

# How to submit a single document for on-line registration in Mauritius e-Registry System

*Helpline: 201 1859*

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## Document format for online submissions

- Scan document in PDF format, A4 Portrait, black & white and OCR.
- Ensure correct alignment; page numbering and good legibility.
- Image resolution of 300 DPI.
- File size up to 30mb.

### To Login Mauritius e-Registry:

- Use Mozilla Firefox or Google Chrome browsers.
- Type [ <https://eregistry.govmu.org/online/> ] in the address bar.
- Press [Enter].
- The Mauritius e-Registry [LOGIN PAGE] opens.
- Enter your **Username** and **Password**.
- Mauritius e-Registry **HOME PAGE** appears.

**YOU CAN START on-line REGISTRATION**

### To Log out Mauritius e-Registry:

- Click on [User].  
Dropdown list appears
- Click on [**Logout**] to securely exit

Click on Icon “?” to access **User manual**.

## You can submit document for on-line registration:

1. On behalf of yourself; or
2. On behalf of your employer/company.

**Note:** Representation is assigned to you by the **Registrar General’s Department** through a protocol between you and the professional body you represent.

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## Choose REPRESENTATION

Choose between 1 or 2 :

Click [user].

<p><u>1. Submit for yourself.</u></p> <p>- Click [Representation].</p> <p>- Select [Self].</p> <p>(Session shows only submissions created and made by you).</p>	<p><u>2. Submit on behalf of your employer/company.</u></p> <p>-Click [Representation].</p> <p>-Choose your employer or company from drop down list.</p> <p>(Session shows only submissions created and made on account of an employer/company ).</p>
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## Start Submission

Click on Icon “ ? ” to access **user manual**.

Click [Start Registration].

[Application Tab] opens.

### Enter General Data

- Enter **Deed date** in **General Data** section.
- Click[**Save**].
- Tracking number is generated.
- Click [**Upload PDF file**]
- Click [**Select File(s) to upload**].
- Find the file to submit and click to select.
- Click [**Open**].
- Uploaded files are shown in the table
- Click [**View**] to open document in new window
- Enter Number of [**Copies**]to be registered (if additional copy is required).
- To choose **Document Subtype**, Click [**Select**] .
- Choose Document Subtype from drop down List.
- Click[**Save**].

# How to submit a single document for on-line registration in Mauritius e-Registry System

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## Enter Parties credentials

- Click [+Add] in parties section and create new party.
- Select [Party Type] – either legal or Natural person
- Choose [Party Role] from list
- Enter Party **Surname /company name** {*This field is mandatory*}
- Enter other details.
- Click [Save All].
- **To enter more party**, Click [+Add] in parties section again and create new party.

## Optional information to be input.

### Enter information related to objects

#### At Objects block

- Click [+ add] in object section to create new object.  
Choose [Object type].
- Select [Property type] from list.
- Enter other object data.
- Click [Save].

### Calculate Preliminary tax.

- Select [Taxation].
- Enter all fields in [Parameters for taxation] block.
- Click [Save].
- Click [Calculate Taxes]
- Taxes will appear in [Payable Taxes] block.

### After entering parties and object data, choose the following options:

- Click [Back/Submit later] to continue with the submission later.
- Click [Delete submission] to delete the application.
- Click [Make a copy] to create a new submission and transfers the data from the original record to make the amendments and save. This will generate a new unique tracking number.

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## Confirm Submission

- Click [**Submit to RGD**]
- Enter [**Captcha**] text.
- Tick **check-boxes** to agree with [**On-line**] and [**information services**] term and conditions.
- Click [**Yes**] to confirm submission.

**Your application is forwarded to The Registrar General's Department. An acknowledgment receipt is generated.**

## Monitoring of submission

Click on Icon “ ? ” to access **user manual**.

To keep track status of your submission view either:

- **General notifications blocks; or**
- Click on [**My Registration**] from the [**Home Page**].

Click Icon [**Home**].

**(i) The blocks at Home Page provide quick notification of:**

- Unpaid payment notices.
- Returned / rejected and withdrawn documents.
- Registered documents.
- General notifications.

Click on messages to open submission.

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(ii) Click [My Registration] to get status of all your submissions.

- Select from list
- Open [ PROCESSING ]

### View [Print-outs] block

Find all [Print-outs] generated during the process of the current submission.

(For example: Acknowledgement receipt; Clarification letters; Payment notice and the registered document with an e-seal).

- View [Process monitoring] block.

Find: **ProcessStart Date ; Document status;**

**Finish Date; Process step with an officer name.**

- Quick check of status of your submission.

The status line at the top of this page shows the status of your submission record. The colours of the status line give indication of the status of each process step:

- **Green**: completed process.
- **Yellow**: current process.
- **Grey**: remaining process.

**Note: You may withdraw a submission at any time before payment.**

- Click [My Registration] or [My Payment] .
- Select document to be withdrawn.
- Click [Withdraw Submission]
- Click [Yes] to confirm withdrawal.

Withdrawal letter is generated.

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## On- line payment - 24/7

After taxes are calculated at the Registrar General's Department a notification (Taxation completed, awaiting payment) is received at GENERAL NOTIFICATION list.

### Note:

- We accept only Credit card VISA or MasterCard
- For Credit Card Payment: a service fee of 1.725% is payable on amounts in excess of Rs 25,000.
- Otherwise payment may also be effected at the counter of the Registrar-General's Department during office hours.

### VIEW PAYMENT NOTICE

- To view [Payment notice] click on the notification received at General notification List from [Home Page]
- Transaction record opens.
- Click [Processing] tab.
- Choose [Payment notice] received at [Printouts] list.
- Click [Print] to open [Payment notice] in new window to see full information.

### QUICK PAY

- Click [Payment] tab.
- Select [Quick pay].
- MeRP payment window pops up.
- Tick [Credit card] button.
- Check Payment data shown.
- Click [Confirm payment]
- Click [Yes] to confirm payment.
- Enter credit card details at SBM window.
- Click [Submit].

After payment, system revert to MeRP and Payment history updated.

- Click [Back] to [Home Page] to view notifications received.
- To view [Payment receipt] click on the notification received
- Click [Processing] tab.
- Click to view [Payment receipt for registration] at [Printouts] list.

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## How to cancel unsuccessful e payment transaction.

- Click on [**Cart Icon**] to open the Cart.
- Search item to be removed in [**View Orders**].
- Click [**View Orders**].
- Enter tracking number at box [**Application tracking no**]
- Click [**Search**] button.
- View pending order tracking number.
- Click **on payment record to view payment details**.
- To cancel the pending payment click button [**Cancel Payment**].
- Click [**Yes**] to confirm message :
  - Are you sure to cancel the transaction?
  - The **PENDING** transaction can be a result of communication loss with the ePayment provider.
  - Your account may be charged already.
  - Please: 1) check with your Bank;
  - 2) in a case of the overpayment, please consult RGD Helpdesk.
- Go to [**Home Page**] to view application and reinitiate payment

## Retrieval of Registered document

After document is registered a notification is received at [**Registered document**] list.

- Click on notification received.
- Transaction record opens.
- Click [**Processing**] tab.
- Click [**Print**] to view or archive [edocument] at [**Printouts**] list.