

# **THE REPUBLIC OF UGANDA**



## **UGANDA TOURISM BOARD**



### **REGISTRATION OF TOURISM AND HOSPITALITY ENTERPRISES AND SERVICES (UTB E-LICENSING PORTAL).**

## Table of Contents

Accessing website .....	2
Sign up / Log in.....	3
Initializing and filling in forms.....	5
My Account.....	7
License renewal .....	11

## Accessing website

1. Load UTB Website: [www.utb.go.ug](http://www.utb.go.ug)
2. Click on **Self-registration: This shall connect you to the** UTB e-registration system ([www.qasystem.utb.go.ug](http://www.qasystem.utb.go.ug)).

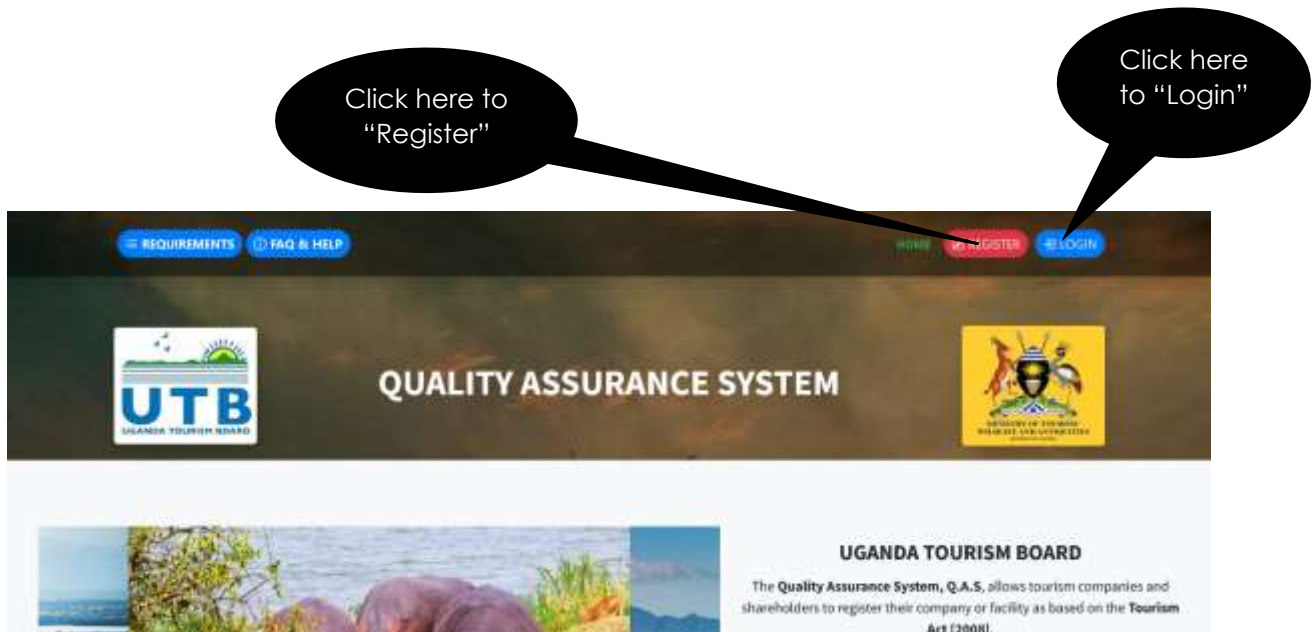
Click on "SELF  
REGISTRATION"



3. For quicker access, type this URL [www.qasystem.utb.go.ug](http://www.qasystem.utb.go.ug) in your browser address / search bar and press enter.

## Sign up / Log in

1. After the site has loaded, click on **Register** (Sign up to access the system)



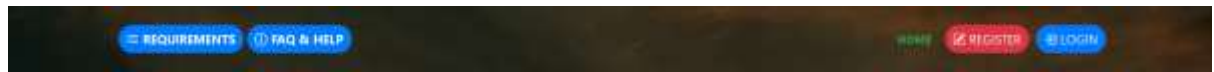
- Use the email that you can easily access
  - Use a password that you cannot easily forget (Eight digits that must contain capital letter, sign and numbers)
  - Confirm the new password
  - Press **Sign up** (email shall be sent to the used email for sign up)
2. Get to your email inbox and follow instructions on the email

**NOTE: Instructions from your email shall lead you to sign into the system.**

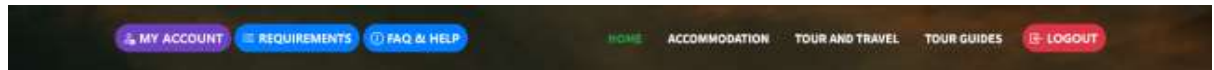
[www.qasystem.utb.go.ug](http://www.qasystem.utb.go.ug)

3. On successfully confirming your account, click on **login** and provide the email and password you used to register with.

