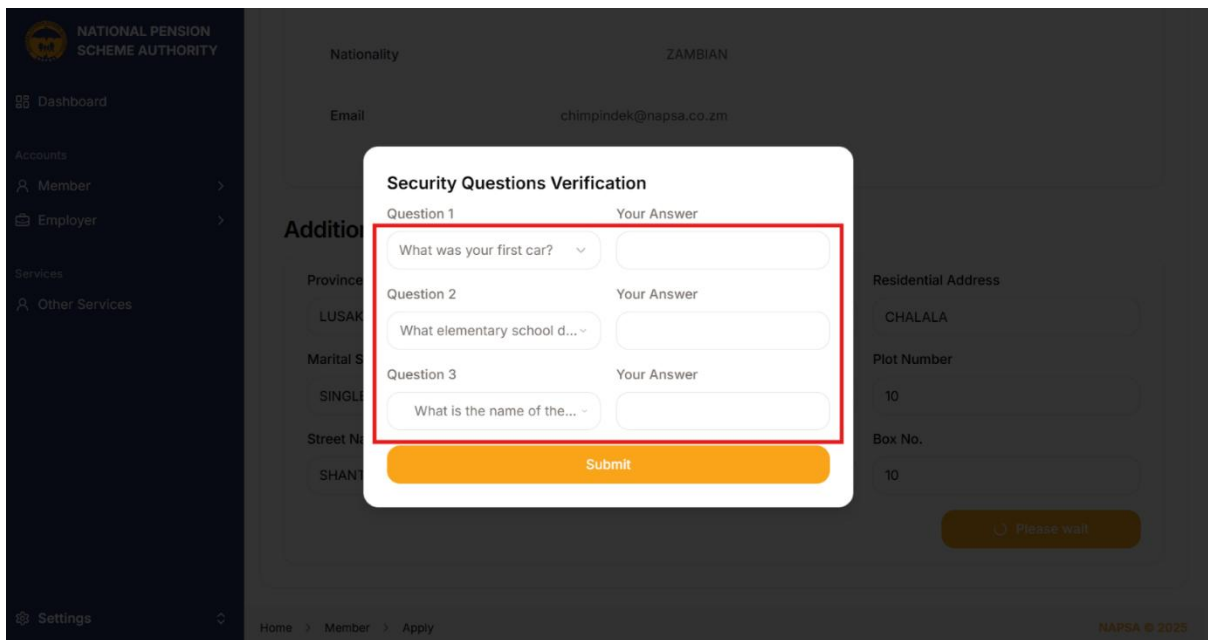
PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING WEBSITE URL WEBSITE OPERATED BY. CONDITIONS OF USE BY USING THIS WEBSITE, YOU CERTIFY THAT YOU HAVE READ AND REVIEWED THIS AGREEMENT AND THAT YOU AGREE TO COMPLY WITH ITS TERMS. IF YOU DO NOT WANT TO BE BOUND BY THE TERMS OF THIS AGREEMENT, YOU ARE ADVISED TO STOP USING THE WEBSITE ACCORDINGLY. [COMPANY NAME] ONLY GRANTS USE AND ACCESS OF THIS WEBSITE, ITS PRODUCTS, AND ITS SERVICES TO THOSE WHO HAVE ACCEPTED ITS TERMS. PRIVACY POLICY BEFORE YOU CONTINUE USING OUR WEBSITE, WE ADVISE YOU TO READ OUR PRIVACY POLICY [LINK TO PRIVACY POLICY] REGARDING OUR USER DATA COLLECTION. IT WILL HELP YOU BETTER UNDERSTAND OUR PRACTICES. AGE RESTRICTION YOU MUST BE AT LEAST 18 (EIGHTEEN) YEARS OF AGE BEFORE YOU CAN USE THIS WEBSITE.

Accept Terms and Conditions

I Accept Terms & Conditions

Please wait

Proceed to verify security questions then click **Submit**.



NATIONAL PENSION SCHEME AUTHORITY

Nationality ZAMBIAN

Email chimpindek@napsa.co.zm

Additional Information

Province

LUSAKA

Marital Status

SINGLE

Street Name

SHANTUNGWA

Residential Address

CHALALA

Plot Number

10

Box No.

10

Settings

Home > Member > Apply

NAPSA © 2025

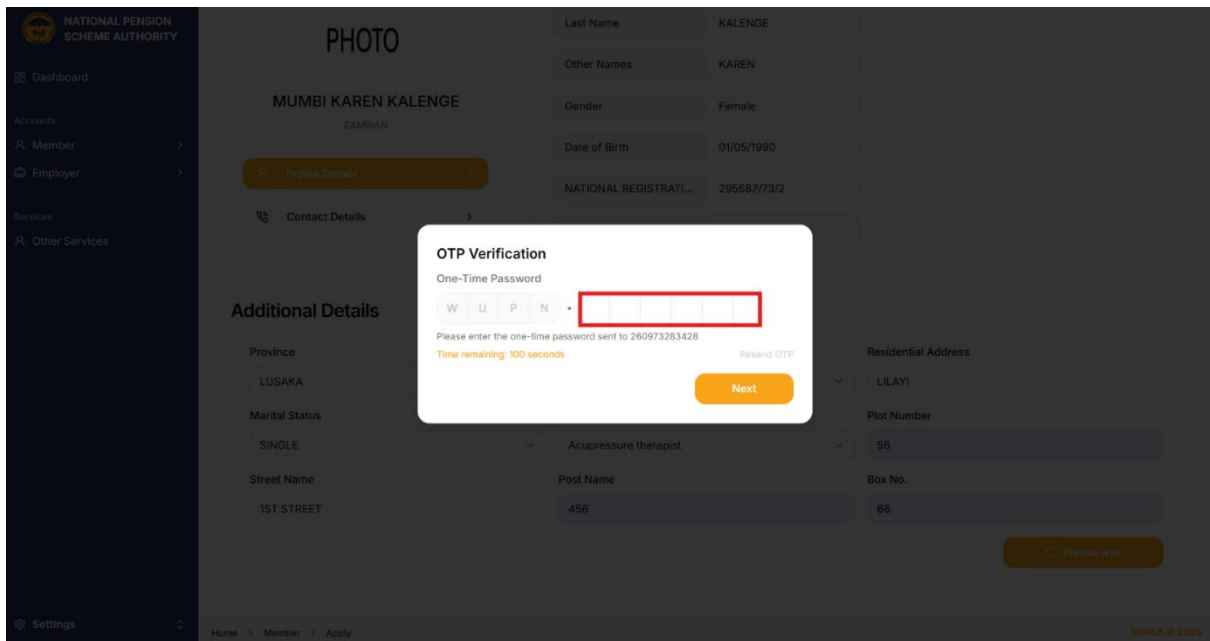
Security Questions Verification

Question 1	Your Answer
What was your first car? ▾	<input type="text"/>
Question 2	Your Answer
What elementary school d... ▾	<input type="text"/>
Question 3	Your Answer
What is the name of the... ▾	<input type="text"/>

Submit

Please wait

On the pop-up screen, enter the OTP sent to your registered mobile number then click **Next**.



Your **Social Security Number** will then be generated and displayed on your Dashboard and an SMS with your **Social Security Number** will be sent to your registered mobile number.

