This guide explains how to use the EGGI Student Application and Support System as a student.

1. Create your account

1. Open the EGGI system and choose **Create an account**, then **I am a student**.
2. Enter your name, date of birth, email address and mobile phone number. Choose a password of at least 10 characters.
3. Read the privacy notice and tick the box to accept it.
4. Open the email from EGGI and press **Verify email address**. The link works for 24 hours.
5. Sign in. Enter the 6-digit code sent to your phone by SMS.
6. Set up **two-step sign-in**: use an authenticator app (such as Google Authenticator) or SMS codes. Keep the recovery codes in a safe place: they let you sign in if you lose your phone.

> If you do not verify your email within 7 days, the account is closed. Register again or contact EGGI.

2. Complete your profile

Open **My profile** from the dashboard.

- **Personal details**: your name, date of birth, region, district and ward (or "I live outside Tanzania").
- **Education**: add each school or college with the level, years and results.
- **Study preferences**: up to five countries, in order of preference, and the study areas you are interested in.

The profile shows **Complete** when the required parts are filled in. EGGI uses it to recommend universities.

3. Answer EGGI's requests

EGGI asks for documents and information through **requests**. You receive an email and an SMS, and they appear on your dashboard with their due date.

1. Open the request.

2. Upload the file(s): PDF, JPG or PNG, up to 10 MB each, up to 5 files at once. Or type the answer when EGGI asks for information.
3. Press **Send**. Each file is checked for viruses first; this takes a few seconds.
4. EGGI reviews it. If something must change you get a message with a note: upload a new version.

Tip: scan documents in colour, flat, with all four corners visible. A phone scanner app works well.

4. Recommendations and applications

- EGGI may **recommend a university** for you. Open it and choose **Accept** or **Decline** (you can add a comment).
- Every application shows its **status** (for example "Submitted to university", "Offer received"). You get a message each time it changes.
- After you accept an offer, the application shows the next steps: visa, travel, accommodation and more, with their status.

5. Invoices and payment

1. When EGGI issues an invoice you receive it by email (PDF attached). It also appears under **Invoices** on your page.
2. Pay by bank transfer or mobile money using the details on the invoice. Use the **invoice number** as the payment reference.
3. Open the invoice and choose **Upload proof of payment**: the amount, date, method, transaction reference and a photo or PDF of the receipt.
4. EGGI checks it and you receive a message when it is accepted (or why it was not).

You can download a **statement of account** with all invoices and payments.

6. Guardians (parents)

A parent or guardian can be linked to your record. If you are 18 or older, you must **approve** the link: you receive a message and see the request on your dashboard. Approve or decline within 14 days.

A linked guardian can see your profile, applications, documents and invoices and act for you. You can ask EGGI to end a guardian's access at any time from your page.

7. Your account

- **Language**: choose English or Kiswahili at the top of every page.
- **Security**: change your password, two-step sign-in method and see where you are signed in.
- **Application summary**: download a PDF with your profile and every application.
- If you do not sign in for 90 days you receive reminders; after about 4 months without signing in the account is closed (it can be restored by EGGI for 6 months).

Need help?

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