4. Or when you're on the home page, click on **LOGIN** button on your right-hand top corner.



5. After successful login, all forms will be displayed on top of the site.



## Initializing and filling in forms

1. After successful login, the available forms will be shown on top of the page.



2. Click on the stakeholder (**Accommodation, tours travel or tour guides**) that you belong; either way
3. Initialize your information for either Accommodation

A screenshot of a web form titled 'Home / Initialise / Accommodation facilities'. The form has three tabs: 'REGISTRATION', 'INSPECTION', and 'LICENSE'. The 'REGISTRATION' tab is active. The question is '1. Were you Registered in UTB under Accommodation?'. There are two radio buttons: 'Yes' and 'No'. At the bottom, there are 'Previous' and 'Next' buttons.

4. For tours and travel

A screenshot of a web form titled 'Home / Initialise / Tour & Travel companies'. The form has three tabs: 'REGISTRATION', 'INSPECTION', and 'LICENSE'. The 'REGISTRATION' tab is active. The question is '1. Were you Registered in UTB under Tours and Travel?'. There are two radio buttons: 'Yes' and 'No'. At the bottom, there are 'Previous' and 'Next' buttons.

**NOTE:**

For those with more than one business; After the above process, you can initialize those businesses using the option “**CONFIRM YOUR FORMS**” provided under my account section. Please check step 4 under “**My Account**” in this document.

5. For tour guides. In this case if you had already provided your details to UTB, your email used during registration is required else select **No**

FOR TOUR GUIDES ONLY

Were you Registered in UTB as a tour guide?

- Yes  
 No

✓ Submit

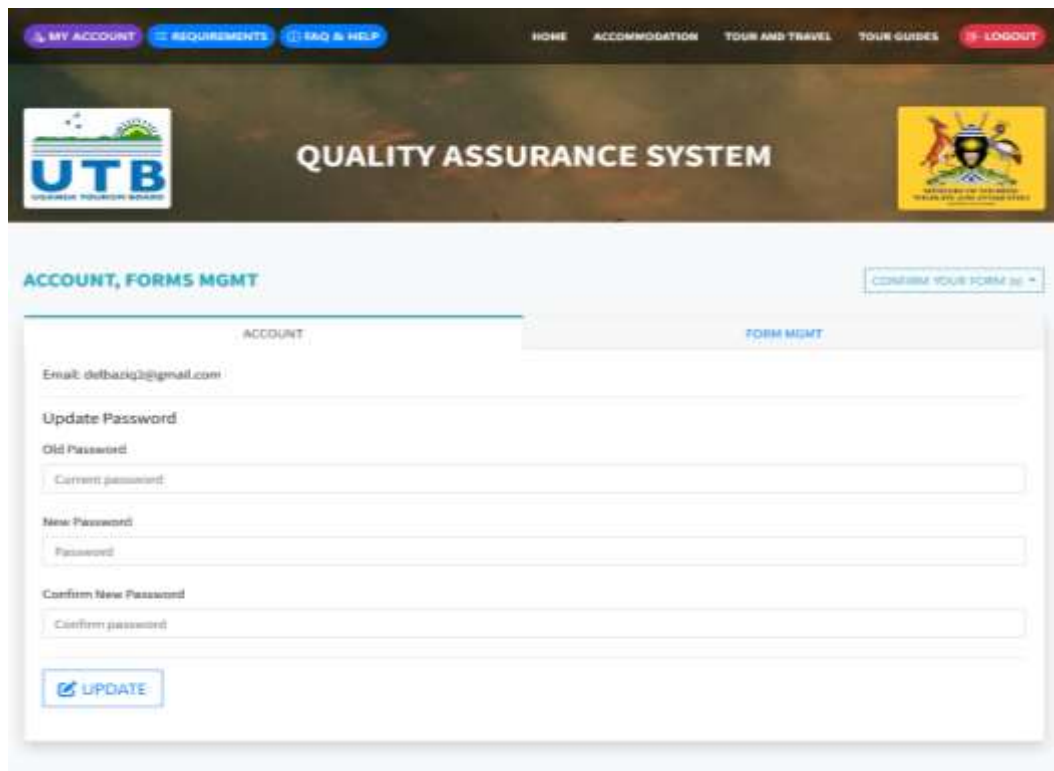
6. After completing this, you will be able to access that particular form whose information you initialized.
7. Please fill in every information as required and confirm everything is valid before submitting.
8. A notification will be sent to your email. Please follow the instructions to help us complete the registration process.

