This guide explains how a parent or guardian follows a student's study-abroad journey in the EGGI system.

1. Create your account

1. Choose **Create an account**, then **I am a parent or guardian**.
2. Enter your name, email address and mobile number and choose a password (at least 10 characters).
3. Accept the privacy notice, verify your email (link valid 24 hours) and your phone (6-digit SMS code).
4. Set up **two-step sign-in** with an authenticator app or SMS. Keep the recovery codes safe.

2. Link a student

From the dashboard choose **Add a student**.

- **New student**: enter the student's name and date of birth. The record is created and linked to you.
- **Existing student**: EGGI staff can link you to a student who already has a record.

Consent: if the student is 18 or older, they must approve the link. Until then the link shows "Waiting for the student's approval". If they do not answer within 14 days, the request expires. Students under 18 are linked straight away.

3. What you can do

For each linked student you can:

- complete and update the **profile** (personal details, education, study preferences);
- answer EGGI's **requests** and upload documents (PDF, JPG or PNG, up to 10 MB each);
- **accept or decline** university recommendations;
- follow every **application** and its next steps (visa, travel, accommodation);
- see **invoices**, pay them and **upload proof of payment**;
- download the **application summary** and the **statement of account**.

You receive emails and SMS (and WhatsApp if you agreed to it) when something needs your attention. Messages are sent in your chosen language.

4. Paying an invoice

1. Pay by bank transfer or mobile money using the details printed on the invoice, with the **invoice number** as reference.
2. Open the invoice and choose **Upload proof of payment**: enter the amount, date, method and transaction reference and attach the receipt.
3. EGGI confirms the payment and you receive a message.

5. When access ends

- An adult student can ask EGGI to end your access; EGGI reviews the request and you are informed.
- If your account is closed, your links to students are removed.

6. Your account

Choose English or Kiswahili at the top of the page. Under **Security** you can change your password and two-step sign-in method and sign out of other devices. If you do not sign in for 90 days you receive reminders before the account is closed.

Need help?

Contact EGGI Global Services. If you see an error page, give EGGI the **reference number** shown on it.