## My Account

1. To view all your submissions, please click on **MY ACCOUNT** on your top left-hand corner.



2. You will be presented with the following: -



3. You can update your password under the **ACCOUNT** tab.
4. In case you own multiple facilities or companies, you can initialize them by clicking on the **CONFIRM YOUR FORMS** button and select which form to initialize.



If you registered under either accommodation or tours travel, your details shall appear here

You can also initialize your information from here especially if you own multiple facilities/companies

ACCOUNT, FORM MGMT CONFIRM YOUR FORM (0)

ACCOUNT FORM MGMT

Your Tour & Travel, Accommodation Form(s):-

Show 10 entries Search:

Business	Trading	Reg No.	Insp No.	Lic No.	Status	Action
No data available in table						

Showing 0 to 0 of 0 entries Previous Next

Tour Guide:-

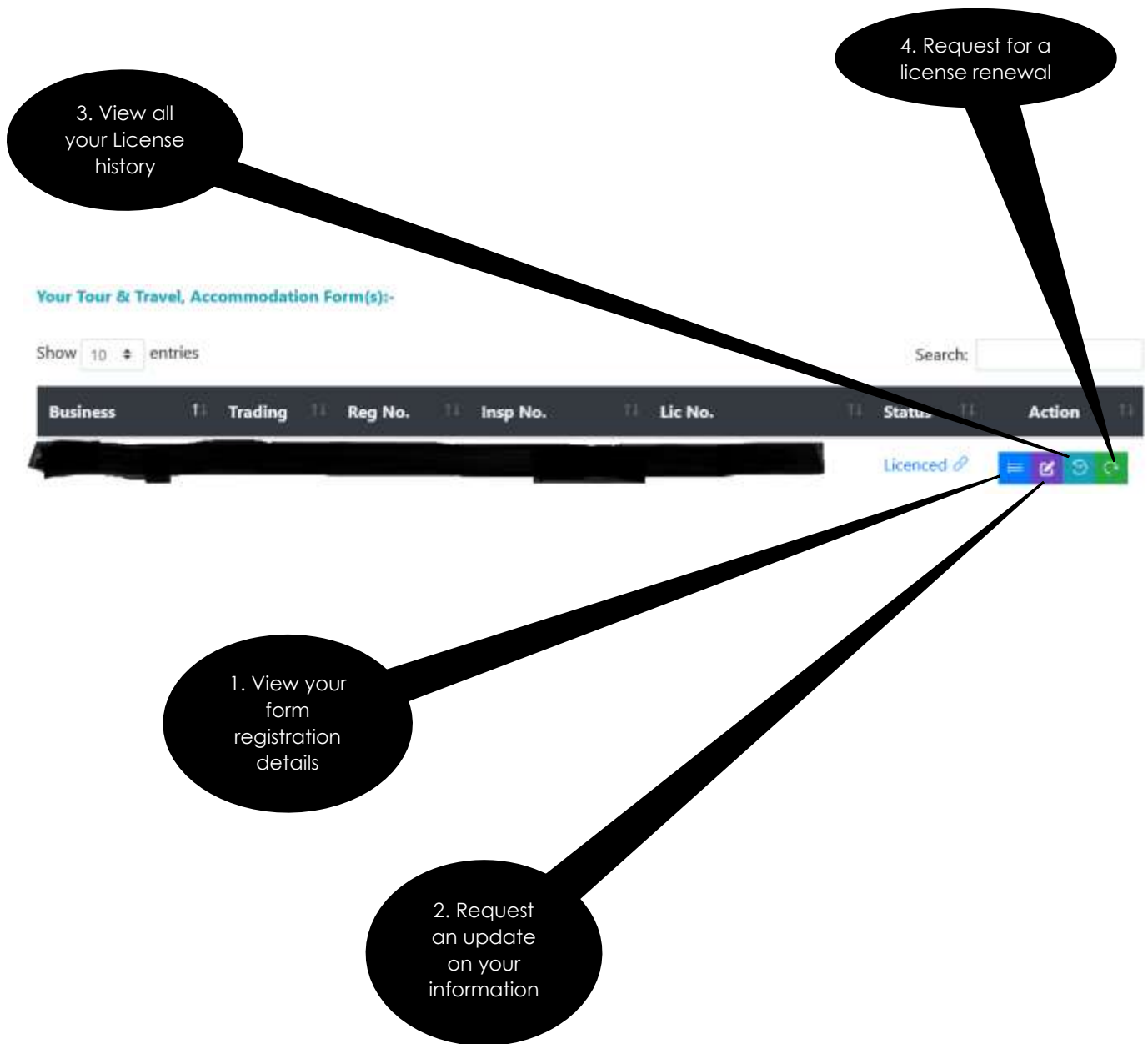
Show 10 entries Search:

Names	Registration no	License no	DIT no	Current Status	Action
No data available in table					

Showing 0 to 0 of 0 entries Previous Next

If you're a tour guide, your information shall appear here

## A. For Accommodation, tours and travel



## B. For Tour guides

Tour Guide:-

Show 10 entries Search:

Names	Registration no	License no	DIT no	Current Status	Action
[Redacted]					  

1. View your form registration details

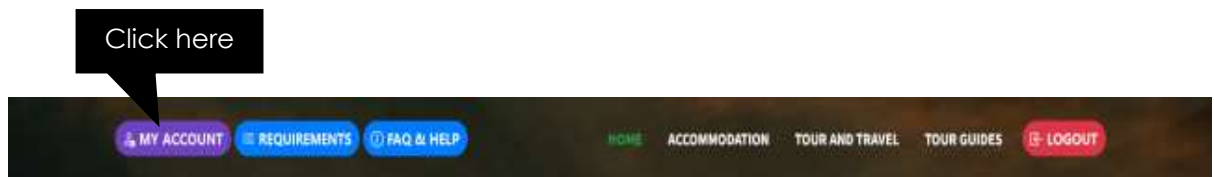
2. Request an update on your information

3. View all your License history

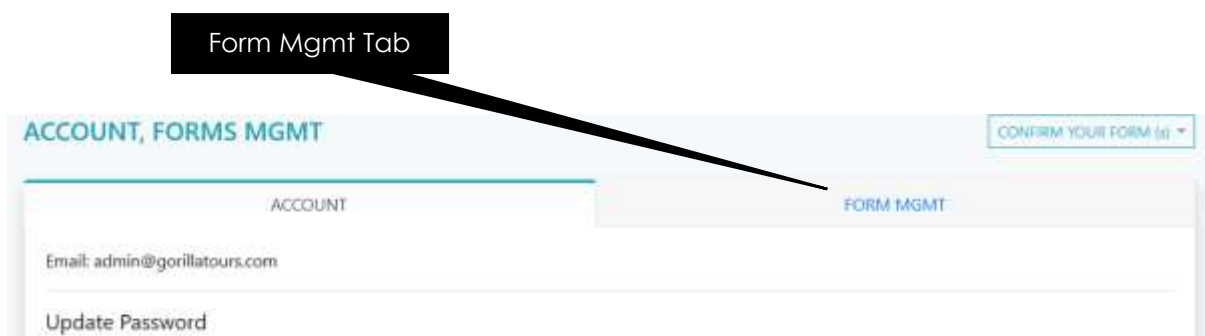
## License renewal

In order to renew your license, please follow the steps below.

1. Click on “**MY ACCOUNT**” button on the top-left of the page.



2. Under account page, click on “**FORM MGMT**” tab



3. If licensed under **accommodation** or **tours and travel**, please search under “**Your Tour & Travel, Accommodation Form(s)** “. Then under the “**Action**” column, click on the last button as indicated below;



4. If licensed as tourist guide, please search under "**Tour guide**". Then under the "**Action**" column, click on the last button as indicated below;



5. After which you shall be requested to provide some details as indicated. Then confirm and submit.